

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: NE-500 - Nebraska Balance of State CoC

1A-2. Collaborative Applicant Name: State of Nebraska

1A-3. CoC Designation: CA

1A-4. HMIS Lead: University of Nebraska - Lincoln, Center for Children, Families and the Law

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	Yes	Yes
Local Jail(s)	Yes	No	No
Hospital(s)	Yes	No	No
EMT/Crisis Response Team(s)	No	No	No
Mental Health Service Organizations	Yes	Yes	Yes
Substance Abuse Service Organizations	Yes	Yes	Yes
Affordable Housing Developer(s)	Yes	No	No
Public Housing Authorities	Yes	Yes	No
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	Yes	Yes	Yes
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	Yes	Yes	Yes
Other homeless subpopulation advocates	Yes	Yes	No
Homeless or Formerly Homeless Persons	Yes	Yes	Yes

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.

The CoC has two primary methods used to solicit opinions regarding preventing and ending homelessness: regular meetings of the statewide CoC and regional planning bodies review system outcome data and discuss strategies for improving systems outcomes such as expediting the time it takes to get families into housing. The State agency responsible for PATH, Division of Behavioral Health, regularly participates in CoC meetings, discusses uses of PATH funding and ways in which it can be coordinated with CoC funding. Additionally, the CoC is an active participant in a statewide process to update the Ten Year Plan to Prevent and End Homelessness. Participating in these sessions are affordable housing developers and PHAs who provide input on how affordable housing resources can be accessed by and prioritized for homeless people.

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.
Care Corps	No	Yes	Yes
Community Action Partnership of Western Nebraska	Yes	Yes	Yes
Cirrus House	No	Yes	Yes
RAFT	No	Yes	Yes
Boys and Girls Home of Grand Island	No	Yes	No
Maryland Living Center	Yes	Yes	Yes

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.

	Participated as a	Sat on CoC Board as
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Victim Service Provider for Survivors of Domestic Violence (up to 10)	Voting Member in at least two CoC Meetings between July 1, 2015 and June 30, 2016	active member or official at any point between July 1, 2015 and June 30, 2016.
Doves Program	Yes	Yes
Hope Harbor	Yes	Yes
SAFE Center	Yes	Yes
Healing Hearts and Families	Yes	Yes
Center for Survivors	Yes	No
Bright Horizons	Yes	No
Hope Crisis Center	Yes	Yes
SASA	Yes	Yes

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)

The CoC is a unique structure representing all of rural Nebraska. Because of the vast size of the area covered, the CoC works in close cooperation with five regional CoCs. These CoCs elect the BoS Board and hold regular monthly or bi-monthly meetings. The regional CoCs solicit participation by new organizations and the BoS CoC provides technical assistance to new applicants in meeting application and program requirements. The CoC announces the availability of funding to the regional CoCs which publicize the funding in announcements, newsletters, and community bulletins. It is also published statewide by the Department of Health and Human Services. The regional CoCs conduct monthly meetings and engage in active outreach to their communities. Whether a new project is listed is based on: quality of proposed project to serve target population, capacity of applicant, alliance with CoC priorities (target population and Housing First) and cost-effectiveness.

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)	Yes
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	1
How many Con Plan jurisdictions did the CoC participate with in their Con Plan development process?	1
How many Con Plan jurisdictions did the CoC provide with Con Plan jurisdiction level PIT data?	1
How many of the Con Plan jurisdictions are also ESG recipients?	1
How many ESG recipients did the CoC participate with to make ESG funding decisions?	1
How many ESG recipients did the CoC consult with in the development of ESG performance standards and evaluation process for ESG funded activities?	1

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)

The CoC works with the State of Nebraska Department of Economic Development the CON Plan developer for the State. The lead agency for the CoC is the NE Department of Health and Human Services. DHHS consults quarterly with DED in reviewing data from the CoC (HMIS, PIT data), reviews performance targets, and identifies who CoC and ESG resources are coordinated. Also reviewed are the use of CON Plan resources to address the goals of Opening Doors: Nebraska the Statewide Strategic Plan to prevent/end homelessness. DED participates in at least 2 CoC meetings annually and the DHHS liaison to the CoC has planning meetings and follow up phone calls with DED amounting to about 2 hours/quarter.

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)

ESG funding comes to the State Department of Health and Human services which combines the ESG with NHAP - Nebraska Homeless Assistance Program - funds. Priorities for ESG and NHAP funds are identified by the balance of state CoC and communicated to DHHS through regular and ongoing consultation. Officials with DHHS participate in all CoC meetings, priorities for ESG funding are reviewed with the CoC in regular meetings, and performance standards are developed by the CoC for all ESG and CoC funded projects. Data shared with ESG/NHAP include HMIS, PIT and recipient performance reports which are issued to all ESG and CoC funded providers annually. The CoC establishes the performance standards which are incorporated into the HMIS generated report cards and used by DHHS in evaluating applicants for renewal funding.

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)

ESG funding is provided to DV agencies to provide housing assistance to those fleeing violence. When a person/family presents at a homeless provider the intake worker will assess the level and nature of the threat to the household's safety. If DV is suspected, case workers ask if there is interest in connecting with a DV agency explaining that they have resources, skills, information, safety procedures, etc. to assist. Safety is of utmost concern. Most of the time the

individual or family chooses to call the toll free Crisis line. Homeless service providers are instructed to maintain confidentiality of information of DV survivors. If the family presents at a DV provider, they will be assisted in developing a safety plan and provided the option of receiving housing assistance from the DV provider or a referral to a homeless services provider. ESG funded agencies make certain that no identifying information is entered into HMIS whenever they are serving households fleeing DV.

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
Burwell Housing Authority	0.00%	No
Hemingford Housing Authority	0.00%	No
Humbolt Housing Authority	0.00%	No
Hall County Housing Authority	0.00%	No
Housing Partners of Western Nebraska	0.00%	No

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)

The largest resource is the Nebraska Homeless Assistance Program funded by the State's Homeless Shelter Assistance Trust Fund. This program supports prevention and rapid rehousing and is a key factor in the increase of rapid rehousing beds in the CoC. The Nebraska Investment Finance Authority which operates the LIHTC program prioritizes applications for tax credits that include units serving homeless people. The CoC works with NIFA to prioritize projects for funding that establish preferences for serving homeless people.

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"/>
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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)**

All persons entering homeless assistance services or contacted through outreach are assessed (if willing) using the VISPDAT. Outreach is coordinated with PATH teams and VA SSVF funded outreach. A weekly meeting is held among all participants who have engaged with a homeless person/family with a need for PSH. Referrals are prioritized weekly based on severity of need and length of time homeless. All PSH vacancies are reported and filled only with referrals through the CE (Most Vulnerable Referral Team – MVRT) process. All community action agencies, victim services, and homeless services providers in rural Nebraska are advised of the process and use the CoC assessment tool to make referrals. Any individual or family with a designated VI score are referred to the MVRT. The MVRT reviews each case and offers available units to individual by priority order. For those not determined to be eligible for PSH other housing type referrals (TH, RRH, OPH) are made.

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 checked="" 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Hospital(s)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EMT/Crisis Response Team(s)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 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 type="checkbox"/>	<input type="checkbox"/>	<input 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 checked="" 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 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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street Outreach 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"/>
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"/>
University of Nebraska-Lincoln, HMIS and CE lead	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>

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?	15
How many of the renewal project applications are first time renewals for which the first operating year has not expired yet?	1
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?	14
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 checked="" 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 checked="" 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 prioritizes projects for funding based on the severity of need and vulnerabilities of participants. New projects receive points in scoring for targeting all chronic homeless with severe service needs and renewal projects are prioritized based on participation in coordinated entry (which prioritizes those with greatest services needs and longest time homeless). The outcomes targets for successful PSH projects are adjusted to address disabilities and other factors that may limit access to earned income. Projects serving those with significant behavioral health challenges and functional impairment and prioritized as well as projects serving youth and children directly from the streets and those who are vulnerable to victimization. Transitional projects serving those populations are prioritized for renewal.

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)

All of review, ranking and selection criteria were posted on the website of DHHS. The CoC board notified all participants of the posting though email notification to its mailing list. In addition, all regional and local CoCs in the State were provided email notification of the posting and encouraged to notify their communities.

1F-4. On what date did the CoC and Collaborative Applicant publicly post all parts of the FY 2016 CoC Consolidated Application 09/08/2016

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).

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.) 08/22/2016

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 HMIS lead agency working with the CoC board has developed performance reports for all CoC funded programs. These reports cover key performance outcomes including serving the literally homeless, housing stability, job and income growth, participating in coordinated entry, use of mainstream resources and compliance with CoC policies including Housing First. Reports are issued annually. Summary reports are provided to the CoC board. Also examined are compliance with HUD requirements including APR submission, quarterly drawdowns and responding to HUD monitoring as well as consumer satisfaction with services. Minimum scores must be received in order for the grants to be renewed. The information from these report cards is used along with the renewal evaluation process to establish the ranking of renewal applications and will be used to require poor performers to reallocate.

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. beginning on page 3

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 ServicePoint

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

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

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	\$173,806
ESG	\$67,609
CDBG	\$0
HOME	\$0
HOPWA	\$0
Federal - HUD - Total Amount	\$241,415

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
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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	\$0
Other - Total Amount	\$0

2B-2.6 Total Budget for Operating Year	\$241,415
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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): 04/28/2016

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	265	59	171	83.01%
Safe Haven (SH) beds	0	0	0	
Transitional Housing (TH) beds	401	0	287	71.57%
Rapid Re-Housing (RRH) beds	220	0	220	100.00%
Permanent Supportive Housing (PSH) beds	124	0	120	96.77%
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 CoC and HMIS lead continue to outreach and engage two faith based rescue missions, one of which had 35 emergency shelter beds and the other with 114 TH beds. The 35 bed emergency shelter rescue mission had intended to be on HMIS prior to the 2016 PIT and HIC but was not able to do so because of internal staffing issues. This mission plans to be on HMIS prior the end of CY 2016. The CoC and HMIS lead have made multiple attempts to engage the other rescue mission with 114 TH beds and have been able to have them attend Coordinated Entry staffing and hope that the CE effort will spur acknowledgement that HMIS participation would be of benefit to their consumers as exhibited in the Coordinated Entry effort. The CoC is engaging local, city, regional, and state government officials to assist with stressing the vital need and importance of the agency participating in HMIS.

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 checked="" type="checkbox"/>
Faith-Based projects/Rescue mission:	<input checked="" type="checkbox"/>
Youth focused projects:	<input type="checkbox"/>
Voucher beds (non-permanent housing):	<input 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? Quarterly

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%	2%
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	11%	1%
3.15 Relationship to Head of Household	3%	0%
3.16 Client Location	0%	0%
3.17 Length of time on street, in an emergency shelter, or safe haven	4%	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"/>
	<input type="checkbox"/>

None	<input type="checkbox"/>
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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?

Monthly

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 checked="" type="checkbox"/>
VA Grant and Per Diem (GPD):	<input type="checkbox"/>
Runaway and Homeless Youth (RHY):	<input checked="" type="checkbox"/>
Projects for Assistance in Transition from Homelessness (PATH):	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
None:	<input 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 CoC has no VA GPD programs.

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) 01/28/2016

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) 04/24/2016

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 checked="" 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)

NE-500 CoC conducts the sheltered PIT count utilizing the HMIS exclusively for persons sheltered in HMIS CHOs. For persons sheltered in non-HMIS using CHOs census surveys are conducted and provide to the HMIS lead for

incorporation with the HMIS data. HMIS CHOs review and verify their data on the night of the PIT. Non-HMIS programs conduct CoC generated PIT count surveys of individuals sheltered during the evening of the PIT. The non-HMIS counts are transmitted to the HMIS lead, cross referenced and deduplicated (with the exception of victim service provider counts which are provided in aggregate). The HMIS Service based counts are also cross-referenced and deduplicated with HMIS recorded shelter data. The CoC uses this methodology to provide valid sheltered PIT counts across the large geography of the CoC. The HMIS lead develops surveys, written instructions, and provides training to HMIS and non-HMIS providers.

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)

No methodology change from 2015 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 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)

In the 2016 PIT NE BOS PIT Count the HMIS Regional Coordinators provided increased local coordination of the non-HMIS CHO survey and count data collection on the night of the PIT.

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): 01/28/2016

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): 04/24/2016

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 checked="" type="checkbox"/>
HMIS:	<input checked="" 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)

The unsheltered count was conducted by CoC outreach workers, community services staff, Veterans Affairs staff, county and local jurisdiction law enforcement and volunteers on the night of the count. Unsheltered count staff identified known locations of unsheltered persons in their local areas and conducted brief surveys of individuals identified. County and local law enforcement recorded unsheltered count and PI data for any unsheltered homeless person encountered on the night of the count. In addition to the known location counts and LE counts a service based count was conducted of those identifying as unsheltered homeless receiving services on the night of count. Both the known place counts and the service based counts were cross referenced with each other and with HMIS and non-HMIS sheltered counts by the HMIS lead for deduplication. The HMIS lead created unsheltered count survey forms, and trained unsheltered count staff.

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 was no change in unsheltered count methodology in 2016.

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 checked="" type="checkbox"/>
Survey questions:	<input 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 change to the PIT count implementation from 2015.

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	549	551	2
Emergency Shelter Total	182	185	3
Safe Haven Total	0	0	0
Transitional Housing Total	343	354	11
Total Sheltered Count	525	539	14
Total Unsheltered Count	24	12	-12

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	2,005
Emergency Shelter Total	1,356
Safe Haven Total	0
Transitional Housing Total	825

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)

The CoC is seeking to identify the specific risk factors for homelessness in rural Nebraska. Through ESG and the NHAP program the CoC has identified the providers who are providing homeless prevention funding, assessing the VIPSDAT scores on these households and coordinating with these providers to identify the reasons why households need assistance. The CoC has implemented coordinated entry and all persons and families presenting at shelters or engaged through outreach are assessed using the VIPSDAT. That data is being assembled and will inform the development of a diversion screening tool to be used by shelter providers. Once this is operational, the CoC will coordinate with Nebraska DHHS which manages ESG and the local NHAP program to focus prevention efforts at diverting households from entering shelter.

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)

Through the implementation of Coordinated Entry and the Most Vulnerable Review Team the NE BOS is making strides in identifying and reducing the length of time persons remain homeless. Prioritization of unit availability is ordered according to the BOS Priority Formula which includes chronic status, number of months continuously homeless, number of times homeless, and the vulnerability assessment. All persons and families who have been in shelter for 7 nights are assessed using the VIPSDAT and those with the highest scores are referred to the MVRT for priority placement in PSH. The NE BOS CoC examines homeless length of stay as part of the system performance measures and reviews changes from prior reports. There was a reduction in the LOT homeless for those in ES and TH from 70.3 to 67.4 from the prior fiscal year to the current.

*** 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	200
Of the persons in the Universe above, how many of those exited to permanent destinations?	179
% Successful Exits	89.50%

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	162
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?	137
% Successful Retentions/Exits	84.57%

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)

Returns to homelessness are tracked in HMIS. It is one of the key factors used by the CoC in evaluation project performance and determining whether to renew grants. Providers are informed of the percentage of their leavers from TH, PSH, and RRH who return to homelessness through annual performance reports. HMIS also tracks individuals and those who have been referred for homeless services and then are reported in HMIS as returning to a homeless status are flagged and this information is used to inform placement in coordinated entry. Any person or family shown as returning to homelessness will be flagged and any subsequent return to homelessness will be flagged for priority coordinated entry placement. Strategies to reduce returns homeless include: prioritizing project applicants based on performance in this factor, using the VISPDAT to identify those households needing PSH, and prioritizing those who have returned to homelessness in the coordinated entry process.

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 providers provide all participants education on budgeting. The case manager reviews the family's income and expenses, helping the family to identify the income needed to meet all their needs. Through the Family Development Model, the client scores themselves in terms of self-sufficiency which also provides a window of opportunity to talk about goals of the client toward independence and stability. All clients are connected with the NE Department of Labor which works one-on-one with persons seeking skills and/or employment. The NE Works App helps locate jobs and other services for individuals. The NE Works website provides access to career services, job seekers services, education services, labor market services, resume building, community services and benefits including unemployment compensation, financial services, veteran services, youth services, senior services, disability services and staff provided services.

**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)**

Central Nebraska Community Action works with Workforce Development and Vocational Rehabilitation to assist all participants in preparing for employment including help in developing resumes and approaching employers. It is also connected with the Community Colleges in its area to assist clients in enrolling in short-term 'Hands-on' programs focusing on commercial truck driving, welding and construction trades. Trained SOAR specialists cover the rural NE balance of state. Funded providers assist clients in applying online for TANF and other services. There are 8 currently funded PH programs and 5 funded TH programs, 6/8 PH and 4/5 TH have relationships with mainstream employment organizations with an overall 77% rate.

**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)**

The CoC did not exclude any specific geographic areas from the CoC's unsheltered count.

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)**

no areas were excluded

**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)** 07/26/2016

**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)**

submitted timely

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	13	7	-6
Sheltered Count of chronically homeless persons	12	6	-6
Unsheltered Count of chronically homeless persons	1	1	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)

The sheltered count of chronic homeless decreased by 50%. The CoC implemented coordinated entry in this fiscal year. Sheltered chronically homeless persons are assessed using the VISPDAT and referred to the Most Vulnerable Referral Team which coordinates statewide placement into PSH. The MVRT referral process also includes outreach workers. Although the numbers show that there was one unsheltered CH person in both 2015 and 2016, in 2016 that individual has been assessed and efforts are being made through MVRT to place the individual in PSH.

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 homeless persons identified on the HIC.	25	25	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)

There are limited numbers of chronically homeless in rural Nebraska and significantly larger numbers of families requiring rapid rehousing. The CoC has implemented coordinated entry and the policy that all PSH beds be prioritized for chronic homeless on turnover. It is that inventory that is providing the resources for the MRVT coordinated entry referral process. The CoC is focusing new and reallocation resources on RRH while targeting the existing inventory of PSH to complete the job of ending chronic homelessness.

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 pages 24-25

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)

The CoC is implementing the following strategies to end chronic homelessness: all turnover beds in PSH are prioritized for chronic homeless and it has implemented a coordinated entry system for referral of eligible chronic homeless to those beds. All persons entering shelter or engaged by outreach are assessed using the VISPDAT; those with the greatest needs and longest time homeless are referred to the MVRT and from there offered housing placement.

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

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)

The CoC uses the FAM SPDAT to assess and assist in prioritizing families for assistance. It has implemented coordinated entry for PSH and moving toward including to include rapid. Families with a score above 5 on the VISPDAT will be prioritized. The CoC has used reallocation to increase the number of rapid rehousing units and policy is for ESG to prioritize rapid rehousing over other uses.

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:	46	51	5

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 checked="" 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"/>

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:	113	89	-24
Sheltered Count of homeless households with children:	113	89	-24

Unsheltered Count of homeless households with children:	0	0	0
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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)

There was a decrease in the sheltered count of homeless households with children and since there were no unsheltered families in the prior year, the unsheltered count remained constant at zero.

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

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 checked="" type="checkbox"/>
Increase housing and service options for youth fleeing or attempting to flee trafficking:	<input checked="" 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 checked="" type="checkbox"/>
Community awareness training concerning youth trafficking:	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
N/A:	<input type="checkbox"/>

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

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:	38	62	24

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)

The number increased as the CoC was able to more effectively target and outreach unsheltered unaccompanied youth.

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):	\$1,303,818.00	\$1,141,642.00	(\$162,176.00)

CoC Program funding for youth homelessness dedicated projects:	\$354,260.00	\$192,084.00	(\$162,176.00)
Non-CoC funding for youth homelessness dedicated projects (e.g. RHY or other Federal, State and Local funding):	\$949,558.00	\$949,558.00	\$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:		12
LEA or SEA meetings or planning events (e.g. those about child welfare, juvenile justice or out of school time) attended by CoC representatives:		4
CoC meetings or planning events attended by youth housing and service providers (e.g. RHY providers):		12

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)

The Homeless School liaison in Grand Island is very involved in the local and Regional Continuum of Care groups. She attends the meetings, is an active member on the steering group for Project Homeless Connect and works collaboratively when a family is in need of services. The other school systems do not have a specific homeless liaison but work through the school's counselor. When they have a family in need of services, they transport them to the office, and provide support during the meetings to ensure that information is shared so needs can be met. The CoC and the liaison work together to protect homeless students from discrimination and seek to secure appropriate housing. School district liaisons participate in CoC strategic planning including updating Opening Doors.

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)

It is the policy of the Nebraska Balance of State CoC that all youth eligible for educational services receiving services from any CoC and/or ESG funded programs be made aware of educational programs and assisted in accessing any educational services for which they are eligible. All funded providers who serve youth and children must identify those youth and children that are eligible for educational services, inform them of their eligibility for these services and ensure that all children are enrolled in school or early childhood education programs. All funded programs that serve children or youth must collaborate

with the educational liaison at the local school district, and must contact the liaison whenever an eligible child or youth enters the program. All ESG and CoC funded providers are required to provide written materials to all families with children regarding their rights to educational services. To ensure compliance, the CoC as part of monitoring and the annual re-evaluation of funded programs requires providers to offer evidence that they are addressing the educational needs and requirements of children and youth served by the program.

**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)**

Prominent among the membership of the CoC are community action agencies: Central Nebraska, Mid-Nebraska, Northeast Nebraska, Western Nebraska and Blue Valley. Each of these agencies provides Head Start services to children experiencing homelessness. Many of the same providers also offer Early Head Start services. All of these agencies are funded by the CoC to serve families with children.

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:	16	13	-3
Sheltered count of homeless veterans:	9	12	3
Unsheltered count of homeless veterans:	7	1	-6

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)

The BOS has initiated a Veteran By Name List that is shared across the entire CoC. The CoC is actively seeking to end veteran homelessness by the end of 2016. The BOS Most Vulnerable Review Team has identified and assisted several sheltered and unsheltered veterans. Veterans are placed on both the MVRT list - prioritizing the most vulnerable and long term homeless and also on the Veteran byname list. There are SSVF funded providers across the CoC and they are actively engaging and placing Veterans in housing. CoC PSH is prioritized for Veterans.

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)

The CoC prioritizes both Veterans who are not eligible for VA services as well as those who have a personal preference to not use VA services. There is one VA CBOC in the CoC and the CoC funded providers that are located nearby have regular contact with the VA homeless lead. Persons identified as Veterans are referred to the VA. Persons found to be ineligible for VA services are routinely referred to the provider in Grand Island (CN-CAP), which is funded by the CoC to provide rapid rehousing to Veterans with a priority to those not eligible for VA services. These individuals are added to the byname list. The CoC has implemented coordinated entry for PSH. All turnover beds in CoC funded PSH must be filled by referrals from coordinated entry by CoC policy. Coordinated entry gives first priority in placement to homeless Veterans.

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:	16	13	-18.75%
Unsheltered Count of homeless veterans:	0	1	0.00%

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

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)

The CoC has implemented a Veteran byname list. There are VA funded SSVF providers located across the CoC and they regularly coordinate to ensure housing for all identified Veterans. The Coordinated Entry MVRT process prioritizes Veterans for referral to PSH when eligible Veterans are located.

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):	15
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).	15
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)

Nebraska is not a Medicaid expansion state. Community Action Agencies, key participants in the Balance of State CoC have been contracted by the State to disseminate information on the health care marketplace. Participating CAPs include: Central Nebraska CAP, Blue Valley CAP, Mid-Nebraska CAP, CAP of Western Nebraska. Navigators employed by the CA agencies assist clients in determining eligibility and applying for assistance. Support is provided in applying to Medicaid through Access Nebraska. Community Action Partners of Central Nebraska assisted 3,788 clients, enrolled-reenrolled 2586 in insurance

including 765 in Medicaid/CHP, and 256 exemptions. 324

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):	15
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:	15
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):	15
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:	15
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; margin: 0 auto; display: flex; align-items: center; justify-content: center;">X</div>
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Use of phone or internet-based services like 211:	<input type="checkbox"/>
Marketing in languages commonly spoken in the community:	<input checked="" 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:	87	107	20

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)

not applicable

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)

not applicable

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)

not applicable

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	NE-500 Notice of ...	08/28/2016
02. 2016 CoC Consolidated Application: Public Posting Evidence	Yes		
03. CoC Rating and Review Procedure (e.g. RFP)	Yes	NE 500 CoC Rating...	08/20/2016
04. CoC's Rating and Review Procedure: Public Posting Evidence	Yes		
05. CoCs Process for Reallocating	Yes	CoC Process for R...	08/20/2016
06. CoC's Governance Charter	Yes	NE BoS Governance...	08/28/2016
07. HMIS Policy and Procedures Manual	Yes	Nebraska HMIS Sta...	08/08/2016
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	CoC Written Stand...	07/25/2016
12. Project List to Serve Persons Defined as Homeless under Other Federal Statutes (if applicable)	No		
13. HDX-system Performance Measures	Yes	NE-500 - BOS CoC ...	08/08/2016
14. Other	No		
15. Other	No		

Attachment Details

Document Description: NE-500 Notice of Application Status

Attachment Details

Document Description:

Attachment Details

Document Description: NE 500 CoC Rating and Review Procedure

Attachment Details

Document Description:

Attachment Details

Document Description: CoC Process for Reallocation

Attachment Details

Document Description: NE BoS Governance Charter

Attachment Details

Document Description: Nebraska HMIS Standard Operating Procedures

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description: CoC Written Standards NE 500

Attachment Details

Document Description:

Attachment Details

Document Description: NE-500 - BOS CoC System Performance Measures 2016

Attachment Details

Document Description:

Attachment Details

Document Description:

Submission Summary

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

Page	Last Updated
1A. Identification	08/13/2016
1B. CoC Engagement	09/07/2016
1C. Coordination	08/20/2016
FY2016 CoC Application	Page 60 09/07/2016

1D. CoC Discharge Planning	08/11/2016
1E. Coordinated Assessment	08/11/2016
1F. Project Review	09/06/2016
1G. Addressing Project Capacity	08/11/2016
2A. HMIS Implementation	08/11/2016
2B. HMIS Funding Sources	08/11/2016
2C. HMIS Beds	08/11/2016
2D. HMIS Data Quality	08/11/2016
2E. Sheltered PIT	08/11/2016
2F. Sheltered Data - Methods	08/11/2016
2G. Sheltered Data - Quality	08/11/2016
2H. Unsheltered PIT	08/11/2016
2I. Unsheltered Data - Methods	08/11/2016
2J. Unsheltered Data - Quality	08/11/2016
3A. System Performance	08/18/2016
3B. Objective 1	08/11/2016
3B. Objective 2	08/28/2016
3B. Objective 3	09/06/2016
4A. Benefits	08/28/2016
4B. Additional Policies	08/20/2016
4C. Attachments	Please Complete
Submission Summary	No Input Required



Mon 8/22/2016 2:43 PM

Cheryl Holcomb <cholcomb@centralnebraskacap.com>

Fwd: Notification to grantees

o Erin Merryman

c Howard Burchman

The Nebraska Balance of State Continuum of Care is pleased to report that your project will be included in the Consolidated Application being submitted to HUD through the 2016 NOFA competition. Please be sure to complete all required submissions in HUD's esnaps system at your earliest convenience.

Project includes:

- Community Action of Mid-Nebraska (Erin Merryman' emerryman@mnca.net)
 - o RAFT

Thank you for all of your efforts to prevent and end homelessness in Nebraska. Should you have any questions or need additional information, please contact the CoC's planning consultant, Housing Innovations (hburchman@housinginnovations.us)

Cheryl Holcomb

Chair Nebraska Balance of State CoC

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Mon 8/22/2016 2:41 PM

Cheryl Holcomb <cholcomb@centralnebraskacap.com>

Fwd: Notification to grantees

o Keli Forney

cc Howard Burchman

The Nebraska Balance of State Continuum of Care is pleased to report that your project will be included in the Consolidated Application being submitted to HUD through the 2016 NOFA competition. Please be sure to complete all required submissions in HUD's esnaps system at your earliest convenience.

Projects include:

- Central Nebraska Community Action

Partnership

- o THRIVES
- o Veterans RRH

Thank you for all of your efforts to prevent and end homelessness in Nebraska. Should you have any questions or need additional information, please contact the CoC's planning consultant, Housing Innovations (hburchman@housinginnovations.us)

Cheryl Holcomb

Chair Nebraska Balance of State CoC



Mon 8/22/2016 2:40 PM

Cheryl Holcomb <cholcomb@centralnebraskacap.com>

Fwd: Notification to grantees

To Brent Anderson

Cc Howard Burchman

The Nebraska Balance of State Continuum of Care is pleased to report that your project will be included in the Consolidated Application being submitted to HUD through the 2016 NOFA competition. Please be sure to complete all required submissions in HUD's esnaps system at your earliest convenience.

Project includes:

- Cirrus House
 - TAP

Thank you for all of your efforts to prevent and end homelessness in Nebraska. Should you have any questions or need additional information, please contact the CoC's planning consultant, Housing Innovations (hburchman@housinginnovations.us)

Cheryl Holcomb

Chair Nebraska Balance of State CoC

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Mon 8/22/2016 2:39 PM

Cheryl Holcomb <cholcomb@centralnebraskacap.com>

Fwd: Notification to grantees

To Hoins

Cc Howard Burchman

The Nebraska Balance of State Continuum of Care is pleased to report that your project will be included in the Consolidated Application being submitted to HUD through the 2016 NOFA competition. Please be sure to complete all required submissions in HUD's esnaps system at your earliest convenience.

Projects include:

- Blue Valley Community Action
 - Project First
 - Project First RRH

Thank you for all of your efforts to prevent and end homelessness in Nebraska. Should you have any questions or need additional information, please contact the CoC's planning consultant, Housing Innovations (hburchman@housinginnovations.us)

Cheryl Holcomb

Chair Nebraska Balance of State CoC



Mon 8/22/2016 2:37 PM

Cheryl Holcomb <cholcomb@centralnebraskacap.com>

Fwd: Notification to grantees

To Tera Kucera

Cc Howard Burchman

The Nebraska Balance of State Continuum of Care is pleased to report that your project will be included in the Consolidated Application being submitted to HUD through the 2016 NOFA competition. Please be sure to complete all required submissions in HUD's esnaps system at your earliest convenience.

Project include:

- Care Corps
 - Care Corps TH
 - Care Corps PSH
 - Care Corps RRH

Thank you for all of your efforts to prevent and end homelessness in Nebraska. Should you have any questions or need additional information, please contact the CoC's planning consultant, Housing Innovations (hburchman@housinginnovations.us)

Cheryl Holcomb

Chair Nebraska Balance of State CoC

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Reply Reply All Forward

Mon 8/22/2016 2:35 PM



Cheryl Holcomb <cholcomb@centralnebraskacap.com>

Fwd: Notification to grantees

To Jeff Chambers

Cc Howard Burchman

CCFL

The Nebraska Balance of State Continuum of Care is pleased to report that your project will be included in the Consolidated Application being submitted to HUD through the 2016 NOFA competition. Please be sure to complete all required submissions in HUD's esnaps system at your earliest convenience.

CCFL

Projects include:

- University of Nebraska Lincoln, Center on Children, Families and the Law (Jeffrey Chambers jchambers1@unl.edu)
 - Nebraska Balance of State HMIS
 - Nebraska Balance of State Coordinated Entry

 Reply  Reply All  Forward

Mon 8/22/2016 2:33 PM



Cheryl Holcomb <cholcomb@centralnebraskacap.com>

Fwd: Notification to grantees

To John Turner

Cc Howard Burchman

The Nebraska Balance of State Continuum of Care is pleased to report that your project will be included in the Consolidated Application being submitted to HUD through the 2016 NOFA competition. Please be sure to complete all required submissions in HUD's esnaps system at your earliest convenience.

Region 5 Systems

Project included

- Rural Permanent Housing
- Rural Permanent Housing II

Thank you for all of your efforts to prevent and end homelessness in Nebraska. Should you have any questions or need additional information, please contact the CoC's planning consultant, Housing Innovations (hburchman@housinginnovations.us)

Cheryl Holcomb

Chair Nebraska Balance of State CoC

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Mon 8/22/2016 2:31 PM

Cheryl Holcomb <cholcomb@centralnebraskacap.com>

Fwd: Notification to grantees

To Betsy Vidlak

Cc Howard Burchman

The Nebraska Balance of State Continuum of Care is pleased to report that your project

(s)

will be included in the Consolidated Application being submitted to HUD through the 2016 NOFA competition. Please be sure to complete all required submissions in HUD's esnaps system at your earliest convenience.

- Community Action of Western Nebraska

Projects included in application:

- Permanent supportive housing
- Supportive housing program
- Panhandle Permanent Supportive Housing
- STEP PSH Renewal

Thank you for all of your efforts to prevent and end homelessness in Nebraska. Should you have any questions or need additional information, please contact the CoC's planning consultant, Housing Innovations (hburchman@housinginnovations.us)

Cheryl Holcomb

Chair Nebraska Balance of State CoC

Nebraska Balance of State CoC NOFA Competition Policies for Ranking and Reallocation 2016

1. Renewal of Grants

- a. The CoC will renew expiring CoC funded grants provided that:
 - i. There is a continuing need in the CoC for project and the services provided to homeless people
 - ii. The project has satisfactory performance in terms of meeting the performance targets set by the CoC (projects must receive a minimum score of 50 out of a possible 100 to be considered satisfactory)
 - iii. The grantee has regularly contributed data to HMIS and the data is of adequate quality
 - iv. There have been no significant unresolved monitoring findings
 - v. The grantee has substantially expended prior grant funds (no more than 10% of contract funds were unexpended)
 - vi. The grantee is participating in the CoCs coordinated entry process
- b. Ranking of renewal grants
 - i. The CoC will rank the grants for renewal in a priority order according to their performance scores. Grants with the lowest performance scores will be ranked in Tier 2. Grants that are not comparable but essential to the CoC – HMIS and SSO grants for Coordinated Entry – will be ranked in Tier 1.

2. Reallocation of Grants

- a. Grantees are strongly encouraged to review their programs. Transitional Housing projects in particular should assess whether:
 - i. There is continuing need for the project
 - ii. The project is succeeding in accomplishing CoC outcomes
 - iii. The project is targeted to a population in transition
- b. Grantees with projects with satisfactory performance may voluntarily reallocate their project to a higher priority need (permanent housing)
 - i. Grantees voluntarily reallocating will be able to retain the current HUD dollar commitment to be used for the reallocated project
- c. Grantees that are not meeting the CoC determined performance benchmarks are at risk of having their funding involuntarily reallocated to a new project and provider
 - i. Projects scoring below 50 points on the renewal evaluation for two consecutive years will not be renewed. Funding for these projects will be reallocated.
 - ii. Projects that have under-expended their HUD grants by more than 10% will have their grants reduced by the amount in excess of 10% that was not expended in the prior grant term.

- d. Any CoC funding that is involuntarily reallocated will be made available to other eligible applicants in the CoC through a competitive process (described below under New Funding).
 - i. Grantees may reapply for funding that was involuntarily reallocated but must demonstrate in their applications that performance issues in prior grant will not impact the new grant request.

3. New Funding

- a. New funding includes: funds from reallocation and bonus funding.
 - i. Projects that qualify for and pursue a voluntary reallocation will not have to compete to retain those funds.
- b. All new funds will be competitively awarded except as noted above.
- c. The CoC will proactively engage in outreach to potential providers and seek to engage the participation of new organizations, in particular those serving underserved populations in the CoC
- d. New project applications will be developed and submitted in HUD's E-SNAPS grant management system.
- e. Applicants for funds will be reviewed according to an objective scoring rubric, approved in advance by the CoC.
- f. Applications will be reviewed and scored by the new project/renewal evaluation committee provided that any member of the committee that has any interest in any application being submitted may not participate in those discussions. For the purpose of reviewing new project applications, if a member of the New Project/renewal evaluation committee has any conflict with respect to any application, he/she shall recuse him/herself and ask that his/her CoC appoint a replacement who has no conflict to serve on the committee for the purpose of reviewing new applications submitted.
- g. Project applicants achieving the highest scores will be selected.
- h. New project applications will be ranked below the renewal applications. By approving a project for renewal, the CoC has affirmed that the project is meeting a critical need of the CoC. Failure to receive renewal funding will cause harm to homeless families currently served and could force some participants to return to homelessness.

4. Transitional Housing Priorities

- a. The following are the target populations to be served by transitional housing:
 - i. Youth
 - ii. Persons seeking to continue recovery in recovery-focused housing
 - iii. Institutional re-entry (may not be eligible for CoC funding but needed from people leaving criminal justice and mental health facilities)
 - iv. Persons fleeing domestic abuse or violence where it is not possible to find units for rapid rehousing
- b. Transitional housing grants successfully meeting performance standards and serving a priority population will continue to be eligible for renewal.
- c. Transitional housing projects not serving a target population will be encouraged to reallocate to a permanent housing project. In future CoC competitions, TH projects not serving a priority population may be required to reallocate.

5. Permanent Supportive Housing and Housing First

- a. Housing First. Providers of permanent supportive housing shall use the Housing First model as outlined below. Any new projects funded by the CoC must use the Housing First model. Any existing permanent supportive housing project that has indicated in application to HUD that it employs the Housing First model must follow the standards as set forth below. Existing permanent supportive housing projects that have not indicated Housing First are 'grandfathered' from this policy.
- b. Housing First projects defined:
 - i. Housing is not contingent on compliance with services – participants are provided with a standard one year lease agreement. The lease agreement can only be terminated in accordance with the State of Nebraska Uniform Residential Landlord and Tenant Act (76-1401 to 76-1449)
 - ii. Participants are provided with services and supports to help maintain housing and prevent eviction.
 - iii. There is no requirement for sobriety prior to being offered housing and admission shall not be conditioned on credit or background checks. Criminal backgrounds will be considered only to the extent necessary to protect safety and well-being.
 - iv. Participants shall be given choice in their housing subject to program limitations.
 - v. Participants are not required to participate in services but providers are required to persistently and consistently seek to engage participants.
 - vi. Providers are encouraged to support staff in implementing Evidence Based Practices that support Housing First (Critical Time Intervention, Motivational Interviewing, Stages of Change)

6. Prioritization of Chronic Homeless in Permanent Supportive Housing

- a. The CoC will follow the prioritization of persons and families for permanent supportive housing according to the Notice issued by HUD (CPD-14-012). This prioritization policy will be used to determine referrals to permanent supportive housing through the MVRT (Most Vulnerable Review Team). Specifically, the CoC adopts the following Order of Priority for CoC Funded Permanent Supportive Housing:
 - i. First Priority—Chronically Homeless Individuals and Families with the Longest History of Homelessness and with the Most Severe Service Needs.
 - ii. Second Priority—Chronically Homeless Individuals and Families with the Longest History of Homelessness.
 - iii. Third Priority—Chronically Homeless Individuals and Families with the Most Severe Service Needs
 - iv. Fourth Priority—All Other Chronically Homeless Individuals and Families
- b. Referrals to all PSH units in the CoC will be made through the MVRT process.
- c. CoC funded PSH providers will not maintain separate waiting lists for available units; there will be a single consolidated list through the MVRT process.
- d. Participation in the MVRT process is mandatory for all CoC funded PSH projects.

7. Prioritization of Non-Dedicated Permanent Supportive Housing Beds for Chronically Homeless.

- a. All permanent supportive housing beds will be filled through the MVRT coordinated entry process.
- b. Providers must inform the MVRT of any vacancy in any CoC funded PSH project.

- c. Beds may only be filled by participants referred by the MVRT team.
- d. All referrals will follow the Order of Priority as specified above.

8. Grievance Policy

- a. It is the intent of the CoC to conduct the competition in a fair, equitable and transparent manner.
- b. A grievance may be filed by any applicant organization that claims it has been adversely affected by:
 - i. Improper application of rules, regulations and procedures concerning participation in the Consolidated Grant application process;
 - ii. Improper interpretation of rules, regulations and procedures concerning participation in the Consolidated Grant application process;
 - iii. Disparity in the application of rules, regulations and procedures regarding participation in the Consolidated Grant application process;
 - iv. Violation of rules, regulations or procedures concerning participation in the Consolidated Grant application process;
 - v. The score assigned to the application
- c. Grievances must be made in writing to the CoC with three working days of the event that triggered the grievance. The grievance must be specific regarding the alleged violation.
- d. The CoC will review all grievances within three working days and provide a written response.
- e. The officers of the CoC will serve as the Grievance Committee of the CoC.
- f. Applicant organizations not satisfied with the CoC response may submit an appeal to HUD under 24 CFR 578.

These policies for the 2016 CoC NOFA were approved by the Board of the Nebraska Balance of State CoC on: July 13, 2016

NE Balance of State CoC – 2016 NOFA New Project Scoring Criteria

1. Applicant Experience: _____ of 30

Applicant and sub-recipient(s)' prior experience in serving homeless people and in providing housing similar to that proposed in the application.

2. Project Quality: _____ of 30

- a. Project follows Housing First, has a sound plan to maintain households in permanent housing, or place households in other permanent housing**
- b. Project has a plan to ensure that participants will be able to access mainstream resources and to increase the amount of earned and benefit income received by participants.**

3. Outreach to Eligible Applicants _____ of 15

- a. Project prioritizes people entering from literally homeless situations (streets or shelters)**
- b. Project agrees to participate in coordinated entry.**

4. Accuracy of Budgets/Charts _____ of 25

- a. Application as submitted in E-SNAPS is consistent, meets regulatory requirements, and all required information is accurate and complete.**

Final Total Score for Project _____ of 100

NE BALANCE OF STATE COC POLICIES FOR RANKING AND REALLOCATION 2016 NOFA COMPETITION

Renewal Performance Evaluation Criteria	Unit Type	Source	Proposed Benchmark/ Standard		2015 Actual Performance		Comments	2016 Points
PERFORMANCE								
			PH	TH	PH	TH		
1. Occupancy/Utilization (Average of 4 reported PIT counts)	Average Point in Time	APR	90% = 10, 85-89% = 5		104%	84%	Grantees exceeded or came close to mark; keep as is?	10
2. For program entrants, at least one adult per household w/previous residence that indicates literal homelessness	All Adults	APR	100% PSH	70% (RRH and TH)	67%	43%	Substantially missed for both; not a clear requirement for TH - is required for PH?	10
3. Percentage of all adult participants who gained or increased EARNED income from entry to exit/follow-up (leavers and stayers)	Adults - Leavers	APR	10%	40%	27%	52%	Can change to all adult participants, not just leavers. Consider raising PH to more closely reflect performance	10
4. Percentage of all adult participants who gained or maintained OTHER (non-employment) income from entry to exit/follow-up (leavers and stayers)	Adults - Leavers	APR	25%	25%	24%	28%	Grantees exceeded or came close to mark; keep as is?	10
5. Percentage of adult participants with non-cash benefits (health insurance, food stamps, etc.)	All Adults	APR	70%		93%	81%	Consider increasing standard since all exceeded: 90% PH, 80% TH?	10
6. Percentage of all participant leavers who exited to shelter, streets or unknown	Participants - Leavers	APR	Less than or equal to 10%		2%	3%	Consider increasing standard since all exceeded: Less than or equal to 5%??	10
7. Spending of last year's HUD grant	N/A	APR	100% = 10; 95-99% = 8; 90-94% = 4		92%	98%	Consider maintaining standard	10
8. PSH Programs: Percentage of all leavers who remain in PSH or exited to PH	Participants - Leavers	APR	90%	n/a	90	n/a	Standard was met on average; consider maintaining standard	10
9. TH & RRH Programs: Percentage of all leavers who exited to Permanent Housing	Participants - Leavers	APR	85%	80%	100%	87%	Consider raising standards: 90% RRH, 85% TH	10
10. TH Only - Length of stay for all participants is 1 year or less	All Participants	APR	n/a	75%	n/a	40%	Systemwide performance measure is average length of time homeless - long stay TH projects increase this	None*
11. RRH Only - Length of stay for all participants is 6 months or less	All Participants	APR	85%	n/a	100	n/a	all met this standard; should this be continued?	None*
Performance total score								80
CONSUMER SURVEYS								
12. Consumer Surveys - Response Rate	All Adults	CS	35%		100%	100%	Should this continue - like the idea of surveying consumers but all get the points	5
13. Consumer Surveys - Results	N/A	CS	30 Points or greater		100%	100%		5
Consumer Surveys total score								10
COMPLIANCE								
14. Match equals or exceeds requirement	N/A	APR	100%					5
15. Monitoring - HUD Findings	N/A	Provider Report	No findings or all issues/findings resolved				Don't have the outcomes for these; consider maintaining as is	5
16. HUD Drawdown within 90 days	N/A	Provider Report	<91 days					5
Compliance total score								15
HMIS								
17. HMIS Universal Data Elements null/unknown	All Participants	APR/HMIS	<=5%				Again, don't have last year's outcome but should probably be continued.	5
HMIS total score								5
Grand Total								110

Nebraska Balance of State CoC NOFA Competition Policies for Ranking and Reallocation 2016

1. Renewal of Grants

- a. The CoC will renew expiring CoC funded grants provided that:
 - i. There is a continuing need in the CoC for project and the services provided to homeless people
 - ii. The project has satisfactory performance in terms of meeting the performance targets set by the CoC (projects must receive a minimum score of 50 out of a possible 100 to be considered satisfactory)
 - iii. The grantee has regularly contributed data to HMIS and the data is of adequate quality
 - iv. There have been no significant unresolved monitoring findings
 - v. The grantee has substantially expended prior grant funds (no more than 10% of contract funds were unexpended)
 - vi. The grantee is participating in the CoCs coordinated entry process
- b. Ranking of renewal grants
 - i. The CoC will rank the grants for renewal in a priority order according to their performance scores. Grants with the lowest performance scores will be ranked in Tier 2. Grants that are not comparable but essential to the CoC – HMIS and SSO grants for Coordinated Entry – will be ranked in Tier 1.

2. Reallocation of Grants

- a. Grantees are strongly encouraged to review their programs. Transitional Housing projects in particular should assess whether:
 - i. There is continuing need for the project
 - ii. The project is succeeding in accomplishing CoC outcomes
 - iii. The project is targeted to a population in transition
- b. Grantees with projects with satisfactory performance may voluntarily reallocate their project to a higher priority need (permanent housing)
 - i. Grantees voluntarily reallocating will be able to retain the current HUD dollar commitment to be used for the reallocated project
- c. Grantees that are not meeting the CoC determined performance benchmarks are at risk of having their funding involuntarily reallocated to a new project and provider
 - i. Projects scoring below 50 points on the renewal evaluation for two consecutive years will not be renewed. Funding for these projects will be reallocated.
 - ii. Projects that have under-expended their HUD grants by more than 10% will have their grants reduced by the amount in excess of 10% that was not expended in the prior grant term.

- d. Any CoC funding that is involuntarily reallocated will be made available to other eligible applicants in the CoC through a competitive process (described below under New Funding).
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- d. New project applications will be developed and submitted in HUD's E-SNAPS grant management system.
- e. Applicants for funds will be reviewed according to an objective scoring rubric, approved in advance by the CoC.
- f. Applications will be reviewed and scored by the new project/renewal evaluation committee provided that any member of the committee that has any interest in any application being submitted may not participate in those discussions. For the purpose of reviewing new project applications, if a member of the New Project/renewal evaluation committee has any conflict with respect to any application, he/she shall recuse him/herself and ask that his/her CoC appoint a replacement who has no conflict to serve on the committee for the purpose of reviewing new applications submitted.
- g. Project applicants achieving the highest scores will be selected.
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 - iii. Disparity in the application of rules, regulations and procedures regarding participation in the Consolidated Grant application process;
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- c. Grievances must be made in writing to the CoC with three working days of the event that triggered the grievance. The grievance must be specific regarding the alleged violation.
- d. The CoC will review all grievances within three working days and provide a written response.
- e. The officers of the CoC will serve as the Grievance Committee of the CoC.
- f. Applicant organizations not satisfied with the CoC response may submit an appeal to HUD under 24 CFR 578.

These policies for the 2016 CoC NOFA were approved by the Board of the Nebraska Balance of State CoC on: July 13, 2016

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- a. Project prioritizes people entering from literally homeless situations (streets or shelters)**
- b. Project agrees to participate in coordinated entry.**

4. Accuracy of Budgets/Charts _____ of 25

- a. Application as submitted in E-SNAPS is consistent, meets regulatory requirements, and all required information is accurate and complete.**

Final Total Score for Project _____ of 100

NE BALANCE OF STATE COC POLICIES FOR RANKING AND REALLOCATION 2016 NOFA COMPETITION

Renewal Performance Evaluation Criteria	Unit Type	Source	Proposed Benchmark/ Standard		2015 Actual Performance		Comments	2016 Points
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3. Percentage of all adult participants who gained or increased EARNED income from entry to exit/follow-up (leavers and stayers)	Adults - Leavers	APR	10%	40%	27%	52%	Can change to all adult participants, not just leavers. Consider raising PH to more closely reflect performance	10
4. Percentage of all adult participants who gained or maintained OTHER (non-employment) income from entry to exit/follow-up (leavers and stayers)	Adults - Leavers	APR	25%	25%	24%	28%	Grantees exceeded or came close to mark; keep as is?	10
5. Percentage of adult participants with non-cash benefits (health insurance, food stamps, etc.)	All Adults	APR	70%		93%	81%	Consider increasing standard since all exceeded: 90% PH, 80% TH?	10
6. Percentage of all participant leavers who exited to shelter, streets or unknown	Participants - Leavers	APR	Less than or equal to 10%		2%	3%	Consider increasing standard since all exceeded: Less than or equal to 5%??	10
7. Spending of last year's HUD grant	N/A	APR	100% = 10; 95-99% = 8; 90-94% = 4		92%	98%	Consider maintaining standard	10
8. PSH Programs: Percentage of all leavers who remain in PSH or exited to PH	Participants - Leavers	APR	90%	n/a	90	n/a	Standard was met on average; consider maintaining standard	10
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10. TH Only - Length of stay for all participants is 1 year or less	All Participants	APR	n/a	75%	n/a	40%	Systemwide performance measure is average length of time homeless - long stay TH projects increase this	None*
11. RRH Only - Length of stay for all participants is 6 months or less	All Participants	APR	85%	n/a	100	n/a	all met this standard; should this be continued?	None*
Performance total score								80
CONSUMER SURVEYS								
12. Consumer Surveys - Response Rate	All Adults	CS	35%		100%	100%	Should this continue - like the idea of surveying consumers but all get the points	5
13. Consumer Surveys - Results	N/A	CS	30 Points or greater		100%	100%		5
Consumer Surveys total score								10
COMPLIANCE								
14. Match equals or exceeds requirement	N/A	APR	100%					5
15. Monitoring - HUD Findings	N/A	Provider Report	No findings or all issues/findings resolved				Don't have the outcomes for these; consider maintaining as is	5
16. HUD Drawdown within 90 days	N/A	Provider Report	<91 days					5
Compliance total score								15
HMIS								
17. HMIS Universal Data Elements null/unknown	All Participants	APR/HMIS	<=5%				Again, don't have last year's outcome but should probably be continued.	5
HMIS total score								5
Grand Total								110

NEBRASKA BALANCE OF STATE CONTINUUM OF CARE

GOVERNANCE CHARTER

UPDATED 2016

Amendments adopted by the Continuum of Care on Feb. 10, 2016

ARTICLE I.

Name

Section 1 - The name of the organization shall be the Nebraska Balance of State Continuum of Care and will operate according to these by-laws and operational procedures and consistent with HUD requirements found at 24 CFR part 578. The name of the governing board of the Balance of State Continuum of Care (BoSCoC) is the Board of Directors of the BoSCoC.

ARTICLE II.

Mission

Section 1 – Mission Statement

The Mission of the Balance of State Continuum of Care is to coordinate the efforts to prevent and end homelessness in the State of Nebraska outside of the metropolitan areas of Omaha and Lincoln. The work of the BoSCoC includes gathering and analyzing information to determine the needs of Nebraskans experiencing homelessness, plan and implement strategic responses, and endeavor to improve the quality and effectiveness of strategies to prevent and end homelessness.

ARTICLE III.

Responsibilities

The Nebraska Balance of State Continuum of Care coordinates five homeless services Regions across rural Nebraska including all of the state except for the Lincoln and Omaha metropolitan areas. It provides leadership, a common information technology infrastructure and integrated planning to address the needs of homeless and at-risk families and individuals in rural Nebraska. The five rural Regions are further supported by local municipal CoCs in the larger municipalities in the Balance of State region. The objective of the Balance of State Continuum of Care is to minimize the number of rural Nebraskans who experience homelessness, rapidly return those who become homeless to stable housing and provide long term support to persons and families with disabilities and other conditions that require supportive housing.

To accomplish this, the Balance of State CoC will:

Section 1 – Operate a Statewide Rural Continuum of Care

- Develop, follow and annually update this governance charter. The charter will address all HUD requirements for Continuums of Care and for the administration and operation of Homeless Management and Information Systems (HMIS). The charter also includes a code of conduct and recusal processes to assure equity and transparency among all those acting on behalf of the Balance of State CoC.
- In consultation with the State of Nebraska – the sole Emergency Solutions Grant (ESG) recipient in the Balance of State area, the BoSCoC will develop and operate a coordinated assessment and intake system to assess the needs for housing and services among homeless individuals and families and rapidly end their homelessness.
- The BoSCoC has developed and requires CoC and ESG recipients to follow written standards for the providing CoC and ESG assistance.
- In consultation with the State of Nebraska, CoC grantees and ESG grantees, the BoSCoC will develop performance targets appropriate for each program type (shelter, transitional housing, permanent supportive housing, rapid rehousing, etc.) and for program populations served. This standards will be reviewed on an annual basis and updated as appropriate.
- Based on the above performance targets, the BoSCoC will monitor the performance of ESG and CoC funded grantees, evaluate the outcomes achieved by these projects and take actions to improve the performance of grantees that fail to achieve outcomes through technical support, peer assistance, and, when needed, reallocation of funding.
- Report to HUD on an annual basis regarding the outcomes of ESG and CoC funded programs.

Section 2 – CoC Planning

- The BoSCoC will assist in implementing a coordinated system of care and services for homeless people in rural Nebraska. This system includes outreach, engagement and assessment to identify and assist homeless people to access services; a range of emergency, short term and long term housing as well as supportive services; and strategies that prevent individuals and families from becoming homeless and rapidly return to housing those that become homeless.
- Annually plan and conduct a point-in-time count of homeless people in rural Nebraska following HUD requirements. Minimally this will include: an inventory and utilization analysis of emergency, transitional and permanent housing for homeless people, a thorough count of sheltered and unsheltered homeless persons, and an enumeration of special populations including the chronically homeless, Veterans, and youth.
- Based on the data collected through the point-in-time count, develop a gaps analysis of housing and services needs compared to the actual available inventory of services and prioritize the use of homeless assistance resources based on these unmet needs.

- Collaborate with the State of Nebraska to provide information necessary to complete the Consolidated Plan.
- Consult with the State of Nebraska on the plan for allocating ESG funding and evaluating and reporting on the performance of ESG grantees.
- Coordinate with the Statewide Continuum of Care Committee, a sub-committee of the Nebraska Commission on Housing & Homelessness, in developing recommendations for programs and/or services that involve housing and people who are homeless and at risk of homelessness.
- Provide representation on the Statewide Continuum of Care Committee, which serves as an advisory body to the Nebraska Homeless Assistance Program on issues of homelessness and near-homelessness.

Section 3 – Designating and Operating an HMIS

- The BoSCoC has designated the University of Nebraska – Lincoln, Center for Children, Family and the Law as the HMIS lead agency and the only entity eligible to apply for HUD HMIS funding in the Continuum of Care.
- The HMIS lead agency on an annual basis will review and revise a CoC HMIS data privacy plan, data security and data quality plan and will submit these to the BoSCoC for review and approval.
- The BoSCoC will oversee the operation of the HMIS and ensure that it meets all applicable HUD requirements.
- The BoSCoC will make all efforts to ensure consistent and accurate participation in HMIS data efforts by all CoC and ESG grantees and provide support as needed to non-funded homeless service providers in the BoS region to participate in HMIS.

Section 4 – Applying for CoC Funds

- The BoSCoC will plan, develop and operate a collaborative process for preparing the CoC application to HUD in the format designated by HUD.
- Identify priorities based on gaps analysis and other information for projects to be funded with HUD CoC assistance.
- Designate an entity to serve as the ‘collaborative applicant’ to HUD.
- Approve and authorize the submission of an application to HUD in response to the CoC Notice of Funding Availability.

ARTICLE IV.
Vision Statement

Section 1 – Vision Statement

No one should experience homelessness – no one should be without a safe, stable place to call home. The Balance of State Continuum of Care shares the vision of *Opening Doors*, the Federal Strategic Plan to Prevent and End Homelessness.

ARTICLE V.
Members

Section 1 - Membership of the Nebraska Balance of State Continuum of Care

The Nebraska Balance of State Continuum of Care covers a vast area of rural Nebraska. Because of the large distance covered, it is not practical or possible for members to regularly attend in-person meetings. In order to ensure that the CoC enables widespread participation and collaboration, the BoSCoC serves as the governing board for five homeless services Regions in rural Nebraska:

- Region 1, Panhandle , (Sioux, Dawes, Sheridan, Box Butte, Scotts Bluff, Morrill, Garden, Banner, Kimball, Cheyenne, Deuel counties)

- Region 2, North Central (Cherry, Keya Paha, Boyd, Brown, Rock, Holt, Blaine, Loup, Garfield, Wheeler, Boone, Platte, Colfax, Custer, Valley, Greeley, Sherman, Howard, Nance, Hall, Merrick, Hamilton counties)

- Region 3, Southwest (Grant, Hooker, Thomas, Arthur, McPherson, Logan, Keith, Lincoln, Perkins, Dawson, Buffalo, Chase, Hayes, Frontier, Gosper, Phelps, Kearney, Dundy, Hitchcock, Redwillow, Furnas, Harlan, Franklin counties)

- Region 4, Southeast (Polk, Butler, Saunders, Sarpy, York, Seward, Lancaster [Lincoln excluded], Cass, Otoe, Fillmore, Saline, Adams, Clay, Webster, Nuckolls, Thayer, Jefferson, Gage, Johnson, Nemaha, Pawnee, Richardson counties)

- Region 5, Northeast (Knox, Cedar, Dixon, Dakota, Antelope, Pierce, Wayne, Thurston, Madison, Stanton, Cuming, Burt, Dodge, Washington, Douglas counties [Omaha excluded])

These Regions correspond to the Regions used for planning and funding allocation purposes for the Nebraska Homeless Shelter Assistance Trust Funds. The Regions are required to have a diverse membership broadly representative of organizations (government, nonprofit, faith based, education, public housing agencies, affordable housing developers, law enforcement, victim services, veterans services organizations, health and behavioral health) serving homeless people as well as advocates and homeless or formerly homeless people.

These five Regions meet in person on a monthly or bi-monthly basis. They are assisted by a series of local CoCs that represent the larger towns and cities in rural Nebraska.

The Regions will on an annual basis invite the participation of persons in the Region interested in participating in the CoC and ensuring that the wide diversity of membership in the Region is maintained.

Each Region elects two representatives and one alternate to the governing board of the BoSCoC. Each appointee will serve a three year term; however, to avoid having a complete turnover of members, in the initial appointments to the Balance of State Continuum of Care, each Region will appoint one representative to serve for three (3) years and one to serve for two (2) years. The alternates will be appointed for similar terms. Subsequent term renewals shall be for three (3) year terms.

The representatives report back to the Regions on meetings of the BoSCoC.

Additionally, there shall be at least one homeless or formerly homeless person on the governing board. A homeless person is someone meeting HUD's current definition of homeless. A formerly homeless person is someone who at some point in their lives (child or adult) met HUD's definition of homeless. The Directors elected by the Regions will select the homeless representative. Regions will be encouraged to identify homeless or formerly homeless persons to serve on the governing board. The board will appoint at least one but not more than two homeless or formerly homeless representatives to the governing board.

Section 2 – Meetings

The membership of the Balance of State Continuum of Care shall meet monthly at a time agreed to by the membership.

Section 3 – Member Responsibilities

Members are expected to attend the regular monthly meetings of the Balance of State Continuum of Care. Members who fail to attend three (3) or more meetings during the course of a year without an approved reason for their absence may be asked to leave and a replacement appointed by their region. Members shall notify the Chairperson of expected absences in advance of scheduled meetings. Additionally, members are expected to serve on at least one committee.

Section 4 - Lead Agency Responsibilities

The Nebraska Balance of State Continuum of Care will be lead agency for the purposes of coordinating homeless activities in the rural areas of Nebraska, securing funding for and operating a Homeless Management Information System (HMIS) and seeking homeless assistance funding from the Department of Housing and Urban Development (HUD).

ARTICLE VI.

Officers

Section 1 – A Chairperson, a Vice-Chairperson, and a Secretary shall constitute the officers of the Balance of State Continuum of Care.

Section 2 - The Balance of State Continuum of Care members will elect officers from among the membership. Officers will serve two year terms.

ARTICLE VII.

Duties of Officers

Section 1 – The Chairperson will preside during the Balance of State Continuum of Care meetings. In the Chairperson’s absence, the Vice-Chairperson will preside. In the absence of either the Chairperson or Vice-Chairperson, the Secretary will preside.

Section 2 - The Chairperson shall:

1. Preside at all meetings of the Balance of State Continuum of Care.
2. Execute any documents on behalf of the Balance of State Continuum of Care.
3. Engage in other activities relevant and appropriate to its purpose, charge, and powers.
4. Be an ex-officio member of all Committees

Section 3 – The Vice-Chair person shall:

1. Perform the duties of the Chairperson during any temporary absences.
2. Serve as the Chairperson’s alternate to meetings that the Chairperson is unable to attend.

Section 4 – The Secretary shall see that:

1. Records are kept of all proceedings of the Balance of State Continuum of Care and all other Task Forces/ Committees.
2. Reports of officers and Task Force/Committee Chairpersons are received and filed.
3. Copies of the minutes of the meetings are sent to each member of the Continuum of Care Committee.

Section 5 - Quorum

An official meeting can take place only if a quorum is present. To establish a quorum to conduct business at least one member or alternate must be present from each of the Regions.

ARTICLE VIII.
Committees or Task Forces

Section 1 - When necessary, the Balance of State Continuum of Care shall be aided in its operation by Task Forces/Committees.

Section 2 - Membership on a Task Force/Committee shall consist of current Continuum of Care members and others knowledgeable about the particular topic including representatives of regional continuums of care.

Section 3 - Task Forces will be time-limited and specific to a particular topic. Committees will address ongoing issues/areas of concern. Task Forces/Committees shall report to the Balance of State Continuum of Care at its regular meetings.

Section 4 - Task Forces/Committees shall be chaired by a member of the Balance of State Continuum of Care for a minimum of one year. Whenever possible, Task Force/Committee chairs will represent different regional continuums of care and different consumer groups.

Section 5 – There are two standing committees of the Balance of State CoC: the HMIS subcommittee which addresses training, technical support, data quality, and use of data to prevent/end homelessness; and the New Project/Renewal Performance Evaluation subcommittee which establishes priorities and develops a process for the use of new Continuum of Care resources, assesses the performance of funded programs, and makes recommendations to the Continuum of Care on the reallocation of Continuum of Care resources.

ARTICLE IX.
Meetings

Section 1 - Meetings of the Balance of State Continuum of Care

1. Regular meetings of the Balance of State Continuum of Care shall be called at least monthly. Additional meetings may be scheduled as deemed necessary.
2. The annual meeting of the Balance of State Continuum of Care will include the election of officers.
3. A Special Meeting may be called by the Chairperson or by any one-third of the members of the Balance of State Continuum of Care provided that reasonable notice is given to all members of time, place, and purpose of such meeting.
4. Task Force/Committee meetings deemed necessary to carry on the work assigned to the Continuum of Care Committee shall be held on the call of the Chairperson of the Task Force/Committee.

5. A quorum for the transaction of business at any meeting other than Balance of State shall consist of one-third of the Committee members. The act of a quorum shall be the act of the Committee.
6. Meetings will be held in areas that are geographically accessible to statewide members, or arrangements will be made to use technology to make meetings geographically accessible.

ARTICLE X.

Parliamentary Authority & Voting

Section 1 - Formal actions of the Balance of State Continuum of Care shall be conducted according to the most recent version of Robert's Rules of Order.

Section 2 - Each member of the Balance of State Continuum of Care, with the exception of the Chairperson, is entitled to one (1) vote on each matter submitted to a vote. In the event of a tie vote, the Chairperson shall cast the deciding vote.

Section 3 - A vote of the quorum is necessary to approve any action submitted to a vote.

Section 4 – Alternates will participate in the meeting and vote whenever the designated full member is unable to do so. Because there is an alternate member for each region, no proxy voting will be permitted.

ARTICLE XI

Conflicts of Interest

Section 1 – Conflicts of Interest. No member shall vote on or participate in the discussion of any matters that directly affect the financial interests of that member, his/her immediate family, or his/her employer. Members may not vote on or participate in the discussion of any funding or reallocation of funding to the organization in which they or a family member are employed or have a financial interest.

Section 2 -- Disclosure. Disclosure of the conflict of interest should occur at the earliest possible time and, if possible, prior to any discussion on any issue related to the conflict. An individual with a conflict who is serving as chair of the meeting shall relinquish the chair to another member during the discussion of the issue and abstain from voting.

ARTICLE XII.

Elections

Section 1 – Elections for all officers are held annually at the January meeting.

Section 2 – The Chairperson shall appoint a Nominating Committee. The Nominating Committee will identify candidates for all elected officers and will report to the membership of the Balance of State Continuum of Care at the Annual Meeting.

Section 3 – Officers shall be elected by a majority of those members voting.

Section 4 – Vacancy. In the event any officer is unable to complete his/her term of office, the Chairperson shall appoint a replacement who shall serve until the next Annual Meeting. In the event the Chairperson is unable to continue in office, the Vice-Chairperson shall assume the duties of the Chairperson until the next Annual Meeting.

ARTICLE XII.

Amendments to the Bylaws and Operational Procedures

These by-laws and operational procedures may be altered, amended, or repealed and new by-laws may be adopted by formal action of the Balance of State Continuum of Care at regular or special meetings. Proposed changes shall be submitted in writing to the membership at least twenty (20) days prior to the scheduled meeting at which the action is to be taken. In order for the amendment to go into full effect, a motion must be proposed, and voted upon by a majority vote of the quorum.

The BoSCoC will review, update and approve this governance charter at least annually.

ARTICLE XIII.

Miscellaneous

These by-laws will be printed and submitted to members prior to formal adoption. Each member will be provided a copy of the by-laws and operational procedures.

The undersigned, being the Chairperson and Secretary of the Balance of State Continuum of Care, do hereby certify that the forgoing are the By-Laws adopted by the members at their meeting in May 8, 2013.

Dated this

Chairperson

Secretary

**Nebraska Management Information System
(NMIS)**

**Policies
and
Standard Operating
Procedures
Manual**

Revised May 2016

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INTRODUCTION TO NMIS

The Nebraska Management Information System, henceforth referred to as —NMIS, is a Nebraska non-profit organization administered by its coalition members. The NMIS hosts a shared web-based information management system that allows authorized End Users at participating agencies to collect clients' personal information, demographic information, service and referral information and with the client's permission, to disclose information to NMIS for inclusion in a Basic Information Database maintained by NMIS which is open to all participating agencies. NMIS also permits participating agencies to create, maintain, and control an electronic agency client record belonging to each agency and to share information from their agency client records with other participating agencies.

PARTNERS NMIS members are coalitions or collaborative groups serving the state of Nebraska. The current members of the NMIS are, Lincoln and Lancaster County Community Services Management Information System (CS-MIS), Community Action of Nebraska (CAN), and Metro Area Continuum of Care for the Homeless (MACCH). Coalition groups may be accepted into membership by the board of NMIS.

GOAL

The goal of the NMIS is to support a comprehensive system of care among participating agencies for the clients they serve via universal data set and referral, eligibility assessment, tracking, and case management, which meets regulatory compliance (See Section 602) and links health, behavioral health, and human services. The collection and dissemination of aggregated data (void of any identifying client level information) is made available to participating agencies dissemination to service providers, policy makers, and consumer representatives and advocates. The information is used to analyze and understand services and gaps in the delivery of services to agency clients.

SOFTWARE

ServicePoint is the proprietary software of Bowman Internet Systems (BIS). ServicePoint is web-based client tracking and case management software owned by Bowman Internet Systems (BIS). Additional software enhancements are available for purchase from the software vendor. These enhancements can be purchased by vote of the NMIS Board for a shared cost. Members can purchase additional software enhancements that are not approved by the NMIS Board. All software enhancement purchases will be made available to all participating agencies. Member purchased software enhancements will only be available until discontinued by paying member, unless renewed by the NMIS board.

WEB AND DATABASE SERVERS

The web and database servers that contain all client information, including the Basic Information Database and agency client records, are physically located in a secure facility at a location under contract with NMIS. Physical access to the server is restricted. Logical access to the servers is available to the server host staff through a secure and encrypted Firewall/VPN connection. Any other access is expressly prohibited. Bowman has represented to NMIS that the software complies with HIPAA (Health Insurance Protection and Accountability Act) privacy and security requirements.

Internet access to the software is limited to agencies participating in the NMIS. The NMIS Partnership will protect NMIS data to the utmost of its ability from accidental or intentional unauthorized End User modification, disclosure, or destruction.

FEE STRUCTURE AND FEES

The NMIS Board sets fees to cover the costs of operating based on the number of End Users in the system. Agencies are charged for End User fees. The following fees are charged for each End User in accordance with the NMIS Financial Policy and Procedures:

- New End User license fee at the rate negotiated with Bowman Internet Systems – onetime fee
- Annual renewal End User license fee charged by Bowman Internet Systems for each End User license
- Annual renewal End User fee required by NMIS to sustain the cost of operating the system

Each member collaboration or coalition can charge additional administrative fees as necessary to cover local costs.

POLICIES AND PROCEDURES

These policies and procedures are adopted by NMIS and made applicable to each Participating Agency when it signs its agreement for access to and use of ServicePoint. The purposes of these Policies and Standard Operating Procedures are to:

- a. Create consistent rules governing access to and use of ServicePoint.
- b. Balance the desire of participating agencies to have access to common information as a means to enhance services and client satisfaction with the shared objective of assuring the privacy and security of client information.
- c. Assure that participating agencies adhere to the Standard Operating Procedures so that the NMIS can operate as designed. Participating Agencies must possess all necessary agreements including End User License Agreements (EULAs) so their participation is lawful and consistent with requirements of the software vendor and server host.

The policies and procedures herein are not intended to meet the regulatory or compliance needs of Participating Agencies. Each Participating Agency remains solely responsible to determine whether its participation in the NMIS meets its legal and compliance requirements.

FORMAT OF MANUAL

This manual contains the most current information on the operation of the NMIS and is designed to support additional structure and processes. It is expected that information will be added, removed, and altered as necessary as the NMIS project evolves. For this reason, the manual is in modular form so that outdated information may be easily removed and updated as information is added or changed. For ease of use, pagination is by Section and policy number. Policy numbers are three digit numbers, consisting of the Section number followed by 2 digits, which begin with 01. (e.g. Section 1 Policy 101, Section 2 Policy 201, Policy 202, and so on). Appendices are also included with this manual to further clarify a specific topic, form, policy, or procedure.

Section 1

ROLES AND REQUIREMENTS

101. BOARD OF DIRECTORS/ADVISORY COMMITTEE

The NMIS Board of Directors is made up of five representatives from each collaborative partner. Each member must be voted in by their respective partner organization.

Policy:

The Nebraska Management Information System Board of Directors is responsible for project management of the NMIS through Bowman Internet Systems ServicePoint software.

Roles and Requirements:

Policy: The Board will **approve all NMIS policies and monitor participating agencies'** compliance with said policies.

Fiscal Responsibility: The Board is responsible for **approving budgets** within NMIS, **maintaining financial viability** and approving **sustainability fees**. The Board will identify and apply for public and private funds to continue the NMIS operation.

Approve Contracts: The Board will have oversight of all **contractual agreements** with NMIS.

Conflict Resolution: The NMIS Board is responsible for approving and enforcing the recommendations from the Conflicts Committee.

Set NMIS Basic Information data requirements: The Board will **establish minimal data elements** to be collected by all NMIS Participating Agencies. The NMIS Partnership is the owner of the NMIS Basic Information, a subset of data collected by Participating Agencies as defined in the Agency Participation Agreement.

Oversee statewide reporting: All requests for data from anyone other than a Participating Agency or client will be directed to and approved by the NMIS Board.

102. COLLABORATIVE MEMBER

Policy:

An NMIS member is any organization as defined by the NMIS Bylaws.

Roles and Requirements:

- Hire system administrator dedicated solely to those roles and responsibilities as outlined in Section 107.
- Appoint five Partner representatives to the board of directors.
- Participate in NMIS meetings and committee activities.
- Timely payment of required fees and other duties as assigned by the NMIS Board.
- Have all required Agency Agreements signed.

102 A

PARTNERING CONTINUUM OF CARE(S):

Policy:

Committed to the collection of client data. Each CoC in the State holds responsibility for oversight of all participating agencies who receive HUD funding, within their partnership, that generate or have access to client-level data. Each CoC is responsible for ensuring the minimum data quality standards.

Roles and requirements:

- An agency must apply for and be approved by a Participating Collaboration to participate in NMIS.
- Participate in NMIS meeting and committee activities.
- Represent NMIS at Continuum of Care meetings to inform executive directors and leaders of Participating Agencies about local, statewide, and national issues that may affect their agency or NMIS.
- Establish and monitor Continuum of Care reports.
- Report noncompliance of NMIS policy and procedures to their NMIS Continuum of Care Representative's

103. SOFTWARE VENDOR

Policy:

Bowman Internet Systems is responsible for designing the application to meet National Housing and Urban Development (HUD) standards as well as development of a codebook and other documentation of programs. Bowman Internet Systems will not have direct access to the NMIS database through any means other than the ServicePoint software unless explicitly granted permission by a System Administrator during a process of software upgrade or conversion.

Roles and Requirements:

Software vendor Bowman Internet Systems is responsible for:

- Providing ongoing support to NMIS and System Administrators pertaining to the system.
- Providing ongoing support to the System Administrators pertaining to needs of End Users to mine the database, generate reports, and other End User interface needs.
- Communicating any planned or unplanned interruption of service to the System Administrators.
- Implementing best practices to maintain system security.

104. SERVER HOST:

Policy:

The Server Host is responsible for fulfilling all contractual agreements with the roles and requirements of the contract as set forth by the NMIS Board.

Roles and Requirements:

The NMIS Board will have in place backup and recovery protocols for internal networks of ServicePoint and will operate the system web site twenty-four (24) hours a day, seven (7) days a week. Transactional database backups are written to a RAID partition on an hourly basis and full backups are written to the RAID partition on a nightly basis. These backups are recorded to tape media daily during the work week. A full system backup allowing the servers to be restored from a —bare metal state is made weekly. The tape backups are stored in a safe deposit box in an off-site location.

The Server Host is responsible for the coordination of software updates with BIS and for maintaining hardware requirements to meet or exceed those established by the vendor.

The Server Host is responsible for communicating any planned or unplanned interruption of service to the System Administrators.

NMIS host server staff will take all necessary precautions to prevent any destructive or malicious programs (virus, adware, spyware) from being introduced to the system.

105. PARTICIPATING AGENCY

Policy:

A Participating Agency is any agency, organization, or partnership that is committed to the collection of client data. Each Participating Agency holds final responsibility for oversight of all agency staff that generate or have access to client-level data to ensure adherence to HIPAA and all state and federal regulations as well as to ensure adherence to the NMIS policies and procedures outlined in this manual.

Roles and Requirements:

- An agency must apply to and be approved by a Participating Collaboration Member to participate in NMIS.
- The Participating Agency must sign an Agency Participation Agreement before any access to NMIS is allowed.
- Assign one or more Agency Administrator(s) with adequate computer software skills. Designate one primary lead Agency Administrator to work with the System Administrator.
- Determine agency data requirements and outcomes to be reported.
- Provide computers and Internet access at a level required by the NMIS.
- Pay for End User license fees for each person who uses the system.
- Be responsible for all activity associated with agency staff access and use of NMIS.
- Establish and monitor agency procedures that meet the criteria for access to NMIS as detailed in the policies and procedures outlined in this manual.
- Only allow access to NMIS to staff who a System Administrator has trained and who have a legitimate need for access. Need exists only for those staff, volunteers, or designated personnel who work directly with (or who supervise staff who work directly with) clients or have data entry or technical responsibilities.
- Ensure that clients are asked a minimum set of NMIS Basic Information questions for use in aggregate analysis.
- Ensure that all relevant client data is collected, entered accurately, consistently, completely, and as close to date of collection as possible.
- Provide prompt and timely communications of data, changes in license assignments and End User information to System Administrator.
- Implement policies and procedures to prevent any misuse of NMIS by designated staff.
- Ensure that a Privacy Notice policy pertaining to privacy of clients' information is implemented and a Notice of Privacy is posted in all client intake areas or high-traffic areas.
- Ensure all policies and procedures are followed within the agency.
- Notify System Administrator of any issue relating to breach of system security or client confidentiality.

106. PARTICIPATING AGENCY EXECUTIVE DIRECTOR

Policy:

The Participating Agency's Executive Director is responsible for all activity associated with agency staff access and use of the NMIS database. The Executive Director is responsible for establishing and monitoring agency procedures that meet the criteria for access to NMIS as detailed in the policies and procedures manual. The Executive Director agrees to only allow access to NMIS based upon need. Need exists only to those staff, volunteers or designated personnel who work directly with (or supervise staff who work directly with) clients or have data entry responsibilities.

Roles and Requirements:

- Oversee the implementation of all security and client data policies and procedures.
- Assume responsibility for integrity and protection of client-level data entered into NMIS
- Review monthly data quality reports or designate a person to conduct monthly review of data quality reports to meet minimum data standards.
- Establish business controls and practices to ensure organizational adherence to the NMIS Policies and Procedures.
- Designate agency staff to serve as Agency Administrator(s).
- Notify System Administrator of Agency Administrator resignation or termination.
- Communicate control and protection requirements to Agency Administrators and End Users.
- Authorize agency staff for access to the NMIS.
- Monitor compliance and periodically review control decisions.
- Sign the Agency Participation Agreement for your collaboration. (Appendix A)
- Provide each End User with the appropriate computer and Internet access at a level required by Bowman Internet Systems. (Appendix B)

107. SYSTEM ADMINISTRATOR

Policy:

The System Administrator serves as advisor to the NMIS Board and as liaison between the NMIS board, CoC representatives, participating agencies and software vendor.

Training:

System Administrators must go through System Administrator training with Bowman..

Roles and Requirements:

System Administrators must understand all aspects of the NMIS database and the ServicePoint software. System Administrators will work as a collaborative team to promote effective use of ServicePoint through:

Relationship with Vendor and Other System Administrators

- Work with Bowman Internet Systems to obtain training, technical assistance, and upgrades.
- Will communicate with other System Administrators prior to making system changes
- System Administrators will seek permission from the other System Administrators in order to obtain reports.

Relationship with Board

- Advise the NMIS Board about technical and programmatic issues.

Relationship with Agencies

- Communicates system changes with Agency Administrator in a timely manner
- Assign usernames and passwords to End Users as authorized by Participating Agency's Executive Director or Agency Administrator via a License Request Form (LRF) (Appendix C).
- Coordinate End User Group email and activities.
- Oversee contractual agreements with Participating Agencies and End Users in accordance with the policies and procedures of NMIS.

Provide training on ServicePoint and NMIS practices for agencies

ServicePoint

- Monitor security and client confidentiality practices.
- Have full access to add, edit, delete, and retrieve all End User data in the NMIS database. Full access of data will be granted based upon the need to access the data as approved by the Participating Agency in the Agency Participation Agreement.
- Have full access to individual client data only for the purpose of maintenance and monitoring data integrity unless instructed otherwise by Participating Agency's Executive Director or Agency Administrator.
- System Administrators should meet at minimum quarterly

Reporting

- Provide state and regional reports as assigned by the NMIS Board.
- Develop reports within collaboration to present for NMIS statewide funding.
- Report on aggregate data within the statewide collaboration.
- Serve as resource for report creation.
- Help agencies set up reports to meet agency needs.

108. AGENCY ADMINISTRATOR

Policy:

The Agency Administrator, as appointed by the Participating Agency's Executive Director, is the contact person for the System Administrator and will manage the operation of the system within the agency and/or agency's program(s).

Roles and Requirements:

- Possess appropriate level of management information system skills for agency.
- Receive ServicePoint training from the System Administrator.
- Have the capacity to implement participating agency and NMIS policies and procedures.
- Establish agency settings and information within the NMIS.
- Coordinate training with System Administrator for individual End Users
- Support End Users in agency-level training, including agency policies and procedures
- Annual Agency Administrator refresher training will be required
- Reset End User passwords.
- Monitor End Users to insure that policies and procedures are followed.
- Ensure that Participating Agency's provider profile data in the Provider Directory of NMIS is updated annually by providing the information to the System Administrator.
- Create and/or run reports for the agency.
- Monitor agency End Users to ensure that the data quality, policies, and procedures are met.
- Establish standard reports to be run for each specific program created within Participating Agency.
- Run regular reports determined by System Administrator to verify data quality meets minimum data standards
- Agency Administrator will not add or edit users within the system
- Agency Administrator will not add or edit provider file information within the system but will work with a System Administrator to add or edit provider file information
- Communicates information shared by System Administrator(s) to end-users at their agency within 72 hours

109. END USER

Policy:

An End User is any person who is authorized to access NMIS. End Users must be employees or volunteers of a Participating Agency.

Roles and Requirements:

- Each End User must be at least of the federal legal age of 18 years of age.
- Each End User must have basic computer and Internet skills.
- Each End User must be trained by a System Administrator.
- Each End User must be assigned an access level and issued an End User license.
- Each End User must sign a Confidentiality and End User Agreement. (Appendix D)
- Enter all relevant client data into NMIS accurately, consistently, completely, and as close to date of collection as possible.
- Obtain informed consent and appropriate releases of information from client.

Section 2

PARTICIPATION REQUIREMENTS

201. CLIENT PARTICIPATION

Policy:

Non-participation in ServicePoint will not constitute denial of services.

Procedure:

- Clients must give informed consent to having their data entered into ServicePoint and to share first name, last name, social security number, date of birth, gender, military veteran, race, ethnicity, and photo (if applicable).
- Clients must also authorize any additional personal information to be shared with compliant release of information (Appendix E).

Clients may decide not to participate and they may not be denied services for lack of participation. (See Policy 602, Client's Right to Privacy.)

202. HARDWARE AND INTERNET REQUIREMENTS

Policy:

Each computer accessing ServicePoint must meet minimum system requirements.

Procedure:

Participating Agencies will provide their own computer(s) and method of connecting to the Internet for each End User licensed to access ServicePoint. System Administrators will provide Participating Agencies with guidelines for computer and Internet connections to ensure proper response time, security, and efficient system operation of ServicePoint.

Software vendor Bowman Internet Systems sets minimum standards for use of their software. Information will be reviewed and updated as new information becomes available. For recommended computer specifications see Appendix B. Participating Agencies are responsible for maintenance of computers and troubleshooting problems with Internet connections at their respective sites.

203. PARTICIPATING AGENCY COMPUTER SECURITY

Policy:

Each agency will keep updated virus protection software and firewalls on Agency computers that access ServicePoint.

Procedure:

Participating Agencies will ensure each computer accessing the NMIS database is at all times protected with virus protection and/or adware and spyware

- No un-scanned media will be introduced to the participating agency computer(s) or ServicePoint.
- There will be no unauthorized access to the system.
- No publicly accessible computer shall be used to access ServicePoint (e.g. libraries and internet kiosks).
- Non-participating agency administered computers shall only access ServicePoint with approved NMIS provided software.
- ServicePoint should be accessed via password protected wi-fi or other secured internet connection
- Computers should be set up to delete the temporary internet files and browsing history upon exit
- All computers must require a workstation password
- All email messages must contain a confidentiality notice
- Systems must be scanned at minimum of weekly for viruses or malware

204. APPOINTMENT OF AGENCY ADMINISTRATOR

Policy:

Participating Agencies must identify one or more key staff to serve as the Agency Administrator(s). This person is not required to be an agency's computer technical person but must be able to fulfill the roles and requirements of Agency Administration in 108.

Procedure:

- Participating Agency's Executive Director must supply the System Administrator with the contact information for the Agency Administrator
- Serve as a single point of communication between the Participating Agency's End Users and System Administrators.
- Receive ServicePoint training by a System Administrator prior to accessing NMIS.
- If employment with Participating Agency ends, a new Agency Administrator must be designated and receive ServicePoint training by a System Administrator. An interim Agency Administrator must be assigned until a new one is hired.
- Responsible for generating internal agency reports.
- Reset End User passwords.
- Monitor NMIS access.
- Responsible for training new End Users on the confidentiality policies and procedures of the Participating Agency.

205. CUSTOMIZATION

Policy:

In addition to the required minimum data elements established and approved by the NMIS Board, the Participating Agency will identify all additional data elements needed to fulfill agency requirements.

Procedure:

The Participating Agency will work with the System Administrator for customization of ServicePoint screens. If a customization request cannot be fulfilled by the scope of the System Administrator's position but could be fulfilled by Bowman Internet System, it is the responsibility of the Participating Agency to contract and pay for such services. All such services must first be approved by the NMIS Board and then coordinated with Bowman Internet Systems by the System Administrator.

206. SERVICEPOINT LICENSES

Policy:

All End Users of ServicePoint must have a valid license at all times to access ServicePoint.

Procedure:

- Participating Agencies will purchase a license for each individual using the NMIS database.
- Each End User must enter into an End User License Agreement (EULA) and must possess a current license.
- Each End User is responsible to comply with the terms of the applicable EULA between the End User and Bowman Internet Systems.
- Participating Agencies must complete a License Request Form (LRF) (Appendix C) for any additions, deletions or changes in End User licenses. The LRF must be submitted to the System Administrator who will keep the LRF on file.
- Participating Agencies must arrange for payment of licensing and sustainability fees to their respective collaborative partnership. Non-payment may compromise participating agencies ability to access ServicePoint.

207. TRAINING

Policy:

Each agency understands that System Administrators will provide initial training and periodic updates to each End User about the use of the NMIS.

Procedure:

All End Users must be trained by a ServicePoint System Administrator. Training includes initial and follow-up. System Administrators and Agency Administrators will coordinate the training needs of all End Users within the System Administrator's regular hours of operation.

End User new user training will cover, at minimum:

- Policies and Procedures
- Privacy and Security
- Home Tab
- ClientPoint
- All other applicable modules

Agency Administrators will provide supplemental training for all NMIS End Users within the Participating Agency as follows:

- Participating Agency's policies and procedures.
- NMIS policies and procedures within this manual.

208. END USER GROUPS

Policy:

Each agency will designate a ServicePoint End User to regularly attend ServicePoint related meetings. End User groups will be the discussion center regarding ServicePoint, including process updates, policy and practice guidelines, data analysis, and software/hardware upgrades.

Procedure:

Participating Agencies will have an opportunity to participate in a forum for providing input on planning. Individuals designated by Participating Agencies will serve on the ServicePoint End User Group within each partnership to formally manage communication on system issues between Participating Agencies, NMIS, and Nebraska's Continuums of Care.

The ServicePoint End User Group will identify and assist in prioritizing system enhancements and identify best practices.

209. TERMINATION OR WITHDRAWAL

Policy:

Each agency understands NMIS is the owner of the Basic Information.

- **Termination or Withdrawal of Agency.** A participating agency that withdraws from the NMIS (thereby ceasing to be a participating agency) will forfeit all rights to access the Basic Information Database and is not entitled to return of Basic Information or to require that NMIS expunge the Basic Information contributed by the withdrawing agency from such Database.
- **Termination of the NMIS.** In the event the NMIS ceases to exist and the participating agencies wish to continue maintaining the Basic Information Database, NMIS will endeavor to transition responsibility for maintaining and operating the database to another qualified entity.

Procedure:

- **Termination or Withdrawal of Agency:** The Participating Agency will provide a written notice to the System Administrator thirty (30) days in advance of its intent to withdraw or terminate its participation in NMIS. The System Administrator will submit a written request to the NMIS Board of Directors, **close** all basic client information in NMIS and **delete** all End User licenses of the withdrawing agency from NMIS.
- **Termination of the NMIS:** The NMIS Board of Directors will provide a written notice to the Executive Directors of all Participating Agencies thirty days (30) days in advance of its intent to cease operations. The NMIS Board of Directors will endeavor to transition responsibility for maintaining and operating the database to another qualified entity.

Section 3

TECHNICAL SUPPORT

301. SERVICEPOINT TECHNICAL ASSISTANCE

Policy:

Each agency understands that the System Administrator will be available for ServicePoint technical assistance within reason (i.e. help desk and troubleshooting).

Procedure:

System Administrators will respond to Agency Administrators on questions from End Users and provide technical support in response to system functionality and ServicePoint software. System Administrators will provide help desk functions to Participating Agencies.

All technical support with Bowman Internet Systems for system software functionality and or technical questions, upgrades, and requests will be submitted by System Administrators and documented through Bowman Internet Systems Customer Service Portal at:

<https://portal.bowmansystems.com>

System Administrators will **document work** on the database and in development of reports through the System Administrators' listserv.

Participating Agencies will provide for their own technical support for all hardware and software used to connect to the NMIS. This includes purchase and upgrades to all existing and new computer equipment used to access the NMIS database as well as virus protection software and web browsers on all computers. Participating Agencies will update software and install patches regularly or as they become available.

302. INTERRUPTION IN SERVICE

Policy:

NMIS and Bowman Internet Systems utilize a highly available database server and will inform Agency Administrators and/or End Users in advance of any planned interruption in service.

Procedure:

Planned software interruption in service will be communicated either by telephone, email, or via ServicePoint Newsflash. In the event that the database server is unavailable due to disaster or routine maintenance, the System Administrator will contact the Agency Administrators and/or End Users to inform them of the cause and duration of the interruption in service. System Administrators will log downtime for purposes of system evaluation. The NMIS server will log downtimes for purpose of system evaluation.

Section 4

DATA ACCESS

401. ACCESS LEVEL FOR PARTICIPATING AGENCIES

Policy: Level 1 in the tree structure will be limited to the NMIS.

Procedure: NMIS will restrict Level 1 access in the ServicePoint tree structure to the NMIS only. End Users with the System Administrator status will reside at the Level 1 portion of the tree structure.

- **Tree Levels:** There are 6 levels to the tree structure within ServicePoint. Level 1 is reserved for the NMIS only. The other levels are determined by the System Administrator working with each Participating Agency. The levels will be assigned appropriately based on the needs and programs of the Participating Agency.

402. ACCESS LEVELS FOR END USERS

Policy:

Appropriate access levels will be assigned to each NMIS End User within their designated Participating Agency Access Level. The Participating Agency's Agency Administrator will manage the proper designation of End User access level and will monitor End User account usage.

Procedure:

The Participating Agency agrees to apply the proper designation of access level to End User accounts. End User accounts will be created, updated and/or deleted by the System Administrator upon written notification by the Agency Administrator as authorized by the Participating Agency's Executive Director.

There are primary levels of End User access to NMIS. These levels should be reflective of the access an End User has to client-level paper records and access levels should be need-based. Need exists only for shelter staff, volunteers, or designated personnel who work directly with (or supervise staff who work directly with) clients or have data entry responsibilities. Bowman Internet Systems may add additional levels. Access levels are as follows:

Resource Specialist I	Resource Specialist I users are limited to the <i>ResourcePoint</i> module. This allows users to search for area providers/organizations and view their details. These users have no access to client or service records. A Resource Specialist cannot modify or delete data.
Resource Specialist II	Resource Specialist II users have access to <i>ResourcePoint</i> . These users are also considered agency-level I&R specialists who update their own organization's information. To perform these tasks, they also have access to Admin Providers and Agency Newsflash .
Resource Specialist III	Same as Resource Specialist II, but also includes access to System Newsflash and limited range of reports.
Volunteer	Volunteers have access to <i>ResourcePoint</i> . These users can also view or edit basic demographic information about clients on the Profile screen, but they are restricted from viewing other assessments. A volunteer can create new client records, make referrals, or check clients in and out of shelters. Administrators often assign this user level to individuals who complete client intake and refer clients to agency staff or a case manager. In order to perform these tasks, volunteers have access to some areas of <i>ClientPoint</i> and <i>ShelterPoint</i> .
Agency Staff	Agency Staff users have access to <i>ResourcePoint</i> and <i>ShelterPoint</i> . These users also have limited access to <i>ClientPoint</i> , including access to service records and clients' basic demographic data on the Profile screen. Agency Staff cannot view other assessments or case plan records. Agency Staff can also add news items to Agency Newsflash .
Case Managers I, II, & III	Case Managers have access to all <i>ServicePoint</i> features except those needed to run audit reports and features found under the <i>Admin</i> tab. They have access to all screens within <i>ClientPoint</i> , including assessments and service records. Case Manager II users can also create/edit client infractions if given access by an Agency Administrator or above. Case Manager III users have the added ability to see data down their provider's tree like an Agency Admin.
Agency Admin	Agency administrators have access to all <i>ServicePoint</i> features, including agency level administrative functions. These users can add and remove users to and from their organization, as well as edit their organization's data. They also have full reporting access with the exception of five reports: Client/Service Access Information, AHAR Annual Homeless Assessment Report, Duplicate Client Report, Exhibit

	<p>1: HUD-40076 (CoC)-M), and Call Record Report. Agency Admins cannot access the following administrative functions: Assessment Administration, Direct Access to Admin>Groups, Picklist Data, Admin>Users>Licenses, or System Preferences.</p> <p>Agency Administrators can delete clients that were created by organizations within their organizational tree. They cannot, however, delete clients who are shared across organizational trees. Additionally, Agency Admins can delete needs and services created within their own organizational tree, unless the needs and services are for a shared client.</p>
Executive Director	Executive Directors have the same access rights as Agency Administrators; however, they are ranked above Agency Administrators.
System Operator	System Operators have access to administrative functions. They can set up new providers/organizations, add new users, reset passwords, and access other system-level options. They can also order and manage user licenses. These users have no access to <i>ClientPoint</i> , <i>ShelterPoint</i> , or <i>Reports</i> . System Operators help maintain <i>ServicePoint</i> , but cannot access any client or service records.
System Admin I	<p>System Administrator I users have access to all <i>ServicePoint</i> features and functions except the Client/Service Access Information audit report, and System Preferences.</p> <p>System Administrator I users cannot merge clients and do not have access to the following reports: AHAR Annual Homeless Assessment Report, Duplicate Client Report, Exhibit 1: HUD-40076 (CoC)-M), and Call Record Report. System Administrator I users can delete clients that were created by organizations within their organizational tree. They cannot, however, delete clients who are shared across organizational trees. Additionally, System Admin I users can delete needs and services created within their own organizational tree, unless the needs and services are for a shared client.</p>
System Admin II	<p>System Administrator II users have full and complete access to all <i>ServicePoint</i> features and functions. This includes access to Provider Groups and the ability to generate reports for these groups.</p> <p>System Administrators II can delete clients, needs, and services created across organizational trees.</p>
Read-Only I	The Read-Only I user role has visibility to data created by parent providers. In other words, this user role can see data up the provider tree, like a case manager.
Read-Only II	The Read-Only II user role has visibility to data created by parent and subordinate providers. In other words, this user role can see data created by the entire provider tree, like an Agency Admin.
Read-Only III	The Read-Only III user role has visibility to data system-wide, like a System Admin

403. ACCESS PRIVILEGES TO SYSTEM SOFTWARE

Policy:

System Administrators and Participating Agencies will apply the End User access privilege conventions set forth in this procedure.

Procedure:

End User access privileges to the NMIS database are as follows:

- **Confidentiality/End User Agreements.** (Appendix D) Each End User must sign an End User Agreement that contains a statement of confidentiality before access to NMIS is granted. The System Administrator will keep originals of the agreements on file.
- **End User access level.** The Agency Administrator and/or Executive Director will determine which employees or volunteers will have access to the database, the specific program data the End User will access within the agency and the level of End User access (see Access Level table above). The System Administrators will generate End User identification name and password for each End User upon completion of Basic ServicePoint training. The End User identification name and password will be communicated to the End User in a secure and confidential manner. The End User identification name and password cannot be shared with anyone. End Users are responsible for all actions undertaken with their End User identification name and password.
- **License Request Forms (LRF)** (Appendix C) will be completed by a Participating Agency and submitted to the System Administrator. The System Administrator will keep the LRF on file.

404. END USER IDENTIFICATION AND PASSWORD

Policy:

Bowman Internet System End User License Agreement states identification names and passwords will not be shared among End Users.

Procedure:

The System Administrator will create all End User identification names using the first initial of first name and full last name, e.g., John Doe's End User identification name would be —jdoe. If two End Users have the same first initial and last name, *the first two letters of the first name will be used, for example jodoe.*

Passwords:

- **Creation:** Passwords are automatically generated from the system when an End User is created. System Administrators will communicate the one-time system-generated password to the End User during training and upon End User signing the End User Agreement.
- **Use of:** The End User will be required to change the password the first time he/she logs onto the NMIS. The password must be between 8 and 16 alphanumeric characters (lowercase with at least two numbers). Passwords are case sensitive. Passwords should not be able to be easily guessed or found in a dictionary.
- **Storage:** NMIS discourages keeping a written copy of a password. However, if passwords are written, they are to be securely stored and inaccessible to other persons. End Users are not to store passwords on a personal computer for easier logon.
- **Expiration:** Passwords expire every 45 days. End Users may not use the same password consecutively.
- Passwords are confidential and are an individual End User's responsibility. Sharing of End User identification names and passwords is a failure to uphold:
The confidentiality standards of NMIS
Bowman Internet System EULA.

Termination or Extended Leave from Employment:

- Agency Administrator must notify the System Administrator prior to last day to be worked by a departing End User.
- End User's access will terminate at the end of business on his/her last day of employment or sooner if requested by the Agency Administrator.
- If an End User's employment ends, the Agency Administrator is required to **"inactivate"** the End User's license and give immediate notice to the System Administrator.
- Only the System Administrator may delete departing End User licenses using the License Request Form for adding a new user.
- If a User is scheduled for an extended leave for a period of longer than 30 days, his/her password will be **"inactivated"** within five (5) business days of the start of leave period.
- If a User has not logged into the system in 30 days, they may be **"inactivated"**
- If the Agency Administrator is resigning his/her position, he/she is required to give the System Administrator at least five days' notice of his/her last workday.
- If the Agency Administrator is terminated, the Agency's Executive Director must give notification to the System Administrator immediately.

Transferring licenses. A license may be transferred to a new employee by submitting a request to the System Administrator. Training will be required for the new End User by the System Administrator.

Unsuccessful logon. If an End User unsuccessfully attempts to log onto NMIS four (4) times, the End User will be —locked out and access permission revoked rendering the End User unable to gain access until his/her password is reset. The End User will contact his/her Agency Administrator to reset the End User account. In the case of an Agency Administrator’s inability to log onto NMIS, the System Administrator will reset the account.

Transmission of End User identification names and passwords. Participating Agency End Users will not engage in transmission of End Usernames and passwords,. End User identification names and initial temporary passwords set by System Administrators will be transmitted in a secure and confidential manner. Agency Administrators must contact the System Administrator for initial instruction on secure and confidential transmittal procedures of End User identification names and temporary passwords.

End User screen lock and logoff. The End User will be at the computer at all times when data is visible on the computer screen. Prior to leaving the computer station, the End User will ensure that data is not visible on the screen and will lock the screen. The End User will log off the database and close the web browser when the End User is not actively engaged in data entry.

405. ETHICAL USE

Policy:

All ServicePoint End Users will sign a Confidentiality and End User Agreement before being given access to ServicePoint. Any individual or Participating Agency misusing or attempting to misuse ServicePoint data may be denied access to the ServicePoint database and any relationship with NMIS may be terminated

Procedure:

- System Administrator will deactivate and/or delete the End User license.
- The System Administrator will inform the Participating Agency Executive Director and/or Agency Administrator and the Collaborative Partnership of the unethical use of the license.

406. OBTAINING CLIENT CONSENT

Policy:

Each End User will obtain informed consent prior to entering client data into ServicePoint.

Procedure:

- Agency will post in high traffic areas or intake areas the NMIS Consumer Notice.
- End Users will inform each client of agency participation in NMIS.

407. OBTAINING RELEASE OF INFORMATION (ROI) CLIENT CONSENT

Policy:

Each client must be given the opportunity to sign a paper copy of a Release of Information (ROI) giving the Participating Agency permission for the NMIS Basic Information Data to be shared with other Participating Agencies.

Procedure:

- Each Participating Agency is responsible for establishing policies for sharing client data within the agency.
- For minors, a parent or guardian must also give permission for their child's data to be shared.
- Each adult in the household needs to provide permission
- Verbal consent with a signed release when the client arrives at a provider is allowed so long as there is a witness

408. SYSTEM INTEGRITY

Policy:

Participating Agencies will ensure that there will be no deliberate corruption of NMIS database. Any unauthorized access or unauthorized modification to computer system information or interference with normal system operations maintained by server host will result in immediate suspension of services. NMIS Participating Agencies, Collaboration Members and/or Bowman Internet Systems may pursue all appropriate legal actions.

Procedure:

A System Administrator will review all network and security logs and document all unauthorized attempts and all unauthorized access to both the database and web servers. If unauthorized access is suspected, an immediate investigation will be conducted and the proper authorities contacted.

Section 5

DATA DEFINITION AND DATA QUALITY

501. CLIENT IDENTIFICATION DATA

Policy:

The ServicePoint Client Table is open to all agencies that have signed an agreement to use NMIS to avoid duplication of clients. ServicePoint Client table includes and is **limited** to name, alias, date of birth, social security number, social security data qualifier, veteran status, race, ethnicity, gender and client photo.

Procedure:

Client table may be closed for domestic violence agencies and agencies that only serve unaccompanied youth. Individual domestic violence victims or unaccompanied youth records may be closed by using the ServicePoint security settings.

502. MINIMUM DATA ELEMENTS

Policy:

All End Users are required to enter the minimal data elements for every client in the NMIS system. Client identification information is included in the Basic Information Data. By signing the Agency Participation Agreement, the Participating Agency agrees to the data collection commitment of the minimal data elements and updating client data. All End Users will comply with relevant policies and procedures regarding the entry of minimal NMIS Basic Information data.

Procedure:

The Participating Agency is responsible for ensuring that all clients, regardless of anonymous status, are asked a minimum set of questions for use in aggregate analysis. These questions are contained within the Nebraska Universal and/or the various ServicePoint assessments. Participating Agencies and End Users will follow all minimum data entry requirements on the NMIS client profile to ensure that Participating Agency information is complete and accurate.

Minimum data elements that must be entered are:

- Name
- Date of Birth
- Gender
- Race
- Ethnicity
- Client location
- Social security number
- Veteran status

According to funding source, participating agencies are also encouraged and may be required to collect additional data, including:

- Disabling condition
- Health insurance
- Income and income sources
- Non-cash benefits
- Relationship to head of household
- Residence prior to entry
- Housing Status
- Highest Level of Education Attained
- Zip Code of Last Permanent Address
- Domestic Violence
- As a child, were you ever in Foster Care or are you in now?

503. AGENCY CLIENT INFORMATION SHARING

Policy:

Participating Agencies own any additional information beyond the Minimal Basic Information Data elements entered into NMIS. This includes assessments, service records, case management, needs, and referrals. Sharing this information will only be supported upon completion and compliance of an interagency data sharing agreement.

Procedure:

- Participating Agencies will determine which other Participating Agencies will have access to the data entered by each of their End Users that is not contained in the NMIS Minimal Information Data.
- The ability to share data within the NMIS database with another Participating Agency is called “*Exceptions.*” Agency Administrators will define the *Exceptions* for the System Administrator.
- Each Participating Agency will define, obtain, and keep on file the appropriate interagency data sharing agreement for each Participating Agency.
- When sharing client information, each Participating Agency will obtain and keep on file all necessary Releases of Information (ROIs) from each client.
- The Executive Director is responsible for abiding by all the policies stated in any interagency data sharing agreement.
- A client must be informed of what information is being shared and with whom it is being shared and for what purposes.

504. DATA QUALITY

Policy:

Each Participating Agency is responsible for the overall integrity of the client data entered into the NMIS. Any exceptions to entering complete information **will not be made at the preference of individual End Users**. Exceptions in regard to concerns about the safety or risk to clients will be made and implemented by the Participating Agency program level. Data integrity will be realized when the Participating Agency meets all the following elements of Data Quality Standards:

- Timeliness
- Completeness
- Accuracy
- Consistency

Procedure:

System Administrators and Agency Administrators will perform regular data quality audits in the NMIS database to ensure data integrity. Additional training will be required to address repeated patterns of data inaccuracies.

Timeliness.

Guidelines

- Enter all relevant client information as close to the date of collection as possible.
- Review and update historical information.

Completeness.

Guidelines

- Identifying information will be complete.
- All clients' Minimum Data Elements will be complete.
- All relevant assessments and services will be complete.
- All entry/exit data will be completed.
- Actively strive to reduce the occurrence of null values.

Accuracy.

Guidelines

- Review data quality audits and correct inaccurate services.
- All services entered in NMIS will be relevant to the Participating Agency's program(s).
- Ensure that the number of clients served or the types of services and/or emergency shelter beds provided is not misrepresented.
- Any updates and information, errors or inaccuracies that come to the attention of the participating agency will be corrected by said agency

Consistency.

Guidelines

- Use common interpretation of questions and answers.

505. ACCURATE CLIENT INFORMATION ONLY

Policy:

Each agency will submit information only on individuals that are clients from the agency. Misrepresenting or knowingly reporting inaccurate client information is a misuse of the NMIS.

Procedure:

Deliberate entry of incorrect information into ServicePoint is not permissible (e.g., if a client **is not willing to give a full name, no information will be entered** into the NMIS database).

506. PERFORMANCE IMPROVEMENT

Policy:

Each Participating Agency will endeavor to improve performance of entering data into NMIS.

Procedure:

System Administrators will work with Agency Administrators as needed to develop plans for improved and increased performance for Participating Agencies' programs and to assess reporting needs. System Administrators will meet as needed with the Participating Agency to review performance improvement plans and/or reports.

At a minimum, meetings will include plans to address issues pertaining to the following items:

- Controlling access to the system – End User identification names and passwords.
- Training and technical software support.
- Technical performance of the system.
- Overall data integrity.
- Agency issues.
- Security/Privacy/Confidentiality.

Section 6

CONFIDENTIALITY, PRIVACY, AND SECURITY

601. COMPLIANCE WITH THE LAW

Policy:

Each agency and End User using ServicePoint is responsible to comply with the state and federal laws and regulations applicable to its governing confidentiality of client records, access to, use, and disclosure of client information.

Procedure:

- No client data will be entered into the ServicePoint without the consent of the client.
- No client data will be shared outside the limits of the written client consent for Release of Information (ROI).
- Access to client data will be tightly controlled using security technology and restrictive End User access levels.

602. CLIENT'S RIGHT TO PRIVACY

Policy:

Participating Agency privacy practices will comply with all applicable laws governing NMIS client privacy/confidentiality. Applicable standards include, but are not limited to the following:

- Federal Register Vol. 69, No. 146 (HMIS FR 4848-N-02 - Federal statute governing information in a Homeless Management Information System).
- HIPAA (Health Insurance Portability and Accountability Act).
- 42 CFR Part 2 (Federal statute governing drug and alcohol treatment).
- NMIS Policy and Procedures.
- Negotiated Interagency Data Sharing Agreement.
-

Procedure:

Procedures and roles relative to this policy vary from agency to agency but may include the following:

- Participating agencies may integrate NMIS into the agency's existing Privacy Notice. The Privacy Notice must reflect the Participating Agency's privacy policy.
- Copies of the Participation Agreement, the End User Agreement, and interagency sharing agreement(s) may be attached to the Privacy Notice policy. In addition to customizing the sample policy provided, the Participating Agency should describe, if applicable:
 - a. A plan for remote access if staff will be using the NMIS outside the office such as doing entry from home. Concerns addressed in this plan should include the privacy surrounding the off-site entry.
 - b. Who will have what access levels on NMIS.
 - c. How access to the room(s) where the NMIS is being used will be controlled.
 - d. Procedures for acquiring client consent that include the following:
 - Where the Participating Agency's Privacy Notice will be posted (e.g., all client intake areas and high-traffic areas).
 - How the Privacy Notice will be explained.
 - How and when the Release of Information (ROI) will be introduced to clients, and
 - A copy of the ROI signed by the client.

APPENDIX A

Agency Participation Agreement

AGENCY PARTNER AGREEMENT
For NMIS ServicePoint Client Information Management System

Nebraska Management Information System - ServicePoint is a shared human service systems database which allows homeless and human service provider agencies throughout the State of Nebraska to enter, track, and report on information concerning their own clients and to share information, subject to appropriate interagency agreements, on common clients. ServicePoint will assist homeless and human service agencies to:

- Improve coordinated care for services to homeless and at risk persons;
- Provide a user-friendly and high quality automated records system that expedites client intake procedures, improved referral accuracy, and supports the collection of quality information that can be used for program improvement and service planning;
- Meets the reporting requirements of the U.S. Department of Housing and Urban Development, Nebraska Homeless Assistance Program and other funders as needed and possible.

The signature of the Executive Director of the Partner Agency indicates agreement with the terms set forth before a Nebraska Management Information System ServicePoint account can be established for the Agency.

The Nebraska Management Information System (NMIS) is the primary coordinating Agency. _____ (CAN, CCFL, ICA) shall be the system administrator. In this Agreement, "Partner Agency" is an Agency participating in NMIS, "Client" is a consumer of services, and "Agency" is the Agency named in this agreement for use of ServicePoint.

I. Client Privacy and Confidentiality

- A. The Agency shall uphold relevant federal and state confidentiality regulations and laws that protect Client records and the Agency shall only release client records with written consent by the client, unless otherwise provided for in the regulations.
1. The Agency will comply with all applicable federal and state laws regarding protection of client privacy.
 2. The Agency shall abide specifically by federal confidentiality regulations as contained in the Code of Federal Regulations, 42 CFR Part 2 regarding disclosure of alcohol and/or drug abuse records. In general terms, the federal rules prohibit the disclosure of alcohol and/or drug abuse records unless disclosure is expressly permitted by written consent of the person to whom it pertains or as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is not sufficient for this purpose. The Agency understands the federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse clients.
 3. The Agency will comply specifically with the Health Insurance Portability and Accountability Act of 1996, 45 C.F.R., Parts 160 & 164, and corresponding regulations established by the U.S. Department of Health and Human Services.
 4. The agency will comply with all policies and procedures established by the NMIS.
 5. The Agency shall provide a verbal or written explanation of the NMIS ServicePoint database and the terms of consent and shall arrange for a qualified interpreter or translator in the event that an individual is not literate in English or has difficulty understanding the consent form.
 6. The Agency shall not solicit or input information from Clients into the NMIS ServicePoint database unless it is essential to provide services, or to conduct evaluation or research.
 7. The Agency agrees not to release any confidential information received from the NMIS ServicePoint database to any organization or individual without proper Client consent.
 8. The Agency shall ensure that all staff, volunteers and other persons issued a User ID and password for NMIS ServicePoint receives basic confidentiality training prior to User License activation and abides by this Participation Agreement.

9. The Agency understands the file server, which will contain all Client information, including encrypted identifying Client information, will be located in a secure facility under contract with NMIS.
10. The Agency shall maintain appropriate documentation of Client consent to participate in the NMIS ServicePoint database.
11. The agency acknowledges that ensuring the confidentiality, security and privacy of any information downloaded from the system by the Agency is strictly the responsibility of the Agency.
12. The Agency in good standing shall not be denied access to Client data entered by the Agency. Partner Agencies are bound by all restrictions placed upon the data by the client of any Partner Agency. The Agency shall diligently record in the NMIS ServicePoint system all restrictions requested. The Agency shall not knowingly enter false or misleading data under any circumstances.
13. If this Agreement is terminated, _____ (CAN, CCFL, ICA) and remaining Partner Agencies shall maintain their right to the use of all Client data previously entered by the terminating Partner Agency; this use is subject to any restrictions requested by the Client.
14. The Agency will utilize the NMIS ServicePoint Client Consent/Information Release form, as developed in conjunction and coordination with Partner Agencies, for all clients providing information for the NMIS ServicePoint database. The Client Consent/Information Release form, once signed by the Client, authorizes Client data to be entered into the NMIS ServicePoint database and authorizes information sharing with NMIS ServicePoint Partner Agencies.
15. If a Client withdraws consent for release of information, the Agency remains responsible to ensure that Client's information is unavailable to all other Partner Agencies.
16. The Agency shall keep signed copies of the Client Consent Form/Information Release forms for NMIS ServicePoint for a period of 7 years unless program regulations require release forms to be kept on file for a longer period of time.
17. NMIS does not require or imply that services must be contingent upon a Client's participation in the NMIS ServicePoint database. Services should be provided to Clients regardless of NMIS ServicePoint participation provided the Clients would otherwise be eligible for the services.
18. The agency agrees to permit the _____ (CAN, CCFL, ICA) System Administrator to monitor its handling of confidential client data in connection with the ServicePoint Client Information Management System, including but not limited to, its confidentiality procedures and documentation (client release of information, privacy policies, etc.).

II. NMIS ServicePoint Use and Data Entry

- A. The Agency shall follow, comply with and enforce the NMIS Confidentiality and User Agreement and NMIS Policies and Procedures. Modifications to the NMIS Confidentiality and User Agreement shall be established in consultation with Partner Agencies and may be modified as needed for the purpose of the smooth and efficient operation of the NMIS ServicePoint system. _____ (CAN, CCFL, ICA) will announce approved modifications in a timely manner via NewsFlash in NMIS ServicePoint. Copies of both documents may be requested from _____ (CAN, CCFL, ICA).
- B. The Agency will not permit User ID's and passwords to be shared among Users.
- C. The Agency shall only enter individuals in the NMIS ServicePoint database that exist as Clients under the

Agency's jurisdiction. The Agency shall not misrepresent its Client base in the NMIS ServicePoint database by entering known, inaccurate information. Anonymous client entry is discouraged because of reporting accuracy. Different security models may be explored for agencies whose clients need more animosity.

- D. The Agency shall use Client information in the NMIS ServicePoint database, as provided to the Agency or Partner Agencies, to assist the Agency in providing adequate and appropriate services to the Client.
- E. The Agency shall consistently enter information into the NMIS ServicePoint database and will strive for real-time, or close to real-time¹ data entry for data accuracy.
- F. The Agency will not alter information in the NMIS ServicePoint database that is entered by another Agency with known, inaccurate information (i.e. Agency will not purposefully enter inaccurate information to over-ride information entered by another Agency).
- G. The Agency shall not include profanity or offensive language in the NMIS ServicePoint database on statewide shared data.
- H. The Agency shall utilize the NMIS ServicePoint database for business purposes only.
- I. _____ (CAN, CCFL, ICA) will provide initial training and periodic updates to that training to select Agency Staff on the use of the NMIS ServicePoint software.
- J. _____ (CAN, CCFL, ICA) will be available for training and technical assistance within reason (i.e. troubleshooting and report generation).
- K. The transmission of material in violation of any federal or state regulations is prohibited. This includes, but is not limited to, copyright material, material legally judged to be threatening or obscene, and material considered protected by trade secret.
- L. The Agency shall not use the NMIS ServicePoint database with intent to defraud federal, state or local governments, individuals or entities, or to conduct any illegal activity.
- M. The Agency shall pay the End User License Fees, NMIS Sustainability Fees and _____ (CAN, CCFL, ICA) Sustainability Fees for support each year. If these fees are not covered by CoC HMIS grant funding the Agency is responsible for entire cost.
- N. The Agency Agrees that _____ (CAN, CCFL, ICA) or the local Continuum of Care Planning Committee may convene local or regional User Meetings to discuss procedures, updates, policy and practice guidelines, data analysis, and software/hardware upgrades. The agency will designate at least one specific End User to regularly attend User meetings.
- O. The Agency will incorporate procedures for responding to client concerns regarding use of NMIS – ServicePoint into its existing Grievance Policy. While appeals to _____ (CAN, CCFL, ICA) and NMIS should not be considered part of the formal process, a copy of any HMIS related grievances and a copy of the Agency's response must be submitted to _____ (CAN, CCFL, ICA).
- P. _____ (CAN, CCFL, ICA) reserves the right to immediately suspend service, and where appropriate, take legal action against offending entities for any violation of this Participation Agreement, End User Confidentiality and User Agreement or NMIS Policies and Procedures.

¹ Real-time or close to real-time is defined by either immediate data entry upon seeing a Client, or data entry into the NMIS ServicePoint database within 48 hours.

III. Reports

- A. The Agency agrees to only release aggregated information generated by NMIS – ServicePoint that is specific to its own services. The Agency is responsible to divulge any qualifiers on the data the Agency releases.
- B. Agency is able to request customized reports through the _____ (CAN, CCFL, ICA) System Administrator. All requested reports will be evaluated before the System Administrator commits to being able to develop such a report. _____ (CAN, CCFL, ICA) reserves the right to charge for reports.
- C. The Agency can request and purchase an Advanced Reporting Tool License to build or run customized reports.
- D. NMIS and/or _____ (CAN, CCFL, ICA) will use only unidentified, aggregate ServicePoint data for homeless and human service policy and planning decisions, in preparing federal, state or local applications for homelessness or human service funding, to demonstrate the need for and effectiveness of programs and to obtain a system-wide view of program utilization in the state. De-identification will involve the removal or masking of all identifying or potentially identifying data such as Name, SSN, DOB, Address, Agency Name and/or Location, Clients Unique ID number.

IV. Proprietary Rights of Bowman Internet System

- A. The Agency shall not give or share assigned passwords and access codes of the NMIS ServicePoint database with any other Agency, business, or individual.
- B. The Agency shall not cause in any manner, or way, corruption of the NMIS ServicePoint database in any manner.

VI. Hold Harmless

- 1. _____ (CAN, CCFL, ICA) and NMIS make no warranties, expressed or implied. The Agency, at all times, will indemnify and hold _____ (CAN, CCFL, ICA) /NMIS harmless from any damages, liabilities, claims, and expenses that may be claimed against the Agency; or for injuries or damages to the Agency or another party arising from participation in the NMIS - ServicePoint; or arising from any acts, omissions, neglect, or fault of the Agency or its agents, employees, licensees, or clients; or arising from the Agency's failure to comply with laws, statutes, ordinances, or regulations applicable to it or the conduct of its business. This Agency will also hold _____ (CAN, CCFL, ICA) /NMIS harmless for loss or damage resulting in the loss of data due to delays, non-deliveries, mis-deliveries, or service interruption caused by Bowman Information Systems, by the Agency's or other member agency's negligence or errors or omissions, as well as natural disasters, technological difficulties, and/ or acts of God. _____ (CAN, CCFL, ICA) /NMIS shall not be liable to the Agency for damages, losses, or injuries to the Agency or another party other than if such is the result of gross negligence or willful misconduct of CAN/NMIS. _____ (CAN, CCFL, ICA) and NMIS agree to hold the Agency harmless from any damages, liabilities, claims or expenses caused solely by the negligence or misconduct of _____ (CAN, CCFL, ICA) /NMIS.
- 2. The Agency agrees to keep in force a comprehensive general liability insurance policy with combined single limit coverage of not less than five hundred thousand dollars (\$500,000). Said insurance policy shall include coverage for theft or damage of the Agency's NMIS-ServicePoint related hardware and software, as well as coverage of Agency's indemnification obligations under this agreement.
- 3. Provisions of Section VI shall survive any termination of the Participation Agreement.

VII. Terms and Conditions

- A. The parties agree that this agreement is the complete and exclusive statement of the agreement between parties and supersedes all prior proposals and understands, oral and written, relating to the subject matter of

Signature of Executive Director/Authorized Representative

Date

AGENCY

STREET ADDRESS

CITY

NE

ZIP CODE

_____ (CAN, CCFL, ICA)

ASSURANCE

_____ (Name of Agency) assures that the following fully executed documents will be on file and available for review by _____ (CAN, CCFL, ICA) or Nebraska Management Information System.

- The Agency's Board Approved Confidentiality Policy.
- The Agency's Grievance Policy, including a procedure for external review.
- The Agency's official *Privacy Notice* or NMIS Consumer Notice for NMIS - ServicePoint clients.
- Executed _____ (CAN, CCFL, ICA) *Client Release of Information* forms.
- Executed Agency *Authorizations for Release of Information* as needed.
- A fully executed *NMIS Confidentiality and User Agreement* for all NMIS – ServicePoint System Users.
- A copy of any _____ (CAN, CCFL, ICA) *Qualified Service Organization Business Associate Agreement* - or Coordinated Services Agreements - that define sharing agreements between partnering agencies.
- A copy of the *Qualified Service Organization Business Associate Agreement* between NMIS, _____ (CAN, CCFL, ICA) and the Agency.
- A Copy of the NMIS Policy and Procedure manual.

By: _____

Title: _____

Signature: _____

Date: _____

APPENDIX B

Workstation Technical Specifications

BROWSER BRANDS IN GENERAL

ServicePoint is designed to be compatible with the newest versions of Microsoft Internet Explorer, Google Chrome, Mozilla Firefox, and Apple Safari.

BROWSER PERFORMANCE IN GENERAL

In the context of *ServicePoint* 5, there are three factors that outweigh all others: data transfer efficiency, memory management, and machine speed.

Data Transfer

We have observed that transfer efficiency may quickly become an issue if the user's machine's internet connection or their browser has abnormalities. A very bad internet connection will have different effects in different browsers.

How to find out if you have data transfer problems:

If things are fast, you don't have data transfer problems.

If pages seem to load slowly or not at all, you may have data transfer problems; or you may have browser problems.

At this point, a transfer problem is not certain, but may be possible.

Memory Management

Some browsers handle memory differently than others. The best practice for determining the best browser is to see if you experience any of the following issues.

Effects of poor memory management:

Your overall system performance may degrade.

Your browser may suddenly seem to completely stop working. Blank pages may appear or certain page components won't work.

Your browser may run more and more slowly

What to do:

If you suspect that you may have poor browser memory management, try updating your browser to a more recent version before switching to a different brand of browser. More than likely, any major issue will have been fixed with a more current release. If you still have issues, try switching to one of the other 3 major browsers.

If you need help updating your browser, contact your IT Department.

Machine Speed

Avoid machines with single core processors, which are usually much older computers. If your computer is a single-core machine operating at less than 2 GHZ, *and* you are not content with its performance:

Switch to one of the fastest browsers. Chrome is recommended, Firefox is a good alternate; Internet Explorer versions 8, 9 and 10 are acceptable (see below for information regarding Internet Explorer version 11).

Run no unnecessary programs while using *ServicePoint*.

Monitor your CPU usage in Task Manager. If it is frequently at 100%, you need a more capable machine.

Think about getting more RAM. But before you buy enough RAM to max out your computer, consider replacing your old computer with a new or used dual-core machine. Even an old dual-core tends to outperform a fully-upgraded, single-core in *ServicePoint* 5. Buying a used computer may actually cost less than buying a gigabyte or two of obsolete RAM for an older machine.

JAVA

Java is a required component for the Advanced Reporting Tool (ART). However, not all versions of Java are compatible with ART. Currently, Java version 7 release 76 (32 bit) is the only version of Java that is recommended by Bowman Systems in order to run ART. We do not recommend the 64 bit version of Java because Chrome is a 32 bit only browser and the 64 bit version of Java does not function in Chrome. This version of Java is no longer available from Oracle. If you need to download the correct version of Java, please contact your Bowman Systems CSS. Earlier versions of Java are not recommended due to other issues with Java itself that make it unstable, but versions back to version 6 release 45 can be used, although they are not recommended. If newer versions of Java are installed on your system, we recommend that they be uninstalled, and Java version 7 release 76 (32 bit) be installed. We also recommend disabling the "automatic update" feature to prevent unwanted updates to an incompatible version.

MOBILE DEVICES

The only mobile device that is officially supported by Bowman Systems is the Apple iPad running the latest version of IOS. At the time of this writing, testing has been completed with version 8.1.2. However, many mobile devices may be able to run *ServicePoint*, but if the device does not support Java, or does not run Java version 7 release 76, then it will not run ART. *ServicePoint* will not display correctly on a screen smaller 1024 pixels wide, and may be too small to on screens less than 7 inches.

OPERATING SYSTEMS

ServicePoint 5 relies on the client machine's processing capacity. Faster machines will have better results.

Windows XP

As of April 24, 2014 Microsoft has ended all support for Windows XP. As a result of the discontinued support, Microsoft is no longer providing updates to this operating system. This can result in security vulnerabilities that could render the installation unstable or even insecure. Because Microsoft is no longer supporting Windows XP, Bowman Systems cannot recommend using Windows XP with *ServicePoint*.

Windows Vista

Currently, there is a known issue using Internet Explorer 9 with Windows Vista. If using this configuration, it is impossible to download reports from ReportWriter. However, other versions of Internet Explorer allow the report to download fine, and Internet Explorer 9 will allow report download in other Operating Systems.

2 GB of RAM is required to run *ServicePoint* on Windows Vista, however 4 GB is recommended.

Windows 7

Currently, Windows 7 is the most stable operating system for both *ServicePoint* and ART. Both architectures, 32bit and 64bit, run *ServicePoint* very well. However, if running the 64bit version of Windows 7 with Chrome, be sure to use the 32bit version of Java (see Java in Browsers Section). Chrome will not run 64bit Java.

2 GB of RAM is required to run *ServicePoint* on Windows 7, however 4 GB is recommended.

Windows 8

There should be no issue with running Windows 8 as long as the most current version of Java that is installed is version Java 7 release 76. Be aware that within windows 8, there are 2 different versions of Internet Explorer. There is the "Modern" version of the browser as well as the classic "Desktop" version. The "Modern" version, that runs from the Live Tile interface, is not compatible with ART, however the classic desktop version is, as long as the proper version of Java is installed.

Internet Explorer "Modern" version can cause the pop-ups to appear in difficult to read locations while in split screen mode as well as causing the browser to close unexpectedly. This is not a complete incompatibility issue, but it is a bug that can cause frustration. If the window unexpectedly closes before data can be saved, the data will have to be re-entered into the system upon re-load

Windows 8 RT

Windows 8 RT, which is a version of Windows 8 for tablet devices, is not compatible with ART. This is because there is no other browser on the operating system except for the incompatible "Modern" version of Internet Explorer. Windows 8 RT only allows apps to be installed that are available in the Windows App store. Currently, no other browser is allowed in the Microsoft App store, making the incompatible version of Internet Explorer the only browser allowed to run on Windows 8 RT. Microsoft has begun to phase out Windows RT and it is being replaced with Windows 8.1.

Windows 10

With the soon to be released version of the Windows operating system, Windows 10, we urge all users to not upgrade to this operating system until thorough testing has been completed and all compatibility issues, if any, have been addressed. All users will be notified via a newswire when *ServicePoint* is compatible with Windows 10.

APPENDIX C

License Request Form

Community Services Management Information System (CS-MIS)
License Request Form (LRF)

This request must be completed and signed to request a ServicePoint license. EACH license must have a LRF completed prior to raining and must be signed by the Agency Administrator before a username and password will be assigned.

Agency Name Requesting License(s):			
Authorized Signature:		Title:	
Print Name:			
Phone Number:		Email Address:	
Proposed Training Date:			

N-New D-Delete C-Change Program/User	Name	Phone	Email	Default Program user is listed

If License Change - License Name this user will be using:

Please list the default program this user needs access to in ServicePoint _____

Please list work flow user will be trained for (i.e. CoC, ESG/NHAP, SSVF, SOAR, RHY, PATH _____

Please list Grant(s) if any, user is under: _____

Access Level Code	Access Level Name	Access Level Definition
CM	Case Manager	Access to all features excluding administrative functions. Has access to all screens within ClientPoint, including the assessments and full access to see all records open to Case Manager.
AA	Agency Administrator	Access to all features including agency level administrative functions. Can edit agency and program data, has full reporting access for all records open to Assessment Administration, Picklist Data, Licenses, Shadow Mode, or System Preferences. Point person for the System Administrator.

APPENDIX D

Confidentiality and User Agreement

USER POLICY, RESPONSIBILITY, & CODE OF ETHICS *For Nebraska Management Information System (NMIS)*

USER POLICY

The Nebraska Statewide Homeless Management Information System (NMIS) is a collaborative statewide project of the three Nebraska Continua of Care (CoC)-Balance of State, Lincoln, and Omaha-The HMIS Lead Agency, and participating Partner Agencies. HMIS is an internet-based data collection application designed to capture information about the numbers, characteristics and needs of homeless persons and those at risk of homelessness over time.

Participating Agencies may choose to share information for provision of services to homeless persons through a networked infrastructure that establishes electronic communication among the Participating Agencies.

Participating Agencies shall at all times have rights to the data pertaining to their clients that they directly enter into the NMIS system. Participating Agencies shall be bound by all permissions and restrictions imposed by Clients pertaining to the use of personal data for which they have signed a NMIS Client Release of Information form.

All NMIS Users are required to attend ServicePoint training sessions prior to using the system.

All NMIS Users are required to complete a privacy training specific to protecting information contained within NMIS prior to using the System and again annually.

All NMIS Users are required to have read and understand their Agency's Privacy Notice.

Minimum data entry on each Client will be defined by your Agency's Workflow. However, all agencies are encouraged to complete the follow sections of the database:

- The Client Profile section.
- The HUD Assessment Screens for Clients (HUD programs only).
- Service Transactions / Case Plan - information on what the client's need and how those needs were met.

USER RESPONSIBILITY

Your User ID and Password give you access and authority to use the NMIS. Initial each item below to indicate your understanding and acceptance of the proper use of your User ID and password. Failure to uphold the confidentiality standards set forth below is grounds for immediate termination of User privileges.

Please initial each item below to indicate your acceptance and understanding of the user responsibilities below

_____ I have read and understand my Agency's Privacy Notice and NMIS Policies & Procedures.

_____ My User ID and Passwords must be kept secure and are not to be shared with anyone, including other staff members.

_____ I understand that the only individuals who can view information in the NMIS are authorized users and the Client to whom the information pertains. NMIS users must respect the privacy and hold in confidence all information obtained in the course of their use of the software system.

_____ I may only view, obtain, disclose, or use the database information that is necessary to perform my job.
_____ I understand that in the event that I am terminated or leave my employment with this agency, my access to the NMIS will be revoked.

_____ I agree to not use the HMIS at a publicly accessible workstation.

_____ If I am logged into NMIS and must leave the work area where the computer is located, I must log-off of the NMIS before leaving the work area.

_____ I will not make discriminatory comments based on race, color, religion, national origin, ancestry, handicap, age, sex and sexual orientation in the NMIS. I understand that profanity and offensive language are not permitted in the NMIS database.

_____ I agree to properly protect and store in secure location client-specific hardcopy information printed from NMIS.

_____ I agree to enter and maintain accurate information into the NMIS.

_____ If I notice or suspect a security breach, I must immediately notify my Agency Administrator for the NMIS and my Executive Director or the NMIS System Administrator.

_____ I understand that I am responsible for reporting any system malfunctions or “bugs” that I notice or suspect to the Agency Administrator and other appropriate system support staff.

USER CODE OF ETHICS

- Nebraska HMIS Users must treat Participating Agencies with respect, fairness and good faith.
- Each Nebraska HMIS User shall maintain high standards of professional conduct.
- All Nebraska HMIS Users shall endorse and maintain the client’s rights related to privacy and confidentiality and shall adhere to NMIS Policies and Procedures.
- Nebraska HMIS Users will not misrepresent its client base in the Nebraska HMIS system by entering knowingly inaccurate information (i.e. User will not purposefully enter inaccurate information on a new record or to over-ride information entered by another agency.)
- The User will not use the Nebraska HMIS system with intent to defraud the federal, state, or local government or an individual entity; or to conduct any illegal activity.

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

Nebraska HMIS User Signature Date

Agency Email Address and Phone Number

APPENDIX E

NMIS Client Release of Information



Nebraska Management Information System

Homeless Management Information System (HMIS) Consumers Informed Consent & Release of Information Authorization

I _____ understand information about me and/or my dependents listed below is entered into a database system called ServicePoint. This system helps to better understand homelessness, to improve service delivery and to evaluate the effectiveness of services provided. Participation in data collection is a critical component of our community’s ability to provide the most effective services and housing possible. The information that is collected is protected by limiting access to the database and limiting what information may be shared. Access to the data and sharing of the data is in compliance with the standards set by the federal, state and local regulations governing confidentiality of client records. Every person and agency that is authorized to read or enter information into the system has signed an agreement to maintain the security and confidentiality of the information.

By signing this form, I authorize the following:

The information collected by this agency will be included in ServicePoint and only partner agencies, which have entered into an HMIS Agency Participation Agreement, may be used to:

- Produce a client profile at intake that will be shared with collaborating agencies
- Produce aggregate level reports regarding use of services
- Track individual program-level outcomes
- Identify unfilled service needs and plan for enhancements
- Allocate resources among agencies engaged in services

By signing this form, I authorize the following:

I authorize the partner agencies and their representatives to share basic information regarding my family members listed below and/or me. I understand that this information is for the purpose of assessing my/our needs for housing, utility assistance, food, counseling and/or other services.

The information may consist of the following PPI (Personal Protected Information):

- | | | |
|------------------------------------|----------------------|---------------------------|
| • Name | • Homeless History | • Disabling Condition |
| • Date of Birth | • Family Composition | • Photo (if applicable) |
| • Social Security Number | • Income/Non-cash | • Housing information |
| • Gender | • Veteran Status | • Health Insurance Status |
| • Ethnicity and Race | • Domestic Violence | • Client Location |
| • Residence Prior to Project Entry | • VI-SPDAT | |

I Understand That:

- ✓ The partner agencies have signed agreements to treat my information in a professional and confidential manner. I have the right to view the client confidentiality policies used by the HMIS partner agencies
- ✓ Staff members of the partner agencies who will see my information have signed agreements to maintain confidentiality regarding my information.
- ✓ The release of my information does not guarantee that I will receive assistance; my refusal to authorize the use of my information does not disqualify me from receiving assistance.

- ✓ My records are protected by federal, state, and local regulations governing confidentially of client records and cannot be disclosed without my written consent unless otherwise provided for in the regulations.
- ✓ This authorization will remain in effect until I revoke it in writing, and I may revoke authorization at any time, if I revoke my authorization, all information about me already in the database will remain.
- ✓ This release is valid for _____ years from the date of my signature below.
- ✓ I understand I may withdraw my consent at any time.

Partner Agencies: A list of the partner agencies within the Nebraska Homeless Management Information System may be viewed prior to signing this form.

List all Dependent Children under 18 in the household, if any (first, last and DOB)

- | | |
|----|----|
| 1. | 2. |
| 3. | 4. |
| 5. | 6. |
| 7. | 8. |

- ✓ Auditors or funders who have legal rights to review the work of this agency, including the U.S. Department of Housing and Urban Development and Nebraska Department of Health and Human Services Homeless Assistance Program may see my complete file in HMIS if services received are funded by their Department/s.

Please initial one of the following levels of consent:

I give authorization for me and my dependents listed above, Protected Personal and relevant Information to be entered into the NMIS and shared between Partner Agencies.

Or

I do not consent to the inclusion of personal information in the NMIS about me and any dependents listed above.

Consumer's Signature

Date

Agency Staff Name (print) Agency Staff Signature

Date

Nebraska Balance of State CoC
WRITTEN STANDARDS FOR ESG/CoC
SERVICE Delivery

Adopted by the Nebraska Balance of State CoC on June 10, 2015.

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Each Emergency Solutions Grant (ESG) and Continuum of Care (CoC) funded service provider shall comply with the minimum written standards established by the Nebraska Balance of State Continuum of Care. Each provider may decide to set standards on their provision of ESG/CoC that exceed these minimum standards, but will at the very least comply with the following:

GENERAL STANDARDS

PARTICIPANT ELIGIBILITY:

Minimum standards for evaluating individual and family eligibility for assistance under Emergency Solutions Grant (ESG) and Continuum of Care (CoC) are:

- **Street Outreach** – People who are qualify as ‘unsheltered homeless,’ based on category (1)(i) of the “homeless” definition found at 24 CFR 576.2 are eligible for the following activities, in compliance with federal ESG rules (24 CFR 576.101): *engagement, case management, emergency health and mental health services, transportation*

- **Emergency Shelter** – People who qualify as ‘homeless,’ based on categories (1, 2, or 4) of the “homeless” definition found at 24 CFR 576.2 are eligible for the following activities, in compliance with federal ESG rules (24 CFR 576.102): *case management; child care; education, employment and life skills services; legal services; health, mental health and substance abuse services; transportation*

NOT ALLOWABLE: Mortgage and mortgage arrearage payments.

- **Rapid Re-housing** – CoC and ESG funded rapid rehousing will follow the standards as set forth below. People who qualify as ‘homeless,’ based on categories (1 or 4) of the “homeless” definition found at 24 CFR 576.2 and/or 578.3 and who are moving into a housing unit that meets HUD’s habitability and lead-based paint standards are eligible for the following activities, in compliance with federal ESG and CoC rules (24 CFR 576.104, 576.105, 576.106, 578.37, 578.51 and 578.77,). Persons who meet the ‘category 2’ homeless definition are eligible for CoC funded Rapid Rehousing provided the project was not funded under special NOFA conditions (reallocated projects) that limit eligibility to those living on the streets or in shelters. Additionally persons receiving rapid rehousing through the ESG program must have incomes at or below 30% of the area median income (AMI) at annual recertification:

- **Housing Relocation and Stabilization Services:** *moving costs, rent application fees (ESG only), security deposits, last month’s rent, utility deposits, utility payments,(ESG only) housing search/placement, housing stability case management, mediation and legal services, credit repair/budgeting/money management*
- **Rental Assistance:** *short-term (up to 3 months) and medium-term (4-24 months) rental assistance, up to 24 months total during a 3-year period in tenant-based or project-based housing*

The 24 months may include a one-time payment for up to 6 months of rent arrears on the tenant’s portion of the rent (arrearages covered under ESG only). Rent amount must not exceed HUD’s published Fair Market Rent and the HUD standard for rent reasonableness (24 CFR 982.507). There must be a rental assistance agreement between the landlord and agency and a written lease between tenant and landlord. Each provider offering rapid rehousing must reevaluate the need for continued assistance every 90 days. Continued assistance will be provided for up to three (3) months at a time. Eligibility and income shall be reviewed no less frequently than annually. Participants in rapid rehousing are required to meet with case managers no less frequently than monthly.

NOT ALLOWABLE: Mortgage and mortgage arrearage payments.

- **Homelessness Prevention** – People who qualify as ‘at risk of homelessness,’ based on categories (2 or 4) of the “homeless” definition or based on the “At risk of homelessness” definition found at 24 CFR 576.2 and who reside in a housing unit that meets HUD’s habitability and lead-based paint standards and have an annual income

below 30% of Area Median Income (AMI), are eligible for the following services, in compliance with federal ESG rules (24 CFR 576.103, 576.105, 576.106):

- **Housing Relocation and Stabilization Services:** *moving costs, rent application fees, security deposits, last month's rent, utility deposits, utility payments, housing search/placement, housing stability case management, mediation and legal services, credit repair/budgeting/money management*
- **Rental Assistance:** *short-term (up to 3 months) and medium-term (4-24 months) rental assistance, up to 24 months total during a 3-year period in tenant-based or project-based housing*

The 24 months may include a one-time payment for up to 6 months of rent arrears on the tenant's portion of the rent. Rent amount must meet the federal requirements for Fair Market Rent (24 CFR 888) and the HUD standard for rent reasonableness (24 CFR 982.507). There must be a rental agreement between the landlord and agency and a written lease between tenant and landlord.

NOT ALLOWABLE: Mortgage and mortgage arrearage payments.

- **Transitional Housing.** Transitional housing facilitates the movement of homeless individuals and families to permanent housing within 24 months of entering the housing. Eligible persons for transitional housing meet the homeless definition based on categories 1, 2 and 4. Providers of transitional housing services shall arrange for or make available services to participants to assist them in securing permanent housing within specified time periods. Transitional housing may be provided in scatter site or single site locations. Individuals and families assisted in transitional housing shall be provided housing accommodations as well as a services program intended to address issues that may hinder the household from obtaining or maintaining stable long term housing.
- **Permanent Supportive Housing for Persons with Disabilities.** Eligible households include individuals with disabilities and families in which one adult or child has a disability. To be served households must also meet the definition of homelessness according to category 1 and 4. Supportive services designed to meet the needs of program participants must be made available to participants. Permanent supportive housing may be provided on a scatter site or single site basis using tenant based rental assistance, leasing or operating costs to support the operations of a supportive housing facility as well as supportive services to meet resident needs.

Any permanent support housing developed in the continuum of care is required to follow the Housing First model described in these standards.

COORDINATED ASSESSMENT:

Minimum standards for centralized or coordinated assessment system are:

- Once the Continuum of Care has developed and adopted a centralized or coordinated assessment system in accordance with HUD's requirements (24 CFR Part 578) all providers within the Continuum of Care's area, except for victim service providers, shall use that assessment system.
 - A victim service provider may choose not to use the Continuum of Care's assessment system. However, all victim service providers are required to use a centralized or coordinated assessment system that meets HUD's minimum requirements.
 - This shall include the use of a standardized assessment tool by all providers to determine the appropriate intervention to address the episode of homelessness and the prioritization of individuals and families for assistance based on the severity of their service needs and the length of time homeless.
 - Ongoing training and support will be provided to all CoC and ESG funded providers in the assessment, prioritization and placement process.
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PROGRAM COORDINATION:

Minimum standards for program coordination consist of on-going system and program coordination and integration of ESG and CoC funded activities to the maximum extent practicable with the following:

- a. Emergency shelter providers, essential services providers, homelessness prevention, transitional housing, permanent supportive housing and rapid rehousing assistance providers;
- b. Other homeless assistance providers, including:
 - HUD-Veterans Affairs Supportive Housing (HUD-VASH);
 - Education for Homeless Children and Youth Grants for State and Local Activities (McKinney-Vento Homeless Assistance Act);
 - Grants for the Benefit of Homeless Individuals;
 - Healthcare for the Homeless;
 - Programs for Runaway and Homeless Youth;
 - Projects for the Assistance in the Transition from Homelessness;
 - Services in Supportive Housing Grants;
 - Emergency Food and Shelter Program;
 - Transitional Housing Assistance Grants for Victims of Sexual Abuse, Domestic Violence, and Stalking Program;
 - Homeless Veterans Reintegration Program;
 - Domiciliary Care for Homeless Veterans Program;
 - VA Homeless Providers Grant and Per Diem Program;
 - Health Care for Homeless Veterans Program;
 - Homeless Veterans Dental Program;
 - Supportive Services for Veterans Families Program; and

- Veterans Justice Outreach Initiative
- c. Mainstream service and housing providers:
- Public housing programs assisted under section 9 of the U.S. Housing Act of 1937;
 - Housing programs receiving Section 8 tenant based or project based assistance;
 - Supportive Housing for Persons with Disabilities;
 - HOME Investment Partnerships Program;
 - Temporary Assistance for Needy Families;
 - Health Center Program;
 - State Children’s Health Insurance Program;
 - Head Start;
 - Mental Health and Substance Abuse Block Grants;
 - Services funded under the Workforce Investment Act; and
 - State Housing Related Assistance Program for Adults with Serious Mental Illness
- d. Continuum of Care (CoC) Networks:
- Local Continuum of Care (CoC) meetings – *Nebraska has seven geographic regions, each has a Local CoC;*
 - Balance of State (BoS) Continuum of Care and BoS Committee meetings – *Each of the five Local CoCs (excluding Omaha & Lincoln) has two voting representatives on the BoS CoC;*
 - Governor’s Commission on Housing and Homelessness (includes provider representatives); and
 - Various other committees, task forces and workgroups.
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HMIS:

Minimum standards for ESG data are:

- Providers, except for victim service providers shall actively utilize the Homeless Management Information System (HMIS), to enter data on people served and assistance provided under ESG.
- Victim service providers shall actively utilize a comparable data system that meets HUD’s standards (24 CFR 576.107).
- Every four years, the Balance of State CoC will engage in a procurement process to select the HMIS lead and to manage the HMIS system. The HMIS lead will be responsible for CoC, ESG, and NHAP HMIS activities. Continuity is a critical factor in a well-run HMIS system ; therefore preference in the procurement may be granted to the existing provider.
- The HMIS provider will recommend to the CoC an HMIS software solution for the CoC.
- The HMIS lead is responsible for:
 - Maintaining and updating the HMIS data system

- Providing training and support to all HMIS users
 - Supporting a HMIS coordinator in each of the CoC's regions
 - Generating regular reports based on HMIS data including counts of homeless persons and performance reports on CoC and ESG funded providers.
 - Providing reports to HUD as required including the Annual Homelessness Assessment Report (AHAR).
 - The CoC has also designated the HMIS lead to assist in implementing the system of coordinated access to be used in the CoC.
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INCOME DETERMINATION:

Minimum standards for determination of an individual or family's annual income consist of calculating income in compliance with 24 CFR 5.609. Annual income is defined as:

Annual income means all amounts, monetary or not, which:

- (1) Go to, or on behalf of, the family head or spouse (even if temporarily absent) or to any other family member; or
- (2) Are anticipated to be received from a source outside the family during the 12-month period following admission or annual reexamination effective date; and
- (3) Which are not specifically excluded in paragraph (c) of 24 CFR 5.609.
- (4) Annual income also means amounts derived (during the 12-month period) from assets to which any member of the family has access.

Individuals and families assisted under ESG are required to have annual incomes at or below 30% of Area Median. There are no income limits for CoC assistance but in all instances in which participants are charged rent or occupancy charges, the amount charged must be based on participant's verified annual income for all sources.

In verifying income, ESG and CoC funded providers are required to obtain third party verification whenever possible. Self-certification or verification is to be accepted only when all efforts have been made to obtain third party verification have not produced results.

CONNECTION WITH OTHER RESOURCES:

Minimum standards for connection with other resources consist of assisting each participant to obtain, if applicable:

- Appropriate support services including:
 - Permanent housing;
 - Medical health treatment;
 - Behavioral health services;
 - Counseling;
 - Supervision; and
 - Other services needed for independent living.
- Other governmental and private assistance available to help with housing stability including:

- Medicaid;
 - Medicare
 - Supplemental Nutrition Assistance Program;
 - Women, Infants and Children (WIC);
 - Federal-State Unemployment Insurance Program;
 - Supplemental Security Income (SSI);
 - Social Security Disability Insurance (SSDI);
 - Child and Adult Care Food Program; and
 - Other available assistance.
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TERMINATION OF ASSISTANCE:

Minimum standards for termination of assistance are:

- **In general** – If a program violation occurs and the provider terminates assistance as a result, the termination shall follow an established process that recognizes the rights of the individuals affected. Termination shall only occur in the most severe cases after other remedies have been attempted.
 - **Due process rights for individuals and families facing program termination** – When an ESG or CoC funded homeless assistance program seeks to terminate participation for any household, the required formal process shall minimally consist of:
 - Written notice clearly stating the reasons for termination;
 - Review of the decision that gives the participant opportunity to present objections to the decision and to have representation. Any appeal of a decision shall be heard by an individual different from and not subordinate to the initial decision-maker; and
 - Prompt written notice of the final decision on the appeal.
 - **Ability to provide further assistance** – Termination will not bar the provider from providing later additional assistance to the same family or individual.
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LEAD-BASED PAINT:

Minimum standards for all shelters and program participant-occupied housing consist of compliance with the lead-based paint remediation and disclosure requirements identified in 24 CFR 576.403, including the Lead-Based Paint Poisoning Prevention Act (42 USC 4821-4846), the Residential Lead-Based Paint Hazard Reduction Act of 1992 (42 USC 4851-4856) and implementing regulations in 24 CFR part 35, subparts A, B, H, J, K, M and R.

SAFETY, SANITATION & PRIVACY:

Minimum standards for all shelters and program participant-occupied housing consist of compliance with the safety, sanitation & privacy requirements identified in 24 CFR 576.403 and 578.75, including:

Minimum standards for emergency shelters:

Any building for which ESG funds were used for conversion, major rehabilitation or other renovation or that receives ESG assistance for shelter operations shall meet state/local government safety and sanitation standards, as well as the following:

- Structure and materials–The building must be structurally sound, protect participants from the elements and not pose any threats to their health or safety.
- Products and appliances–Any ESG funded renovation, including major rehabilitation and conversion, must use Energy Star and WaterSense products/appliances.
- Access–The shelter must comply with the applicable Rehabilitation, Fair Housing and Americans with Disabilities Acts and implementing regulations.
- Space and security–Unless it is a day shelter, it must provide appropriate places to sleep, adequate space, and security for residents and their belongings.
- Interior air quality–Each shelter room/space must have proper ventilation and be pollutant free.
- Water supply–Must be free of contamination.
- Sanitary facilities–Each participant must have access to sufficient, sanitary facilities that are in proper operating condition, private and adequate for personal cleanliness and disposal of human waste.
- Thermal environment–The shelter must have the necessary, properly operating heating/cooling facilities.
- Illumination and electricity–The shelter must have adequate and appropriate lighting and safe electrical sources.
- Food preparation–Any food preparation areas must be able to store, prepare, and serve safe and sanitary food.
- Sanitary conditions–The shelter must be in sanitary condition.
- Fire safety–Each occupied unit of the shelter must have at least one working smoke detector and when possible they should be near sleeping areas. The fire alarm system must be designed for hearing-impaired residents. All public areas must have at least one working detector and there must be a second means of exiting the building in the event of an emergency.

Minimum standards for permanent and transitional housing – Providers shall not use ESG or CoC funding to help someone remain or move into housing if the housing does not meet the following minimum habitability standards.

- Structure and materials–The building must be structurally sound, protect participants from the elements and not pose any threats to their health or safety.
- Space and security–Each resident must have adequate space and security for themselves and their belongings and an acceptable place to sleep.
- Interior air quality–Each room or space must have proper ventilation and be pollutant free.
- Water supply–Must be free of contamination.
- Sanitary facilities–Residents must have access to sufficient, sanitary facilities that are in proper operating condition, private and adequate for personal cleanliness and disposal of human waste.

- Thermal environment–The housing must have the necessary, properly operating heating/cooling facilities.
 - Illumination and electricity–The structure must have adequate and appropriate lighting and safe electrical sources.
 - Food preparation–All food preparation areas contain suitable space and equipment to store, prepare, and serve safe and sanitary food.
 - Sanitary conditions–The housing must be in sanitary condition.
 - Fire safety:
 - There must be a second means of exiting the building in the event of an emergency.
 - Each unit must include at least one properly working smoke detector on each occupied level of the unit, located when possible in a hallway adjacent to a bedroom.
 - If the unit is occupied by a hearing-impaired person, smoke detectors must have an alarm system designed for hearing-impaired persons in each bedroom he or she occupies.
 - The public areas of the housing must be equipped with a sufficient number of detectors, but not less than one for each area.
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CONFLICTS OF INTEREST:

Minimum standards for conflicts of interest are:

Organizational conflicts of interest:

- ESG and CoC assistance will not be contingent on the individual’s or family’s acceptance or occupancy of emergency shelter or housing owned by the provider or a provider’s subsidiary or parent.
- No provider, with respect to individuals or families occupying housing owned by the provider or a provider’s subsidiary or parent, will carry out the initial evaluation under 24 CFR 576.401 or administer homelessness prevention assistance under 24 CFR 576.103.

Individual conflicts of interest:

- When procuring goods and services, the provider will comply with codes of conduct and conflict of interest requirements under 24 CFR 84.42 (private non-profit) or 24 CFR 85.36 (government).

All transactions/activities:

- No CoC board member may participate in or influence discussions or resulting decisions concerning the award of a grant or other financial benefits to the organization that the member represents.
 - **Conflicts prohibited** – No person involved with the ESG or CoC programs or who is in a position to participate in a decision-making process or gain inside information regarding the program’s activities, shall obtain a financial interest or benefit from an assisted activity; have a financial interest in any related contract, subcontract, or assisted activity; or have a financial interest in the activity’s proceeds (either himself or herself or those with whom he or she has family or business ties) during his or her tenure or for one year following tenure.
 - **Persons covered** – These conflict of interest provisions apply to any employee, agent, consultant, officer or elected or appointed official of the provider’s agency.

- **Exceptions** – A provider may request an exception to these provisions from HUD, only if he or she meets the threshold requirements identified in 24 CFR 576.404 and/or 578.95(d)(2)
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HOMELESS PARTICIPATION:

Minimum standards for homeless participation are:

- Each funded provider of CoC or ESG assistance must provide for the participation of not less than one homeless individual or formerly homeless individual on the board of directors or equivalent policymaking entity of the provider. (24 CFR 578.75(g))
- To the maximum extent possible, the provider shall involve homeless individuals and families in paid or volunteer work on the ESG or CoC funded facilities, in providing services under ESG or CoC and in providing services for occupants of ESG or CoC funded facilities (24 CFR 576.405 and 578.75).

FAITH-BASED ACTIVITIES:

Minimum standards for faith-based activities (24 CFR 576.406 and 578.87) are:

- Providers receiving ESG/CoC funding shall not engage in inherently religious activities as part of the ESG/CoC-funded programs or services. Such activities must be offered separately from ESG/CoC-funded programs and services and participation must be voluntary.
 - A religious organization receiving ESG/CoC funding retains independence from government and may continue with its mission provided that ESG/CoC funds are not used to support inherently religious activities. An ESG/CoC-funded organization retains its authority over its internal governance.
 - An organization receiving ESG/CoC funding shall not discriminate against a participant or prospective participant based on religion or religious beliefs.
 - ESG/CoC funding shall not be used for the rehabilitation of structures used specifically for religious activities, but may be used for rehabilitating structures that are used for ESG/CoC-eligible activities.
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PROHIBITION AGAINST INVOLUNTARY FAMILY SEPARATION. The age and gender of a child under age 18 must not be used as a basis for denying any family's admission to any housing or shelter receiving funding from either ESG or CoC (578.93(e))

NONDISCRIMINATION/EQUAL OPPORTUNITY/AFFIRMATIVE OUTREACH:

Minimum standards shall comply with the requirements for nondiscrimination, equal opportunity and affirmative outreach identified in §576.407 and 578.93(a-b).

PROGRAM INCOME:

Minimum standards for private non-profit organizations for program income earned during the project period are that the program income shall be retained and used to finance the non-Federal share of the project or program. Records of the receipt and use of program income shall be retained. Program income may not be used to meet matching funding requirements.

RECOVERED MATERIALS:

Minimum standards for the procurement of recovered materials shall comply with the requirements identified in §576.407(f) and 578.99(b), including that the recipient and its contractors must comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired by the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

DISPLACEMENT: Minimum standards for minimizing the displacement of persons (families, individuals, businesses, nonprofit organizations and farms) as a result of a project assisted under ESG and/or CoC shall comply with §576.408 and/or 578.83 and consist of:

Minimizing displacement – Consistent with ESG/CoC goals and objectives, the providers shall minimize displacing people as a result of ESG/CoC-funded projects.

Temporary relocation not permitted - No temporary relocation shall be required for an ESG/CoC-funded project. When a tenant has to move for an ESG/CoC-funded project, the tenant shall be treated as permanently displaced and offered relocation assistance and payments.

Relocation assistance for displaced persons -

In general – A displaced person shall be provided relocation assistance and advised of his or her Fair Housing Rights.

Displaced Person - A “displaced person” is defined as any person that moves from a permanent home as a result of ESG/CoC-funded acquisition, rehabilitation, or demolition of a project.

A person does not qualify as a “displaced person” if the person:

- Was evicted based on a violation of the lease or occupancy agreement; violation of the law; and the recipient determines that the eviction was not undertaken to evade the obligation to provide relocation assistance.
- Moved into the property after the application was submitted but was provided with written notice that he or she would not qualify as a “displaced person.”
- The person is ineligible under 49 CFR 24.2.
- HUD determines that the person was not displaced as a result of the project.

The State or the provider may request that HUD determine whether or not a displacement would be covered by this rule.

Real property acquisition requirements – The acquisition of real property for an ESG/CoC funded project is subject to the URA and Federal government wide regulations.

Appeals - A person who disagrees with the recipient's determination concerning whether the person qualifies as a displaced person, or the amount of relocation assistance may file a written appeal. A low-income person who disagrees with the recipient's determination may submit a written request for review of that determination by HUD.

RECORDS & RECORDKEEPING:

Minimum standards shall ensure sufficient written records are established and maintained to enable the State and HUD to determine whether ESG/CoC requirements are being met and comply with §576.500 and 578.103, including the following:

- CoC records shall include the following documentation related to establishing and operating the Continuum of Care:
 - Evidence that the Board selected meets the requirements of 578.5(b);
 - Evidence that the CoC has been established and operated as set forth in subpart B of 24 CFR part 578 including published agendas and meeting minutes, an approved Governance Charter that is reviewed and updated annually, a written process for selecting a board that is reviewed and updated at least every five years, evidence required for designating a single HMIS for the CoC, and monitoring reports of recipients and sub-recipients.
 - Evidence that the CoC has prepared the HUD application for funds in accordance with 578.9
- Program participant records shall include written:
 - Determination and verification/certification that the program participant met the criteria for being Homeless or At Risk of Homelessness and that an effort was made to obtain written third-party verification, when possible and applicable.
 - For CoC funded projects, acceptable evidence of homeless status as set forth in 576.500(b).
 - Determination and verification/certification that the program participant was eligible or ineligible for the particular services and/or financial assistance
 - Determination and verification/certification that the program participant lacked sufficient resources and support networks to provide the assistance
 - Determination and verification/certification that the program participant met income requirements and that an effort was made to obtain written third-party verification, when possible and applicable. This includes annual documentation of income for each program participant who receives housing assistance where rent or an occupancy charge is paid by the program participant.

- Determination and verification/certification that the only households served through permanent supportive housing meet HUD's requirements of having a family member be a person with disabilities.
 - Identification of the specific services and financial assistance amounts that were provided to the program participant
 - When applicable, verification that the services were terminated in compliance with 576.402 and/or 578.91.
 - When adopted by the Continuum of Care, a copy of the CoC-approved centralized or coordinated assessment of the program participant
 - Copies of written leases and rental agreements, documentation of payments made, including dates of occupancy, and compliance with fair market rent, rent reasonableness and utility allowance requirements
 - Determination and verification that the housing unit met HUD's habitability and lead-based paint standards
 - Copy of individualized housing stability plan
 - Notes verifying case management services were provided at least monthly, unless exempt from this requirement
 - Notes verifying program participant's eligibility was re-evaluated at least every 3 months for homelessness prevention services or at least annually for rapid rehousing services
 - Notes verifying program participant was assisted to obtain necessary mainstream and other resources
- Program policies and procedures shall indicate:
 - Services are coordinated with Continuum(s) of Care, other homeless assistance/prevention programs and mainstream service and assistance programs
 - Compliance with HUD's ESG (24 CFR 576 and 578) requirements for:
 - Shelter and housing standards
 - Conflict of interest
 - Homeless participation
 - Faith-based activity
 - Nondiscrimination, equal opportunity and affirmative outreach
 - Uniform administrative rules (24 CFR part 84)
 - Environmental review
 - Lobbying and disclosure (24 CFR part 87)
 - Displacement, relocation and acquisition
 - Procurement (24 CFR 84.40-84.48)
 - Program participant records are kept secure and confidential
 - Participation in HMIS or comparable database
- Financial records shall include:
 - Supporting documentation for all costs charged to ESG or CoC grant

- Documentation showing ESG or CoC funds were spent on allowable costs in accordance with the requirements for eligible activities and costs principles
 - Documentation of the receipt and use of program income
 - Documentation of the receipt and use of matching funds
 - Copies of procurement contracts
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STREET OUTREACH STANDARDS

MINIMUM STANDARDS:

Targeting/Engagement:

Providers of Street Outreach services shall target unsheltered homeless individuals and families, meaning those with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station airport or camping ground.

Assessment/Service Provision/Referral/Prioritization:

- Individuals and families shall be offered an initial need and eligibility assessment and qualifying program participants, including those meeting special population criteria, will be offered the following Street Outreach services, as needed and appropriate: engagement, case management, emergency health and mental health, transportation services.
- When appropriate based on the individual's needs and wishes, the provision of or referral to rapid rehousing services that can quickly assist individuals to obtain safe, permanent housing shall be prioritized over the provision of or referral to emergency shelter or transitional housing services.

EMERGENCY SHELTER STANDARDS

MINIMUM STANDARDS:

- **Admission:**
Providers of Emergency Shelter services shall admit individuals and families who meet the HUD definition of “homeless,” as specified in 24 CFR 576.2 (1, 2, & 4) and agencies’ eligibility criteria.
- **Assessment:**
Individuals and families shall be offered an initial need and eligibility assessment and qualifying program participants, including those meeting special population criteria, will be offered Emergency Shelter services, as needed and appropriate. Assessment shall be based on the coordinated assessment process employed by the CoC.
- **Prioritization/Diversion/Referral:**
When appropriate based on the individual’s needs and wishes, the provision of or referral to Homeless Prevention or Rapid Rehousing services that can quickly assist individuals to maintain or obtain safe, permanent housing shall be prioritized over the provision of Emergency Shelter or Transitional Housing services.
- **Reassessment:**
Program participants will be reassessed as case management progresses, based on the individual service provider’s policies.
- **Discharge/Length of Stay:**
Program participants shall be discharged from Emergency Shelter services when they choose to leave or when they have successfully obtained safe, permanent housing. Any Length of Stay limitations shall be determined by the individual service provider’s policies and clearly communicated to program participants. Providers of shelter services are strongly encouraged not to discharge individuals and families who have not secured permanent housing and maintain those households in shelter until they can be placed in appropriate permanent housing.
- **Safety and Shelter Safeguards for Special Populations:**
Safety and Shelter Safeguards shall be determined by the individual Special Population service provider’s policies and clearly communicated to program participants.

HOMELESSNESS PREVENTION AND RAPID RE-HOUSING STANDARDS

ELIGIBILITY/PRIORITIZATION:

Minimum standards for determining and prioritizing which eligible families and individuals shall receive homelessness prevention assistance and which eligible families and individuals shall receive rapid rehousing assistance are:

- **Rapid Re-housing (RR)** – To be eligible for RR Housing Relocation and Stabilization Services and Short-term and Medium-term Rental Assistance, people must:
 - Meet the federal criteria under category (1) of the “homeless” definition in 24 CFR 576.2 [ESG funded programs]
 - Meet the criteria under category (4) of the “homeless” definition in 24 CFR 576.2 and live in an emergency shelter or other place described in category (1) of the “homeless” definition. [ESG funded programs]
 - Program participant’s annual income, at annual review must be less than or equal to 30% of the Area Median Income [ESG Funded programs only]
 - Meet the federal requirements under categories 1, 2, or 4. (literally homeless, imminently losing primary nighttime residence, and fleeing domestic violence) for CoC funded projects
 - All participants must lack sufficient resources or support networks to retain housing without ESG or CoC assistance.
- **Homelessness Prevention (HP) ESG** – To be eligible for HP Housing Relocation and Stabilization Services and Short-term and Medium-term Rental Assistance, people must require HP services to prevent moving into an emergency shelter or another place described in category (1) of the “homeless” definition in 24 CFR 576.2, have an annual income below 30% of the median income for the area and:
 - Meet the federal criteria under the “at risk of homelessness” definition in 24 CFR 576.2 OR
 - Meet the criteria in category (2), or (4) of the “homeless” definition in 24 CFR 576.2.
- **Priority populations for Rapid Rehousing.**
In providing rapid rehousing assistance, providers shall prioritize the following sub-populations:
 - Families with children;
 - Domestic violence survivors;
 - Single persons without long term disabilities; and
 - Veterans, especially those persons who have served in the US military but are not eligible for services from the Department of Veterans Affairs (VA) or who are unable to access services from the VA.

PARTICIPANT CONTRIBUTION:

Minimum standards for determining what percentage or amount of rent and utilities costs each program participant shall pay while receiving homelessness prevention or rapid rehousing assistance are:

- Participant's income shall be verified prior to approval for initial and additional financial assistance. Documentation of the participant's income and expenses, including how the participant is contributing to housing costs, if at all, shall be maintained in participant's file. This file shall also contain a plan to sustain housing following the assistance, including either a plan to increase income or decrease expenses or both.
- Participants are not required to contribute rent. Providers funded under ESG or CoC may pay up to 100 percent of the reasonable rent and utility costs for program participants. Providers may, at their discretion, choose to impose rental charges on participants. In the event that providers elect to charge rent or occupancy charges, these charges may not exceed those established in 24 CFR 578.77.
- Any additional requirements regarding the percentage or amount of rent and utilities costs each program participant shall pay shall be determined by the individual service provider's policies and clearly communicated to program participants.

RENTAL ASSISTANCE DURATION AND ADJUSTMENT:

Minimum standards for determining how long a particular program participant shall be provided with rental assistance and whether and how the amount of that assistance shall be adjusted over time are:

- Participants receive approval for the minimum amount of financial assistance necessary to prevent homelessness. Documentation of financial need shall be kept in the participant's file for each month of financial assistance received. Participants shall not be approved for more rental assistance than can be justified given their income and expenses at a given time.
- Approval for rental assistance shall be granted in three month increments. Providers must re-assess the continuing need for rental assistance before approving an additional three month increment. In no event will assistance under rapid rehousing exceed 24 months in any 36 month period.
- Any additional requirements regarding how long a program participant shall be provided with rental assistance and whether and how the amount of that assistance shall be adjusted over time shall be determined by the individual service provider's policies and clearly communicated to program participants.

SERVICE TYPE, AMOUNT & DURATION:

Minimum standards for determining the type, amount, and duration of housing stabilization and/or relocation services to provide to a program participant, including the limits, if any, on the homelessness prevention or rapid rehousing assistance that each program participant shall receive, such as the maximum amount of assistance, maximum number of months the program participant may receive assistance; or the maximum number of times the program participant may receive assistance are:

- **Financial Assistance:**

- **Use with other subsidies** – Payment for Financial Assistance costs shall not be provided to a participant who is receiving the same type of financial assistance through other public sources or to a participant who has been provided with replacement housing payments under the URA, during the period of time covered by the URA payments.
- **Rental application fees [ESG only]** – Payment shall only be made for fees charged by the owner to all applicants.
- **Security deposits** – Payment shall not exceed two (2) month’s rent.
- **Last month’s rent** – Payment shall not exceed one (1) month’s rent and shall be included in calculating the participant’s total rental assistance.
- **Utility deposits [ESG/CoC]** – Payment shall only be made for gas, electric, water and sewage deposits.
- **Utility payments [ESG only]:**
 - Payment shall not exceed 24 months per participant, including no more than 6 months of utility payments in arrears, per service.
 - A partial payment counts as 1 month.
 - Payment shall only be made if the utility account is in the name of the participant or a member of the same household.
 - Payment shall only be made for gas, electric, water and sewage costs.
 - Participants shall not receive more than 24 months of utility assistance within any 3-year period.
- **Moving costs [ESG/CoC]** – reasonable one-time moving expenses are eligible.

- **Housing Relocation and Stabilization Services:**

- **Housing search and placement services** – Payment shall only be made for assisting participants to locate, obtain and retain suitable permanent housing through provision of the following services:
 - Assessment of housing barriers, needs and preferences
 - Development of an action plan for locating housing
 - Housing search
 - Outreach to and negotiation with owners
 - Assistance with submitting rental applications and understanding leases
 - Assessment of housing for compliance with ESG requirements for habitability, lead-based paint and rent reasonableness
 - Assistance with obtaining utilities and making moving arrangements
 - Tenant counseling

Payment for housing search and placement services shall not exceed 24 months during any 3-year period.

- **Housing stability case management** – Payment shall only be made for assessing, arranging, coordinating and monitoring the delivery of individualized services to facilitate housing stability for a participant who resides in permanent housing or

to assist a participant in overcoming immediate barriers to obtaining housing through provision of the following services:

- Using the centralized or coordinated assessment system
- Conducting the initial evaluation, including verifying and documenting participant eligibility
- Counseling
- Developing, securing and coordinating services and obtaining Federal, State and local benefits
- Monitoring and evaluating participant progress
- Providing information and referral to other providers
- Developing an individualized housing and service plan
- Conducting re-evaluations

Payment for housing stability case management services provided while the participant is seeking permanent housing shall not exceed 30 days.

Payment for housing stability case management services provided while the participant is living in permanent housing shall not exceed 24 months.

- **Mediation [ESG only]** – Payment shall only be made for the cost of mediation between the participant and the owner or person with whom the participant is living, if it is necessary to prevent the participant from losing the permanent housing where he/she resides. Payment for mediation services shall not exceed 24 months during any 3-year period.
- **Legal services** – Payment shall only be made for the cost of legal services, if they are necessary to resolve a legal problem that prohibits the participant from obtaining permanent housing or will likely result in the participant losing the permanent housing where he/she resides. Payment for legal services shall not exceed 24 months during any 3-year period. Assistance may NOT be provided for immigration and citizenship matters. Payment arrangements may NOT include retainer or contingency fee agreements. Eligible subject matters for legal services include: child support, guardianship, paternity, emancipation, legal separation, orders of protection for victims of domestic violence, appeal of benefit claim denials, landlord tenant disputes and resolution of outstanding criminal warrants. Only approved Legal Services provider through NHAP can provide ESG legal services.
- **Credit repair [ESG only]** – Payment shall only be made for the cost of assisting the participant in obtaining skills related to household budgeting, managing money, accessing a free personal credit report and resolving personal credit problems. Payment will not be made for a debt or modification of a debt. Payment for credit repair services shall not exceed 24 months during any 3-year period.

- **Rental Assistance:**

- Payment shall not exceed 24 months total during a 3-year period in tenant-based or project-based (ESG only) housing.
- Payment for short-term rental assistance shall not exceed 3 months.
- Payment for medium-term rental assistance shall be for more than 3 months, but shall not exceed 24 months.
- Payment for rent arrears shall not exceed 6 months and shall be a one-time payment, including any late fees [ESG funded projects only – CoC not eligible]
- Except for a one-time payment of rental arrears on the participant’s portion, payment shall not be provided to a participant who is receiving tenant-based rental assistance or living in a unit receiving project-based assistance or to a participant who has been provided with replacement housing payments under the URA, during the period of time covered by the URA payments. [ESG only]
- Payment shall not exceed the Fair Market Rent established by HUD and shall comply with HUD’s standard of rent reasonableness (24 CFR 982.507).
- Calculation of the rental payment amount shall only include monthly rent for the unit, any occupancy fees under the lease (except for pet and late fees) and if the participant pays separately for utilities, the monthly utility allowance established by the public housing authority for the area in which the housing is located.
- Payment for shall only be made when there is a rental assistance agreement between the agency and the owner, which sets forth the terms under which rental assistance will be provided, including the prior requirements; a requirement that the owner provide the subrecipient with a copy of any notice to vacate given to the participant or any complaint used to commence an eviction action; and the same payment due date, grace period and late payment penalty requirement as the participant’s lease.
- Payment of any late payment penalties incurred by the agency shall not be claimed for reimbursement.
- Payment shall only be made when there is a legally binding, written lease for the rental unit between the participant and the owner, except for payment of rental arrears (ESG only).
- Payment shall only be made for units that have been inspected for HUD Housing Quality Standards and re-inspected no less frequently than annually. Rental assistance shall not be paid on behalf of any unit that does not meet Housing Quality Standards.

- **Tenant-Based Rental Assistance**

The rental assistance agreement with the unit owner shall be terminated without further payment if:

- The participant moves out of the unit
- The lease terminates and is not renewed
- The participant becomes ineligible to receive ESG/CoC rental assistance

- **Project-Based Rental Assistance [ESG only]**

Payment shall only be made under the following conditions:

- The lease has an initial term of one year
- The rental assistance agreement covers one or more permanent housing units in the same building
- Each unit covered by the agreement is only occupied by participants
- Payment will only be made for up to 100% of the first month's rent, if the participant signs a lease and moves into the unit before the end of the month

Any additional requirements regarding the type, amount, and duration of housing stabilization and/or relocation services that will be provided to a program participant, including any limitations shall be determined by the individual service provider's policies and clearly communicated to program participants.

RE-EVALUATIONS:

Minimum standards for completing eligibility re-evaluations of individuals and families are:

Timing:

- Homelessness Prevention – participants shall be re-evaluated not less than once every three months
- Rapid Rehousing – participants shall be re-evaluated not less than once annually

Eligibility:

- The participant shall have an annual income that is 30 percent of median family income for the area or less, as determined by HUD [ESG only]; and
- The participant shall lack sufficient resources and support networks necessary to retain housing without ESG/CoC assistance.

TRANSITIONAL HOUSING STANDARDS

ELIGIBILITY/PRIORITIZATION:

Minimum standards for determining and prioritizing which eligible families and individuals shall receive transitional housing are:

- To be eligible for transitional housing people must: Meet the federal criteria under category (1), (2) or (4) of the "homeless" definition in 24 CFR 576.2

Transitional housing shall be prioritized to serve the following populations of eligible homeless people:

- Youth
- Persons seeking to continue recovery in recovery-focused housing
- Institutional re-entry (may not be eligible for CoC funding but needed from people leaving criminal justice and mental health facilities)

- Persons fleeing domestic abuse or violence where it is not possible to find units for rapid rehousing

LIMITATION ON OCCUPANCY

No individual or family may be assisted in transitional housing for a period in excess of 24 months. No person shall be discharged from transitional housing into homelessness as a result of this limitation. Transitional housing programs are expected to place individuals and families into permanent housing within 12 months. Programs that maintain participants for longer than 24 months or those with over half their participants remaining for over 12 months may have their funding discontinued.

PARTICIPANT CONTRIBUTION

Individuals and families residing in transitional housing are not required to pay rent. Providers of transitional housing may impose occupancy charges. If the provider elects to charge rent or occupancy charges, the charges may not exceed those specified in 578.77.

PROGRAM FEES

No fee other than rent or occupancy charges as specified above may be charged to program participants. This includes meals, copayments for services, transportation and all other services that may be provided to program participants.

OCCUPANCY AGREEMENTS

All individuals and families served in transitional housing must be provided an occupancy agreement for a minimum of a monthly term and which can be renewed provided that the household does not remain in transitional housing for longer than 24 months. The agreement must specify the requirements for program participation. With the exception of programs providing recovery focused services for persons with substance use disorders, residents in transitional housing may not be required to participate in disability related services. Participants may be required to participate in services that are not disability related and may discharge participants for failure to participate in these services. No person may be terminated from transitional housing without first being provided the right to appeal that decision in accordance with the due process provisions at 24 CFR 578.91(b)

PERMANENT SUPPORTIVE HOUSING STANDARDS

ELIGIBILITY/PRIORITIZATION:

Minimum standards for determining and prioritizing which eligible families and individuals shall receive permanent supportive housing are:

- To be eligible for permanent supportive housing people must: Meet the federal criteria under category (1) or (4) of the “homeless” definition in 24 CFR 576.2. Eligible households include individuals with disabilities and families in which one adult or child has a disability.
- **Priority populations for Permanent Supportive Housing.** In providing permanent supportive housing, providers shall prioritize the following populations:
 - Persons who are highly vulnerable with severe service needs;
 - Those who have been homeless for the longest period of time or who have had repeated episodes of homelessness over an extended period.
 - Veterans.
- **Order of priority in CoC program funded permanent supportive housing beds dedicated to persons experiencing chronic homelessness, and PSH beds prioritized for occupancy by persons experiencing chronic homelessness.**
 - First priority: chronically homeless individuals and families with the longest history of homelessness and with the most severe service needs.
 - Second priority: chronically homeless families and individuals with the longest history of homelessness.
 - Third priority: chronically homeless individuals and families with the most severe service needs.
- **Order of priority in permanent supportive housing beds not dedicated or prioritized for persons experiencing chronic homelessness:**
 - First priority: homeless individuals and families with a disability and the most severe service needs;
 - Second priority: homeless individuals and families with a disability with a long period of continuous or episodic homelessness.
 - Third priority: homeless individuals and families with a disability with a long period of continuous or episodic homelessness.
 - Fourth priority: homeless individuals and families with a disability coming from transitional housing.
- **Single, Prioritized Wait List for Permanent Supportive Housing**
 - The Balance of State CoC will establish a single, prioritized wait list for permanent supportive housing. The wait list will be prioritized according to the order of priority identified above. The single priority waitlist and referral process will allow CoC participants to exercise freedom of choice. Participants may be offered access to housing that is not within their home communities but shall not require participants to relocate in order to obtain housing assistance.
- **Housing First.** Providers of permanent supportive housing shall use the Housing First model as outlined below. Any new projects funded by the CoC must use the Housing First model. Any existing permanent supportive housing project that has indicated in application to HUD that it employs the Housing First model must follow the standards as set forth below. Existing permanent supportive housing projects that have not indicated Housing First are ‘grandfathered’ from this policy.

- **Housing First projects:**
 - Housing is not contingent on compliance with services – participants are provided with a standard one year lease agreement. The lease agreement can only be terminated in accordance with the State of Nebraska Uniform Residential Landlord and Tenant Act (76-1401 to 76-1449)
 - Participants are provided with services and supports to help maintain housing and prevent eviction.
 - There is no requirement for sobriety prior to being offered housing and admission shall not be conditioned on credit or background checks. Criminal backgrounds will be considered only to the extent necessary to protect safety and well-being.
 - Participants shall be given choice in their housing subject to program limitations.
 - Participants are not required to participate in services but providers are required to persistently and consistently seek to engage participants.
 - Providers are encouraged to support staff in implementing Evidence Based Practices that support Housing First (Critical Time Intervention, Motivational Interviewing, Stages of Change)
- Projects that are designated as Housing First shall be contractually obligated to follow these principles and will be subject to monitoring.
 - o Payment for rental assistance shall only be made when there is a rental assistance agreement between the agency and the owner, which sets forth the terms under which rental assistance will be provided, including the prior requirements; a requirement that the owner provide the subrecipient with a copy of any notice to vacate given to the participant or any complaint used to commence an eviction action; and the same payment due date, grace period and late payment penalty requirement as the participant’s lease.
 - o Payment of any late payment penalties incurred by the agency shall not be claimed for reimbursement.
 - o Payment shall only be made when there is a legally binding, written lease for the rental unit between the participant and the owner.
 - o Payment shall only be made for units that have been inspected for HUD Housing Quality Standards and re-inspected no less frequently than annually. Rental assistance shall not be paid on behalf of any unit that does not meet Housing Quality Standards.

PARTICIPANT CONTRIBUTION

Individuals and families residing in permanent supportive housing are required to pay rent. Rent charges may not exceed those specified in 578.77.

PROGRAM FEES

No fee other than rent or occupancy charges as specified above may be charged to program participants. This includes meals, copayments for services, transportation and all other services that may be provided to program participants

Performance Measurement Module (Sys PM)

Measure 1: Length of Time Persons Remain Homeless

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

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

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

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

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH		1356		26			13	
1.2 Persons in ES, SH, and TH		2005		77			26	

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

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

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH	-	-	-	-	-	-	-	-
1.2 Persons in ES, SH, and TH	-	-	-	-	-	-	-	-

Performance Measurement Module (Sys PM)

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

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

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Returns to Homelessness in Less than 6 Months (0 - 180 days)		Returns to Homelessness from 6 to 12 Months (181 - 365 days)		Returns to Homelessness from 13 to 24 Months (366 - 730 days)		Number of Returns in 2 Years	
		# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns
Exit was from SO	20	0	0%	1	5%	0	0%	1	5%
Exit was from ES	404	75	19%	23	6%	27	7%	125	31%
Exit was from TH	247	14	6%	12	5%	6	2%	32	13%
Exit was from SH	0	0		0		0		0	
Exit was from PH	174	0	0%	6	3%	0	0%	6	3%
TOTAL Returns to Homelessness	845	89	11%	42	5%	33	4%	164	19%

Performance Measurement Module (Sys PM)

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

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

	Previous FY PIT Count	2015 PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	560	549	-11
Emergency Shelter Total	203	182	-21
Safe Haven Total	0	0	0
Transitional Housing Total	320	343	23
Total Sheltered Count	523	525	2
Unsheltered Count	37	24	-13

Metric 3.2 – Change in Annual Counts

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

	Previous FY	Current FY	Difference
Universe: Unduplicated Total sheltered homeless persons		2068	
Emergency Shelter Total		1372	
Safe Haven Total		0	
Transitional Housing Total		834	

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

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

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)		75	
Number of adults with increased earned income		19	
Percentage of adults who increased earned income		25%	

Performance Measurement Module (Sys PM)

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

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)		75	
Number of adults with increased non-employment cash income		11	
Percentage of adults who increased non-employment cash income		15%	

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

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)		75	
Number of adults with increased total income		24	
Percentage of adults who increased total income		32%	

Metric 4.4 – Change in earned income for adult system leavers

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		173	
Number of adults who exited with increased earned income		91	
Percentage of adults who increased earned income		53%	

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

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		173	
Number of adults who exited with increased non-employment cash income		26	
Percentage of adults who increased non-employment cash income		15%	

Metric 4.6 – Change in total income for adult system leavers

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		173	
Number of adults who exited with increased total income		102	
Percentage of adults who increased total income		59%	

Performance Measurement Module (Sys PM)

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

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

	Previous FY	Current FY	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.		1838	
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.		264	
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time)		1574	

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

	Previous FY	Current FY	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.		2318	
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.		348	
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time.)		1970	

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

This Measure is not applicable to CoCs in 2016.

Performance Measurement Module (Sys PM)

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

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

	Previous FY	Current FY	Difference
Universe: Persons who exit Street Outreach		51	
Of persons above, those who exited to temporary & some institutional destinations		6	
Of the persons above, those who exited to permanent housing destinations		14	
% Successful exits		39%	

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

	Previous FY	Current FY	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited		2228	
Of the persons above, those who exited to permanent housing destinations		1202	
% Successful exits		54%	

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

	Previous FY	Current FY	Difference
Universe: Persons in all PH projects except PH-RRH		158	
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations		141	
% Successful exits/retention		89%	