

Before Starting the CoC Application

The CoC Consolidated Application consists of three parts, the CoC Application, the CoC Priority Listing, and all the CoC's project applications that were either approved and ranked, or rejected. All three must be submitted for the CoC Consolidated Application to be considered complete.

The Collaborative Applicant is responsible for reviewing the following:

1. The FY 2018 CoC Program Competition Notice of Funding Available (NOFA) for specific application and program requirements.
2. The FY 2018 CoC Application Detailed Instructions which provide additional information and guidance for completing the application.
3. All information provided to ensure it is correct and current.
4. Responses provided by project applicants in their Project Applications.
5. The application to ensure all documentation, including attachment are provided.
6. Questions marked with an asterisk (*), which are mandatory and require a response.

1A. Continuum of Care (CoC) Identification

Instructions:

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

1A-1. CoC Name and Number: MO-501 - St. Louis City CoC

1A-2. Collaborative Applicant Name: City of St. Louis

1A-3. CoC Designation: CA

1A-4. HMIS Lead: ICA

1B. Continuum of Care (CoC) Engagement

Instructions:

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

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

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

Other:(limit 50 characters)		
NA		

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

Discussions from a broad range of opinions regarding preventing and ending homelessness within the St. Louis CoC is encouraged. Time is set aside in general and board meetings to discuss situational issues and specifically seek opinions & feedback. The Governance and Membership Committee and CoC board members are tasked with recruiting members that will benefit and contribute to homeless services. Recruitment for new members may happen in person at a presentation, fair, meeting, or by email or social media. This year, the CoC secured 15 new members from sectors in housing development, youth advocates, employment, non-CoC funded victim services providers, neighborhood associations, small businesses, and community response networks. The CoC Governance and Membership committee meets once a month to review gaps in membership. These gaps include reviewing service providers that our homeless population uses or needs and works to recruit specific individuals/organizations as CoC members. The COC is currently working with the local housing authority on becoming more actively involved in the COC.

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

CoC Membership is open to all individuals or organizations who are interested in preventing and ending homelessness. The CoC Governance and Membership Committee has created various avenues to recruit members. The following are recruitment outreach strategies currently being utilized:

1. Orientation Packet – includes brochure, member duties and a new member application
- 2.Outreach to targeted potential members from member of the Governance and Membership Committee
3. Annual CoC Resource Fair/Display agencies resources to community
4. Presentations to inform the general public/community about the CoC
5. Public membership requested posted on the City of St. Louis and St. Louis City CoC website.

If a request is made for a short presentation, the Governance and Membership Committee chair will present on the benefits of CoC membership. The benefits include collaboration of other resources, and potential funding options providing an additional homelessness service resource to an active network.

A 6th at large position has been added to be filled by a consumer

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

Request for Proposals are open to any nonprofit both in and outside the Continuum of Care and are advertised on the St. Louis City CoC listserve, Department of Human Service's and City of St. Louis (List of Active City of St. Louis procurement opportunities) websites, City Journal and by word of mouth and announced at general meetings. Requirements of what the CoC was seeking for project applications were noted in the RFP and responses to the RFP were asked to be submitted to City Department of Human Services/Homeless Division. If a nonprofit is not a member of the CoC upon submitting an application for CoC funds, the nonprofit will be required to join prior to awarding any CoC funds. Additionally, the nonprofit will have to maintain active membership within the CoC in accordance with the governance charter to receive ongoing CoC funding support. The RFP for 2018 CoC new projects was released and open to proposals on July,20 2018.

1C. Continuum of Care (CoC) Coordination

Instructions:

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

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

Entities or Organizations the CoC coordinates planning and operation of projects	Coordinates with Planning and Operation of Projects
Housing Opportunities for Persons with AIDS (HOPWA)	Yes
Temporary Assistance for Needy Families (TANF)	Yes
Runaway and Homeless Youth (RHY)	Yes
Head Start Program	Yes
Funding Collaboratives	Yes
Private Foundations	Yes
Housing and services programs funded through U.S. Department of Justice (DOJ) Funded Housing and Service Programs	Yes
Housing and services programs funded through U.S. Health and Human Services (HHS) Funded Housing and Service Programs	Yes
Housing and service programs funded through other Federal resources	Yes
Housing and services programs funded through State Government	Yes
Housing and services programs funded through Local Government	Yes
Housing and service programs funded through private entities, including foundations	Yes
Other:(limit 50 characters)	

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

The City of St. Louis is both ESG recipient and collaborative applicant for the CoC. The Director of Human Services is currently an ex-officio member on the CoC Board. This arrangement facilitates alignment of ESG and CoC funds to support homeless service delivery and ensure local homelessness information

is communicated in Consolidated Plan updates. CoC and ESG subrecipients are required to participate in CoC activities including PIT and HIC. CoC members are involved in priority setting activities and assistance seeking from the Consolidated Plan jurisdiction, including CDBG, HOPWA and HOME. The CoC has made progress towards higher functioning compliance with HEARTH Act amendments and is shifting evaluation towards system performance. Ongoing discussions among the CoC and a broad representation of stakeholders are taking place to better address challenges with the coordinated entry system, coordination with weather related outreach and overflow and connections to permanent housing.

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

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

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

- (1) the CoC’s protocols, including the existence of the CoC’s emergency transfer plan, that prioritizes safety and trauma-informed, victim-centered services to prioritize safety; and**
 - (2) how the CoC maximizes client choice for housing and services while ensuring safety and confidentiality.**
- (limit 2,000 characters)**

Service providers give the safety and confidentiality rights of the survivor the highest priority and ensure the survivor’s individual autonomy, self-determination and safety are respected. Non-victim service front doors responding to a victim of domestic or sexual violence provide a private location and assistance in contacting local shelters for victims of violence. Housing providers have emergency transfer plans in place that allow for a survivor to move immediately to a safe location if the survivor fears for their life and safety. Non-victim service providers consult and collaborate with domestic violence service providers regularly through shared committee work and/or through continuing education. Service providers whose primary mission is to provide direct services to victims of domestic violence, dating violence, sexual assault and stalking comply with the general best practices for non-victim service providers. Victim service providers do not solely accept referrals from the front doors, but also operate as their own front doors and to receive referrals from other sources as well, thus ensuring full access to victims in need. Victim service providers’ highest priority is the safety and rights of the survivor. Case management, crisis intervention, and other supportive services focus on the

provision of information, advocacy, safety planning, empowerment and support to reinforce the individual's autonomy, self-determination and safety. All victim service providers must have policies and procedures in place that safeguard the confidentiality and safety of survivors and comply with the applicable best practices of the Missouri Coalition Against Domestic and Sexual Violence. Victim service providers do not enter data into HMIS so DV providers will use a unique identifier, rather than the survivor's name or other identifying information. The physical location of domestic violence front doors or other victim services providers is not disclosed publicly.

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

DV service providers participate in the CoC Service Delivery Committee to assure that victims, or those fleeing, are prioritized for housing. The CoC prioritization list is generated weekly and includes households served in DV shelters to be matched with available RRH and PSH opportunities. Safety and confidentiality are the highest priorities when determining emergency, support and housing services and these are based on the individual/household needs. DV providers participate in the MO Coalition Against Domestic and Sexual Violence and the St. Louis Ending Violence Against Women Network which addresses the needs of DV survivors and sets priorities and policies to protect victims. DV residential services (i.e. shelters, transitional housing, etc.) receive funds through a state statute that collects a portion of municipal court fees. The State of Missouri passed an ordinance increasing the fee and the DV providers are working to update the ordinance in the City of St. Louis.

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

Domestic Violence is a severe and lethal crime and like the rest of the nation, woman battering has reached epidemic proportions in Missouri and the St. Louis area. Locally in 2017, the Domestic Abuse Response Team of the St. Louis Metropolitan Police Department received 17, 8188 calls for service and 3,412 petitions for Orders of Protection were filed in the St. Louis City circuit court. In 2017, the Missouri State Highway Patrol reported 2,247 incidents of domestic violence in St. Louis City alone, 71 deaths involving domestic violence in Missouri in 2016 (Uniform Crime Reporting, 2017) and Missouri ranked 10th in the highest rate of men murdering women. (When Men Murder Women: Analysis of 2015 Homicide Data, September 2017). A 2009 study showed that among mothers with children experiencing homelessness, over 80% had experienced domestic violence (Aratani, Y.). It is estimated that women who experience domestic violence are almost four times more likely to report housing instability than those not experiencing domestic violence (Pavao, J. et al, 2007). Women fleeing domestic violence often are forced to live in cars, motels, double-up with family or friends which can put those loved ones at risk, live on the streets rather than be abused, or enter shelter, if they can find space.

In one day in 2016, over 41,000 women and children fleeing domestic violence found peace in emergency shelter or transitional housing program (National Network to End Domestic Violence, 2017). Women fleeing domestic violence have trouble finding permanent housing for several reasons: urgent need and lack of affordable, safe housing, poor credit history due to economic abuse, unstable rental and employment histories due to history of abuse, and isolation (Reif et al, 2000). Domestic violence victims often have numerous housing, safety, legal, financial, mental health, and childcare needs.

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

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

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

1C-4b. Applicants must describe:

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

As represented by the following data indicators, there is great need to serve DV survivors. MCADSV reported there were 8,099 individuals who received non-residential services in the St. Louis City, St. Louis County area in 2017. The YWCA of

Metro St. Louis answered 1,182 crisis calls, specific to DV, and provided nonresidential services to 309 self-identified survivors of DV. Redevelopment Opportunities for Women reported provided financial services to 411 survivors of DV. Other local agencies reported statistics, however, the statistics were not specific to solely DV services.

With regards to legal services, The St. Louis Metropolitan Police Department’s Domestic Abuse Response Team reported receiving 17,818 calls for DV, and the St. Louis Circuit Attorney’s Office received 534 DV case referrals. The St. Louis Circuit Attorney’s Victim Services office reported 280 new DV cases, and 943 individuals received services. Legal Advocates for Abused Women received 7,366 requests for assistance, and provided Order of Protection filing assistance to 2,158 individuals.

There were 3,412 Orders of Protection filed at the St. Louis City Circuit Clerk’s Office, and the St. Louis County Circuit Clerk’s Office reported 3,136 Order of Protection being filed for DV cases. Legal Services of Easter Missouri received 671 calls for Orders of Protection assistance.

This data was gathered from MCADSV and SLEVAWN. Data reported was specific to DV survivors only and did not include data with dual services (domestic and/or sexual violence).

Data Sources

The sources of data used for the calculations listed in the report are MCADSV, SLEVAWN, and the YWCA. MCADSV and SLEVAWN data sources are the result of DV agencies self-reporting of the number of DV survivors served and the services provided. St. Martha's Hall and ALIVE utilized HMIS comparable databases.

1C-4c. Applicants must describe:

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

Data collected from DV shelter providers in the CoC's geographic area for FY 2017:

- 1,021 women
- 1,061 children
- 22,669 bed nights

The DV shelter data was collected through HMIS comparable databases such as Apricot. The data is based on 2017 Community VAW Statistics (SLEVAWN self-reporting by agencies). SLEVAWN (St. Louis Ending Violence Against Women Network)

Data collected from the HMIS St Louis Coordinated Entry Demographics January 1, 2017-December 31, 2017 by Institute for Community Alliances reports the following:

- Of the 2,597 total client on prioritization list 563 (21.68%) reported domestic violence history
- 25.58% were currently fleeing
- 29.13% experienced an occurrence within the past three months
- 34.90% were rapidly re-housed with an additional 10.12% entering ISP/RRH
- 64.30% were a household size of 1 followed by 14.21% reporting a household size of 2
- 50.88% of household type were single; 33.10% were family and 16.02% were youth
- 65.19% were not chronic
- 76.38% were in the age range of 25-64; 22.20% were in the age range of youth (16-24)
- 66.79% reported a disability
- 61.81% were Black or African American
- 95.38% were Non-Hispanic/Non-Latino
- 77.98% were female; 21.14% were male followed by .53% Trans Female (Male to Female) and .36% were Gender Non-Conforming

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

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

Through the CoC CES, DV survivors have access to a centralized point of entry, via a 24-hour number, Drop-in Center, and mobile outreach. The CoC has focused its efforts on efficient coordination to connect individuals and families experiencing homelessness to permanent housing and appropriate support services. Housing for survivors remains an area of need in the St. Louis area. Survivors face many barriers including but not limited to issues regarding PTSD and trauma and may be further complicated by geographical barriers such as safety concerns, transportation, education, and employment.

Data collected from the HMIS St Louis Coordinated Entry Demographics January 1, 2017-December 31, 2017 by Institute for Community Alliances reports the following:

- Of the 2,597 total client on prioritization list 563 (21.68%) reported domestic violence history
- 25.58% were currently fleeing
- 29.13% experienced an occurrence within the past three months

Of the 563 who reported DV history, the following our housing reports:

- 34.90% were rapidly re-housed with an additional 10.12% entering ISP/RRH
- 64.30% were a household size of 1 followed by 14.21% reporting a household size of 2
- 50.88% of household type were single; 33.10% were family and 16.02% were youth
- 65.19% were not chronic

Through this data, the CoC determined that more housing resources were needed to serve this population. The CoC also determined that more resources needed to be focused on RRH. Approximately 7% of our CoC allocation goes to RRH. A majority of survivors need short-term supports and our CoC are identifying ways to increase capacity for RRH resources. The DV bonus project will help the CoC have targeted RRH resources to serve our DV population.

1C-4e. Applicants must describe how the DV Bonus project(s) being applied for will address the unmet needs of domestic violence survivors. (limit 2,000 characters)

Identifying unmet needs begins during the in-take process. Once the process is complete, a soft hand-off to the case manager begins the 2nd phase of engaging client with resources to meet those needs. Case Management for ending homelessness is a collaborative community-based intervention that places the person at the center of a holistic model of support necessary to secure housing and provide support to sustain it while building independence.

For case management in ending homelessness to be successful, it must be:

- Trauma-informed
 - Focused on the unique needs of people
 - Person-centered, adaptive, individualized, culturally appropriate, flexible, holistic, long-term, multidisciplinary
 - Include advocacy that leads to self-advocacy
 - Focused on establishing networks and relationships
 - Include coordination and engagement
 - Focuses on strengths not deficits; using positive language continually building on the strengths and successes of the client's plan
 - Interventions are based on creating sustainable housing
 - Interventions support personal choice
 - Community is viewed as rich in resources
 - Contacts happen during "home visits" as preferable to clinical offices
 - People with complex issues including mental illness and/or substance issues can learn and grow and end their homelessness
- Services, on- or off-site, will address to some degree – prevention, monitoring, management, treatment and referrals for the following:

- Medical services
- Assistance in acquiring mainstream benefits
- Mental health services
- Substance abuse treatment services
- Vocational and employment related services
- Money management services
- Legal services
- Transportation
- Childcare
- Nutritional needs
- Furniture
- Life skills training
- Advocacy

When shelter space is not available, or preferred choice by the client, the YWCA and collaborative partners will have established nights of safety through hotel or motel vouchers.

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

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

Rate of Housing Placement of DV survivors

Coordinate entry point of one number, one intake form for housing, and ongoing collaboration with the DV community and other service providers will increase efficiency of moving through the housing system. With more housing available to DV survivors, and ongoing community collaboration, more individuals will have access to housing, appropriate referrals, as well as a stronger support system for the survivor to confidently move into rapid rehousing successfully.

Rate of Housing retention of DV survivors

With the coordinated entry system, trauma informed case managers, and ongoing education and training regarding DV, the rate of housing retention of DV survivors will increase as a result of this project. By addressing the barriers to obtaining housing and safety from the initial point of contact, and continuously reassessing the barriers and safety throughout the housing process, the survivor will have more information and access to resources to remain in housing.

The Drop-in Center will provide access to safety planning, meeting with a trained advocate to discuss their options, and community resources, the barriers to obtaining housing are thus reduced. When the survivor enters into housing, they will be provided rental/deposit assistance, daycare, transportation, moving expenses, furniture, and access to hygiene products, utility assistance, food, employment services, and other resource providers to aid in the survivor's stability to remain in housing.

The intake case manager, as well as the housing case manager will be in communication to ensure a "soft handoff" and ensure the survivors physical, emotional, and mental needs are being met throughout the process. Working with local landlords to not only obtain housing, but to provide education and training on the dynamics of domestic violence, safety concerns, as well as the strengths of survivors, the retention rate of survivors in housing will increase.

Improvements in Safety of DV Survivors

From the initial point of contact, throughout the entire housing process, safety will be assessed and reassessed with the survivor. Many factors must be considered to improve the safety of the survivor. Landlord education on the dynamics of power and control will help a landlord understand the barriers survivors face. Also, with the continued communication with the landlord, survivor, and case managers, the landlord can become a part of the safety plan, if the survivor chooses to include this person.

Housing location is another safety factor to consider. Unsafe neighborhoods, lack of services in the area (employment, education, medical services, etc.), can impact safety. Finally, separation from an abuser does not always mean the threat or violence is over. By having individualized safety plans and service plans to meet the needs of the individual survivor, landlord education, and safety routinely being reassessed, the safety of the survivor will be increased.

Barriers Faced by DV Survivors

When working with DV population, barriers to obtaining safety housing include logistical safety, and emotional barriers. The logistical barriers such as housing, financial, legal, transportation, medical, daycare, etc. are being addressed from the point of entry into the CoC. The drop-in center provides access to resources to obtain information to address these barriers. When an individual enters into rapid rehousing, they will be provided financial support, daycare, transportation, utility assistance, and case management to link to appropriate resources for the logistical barriers.

Safety barriers are addressed throughout the system, with safety being in the foreground of every interaction and is ongoing and evolving. All case managers are trauma informed and understand the dynamics of DV to address safety concerns and safety planning surrounding separation violence, stalking, threats, and ongoing violence concerns.

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

- (1) Identify the percentage of new admissions to the Public Housing or Housing Choice Voucher (HCV) Programs in the PHA who were experiencing homelessness at the time of admission;**
- (2) Indicate whether the PHA has a homeless admission preference in its Public Housing and/or HCV Program; and**
- (3) Indicate whether the CoC has a move on strategy. The information should be for Federal Fiscal Year 2017.**

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program during FY 2017 who were experiencing homelessness at entry	PHA has General or Limited Homeless Preference	PHA has a Preference for current PSH program participants no longer needing intensive supportive services, e.g. move on?
St. Louis Housing Authority	6.68%	Yes-Both	No

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

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

NOT APPLICABLE

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

1C-6. Addressing the Needs of Lesbian, Gay, Bisexual, Transgender (LGBT). Applicants must describe the actions the CoC has taken to address the needs of Lesbian, Gay, Bisexual, and Transgender individuals and their families experiencing homelessness. (limit 2,000 characters)

LGBT service providers and advocates participate in the CoC and in the development of the CoC’s Coordinated Entry System. Through CES, we have identified unique needs of the LGBT experiencing homelessness and CoC

members are working to better address these needs. The CoC has partnered with the Metropolitan St. Louis Equal Housing and Opportunity Council and the City of St. Louis Civil Rights Enforcement Agency on annual training opportunities that cover Equal Access and Affirmatively Further Fair Housing. On February 9, 2018 the CoC sponsored a region-wide training on working with transgendered persons which including confronting biases, challenges that the trans population faces and best practices for housing and service delivery. All CoC funded agencies are required to include anti-discrimination policy and is monitored annually by the Collaborative Applicant. Per the CoC grievance policies, any consumer who feels discriminated against may file a grievance with the CoC.

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

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

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

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

1C-8. Centralized or Coordinated Assessment System. Applicants must: (1) demonstrate the coordinated entry system covers the entire CoC

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

The Coordinated Entry System (CES) for MO-501 covers the entire CoC geographic area as well as MO-500 because CES was launched as a joint implementation between these two CoCs. Coordinated entry access points include telephonic access, location-based facilities and mobile outreach. Additionally, there are coordinated entry access points for veterans, HIV/AIDS, behavioral health and DV to provide trauma-informed access for these special populations. Every effort is made to meet the client where they are. Outreach services are used to engage people experiencing homelessness who are otherwise unable or unwilling to seek assistance on their own. Coordinated entry intake has the capability of being mobile and can work with providers outside of agencies who specialize in homelessness. Entry access points are trained on the common assessment tool first utilizing the pre-screen tool called the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT). If additional assessment is needed, the access point may administer the Service Prioritization Assistance Tool (SPDAT). Individuals or households are placed directly on the prioritization list to immediately connect people from the street/shelters directly into housing and other support services. ∴ ∴ Coordinated entry will ensure that those clients with the highest needs are provided with housing services first. A uniform assessment process is utilized for all clients experiencing housing crises to ensure needs-based access to housing interventions. Outreach teams also assist in locating individuals and households who are next on the housing prioritization list. The assessments at each front door must follow the requirements of the St. Louis City and County Continuum of Care Coordinated Entry Policies and Procedures Manual to ensure that clients are provided with the same assessment regardless of the entry access point from which they seek services.

1D. Continuum of Care (CoC) Discharge Planning

Instructions:

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

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

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

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

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

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

Instructions

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

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

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

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

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

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

(limit 2,000 characters)

The CoC ranking and selection was based on the total points scored by each project applicant with a scoring emphasis on service to priority populations such as chronic, disabled, veterans, youth, families, etc. These populations have specific vulnerabilities such as abuse, DV, & criminal histories. Points were awarded to projects at a scaled rate based on they are operated as permanent supportive housing (disability households), % of units dedicated for chronically homeless, % of units occupied by persons among one or more of the vulnerable priority populations and the extent the project is housing first. Higher ranking projects achieve their rank through demonstration of their contractual program commitments and HMIS data. Ex: a project that currently serves one or more of the CoC prioritized vulnerable populations was awarded points in a scaled manner; the higher the percentages served among each prioritized population, the higher the score.

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

- (1) objective ranking and selection process the CoC used for all projects (new and renewal);
- (2) CoC Consolidated Application—including the CoC Application, Priority Listings, and all projects accepted and ranked or rejected, which HUD required CoCs to post to their websites, or partners websites, at least 2 days before the CoC Program Competition application submission deadline; and
- (3) attach documentation demonstrating the objective ranking, rating, and selections process and the final version of the completed CoC Consolidated Application, including the CoC Application with attachments, Priority Listing with reallocation forms and all project applications that were accepted and ranked, or rejected (new and renewal) was made publicly available, that legibly displays the date the CoC publicly posted the documents.

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

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

Reallocation: Yes

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

- (1) established a deadline for project applications that was no later than 30 days before the FY 2018 CoC Program Competition Application deadline—attachment required;
- (2) rejected or reduced project application(s)—attachment required; and
- (3) notify applicants that their project application(s) were being rejected or reduced, in writing, outside of e-snaps, at least 15 days before FY 2018 CoC Program Competition Application deadline—attachment required. :

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

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

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

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

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

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

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

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

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

(3) total number of beds in HMIS.

Project Type	Total Beds in 2018 HIC	Total Beds in HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ES) beds	507	74	384	88.68%
Safe Haven (SH) beds	0	0	0	
Transitional Housing (TH) beds	404	96	268	87.01%
Rapid Re-Housing (RRH) beds	204	1	203	100.00%
Permanent Supportive Housing (PSH) beds	1,885	0	1,595	84.62%
Other Permanent Housing (OPH) beds	0	0	0	

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

The majority of the HUD non-HMIS participating PSH beds in our CoC are HUD VASH. ICA is currently in the process of onboarding the VA onto HMIS for the purposes of participating in coordinated entry. We are hopeful that the VA's participation may eventually lead to entering HUD VASH beds as well.

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

2A-7. CoC Data Submission in HDX. Applicants must enter the date the CoC submitted the 2018 Housing Inventory Count (HIC) data into the Homelessness Data Exchange (HDX). (mm/dd/yyyy) 04/30/2018

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

Instructions:

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

2B-1. PIT Count Date. Applicants must enter the date the CoC conducted its 2018 PIT count (mm/dd/yyyy). 01/24/2018

2B-2. HDX Submission Date. Applicants must enter the date the CoC submitted its PIT count data in HDX (mm/dd/yyyy). 04/30/2018

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

Instructions:

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

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

The CoC relied on electronic surveys for non-HMIS providers and an HMIS report to complete the sheltered 2018 PIT count. Written and video instructions was distributed prior to the night of the count. Non-HMIS programs were given two weeks to submit their provider-level electronic survey to the HMIS lead. This electronic survey contained built-in instructions and conditional logic that served as data quality checks. Non-HMIS providers were given a worksheet in which they could enter the client level information to more easily tabulate the provider level totals. These changes in the survey generated more accurate responses because users were prompted to check on incongruous information prior to submitting the data. Once returned, the HMIS Lead agency reviewed and verified data quality. HMIS participating agencies used HMIS data for the 2018 Sheltered PIT count. The HMIS lead agency created a custom report containing all the data required to complete the PIT Count. Each applicable HMIS participating agency was required to run, review, and submit this HMIS generated Point in Time report within 2 weeks of the PIT. The report highlighted any missing or incongruent data the program would need to review and correct. Once submitted, HMIS Lead system administrators reviewed and verified the report. The HMIS lead agency ran a CoC-wide HMIS PIT report that deduplicated clients across the CoC and added in non-HMIS provider information for the final submission of PIT data. Utilizing HMIS data to complete the Sheltered PIT Count led to a more accurate count this year. For both non-HMIS and HMIS programs, HMIS Lead system administrators followed up with program contact point persons to confirm and clarify any data that was incongruent or questionable. A change in provider composition, primarily the closing of one emergency shelter and three transitional housing projects which became PSH projects, accounted for a 29% decrease in the sheltered PIT count between 2017 and 2018.

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

2C-2a. If “Yes” was selected in 2C-2, applicants must enter the number of

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beds that were added or removed in the 2018 sheltered PIT count.

Beds Added:	0
Beds Removed:	89
Total:	-89

2C-3. Presidentially Declared Disaster Changes to Sheltered PIT Count. Did your CoC add or remove emergency shelter, transitional housing, or Safe Haven inventory because of funding specific to a Presidentially declared disaster, resulting in a change to the CoC's 2018 sheltered PIT count? No

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

Beds Added:	0
Beds Removed:	0
Total:	0

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

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

In 2018, the St. Louis City and County PIT committees integrated to improve collaboration and better plan for the transient nature of the population. Through this we made the collaborative decision to use geo-tagging technology in effort to more specifically identify hotspots with the belief that this information would be useful in targeting services and attempts to find those experiencing homelessness throughout the year. It was also hoped that this information could be used to locate individuals whose names have come up on the prioritization list for housing opportunities. The combined City and County PIT committee had representation for not only both regions of our metro area, but also had strong presence of both adult and youth homeless outreach and veterans' services as well.

The methodology for the 2018 unsheltered PIT count changed from 2017. In 2018 the survey included personal identifying information so that clients could be de-duplicated from the count if recorded more than once. Additionally, for the first time this year, the CoC utilized electronic surveys, accessible to volunteers via smart phone or tablet. The surveys contained built in conditional logic that required all questions to be answered before submission and ensured that only relevant questions were asked of each respondent. All questions contained a client doesn't know/client refused option. The electronic surveys reduced the risk of losing/misfile paperwork during the count and led to improved data quality and usable unsheltered client counts because all questions had to be answered before survey submission. However, the electronic surveys may have increased the number of observational surveys by making that option clearer.

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

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

- (1) Youth providers were appreciably involved in the planning of the 2018 PIT count, as regular attendees to the monthly planning meetings and providing training to the volunteers around finding and asking questions of this special population. School districts homeless service liaisons were also engaged in the planning process and were provided information about the count and it's intention.
- (2) As homeless youth providers were directly involved in planning and training, they were able to provide information to the wider volunteer population about possible youth locations and preferred follow up if youth were receptive.
- (3) Youth experiencing homelessness were not involved as peers in planning or counting during the 2018 PIT.

2C-6. 2018 PIT Implementation. Applicants must describe actions the CoC implemented in its 2018 PIT count to better count: (1) individuals and families experiencing chronic homelessness; (2) families with children experiencing homelessness; and (3) Veterans experiencing homelessness. (limit 2,000 characters)

Utilizing electronic surveys and HMIS data to complete the Sheltered PIT Count led to a more accurate count of the number of individuals and families experiencing chronic homelessness. The electronic survey utilized for non-HMIS agencies contained built-in instructions which clearly defined chronic

homelessness. Agencies who reported individuals experiencing chronic homelessness were required to verify that they read and understand the definition of chronic homelessness and that the individuals they counted as chronically homeless did in fact meet those conditions. The HMIS report used for the PIT automatically calculated chronic homelessness based on the responses entered in HMIS. This automatic calculation led to a more accurate count of chronic homelessness because it eliminated the potential for human error when determining chronic status.

The CoC made efforts this year to reach out to community members to assess all providers in the community to ensure that none serving client's meeting HUD's definition of homelessness were being inadvertently omitted from the sheltered PIT Count. This effort resulted in a temporary Emergency Shelter project serving singles as well as families with children being included in the PIT count. All projects in the CoC serving veterans were included in the Sheltered count.

3A. Continuum of Care (CoC) System Performance

Instructions

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

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

Number of First Time Homeless as Reported in HDX.	2,399
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3A-1a. Applicants must:

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

First-time homeless decreased by 205 persons between FY 2016 and 2017 HMIS generates the system performance report and first-time homeless is identified as "those who did not have entries in ES, SH, TH or PH in the previous 24 months." The CoC launched Coordinated Entry System (CES) 1/3/17 and diversion and prevention all take place at the coordinated entry access points (St. Louis Housing Helpline, Front Doors and Mobile Outreach). Additionally, prevention (supported through ESG funds) have been integrated into CES to help prevent at-risk individuals from becoming homeless. The CoC System Performance Committee monitors strategy and this performance through data and will inform & coordinate with the CoC Service Delivery Committee, who oversees system operations, as changes need to be made.

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

- (1) provide the average length of time individuals and persons in families remained homeless (i.e., the number);
- (2) describe the CoC's strategy to reduce the length-of-time individuals and persons in families remain homeless;
- (3) describe how the CoC identifies and houses individuals and persons in families with the longest lengths of time homeless; and
- (4) provide the name of the organization or position title that is responsible for overseeing the CoC's strategy to reduce the length of time individuals and families remain homeless. (limit 2,000 characters)

In 2017, persons were in ES and SH projects for an average of 74 days, an

increase of 5 days from the previous year, and persons were in ES, SH, and TH an average of 129 days, an increase of 3 days from the previous year. The average length of time homeless for persons in ES, SH, and PH, was 216 days, an increase of 109 days, and the average length of time for persons in ES, SH, TH and PH was 266 days, an increase of 95 days. The increase in length of time homeless can be attributed to two factors: (1) the launch of coordinated entry in, and (2) improved data quality for the 3.917 questions. Since the launch of coordinated entry on 1/3/2017, the community has better connected those who are most vulnerable and have been homeless for the longest with services. Many of these clients may not have previously had any contact with HMIS participating agencies. The influx of the most vulnerable clients into the HMIS system, particularly into PH projects, increased the average length of time homeless, increased the overall length of time homeless in the CoC. The CoC migrated to a new HMIS software in October of 2016. Since this time, we have seen a dramatic reduction in the number of client records missing the approximate date homelessness started, which has resulted in an increase in the average length of time homeless on the HUD SPM report.

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

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

	Percentage
Report the percentage of individuals and persons in families in emergency shelter, safe havens, transitional housing, and rapid re-housing that exit to permanent housing destinations as reported in HDX.	41%
Report the percentage of individuals and persons in families in permanent housing projects, other than rapid re-housing, that retain their permanent housing or exit to permanent housing destinations as reported in HDX.	98%

3A-3a. Applicants must:

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

(limit 2,000 characters)

The CoC Coordinated Entry System prioritizes families that reside in shelters or are working with outreach for entry into all available CoC Rapid Rehousing Program openings. The CoC works with its HMIS Lead agency to create a monthly scorecard – both with program level data and system level data that is viewed by various CoC Committees and the Board of Directors. These reports help the CoC to see what progress is being made month to month and have been instrumental in helping the CoC develop different strategies to continually improve our coordinated entry system and improve and speed up the flow of families into permanent housing destinations. The Program Performance

committee of the CoC reviews a monthly programmatic score card that gives two years of side by side comparative data that allow the CoC to monitor the housing retention of all our CoC funded agencies. When necessary, the Program Performance committee elevates any potential issues to the CoC Board and the CoC Board in turn works with our Collaborative Applicant to request special monitoring or technical assistance that may be needed to help an agency improve their performance. Additionally, the CoC is working with the housing community to see how homeless service agencies can connect more quickly to available affordable housing units. St. Louis affordable housing stock is largely operated by individual landlords. The CoC is working with the housing community to create a landlord incentive fund to help landlords bring properties up to habitability standards and to create a process to more easily identify affordable housing units and shorten the time for individuals to occupy available units.

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

	Percentage
Report the percentage of individuals and persons in families returning to homelessness over a 6- and 12-month period as reported in HDX	4%

3A-4a. Applicants must:

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

The goal of the CoC CES is to quickly identify appropriate housing solutions to meet the clients’ level of need to avoid prolonged lengths of homelessness or returns to homelessness. The VI-SPDAT and SPDAT helps to determine barriers and identify appropriate housing solutions that best meet the clients’ needs. The Coordinated Entry manual requires that housing case managers to utilize the full SPDAT to guide case management services. Certified case managers are responsible for completing the full SPDAT within 7 days of move-in to housing and updating the full SPDAT every 6 months. Projects that are mandated to enter data into the HMIS must record the scores for each domain of the full SPDAT within the HMIS software for community-wide reporting. This ensures that clients who are exiting housing projects are sufficiently stable thus reducing the probability of returns to homelessness. In addition, the CoC is working to build capacity around employment and wrap-around services to address ongoing needs to assist households to increase income and improve housing stability. Community-based referrals focused on strengthening financial and housing stability will decrease returns to homelessness. The CoC monitors returns to homelessness through its HUD SPM. The CoC Systems Performance and Program Performance Committees monitor this measure on a monthly basis.

3A-5. Job and Income Growth. Applicants must:
(1) describe the CoC’s strategy to increase access to employment and non-employment cash sources;
(2) describe how the CoC works with mainstream employment organizations to help individuals and families increase their cash income; and
(3) provide the organization name or position title that is responsible for overseeing the CoC’s strategy to increase job and income growth from employment.
(limit 2,000 characters)

Stable income that meets basic human needs and maintains housing is a critical component in ending homelessness. The CoC works with mainstream partners (CoC and non-CoC funded) to meet this need which include nonprofit, for-profit and government resources. CoC members make referrals to employment programs (many who are CoC members) in the community such as Connections for Success, Construction Training School of St. Louis, Employment Connections MERS/Goodwill, Missouri Division of Workforce Development, St. Louis Area Training and Employment (SLATE), St. Louis Job Corps, Employment Connections and Urban League. This past year, SLATE was appointed a new Executive Director who has increased opportunities for pre-apprenticeship and apprenticeship training and increased the number of employers working with this department. Additionally, SLATE has committed to partnering with DHS and the CoC to provide more job training and opportunities for individuals experiencing homelessness. SLATE has participated in the Project Homeless Connect Resource Fair in January and provides staff office hours in emergency shelters. For individuals who are unable to work, access to benefits is the best source of income, the CoC requires that CoC funded agencies have SSI/SSDI Outreach, Access and Recovery (SOAR) trained professionals. The CoC Service Delivery committee oversees system operations, identifies service gaps and coordinates appropriate changes to increase efficiency and effectiveness. Systems Performance committee monitors performance through data and will inform & coordinate with the CoC Service Delivery Committee.

3A-6. System Performance Measures Data Submission in HDX. Applicants must enter the date the CoC submitted the System Performance Measures data in HDX, which included the data quality section for FY 2017 (mm/dd/yyyy) 05/29/2018

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

Instructions

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

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

Total number of beds dedicated as DedicatedPLUS	0
Total number of beds dedicated to individuals and families experiencing chronic homelessness	1,239
Total	1,239

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

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

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

3B-2.2. Applicants must:

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

The CoC launched CES January 2017 and continues to improve the delivery of housing and shelter services. CES institutes a consistent and uniform assessment process to determine the most appropriate and quickest response to a family’s immediate housing needs. All households who enter through a CE access point (i.e. St. Louis Housing Helpline, front door assessment providers or mobile outreach) utilize the common assessment tool, VI-SPDAT, to households who are homeless. Families who enter shelter will be provided housing navigation to assist with housing search, identification and lease signing within 30 days of entrance, including those referred for RRH. The Service Delivery Committee is responsible for overseeing the CoC’s strategy to rapidly rehouse families. The CoC has Weekly Housing Matching meetings to help ensure households are quickly connected to housing and the RRH Subcommittee monitors progress and makes adjustments with CES as needed. RRH is able to take direct referrals in order to meet this standard.

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

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

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

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

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

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

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

The CoC has spent the last year in identifying ways to build capacity to increase services focused on youth homelessness. DePaul USA established St. Lazare House, the only youth-specific PSH program supported with FY 2016 CoC funding. Youth In Need, CoC member & youth CE lead, operate a street outreach program fund through new MoHIP state funding, works with the Mental Health Board to provide response services through the Youth Connection Helpline and funding for a, “Housing Catalyst” position which will work to build partnerships throughout the region with mainstream youth services to fill service gaps. Youth In Need also participates in MANY’s Community Entry Learning Collaborative, a collaborative of youth CE providers who meet via webinar once a month to discuss best practices & challenges.

The Homeless Adolescent Task Force (HATF) seeks to prevent and end youth homelessness through networking, advocacy and intervention across multiple disciplines. HATF has existed since the mid-1980s and recently became more integrated into St. Louis City and County CoCs. Covenant House, City CoC RHY funded agency along with other agencies in the region such as Epworth, Youth In Need and many other youth and outreach providers participate and have developed and implemented CES strategies to connect homeless youth to housing and support services. The CoC’s coordinated entry system has a

separate front door for youth to better engage the population. Youth outreach providers assess an HATF reports to CoC Service Delivery Committee and effectiveness is monitored by the Systems Performance Committee.

Youth homelessness has its own CE access point and continue to work together increase efficiency and effectiveness of by implementing youth specific changes. Youth-specific case conferencing help to ensure we are truly housing the most vulnerable youth and maximizing resources by not “over housing” youth in programs with supportive services they don’t need. Part of this meeting will also be to address long-stayers and it better identify their gaps. If needed, adjustments will be made to prioritization criteria for youth-specific housing to ensure youth are quickly connected to permanent housing.

3B-2.6a. Applicants must:

- (1) provide evidence the CoC uses to measure both strategies in question 3B-2.6. to increase the availability of housing and services for youth experiencing homelessness;**
 - (2) describe the measure(s) the CoC uses to calculate the effectiveness of the strategies; and**
 - (3) describe why the CoC believes the measure it uses is an appropriate way to determine the effectiveness of the CoC’s strategies.**
- (limit 3,000 characters)**

The CoC measures effectiveness by utilizing HUD SPM for length of homeless, extent to which persons who exit homelessness return to homelessness, number of homeless persons and successful placement from street outreach and successful placement in retention of PH for youth only. The CoC will also monitor length of time between the date the youth is assessed and placed on the prioritization list to housing entry date to ensure we are quickly connecting youth to appropriate PH. The CoC is working with the HMIS lead generate monthly system-wide reports on youth-specific outcomes. The new AHAR that will be going live later this year, will allow for CoCs to look more specific sub-population data outcomes and provide a lot of new capabilities when looking at sub-population outcomes. Additionally, through Regional planning efforts a data dashboard will be able to capture real-time subpopulation data that will assist in identifying gaps and progress in reducing youth homelessness.

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

- (1) youth education providers;**
 - (2) McKinney-Vento State Education Agency (SEA) and Local Education Agency (LEA);**
 - (3) school districts; and**
 - (4) the formal partnerships with (1) through (3) above.**
- (limit 2,000 characters)**

The CoC collaborates with educational coordinators and liaisons with St. Louis Public Schools (SLPS) and related programs (Head Start, contract and charter schools) to identify homeless students and through their policies & procedures

to inform families of eligibility for McKinney-Vento education services. A formal partnership is the program KKIDS (Keeping Kids in District Schools), which is an extension of the St. Louis City and County CoCs and provides training, networking and local policy setting for addressing the educational needs of students who are homeless. It includes participation of SLPS, 30+ school districts, 35+ social service agencies. The CoC is working more closely with youth education providers and school districts to help children and families experiencing homelessness access housing and support services.

3B-2.7a. Applicants must describe the policies and procedures the CoC adopted to inform individuals and families who become homeless of their eligibility for education services. (limit 2,000 characters)

All HUD funded agencies are required by contract to comply with McKinney-Vento. Additionally, the CoC works with schools in the region to ensure that are funded providers are being linked to the school systems.

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

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

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

The Veterans Leadership Committee operates under the CoC Service Delivery Committee and is working to better integrate into the CoC CE process. Partnership with the VA is important in our CoC’s ability to reach functional zero

and having VA representation on the CoC is important; therefore, a VA representative also sits on the CoC Board. Progress has been made to build stronger partnerships and develop processes for better coordination among CoC, VA and housing resources such as HUD-VASH, SSVF and GPD. VA and SSVF outreach workers work closely with the CoC CES and provide outreach services on the street and at HUD funded emergency shelters to identify Veterans experiencing homelessness. This past year, the Hope Recovery Center became the Veteran CE access point and is integrated into the CoC CES. If a veteran is identified via the CE access point the common assessment tool is administered and a referral is made to either a VA or SSVF project to be placed on the veteran byname list. The byname list is reviewed and updated weekly to ensure that Veterans are quickly linked to appropriate housing and support services. Currently the byname list is not fully integrated into the CoC Housing Prioritization List. The VA is in the process of gaining HMIS access for direct data entry. Once the VA gains access, the veteran byname list is integrated into the housing prioritization list and can be generated weekly to help streamline processes and ensure open communication between the VA and CoC.

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

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

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

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

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

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

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

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

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

Instructions:

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

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

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

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

Public and private partnerships are essential in the CoC’s ability to fully serve individuals and families at-risk and experiencing homelessness in the St. Louis community. Case managers for our HUD funded agencies are trained in SOAR and assist clients on accessing mainstream resources such as SSI/SSDI, TANF and Food Stamps. The CoC strives to build upon community partnerships through its membership. Time is set aside in CoC meetings to network and share information amongst members. Trainings or presentations by other agencies and organizations that provide mainstream resources are also shared among members. Additionally, the CoC introduced agency spotlights in CoC general meetings and via social media to better share information. The responsibility for overseeing the CoC strategy for mainstream benefits lies

jointly with the Planning and Service Delivery Committees of the CoC.

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

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

Total number of new and renewal CoC Program Funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC is applying for in FY 2018 CoC Program Competition.	29
Total number of new and renewal CoC Program Funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC is applying for in FY 2018 CoC Program Competition that have adopted the Housing First approach—meaning that the project quickly houses clients without preconditions or service participation requirements.	29
Percentage of new and renewal PSH, RRH, Safe-Haven, SSO non-Coordinated Entry projects in the FY 2018 CoC Program Competition that will be designated as Housing First.	100%

4A-3. Street Outreach. Applicants must:

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

Outreach services are a CE access point and are used to engage people experiencing homelessness who are otherwise unable or unwilling to seek assistance on their own. ESG, PATH, RHY and private funds support the outreach services cover 100 percent of the CoC geographic area and operated daily. Additionally, these outreach teams work closely with Crisis Intervention Trained (CIT) officers at the St. Louis Metropolitan Police Department. Mobile outreach is a significant component of St. Louis City Continuum of Care (CoC) coordinated entry system especially in reaching out to individuals who are chronically homeless. Outreach teams are trained on the pre-screen assessment tool called the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) and common assessment SPDAT to place individuals directly on the prioritization list to immediately connect people from the street/shelters directly into housing and other support services. Additionally, outreach teams assist in locating individuals and households who are matched with housing from the housing prioritization list.

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

- (1) the specific strategy the CoC implemented that furthers fair housing as detailed in 24 CFR 578.93(c) used to market housing and supportive**

**services to eligible persons regardless of race, color, national origin, religion, sex, gender identify, sexual orientation, age, familial status or disability; and
 (2) how the CoC communicated effectively with persons with disabilities and limited English proficiency fair housing strategy in (1) above.
 (limit 2,000 characters)**

The CoC ensures that all CoC funded agencies have adequate fair housing policies and procedures in place and that annual training is available to all agencies participating in the CoC. All CoC funded agencies fill their housing stock through the coordinated entry system. Through weekly housing matching meetings, referrals are made for any housing openings in the system with care given to make sure that any homeless person(s) are referred and accepted into housing regardless of race, color, national origin, religion, sex, gender identity, sexual orientation, age, familial status or disability. In the event that a person is seeking services that is not English speaking and/or English proficient, the CoC has relationships with various community agencies (like the International Institute) that will provide interpretation services. The CoC also has resources for communications with persons who are hearing and speech impaired to ensure that all may access housing and services.

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

	2017	2018	Difference
RRH beds available to serve all populations in the HIC	65	204	139

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

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

4B. Attachments

Instructions:

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

Document Type	Required?	Document Description	Date Attached
1C-5. PHA Administration Plan–Homeless Preference	No	PHA Homeless Pref...	09/13/2018
1C-5. PHA Administration Plan–Move-on Multifamily Assisted Housing Owners' Preference	No		
1C-8. Centralized or Coordinated Assessment Tool	Yes	Centralized Asses...	09/12/2018
1E-1. Objective Criteria–Rate, Rank, Review, and Selection Criteria (e.g., scoring tool, matrix)	Yes	Scoring Tool	09/12/2018
1E-3. Public Posting CoC-Approved Consolidated Application	Yes	1E 3 Public Posti...	09/17/2018
1E-3. Public Posting–Local Competition Rate, Rank, Review, and Selection Criteria (e.g., RFP)	Yes	!E 3 Public Posti...	09/17/2018
1E-4. CoC's Reallocation Process	Yes	Reallocation Process	09/13/2018
1E-5. Notifications Outside e-snaps–Projects Accepted	Yes	Notification of P...	09/12/2018
1E-5. Notifications Outside e-snaps–Projects Rejected or Reduced	Yes	Notifications of ...	09/12/2018
1E-5. Public Posting–Local Competition Deadline	Yes	1E 5 Public Posti...	09/17/2018
2A-1. CoC and HMIS Lead Governance (e.g., section of Governance Charter, MOU, MOA)	Yes	Governance Charter	09/12/2018
2A-2. HMIS–Policies and Procedures Manual	Yes	HMIS Policy and P...	09/12/2018
3A-6. HDX–2018 Competition Report	Yes	HDX Competition R...	09/12/2018
3B-2. Order of Priority–Written Standards	No	3B-2 Orders of Pr...	09/17/2018

3B-5. Racial Disparities Summary	No		
4A-7.a. Project List–Persons Defined as Homeless under Other Federal Statutes (if applicable)	No		
Other	No		
Other	No		
Other	No		

Attachment Details

Document Description: PHA Homeless Preference

Attachment Details

Document Description:

Attachment Details

Document Description: Centralized Assessment Tool

Attachment Details

Document Description: Scoring Tool

Attachment Details

Document Description: 1E 3 Public Posting COC Approved Application

Attachment Details

Document Description: 1E 3 Public Posting Local Competition Rank

Review and Selection

Attachment Details

Document Description: Reallocation Process

Attachment Details

Document Description: Notification of Projects Accept

Attachment Details

Document Description: Notifications of projected reduced or rejected

Attachment Details

Document Description: 1E 5 Public Posting Local Competition Deadline

Attachment Details

Document Description: Governance Charter

Attachment Details

Document Description: HMIS Policy and Procedures Manual

Attachment Details

Document Description: HDX Competition Report

Attachment Details

Document Description: 3B-2 Orders of Priority

Attachment Details

Document Description:

Attachment Details

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Submission Summary

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

Page	Last Updated
1A. Identification	09/17/2018
1B. Engagement	09/17/2018
1C. Coordination	09/17/2018
1D. Discharge Planning	09/17/2018
1E. Project Review	09/17/2018
2A. HMIS Implementation	09/17/2018
2B. PIT Count	09/17/2018
2C. Sheltered Data - Methods	09/17/2018
3A. System Performance	09/17/2018
3B. Performance and Strategic Planning	09/17/2018
4A. Mainstream Benefits and Additional Policies	09/17/2018
4B. Attachments	09/17/2018

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Submission Summary

No Input Required

PUBLIC HOUSING PREFERENCE

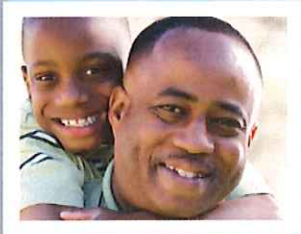
St. Louis Housing Authority

ACOP

Admissions & Continued Occupancy Policy

Revised: July 23, 2015

St. Louis Housing Authority
3520 Page Boulevard
St. Louis, Missouri 63106



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St. Louis Housing Authority | www.slha.org

not these developments are consistent with its local goals and annual plan. If the development is not consistent with local goals SLHA may skip a family on the waiting list to reach another family in an effort that would further the goals of deconcentration.

6.5 Waiting List Preferences

SLHA has established a preference system for admission to its public housing program. SLHA uses the following local preference system:

- Employed, elderly or disabled
- Enrolled in or recently graduated from a job training or educational program

6.5.1 Employed, Elderly, Disabled, Veteran or Homeless Preference

An applicant qualifies for this preference if the family meets the definitions below. SLHA will only apply the preference points once to each family if the applicant family meets more than one definition under this preference.

6.5.1.1 Employed

An applicant qualifies for this preference if the head of household or spouse, life partner of the applicant family is employed. For the purpose of this preference, an applicant is considered employed if they work at least 20 hours per week.

6.5.1.2 Elderly

An applicant qualifies for this preference if the head of household, spouse or life partner of the applicant family is 62 years old or older.

6.5.1.3 Disabled

An applicant qualifies for this preference if the head of household, spouse, life partner or sole member is a person with disabilities; or two or more adult persons with disabilities living together; or one or more persons with disabilities living with one or more live-in aides. A person who is under a disability, as defined in Section 233 of the Social Security Act (42 U.S.C. 423), or who has a developmental disability as defined in Section 102(7) of the Developmental Disabilities Assistance and Bill of Rights Act (42 U.S.C. 6001 (7)). People who are diagnosed with alcoholism or drug abuse are not part of the definition of disabled. SLHA does recognize an applicant, family, or spouse, life partner with HIV as a disabled person.

6.5.1.4 Veteran

An applicant qualifies for this preference if the head of household, spouse or life partner of the applicant is a person who served in the active military, naval, or air service, and who was discharged or released therefrom under conditions other than dishonorable.

6.5.1.5 Homeless

An applicant qualifies for this preference if the head of household, spouse or life partner of the applicant presents evidence to SLHA that the family is homeless by meeting one of the following definitions:

- An individual or family who lacks a fixed, regular and adequate nighttime residence meaning:
 - An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements

- (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state or local government programs for low-income individuals)
 - An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution
 - 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
- Unaccompanied youth under 25 years of age or families with children and youth, who do not otherwise qualify as homeless under this definition, but who-
 - Have experienced a long term period, more than 60 days, without living independently in permanent housing; and
 - Have experienced persistent instability as measured by frequent moves, more than two moves in 60 days, over such period; and
 - Can be expected to continue in such status for an extended period of time because of chronic disabilities, chronic physical health or mental health conditions, substance addiction, histories of domestic violence or childhood abuse, the presence of a child or youth with a disability or multiple barriers to employment

6.5.2 Enrolled In or Recently Graduated from a Job Training or Educational Program

An applicant qualifies for this preference if the head of household or spouse, life partner of the applicant family is currently enrolled in or within the last 12 months has graduated from a job training or educational program.

SLHA defines a job training program as a learning process with goals and objectives, generally having a variety of components, and taking place in a series of sessions over a period of time. It is designed to lead to a higher level of proficiency and it enhances the individual's ability to obtain employment.

SLHA defines an educational program as a GED program or an institution of higher learning. To qualify, the applicant must be regularly attending a GED program and making progress toward attainment of a GED or they must be taking at least six credit hours at an institution of higher learning.

An applicant remains qualified for the preference if the applicant completed the job training program, obtained a GED or graduated from the institution of higher learning within the past 12 months.

6.6 Order of Selection [24 CFR 960.206(e)]

Families will be selected from the waiting list based on preference. Each preference will receive an allocation of points. If an applicant qualifies for more than one preference, the points for each preference are added together to determine the ranking on the waiting list. Among applicants with equal preference status, the waiting list ranking is determined by date and time of receipt of the

application. Applicants that do not qualify for any preferences will be placed on the waiting list based on time and date of application. Points will be assigned as follows:

Pt. Value Assigned	Criteria
20	Employed, Elderly or Disabled
15	Enrolled in or recently graduated from a job training or educational program
5	Homeless
5	A person who served in the active military and who was discharged

When selecting applicants from the waiting list SLHA will match the characteristics of the available unit (unit size, accessibility features, unit type) to the applicants on the waiting lists. SLHA will offer the unit to the highest ranking applicant who qualifies for that unit size or type, or that requires the accessibility features. By matching unit and family characteristics, it is possible that families who have a lower ranking on the site based waiting list may receive an offer of housing ahead of families with an earlier date and time of application or higher preference points. In addition, families may be selected to satisfy deconcentration or income mixing and income targeting requirements. This may also result in families with a lower ranking on the site-based waiting list, receiving an offer of housing ahead of families with an earlier date and time of application or higher preference points.

6.7 Verification of Local Preference

An applicant's entitlement to a local preference will be accepted without verification at the initial application. When the family is selected from the waiting list for the final determination of eligibility, the preference will be verified. Applicants that cannot verify the claimed preferences will be denied the preference placed on the waiting list without the preference points and re-ranked based on the date and time of the application. If, at the time the family applied, the preference claim was the only reason for placement of the family on the list and the family could not verify their eligibility for the preference as of the date of application, the family will be removed from the list. All preferences will be verified in accordance with the verification procedures outlined in Chapter 9.

6.8 Preference Denial

If SLHA denies a preference, SLHA will notify the applicant in writing of the reasons why the preference was denied and offer the applicant an opportunity for an informal review. If the preference denial is upheld, as a result of the review or the applicant does not request a review, the applicant will be placed on the waiting list without benefit of the preference. Applicants may exercise other rights if they believe they have been discriminated against. If the applicant falsifies documents or makes false statements in order to qualify for any preference, they will be removed from the waiting list.

6.9 Notification of Selection

SLHA will notify the family by first class mail when it is selected from the waiting list at least five (5) business days prior to appointment. The notice will inform the family of the following:

- Date, time, and location of the scheduled application interview, including any procedures for rescheduling the interview
- Who is required to attend the interview

HOUSING CHOICE VOUCHER PREFERENCE



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HOUSING CHOICE VOUCHER PROGRAM
Administrative Plan



Approved: October 30, 2014

Revision No. 4

St. Louis Housing Authority

ACOP

Admissions & Continued Occupancy Policy

Revised: July 23, 2015

St. Louis Housing Authority
3520 Page Boulevard
St. Louis, Missouri 63106



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6.4.3 Disability Preference [24 CFR 982.207]

This preference applies to a person or family whose head, spouse, or sole member is a person with disabilities; or two or more persons with disabilities living together; or one or more persons with disabilities living with one or more live-in aides. A person who is under a disability, as defined in Section 233 of the Social Security Act (42 U.S.C. 423), or who has a developmental disability as defined in Section 102(7) of the Developmental Disabilities Assistance and Bill of Rights Act (42 U.S.C. 6001 (7)). People who are diagnosed with alcoholism or drug abuse are not part of the definition of disabled. SLHA does recognize an applicant or family or spouse of household with HIV as a disabled person (Adopted in Board Resolution).

6.4.4 Victims of Domestic Violence

To qualify for this preference an applicant must present evidence that the family has been displaced as a result of fleeing violence in the home. Families are also eligible for this preference if there is proof that the family is currently living in a situation where they are being subjected to or victimized by violence in the home. Suitable evidence can be provided from law enforcement officials or social service agencies that have adequate knowledge of the family's living situation.

6.4.5 Homeless

To qualify for this preference an applicant must present evidence to SLHA that the family is homeless by meeting one of the following definitions:

- An individual or family who lacks a fixed, regular and adequate nighttime residence meaning:
 - An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state or local government programs for low-income individuals)
 - An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution
 - 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
- Unaccompanied youth under 25 years of age or families with children and youth, who do not otherwise qualify as homeless under this definition, but who-
 - Have experienced a long term period, more that 60 days, without living independently in permanent housing; and
 - Have experienced persistent instability as measured by frequent moves, more than two moves in 60 days, over such period; and
 - Can be expected to continue in such status for an extended period of time because of chronic disabilities, chronic physical health or mental health conditions, substance addiction, histories of domestic violence or childhood abuse, the presence of a child or youth with a disability or multiple barriers to employment

application. Applicants that do not qualify for any preferences will be placed on the waiting list based on time and date of application. Points will be assigned as follows:

Pt. Value Assigned	Criteria
20	Employed, Elderly or Disabled
15	Enrolled in or recently graduated from a job training or educational program
5	Homeless
5	A person who served in the active military and who was discharged

When selecting applicants from the waiting list SLHA will match the characteristics of the available unit (unit size, accessibility features, unit type) to the applicants on the waiting lists. SLHA will offer the unit to the highest ranking applicant who qualifies for that unit size or type, or that requires the accessibility features. By matching unit and family characteristics, it is possible that families who have a lower ranking on the site based waiting list may receive an offer of housing ahead of families with an earlier date and time of application or higher preference points. In addition, families may be selected to satisfy deconcentration or income mixing and income targeting requirements. This may also result in families with a lower ranking on the site-based waiting list, receiving an offer of housing ahead of families with an earlier date and time of application or higher preference points.

6.7 Verification of Local Preference

An applicant's entitlement to a local preference will be accepted without verification at the initial application. When the family is selected from the waiting list for the final determination of eligibility, the preference will be verified. Applicants that cannot verify the claimed preferences will be denied the preference placed on the waiting list without the preference points and re-ranked based on the date and time of the application. If, at the time the family applied, the preference claim was the only reason for placement of the family on the list and the family could not verify their eligibility for the preference as of the date of application, the family will be removed from the list. All preferences will be verified in accordance with the verification procedures outlined in Chapter 9.

6.8 Preference Denial

If SLHA denies a preference, SLHA will notify the applicant in writing of the reasons why the preference was denied and offer the applicant an opportunity for an informal review. If the preference denial is upheld, as a result of the review or the applicant does not request a review, the applicant will be placed on the waiting list without benefit of the preference. Applicants may exercise other rights if they believe they have been discriminated against. If the applicant falsifies documents or makes false statements in order to qualify for any preference, they will be removed from the waiting list.

6.9 Notification of Selection

SLHA will notify the family by first class mail when it is selected from the waiting list at least five (5) business days prior to appointment. The notice will inform the family of the following:

- Date, time, and location of the scheduled application interview, including any procedures for rescheduling the interview
- Who is required to attend the interview

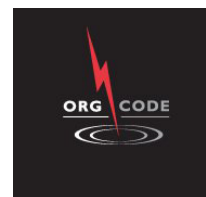
**Vulnerability Index -
Service Prioritization Decision Assistance Tool
(VI-SPDAT)**

Prescreen Triage Tool for Single Adults

AMERICAN VERSION 2.0

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**COMMUNITY
SOLUTIONS**



Welcome to the SPDAT Line of Products

The Service Prioritization Decision Assistance Tool (SPDAT) has been around in various incarnations for over a decade, before being released to the public in 2010. Since its initial release, the use of the SPDAT has been expanding exponentially and is now used in over one thousand communities across the United States, Canada, and Australia.

More communities using the tool means there is an unprecedented demand for versions of the SPDAT, customized for specific client groups or types of users. With the release of SPDAT V4, there have been more current versions of SPDAT products than ever before.

VI-SPDAT Series

The Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) was developed as a pre-screening tool for communities that are very busy and do not have the resources to conduct a full SPDAT assessment for every client. It was made in collaboration with Community Solutions, creators of the Vulnerability Index, as a brief survey that can be conducted to quickly determine whether a client has high, moderate, or low acuity. The use of this survey can help prioritize which clients should be given a full SPDAT assessment first. Because it is a self-reported survey, no special training is required to use the VI-SPDAT.

Current versions available:

- VI-SPDAT V 2.0 for Individuals
- VI-SPDAT V 2.0 for Families
- VI-SPDAT V 1.0 for Youth

All versions are available online at

www.orgcode.com/products/vi-spdatt/

SPDAT Series

The Service Prioritization Decision Assistance Tool (SPDAT) was developed as an assessment tool for front-line workers at agencies that work with homeless clients to prioritize which of those clients should receive assistance first. The SPDAT tools are also designed to help guide case management and improve housing stability outcomes. They provide an in-depth assessment that relies on the assessor's ability to interpret responses and corroborate those with evidence. As a result, this tool may only be used by those who have received proper, up-to-date training provided by OrgCode Consulting, Inc. or an OrgCode certified trainer.

Current versions available:

- SPDAT V 4.0 for Individuals
- SPDAT V 2.0 for Families
- SPDAT V 1.0 for Youth

Information about all versions is available online at

www.orgcode.com/products/spdat/

SPDAT Training Series

To use the SPDAT, training by OrgCode or an OrgCode certified trainer is required. We provide training on a wide variety of topics over a variety of mediums.

The full-day in-person SPDAT Level 1 training provides you the opportunity to bring together as many people as you want to be trained for one low fee. The webinar training allows for a maximum of 15 different computers to be logged into the training at one time. We also offer online courses for individuals that you can do at your own speed.

The training gives you the manual, case studies, application to current practice, a review of each component of the tool, conversation guidance with prospective clients – and more!

Current SPDAT training available:

- Level 0 SPDAT Training: VI-SPDAT for Frontline Workers
- Level 1 SPDAT Training: SPDAT for Frontline Workers
- Level 2 SPDAT Training: SPDAT for Supervisors
- Level 3 SPDAT Training: SPDAT for Trainers

Other related training available:

- Excellence in Housing-Based Case Management
- Coordinated Access & Common Assessment
- Motivational Interviewing
- Objective-Based Interactions

More information about SPDAT training, including pricing, is available online at

<http://www.orgcode.com/product-category/training/spdat/>

Administration

Interviewer's Name _____	Agency _____	<input type="checkbox"/> Team <input type="checkbox"/> Staff <input type="checkbox"/> Volunteer
Survey Date DD/MM/YYYY ___/___/____	Survey Time ___ : __ AM/PM	Survey Location _____

Opening Script

Every assessor in your community regardless of organization completing the VI-SPDAT should use the same introductory script. In that script you should highlight the following information:

- the name of the assessor and their affiliation (organization that employs them, volunteer as part of a Point in Time Count, etc.)
- the purpose of the VI-SPDAT being completed
- that it usually takes less than 7 minutes to complete
- that only “Yes,” “No,” or one-word answers are being sought
- that any question can be skipped or refused
- where the information is going to be stored
- that if the participant does not understand a question or the assessor does not understand the question that clarification can be provided
- the importance of relaying accurate information to the assessor and not feeling that there is a correct or preferred answer that they need to provide, nor information they need to conceal

Basic Information

First Name _____	Nickname _____	Last Name _____
In what language do you feel best able to express yourself? _____		
Date of Birth DD/MM/YYYY ___/___/____	Age _____	Social Security Number _____
		Consent to participate <input type="checkbox"/> Yes <input type="checkbox"/> No

IF THE PERSON IS 60 YEARS OF AGE OR OLDER, THEN SCORE 1.

SCORE:

A. History of Housing and Homelessness

1. Where do you sleep most frequently? (check one)

- Shelters
- Transitional Housing
- Safe Haven
- Outdoors**
- Other (specify):**

Refused

IF THE PERSON ANSWERS ANYTHING OTHER THAN "SHELTER", "TRANSITIONAL HOUSING", OR "SAFE HAVEN", THEN SCORE 1.

SCORE:

2. How long has it been since you lived in permanent stable housing? _____

Refused

3. In the last three years, how many times have you been homeless? _____

Refused

IF THE PERSON HAS EXPERIENCED 1 OR MORE CONSECUTIVE YEARS OF HOMELESSNESS, AND/OR 4+ EPISODES OF HOMELESSNESS, THEN SCORE 1.

SCORE:

B. Risks

4. In the past six months, how many times have you...

a) Received health care at an emergency department/room? _____

Refused

b) Taken an ambulance to the hospital? _____

Refused

c) Been hospitalized as an inpatient? _____

Refused

d) Used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centers and suicide prevention hotlines? _____

Refused

e) Talked to police because you witnessed a crime, were the victim of a crime, or the alleged perpetrator of a crime or because the police told you that you must move along? _____

Refused

f) Stayed one or more nights in a holding cell, jail or prison, whether that was a short-term stay like the drunk tank, a longer stay for a more serious offence, or anything in between? _____

Refused

IF THE TOTAL NUMBER OF INTERACTIONS EQUALS 4 OR MORE, THEN SCORE 1 FOR EMERGENCY SERVICE USE.

SCORE:

5. Have you been attacked or beaten up since you've become homeless? Y N Refused

6. Have you threatened to or tried to harm yourself or anyone else in the last year? Y N Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR RISK OF HARM.

SCORE:

7. Do you have any legal stuff going on right now that may result in you being locked up, having to pay fines, or that make it more difficult to rent a place to live? Y N Refused

IF "YES," THEN SCORE 1 FOR LEGAL ISSUES.

SCORE:

8. Does anybody force or trick you to do things that you do not want to do? Y N Refused

9. Do you ever do things that may be considered to be risky like exchange sex for money, run drugs for someone, have unprotected sex with someone you don't know, share a needle, or anything like that? Y N Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR RISK OF EXPLOITATION.

SCORE:

C. Socialization & Daily Functioning

10. Is there any person, past landlord, business, bookie, dealer, or government group like the IRS that thinks you owe them money? Y N Refused

11. Do you get any money from the government, a pension, an inheritance, working under the table, a regular job, or anything like that? Y N Refused

IF "YES" TO QUESTION 10 OR "NO" TO QUESTION 11, THEN SCORE 1 FOR MONEY MANAGEMENT.

SCORE:

12. Do you have planned activities, other than just surviving, that make you feel happy and fulfilled? Y N Refused

IF "NO," THEN SCORE 1 FOR MEANINGFUL DAILY ACTIVITY.

SCORE:

13. Are you currently able to take care of basic needs like bathing, changing clothes, using a restroom, getting food and clean water and other things like that? Y N Refused

IF "NO," THEN SCORE 1 FOR SELF-CARE.

SCORE:

14. Is your current homelessness in any way caused by a relationship that broke down, an unhealthy or abusive relationship, or because family or friends caused you to become evicted? Y N Refused

IF "YES," THEN SCORE 1 FOR SOCIAL RELATIONSHIPS.

SCORE:

D. Wellness

15. Have you ever had to leave an apartment, shelter program, or other place you were staying because of your physical health? Y N Refused
16. Do you have any chronic health issues with your liver, kidneys, stomach, lungs or heart? Y N Refused
17. If there was space available in a program that specifically assists people that live with HIV or AIDS, would that be of interest to you? Y N Refused
18. Do you have any physical disabilities that would limit the type of housing you could access, or would make it hard to live independently because you'd need help? Y N Refused
19. When you are sick or not feeling well, do you avoid getting help? Y N Refused
20. *FOR FEMALE RESPONDENTS ONLY:* Are you currently pregnant? Y N N/A or Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **PHYSICAL HEALTH**.

SCORE:

21. Has your drinking or drug use led you to being kicked out of an apartment or program where you were staying in the past? Y N Refused
22. Will drinking or drug use make it difficult for you to stay housed or afford your housing? Y N Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **SUBSTANCE USE**.

SCORE:

23. Have you ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program or other place you were staying, because of:
- a) A mental health issue or concern? Y N Refused
- b) A past head injury? Y N Refused
- c) A learning disability, developmental disability, or other impairment? Y N Refused
24. Do you have any mental health or brain issues that would make it hard for you to live independently because you'd need help? Y N Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **MENTAL HEALTH**.

SCORE:

IF THE RESPONDENT SCORED 1 FOR **PHYSICAL HEALTH** AND 1 FOR **SUBSTANCE USE** AND 1 FOR **MENTAL HEALTH**, SCORE 1 FOR **TRI-MORBIDITY**.

SCORE:

VULNERABILITY INDEX - SERVICE PRIORITIZATION DECISION ASSISTANCE TOOL (VI-SPDAT)

SINGLE ADULTS

AMERICAN VERSION 2.0

25. Are there any medications that a doctor said you should be taking that, for whatever reason, you are not taking? **Y** **N** Refused

26. Are there any medications like painkillers that you don't take the way the doctor prescribed or where you sell the medication? **Y** **N** Refused

IF "YES" TO ANY OF THE ABOVE, SCORE 1 FOR MEDICATIONS.

SCORE:

27. **YES OR NO:** Has your current period of homelessness been caused by an experience of emotional, physical, psychological, sexual, or other type of abuse, or by any other trauma you have experienced? **Y** **N** Refused

IF "YES", SCORE 1 FOR ABUSE AND TRAUMA.

SCORE:

Scoring Summary

DOMAIN	SUBTOTAL	RESULTS
PRE-SURVEY	/1	Score: Recommendation: 0-3: no housing intervention 4-7: an assessment for Rapid Re-Housing 8+: an assessment for Permanent Supportive Housing/Housing First
A. HISTORY OF HOUSING & HOMELESSNESS	/2	
B. RISKS	/4	
C. SOCIALIZATION & DAILY FUNCTIONS	/4	
D. WELLNESS	/6	
GRAND TOTAL:	/17	

Follow-Up Questions

On a regular day, where is it easiest to find you and what time of day is easiest to do so?	place: _____ time: ___ : ___ or Morning/Afternoon/Evening/Night
Is there a phone number and/or email where someone can safely get in touch with you or leave you a message?	phone: (____) _____ - _____ email: _____
Ok, now I'd like to take your picture so that it is easier to find you and confirm your identity in the future. May I do so?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Refused

Communities are encouraged to think of additional questions that may be relevant to the programs being operated or your specific local context. This may include questions related to:

- military service and nature of discharge
- ageing out of care
- mobility issues
- legal status in country
- income and source of it
- current restrictions on where a person can legally reside
- children that may reside with the adult at some point in the future
- safety planning

Appendix A: About the VI-SPDAT

The HEARTH Act and federal regulations require communities to have an assessment tool for coordinated entry - and the VI-SPDAT and SPDAT meet these requirements. Many communities have struggled to comply with this requirement, which demands an investment of considerable time, resources and expertise. Others are making it up as they go along, using “gut instincts” in lieu of solid evidence. Communities need practical, evidence-informed tools that enhance their ability to satisfy federal regulations and quickly implement an effective approach to access and assessment. The VI-SPDAT is a first-of-its-kind tool designed to fill this need, helping communities end homelessness in a quick, strategic fashion.

The VI-SPDAT

The VI-SPDAT was initially created by combining the elements of the Vulnerability Index which was created and implemented by Community Solutions broadly in the 100,000 Homes Campaign, and the SPDAT Prescreen Instrument that was part of the Service Prioritization Decision Assistance Tool. The combination of these two instruments was performed through extensive research and development, and testing. The development process included the direct voice of hundreds of persons with lived experience.

The VI-SPDAT examines factors of current vulnerability and future housing stability. It follows the structure of the SPDAT assessment tool, and is informed by the same research backbone that supports the SPDAT - almost 300 peer reviewed published journal articles, government reports, clinical and quasi-clinical assessment tools, and large data sets. The SPDAT has been independently tested, as well as internally reviewed. The data overwhelmingly shows that when the SPDAT is used properly, housing outcomes are better than when no assessment tool is used.

The VI-SPDAT is a triage tool. It highlights areas of higher acuity, thereby helping to inform the type of support and housing intervention that may be most beneficial to improve long term housing outcomes. It also helps inform the order - or priority - in which people should be served. The VI-SPDAT does not make decisions; it informs decisions. The VI-SPDAT provides data that communities, service providers, and people experiencing homelessness can use to help determine the best course of action next.

Version 2

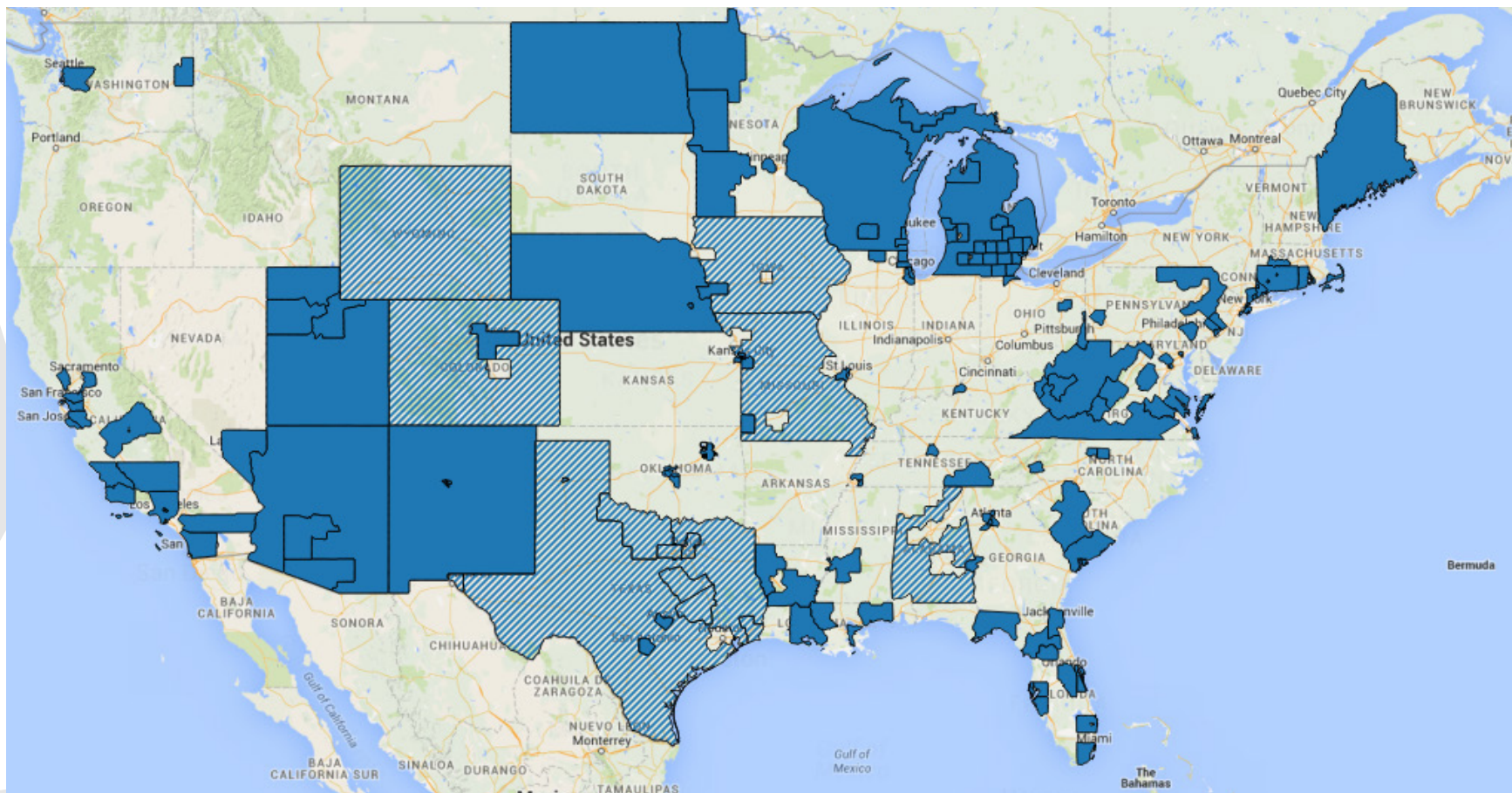
Version 2 builds upon the success of Version 1 of the VI-SPDAT with some refinements. Starting in August 2014, a survey was launched of existing VI-SPDAT users to get their input on what should be amended, improved, or maintained in the tool. Analysis was completed across all of these responses. Further research was conducted. Questions were tested and refined over several months, again including the direct voice of persons with lived experience and frontline practitioners. Input was also gathered from senior government officials that create policy and programs to help ensure alignment with guidelines and funding requirements.

You will notice some differences in Version 2 compared to Version 1. Namely:

- it is shorter, usually taking less than 7 minutes to complete;
- subjective elements through observation are now gone, which means the exact same instrument can be used over the phone or in-person;
- medical, substance use, and mental health questions are all refined;
- you can now explicitly see which component of the full SPDAT each VI-SPDAT question links to; and,
- the scoring range is slightly different (Don't worry, we can provide instructions on how these relate to results from Version 1).

Appendix B: Where the VI-SPDAT is being used in the United States

Since the VI-SPDAT is provided completely free of charge, and no training is required, any community is able to use the VI-SPDAT without the explicit permission of Community Solutions or OrgCode Consulting, Inc. As a result, the VI-SPDAT is being used in more communities than we know of. It is also being used in Canada and Australia.



A partial list of continua of care (CoCs) in the US where we know the VI-SPDAT is being used includes:

Alabama

- Parts of Alabama Balance of State

Arizona

- Statewide

California

- San Jose/Santa Clara City & County
- San Francisco
- Oakland/Alameda County
- Sacramento City & County
- Richmond/Contra Costa County
- Watsonville/Santa Cruz City & County
- Fresno/Madera County
- Napa City & County
- Los Angeles City & County
- San Diego
- Santa Maria/Santa Barbara County
- Bakersfield/Kern County
- Pasadena
- Riverside City & County
- Glendale
- San Luis Obispo County

Colorado

- Metropolitan Denver Homeless Initiative
- Parts of Colorado Balance of State

Connecticut

- Hartford
- Bridgeport/Stratford/Fairfield
- Connecticut Balance of State
- Norwalk/Fairfield County
- Stamford/Greenwich
- City of Waterbury

District of Columbia

- District of Columbia

Florida

- Sarasota/Bradenton/Manatee, Sarasota Counties
- Tampa/Hillsborough County
- St. Petersburg/Clearwater/Largo/Pinellas County
- Tallahassee/Leon County
- Orlando/Orange, Osceola, Seminole Counties
- Gainesville/Alachua, Putnam Counties
- Jacksonville-Duval, Clay Counties
- Palm Bay/Melbourne/Brevard County
- Ocala/Marion County
- Miami/Dade County
- West Palm Beach/Palm Beach County

Georgia

- Atlanta County
- Fulton County
- Columbus-Muscogee/Russell County
- Marietta/Cobb County
- DeKalb County

Hawaii

- Honolulu

Illinois

- Rockford/Winnebago, Boone Counties
- Waukegan/North Chicago/Lake County
- Chicago
- Cook County

Iowa

- Parts of Iowa Balance of State

Kansas

- Kansas City/Wyandotte County

Kentucky

- Louisville/Jefferson County

Louisiana

- Lafayette/Acadiana
- Shreveport/Bossier/Northwest
- New Orleans/Jefferson Parish
- Baton Rouge
- Alexandria/Central Louisiana CoC

Massachusetts

- Cape Cod Islands
- Springfield/Holyoke/Chicopee/Westfield/Hampden County

Maryland

- Baltimore City
- Montgomery County

Maine

- Statewide

Michigan

- Statewide

Minnesota

- Minneapolis/Hennepin County
- Northwest Minnesota
- Moorhead/West Central Minnesota
- Southwest Minnesota

Missouri

- St. Louis County
- St. Louis City
- Joplin/Jasper, Newton Counties
- Kansas City/Independence/Lee's Summit/Jackson County
- Parts of Missouri Balance of State

Mississippi

- Jackson/Rankin, Madison Counties
- Gulf Port/Gulf Coast Regional

North Carolina

- Winston Salem/Forsyth County
- Asheville/Buncombe County
- Greensboro/High Point

North Dakota

- Statewide

Nebraska

- Statewide

New Mexico

- Statewide

Nevada

- Las Vegas/Clark County

New York

- New York City
- Yonkers/Mount Vernon/New Rochelle/Westchester County

Ohio

- Toledo/Lucas County
- Canton/Massillon/Alliance/Stark County

Oklahoma

- Tulsa City & County/Broken Arrow
- Oklahoma City
- Norman/Cleveland County

Pennsylvania

- Philadelphia
- Lower Marion/Norristown/Abington/Montgomery County
- Allentown/Northeast Pennsylvania
- Lancaster City & County
- Bristol/Bensalem/Bucks County
- Pittsburgh/McKeesport/Penn Hills/Allegheny County

Rhode Island

- Statewide

South Carolina

- Charleston/Low Country
- Columbia/Midlands

Tennessee

- Chattanooga/Southeast Tennessee
- Memphis/Shelby County
- Nashville/Davidson County

Texas

- San Antonio/Bexar County
- Austin/Travis County
- Dallas City & County/Irving
- Fort Worth/Arlington/Tarrant County
- El Paso City and County
- Waco/McLennan County
- Texas Balance of State
- Amarillo
- Wichita Falls/Wise, Palo Pinto, Wichita, Archer Counties
- Bryan/College Station/Brazos Valley
- Beaumont/Port Arthur/South East Texas

Utah

- Statewide

Virginia

- Richmond/Henrico, Chesterfield, Hanover Counties
- Roanoke City & County/Salem
- Virginia Beach
- Portsmouth
- Virginia Balance of State
- Arlington County

Washington

- Seattle/King County
- Spokane City & County

Wisconsin

- Statewide

West Virginia

- Statewide

Wyoming

- Wyoming Statewide is in the process of implementing

B. Alignment with Priority Populations, Coordinated Entry (CE) and Housing First: 90 points available (for B-2 thru B-5)	Points Available/Method of Measurement	Self - Score	R&R Initial Score	R&R Final Score
<p>2. Project serves a priority population (Chronic, Vets, Youth 18-24, Families with Children, DV History, Medically Fragile (3+ Conditions at Start)). Up to 18 points possible.</p> <p><i>Source: Cover Sheet; APR; ICA Program Performance Report tracking Project Household characteristics data for July 1, 2017 to June 30, 2018.</i></p>	<p>For all Non-Youth Projects (RRH/PSH) For each of the 6 priority populations, if 25% or more units/beds were occupied by households indicating priority population status at entry = 3 points each (up to 18 points)</p> <p>For all Youth Projects (PSH/THP) For each of the priority populations, if 15% or more units/beds were occupied by households indicating priority population status at entry = 3 points each (up to 18 points)</p>			
<p>3. Demonstrated commitment to Coordinated Entry system as evidenced by percentage of entries from CE referral. Up to 18 points possible.</p> <p><i>Source: Cover Sheet; ICA Metric 11 - Project Entries through CE Report, 10/1/17 thru 7/1/18</i></p>	<p>100% = 18 points</p> <p>90% to 99% = 15 points</p> <p>80% to 90% = 10 points</p> <p>79% or below = 0 points</p>			
<p>4. Demonstrated commitment to Coordinated Entry system as evidenced by rate of participation in Weekly Housing Match Meetings. Up to 18 points possible.</p> <p><i>Source: Cover Sheet; Applicant Assessment of Community Involvement Certification from CoC Executive Board.</i></p>	<p>100% = 18 points</p> <p>90-99% = 15 points</p> <p>80-89% = 12 points</p> <p>70-79% = 9 points</p> <p>69% or below = 0 points</p>			
<p>5. Demonstrated commitment to Housing First principles and policies as evidenced by low rates of cancelled and/or declined CE referrals. Up to 36 points possible.</p> <p><i>Source: Cover Sheet; ICA Metric 12 - Coordinated Entry Referral Report, 10/1/17 thru 7/1/17</i></p>	<p>At least 90% of Referrals were accepted or accepted on waiting list = 36 points</p> <p>At least 80% of Referrals were accepted or accepted on waiting list = 24 points</p> <p>At least 70% of Referrals were accepted or accepted on waiting list = 12 points</p> <p>69% or less = 0 points</p>			

C. Program Performance Measures: 90 points available (for C-6 thru C- 9)	Points Available/Method of Measurement	Self - Score	R&R Initial Score	R&R Final Score
<p>6. Housing Performance Measures (specific to type of housing component- TH, PH-RRH or PH-PSH). 25 Points available</p> <p><i>Source: Cover Sheet, APR and ICA Matrix 7- Permanent Housing Placement / Retention.</i></p>	<p>Transitional & Permanent Housing for Youth</p> <p>75-100% = 25 points 60-74% = 15 points 40-59% = 8 points 39% or below = 0 points</p> <p>Permanent Supportive Housing & Rapid Re-Housing for Adult Head of Households</p> <p>90-100% = 25 points 80-89% = 15 points 60-79% = 8 points 59% or below = 0 points</p>			
<p>7. Total Income Performance Measures specific to type of housing: Transitional Housing (TH), Permanent Supported Housing / Rapid Re-housing (PH-RRH) or Permanent Housing. Provide combined data for stayers and leavers. 25 points available</p> <p><i>Source: Cover Sheet, APR and ICA Metric 4- Employment & Income Growth Report</i></p>	<p>Youth Projects (PSH & TH): <u>Increase or maintain</u> Income (All Sources)</p> <p>45 - 100% = 25 points 30 - 44% = 18 points 20 - 29% = 12 points 10 – 20 % = 7 points 9% or below = 0 points</p> <p>Permanent Housing (PSH & RRH): <u>Increase or Maintain</u> Income (All Sources)</p> <p>65 - 100% = 25 points 50 - 64% = 18 points 40 - 49% = 12 points 35 - 39% = 7 points 34% or below = 0 points</p>			
<p>8. Bed Rate Utilization. Up to 20 points available</p> <p><i>Source: ICA Metric 13 - Bed Nights Provided/Utilization Rate Report, July 1, 2017 thru July 1, 2018.</i></p>	<p>More than 100% = 20 points 85% to 100% = 15 points 75% to 84% = 10 Points 74% or less = 0 Points</p>			
<p>9. Returns to Homelessness Up to 20 points available</p> <p><i>Source: Source: Metric 2 - ICA Program Performance Report tracking Project's Returns to Homelessness, July 1, 2016 thru July 1, 2018.</i></p>	<p>90 - 100% of Leavers Maintained Housing Stability = 20 points 80% to 89% of Leavers Maintained Housing Stability = 15 points 70% to 79% of Leavers Maintained Housing Stability = 10 Points 69% or less = 0 Points</p> <p>Projects with NO LEAVERS exiting the program PRIOR TO June 2016 = 20 points</p>			

D. Fiscal Practices: 45 points available (for D-10 thru D-11)	Points Available/Method of Measurement	Self - Score	R&R Initial Score	R&R Final Score
<p>10. Project is Cost Effective (Comparing Total CoC Funded Project Cost per Person Served to CoC Average within Project Type) Up to 25 Points</p> <p><i>Source: Cover Sheet, Grant Inventory Worksheet, APR, CoC Project Cost Averaging Form due to PP Committee by August 3, 2018.</i></p>	<p>Within 5% of CoC Average Cost Per Person Served in Project Type = 20 points Within 8% of CoC Average Cost Per Person Served in Project Type = 15 points Within 12% of CoC Average Cost Per Person Served in Project Type = 10 Points Above 12% of CoC Average Cost Per Person in Project Type = 0 Points</p>	<p>** DO NOT SELF SCORE THIS AREA.</p>		
<p>11. Reasonable expenditure of HUD funds (Project Spenddown of CoC Funds). Up to 20 points available</p> <p><i>Source: Cover Sheet, Project Applicant Compliance Summary from Project Monitoring Agent</i></p>	<p><i>2% or less unspent funds = 20 points 2.1 to 5% unspent funds = 10 points 6% or more unspent funds = 0 points</i></p>			
E. CoC/Community Involvement & Program Compliance 45 points available (for E-12 thru E-17)	Points Available/Method of Measurement	Self - Score	R&R Initial Score	R&R Final Score
<p>12. Decision maker attendance at CoC Membership Mtgs. Up to 4 points available</p> <p><i>Source: Cover Sheet, Applicant Assessment of Community Involvement Certification from CoC Executive Board</i></p>	<p><i>75-100% Meeting attendance = 4 points</i></p>			
<p>13. A Project Decision maker(s) is an active member of at least one CoC committee. Up to 2 points.</p> <p><i>Source: Cover Sheet, Applicant Assessment of Community Involvement Certification from CoC Executive Board</i></p>	<p><i>A Project Decision Maker is an active member of at least one CoC Committee or sub-committee = 2 points.</i></p>			
<p>14. A Project Decision maker(s) plays leadership role in at least one CoC Committee or sub-Committee as Committee Chair, Co-Chair or Vice-Chair. Up to 4 points.</p> <p><i>Source: Cover Sheet, Applicant Assessment of Community Involvement Certification from CoC Executive Board</i></p>	<p><i>A Project Decision Maker is acting as Chair, Co-Chair or Vice-Chair for at least one CoC Committee = 4 points.</i></p>			

<p>15. Project's HMIS Data Quality. Up to 15 points available</p> <p><i>Source: Cover Sheet, HMIS Data Quality Report Card</i></p>	<p>A = 15 points</p> <p>B = 8 points</p> <p>C or below = 0 points</p>			
<p>16. Project's HUD / DHS / CoC Contract Compliance Monitoring Outcomes. Up to 10 points available.</p> <p><i>Source: Cover Sheet, Project Applicant Compliance Summary from Project Monitoring Agent</i></p>	<p>All project monitoring findings were corrected within 30 days of notice of finding when last monitored) = 10 points</p>			
<p>17. Project's HUD / DHS / CoC Contract Fiscal Compliance Monitoring Outcomes. Up to 10 points available.</p> <p><i>Source: Cover Sheet, Project Applicant Compliance Summary from Project Monitoring Agent</i></p>	<p>At least 80% of Project's monthly billings were submitted on-time and approved as initially submitted = 10 points</p>			
<p>F. Bonus Participation Points (Up to 30 points available for F-18 thru F-19)</p>	<p>Points Available/Method of Measurement</p>	<p>Self - Score</p>	<p>R&R Initial Score</p>	<p>R&R Final Score</p>
<p>18. Effective Project Budget & Expenditure Monitoring. Up to 10 points available</p> <p><i>Source: Cover Sheet, Project Applicant Compliance Summary from Project Monitoring Agent, Agency provided Copies of written requests for budget amendments and all responsive documents received from DHS and/or HUD)</i></p>	<p>Up to 10 points assigned at the discretion of reviewers based on the thoroughness of information provided indicating Agency's efforts to achieve a workable, cost effective budget that produces desired outcomes for the households served.</p>			
<p>19. Identification of CoC Funding Available for Reallocation to New Projects</p> <p><i>Source: Cover Sheet</i></p>	<p>FY2018 CoC Funding award request is reasonable and at least 10% less than FY2017 award = 20 points</p> <p>FY2018 CoC Funding total is reasonable and at least 10% less than FY2017 award = 20 points</p>			

I, _____ (print name), in my capacity as the most senior executive for the Agency administering the subject CoC Program contract, hereby certify that I have reviewed all final documents prepared for submission to the Program Performance Committee and used those documents to complete the above self-scoring exercise.

By: _____

Title

Date

B. Alignment with Priority Populations, Coordinated Entry (CE) and Housing First: 90 points available (for B-2 thru B-5)	Points Available/Method of Measurement	Self - Score	R&R Initial Score	R&R Final Score
<p>2. Project serves a priority population (Chronic, Vets, Youth 18-24, Families with Children, DV History, Medically Fragile (3+ Conditions at Start)). Up to 18 points possible.</p> <p><i>Source: Cover Sheet; APR; ICA Program Performance Report tracking Project Household characteristics data for July 1, 2017 to June 30, 2018.</i></p>	<p>For all Non-Youth Projects (RRH/PSH) For each of the 6 priority populations, if 25% or more units/beds were occupied by households indicating priority population status at entry = 3 points each (up to 18 points)</p> <p>For all Youth Projects (PSH/THP) For each of the priority populations, if 15% or more units/beds were occupied by households indicating priority population status at entry = 3 points each (up to 18 points)</p>			
<p>3. Demonstrated commitment to Coordinated Entry system as evidenced by percentage of entries from CE referral. Up to 18 points possible.</p> <p><i>Source: Cover Sheet; ICA Metric 11 - Project Entries through CE Report, 10/1/17 thru 7/1/18</i></p>	<p>100% = 18 points</p> <p>90% to 99% = 15 points</p> <p>80% to 90% = 10 points</p> <p>79% or below = 0 points</p>			
<p>4. Demonstrated commitment to Coordinated Entry system as evidenced by rate of participation in Weekly Housing Match Meetings. Up to 18 points possible.</p> <p><i>Source: Cover Sheet; Applicant Assessment of Community Involvement Certification from CoC Executive Board.</i></p>	<p>100% = 18 points</p> <p>90-99% = 15 points</p> <p>80-89% = 12 points</p> <p>70-79% = 9 points</p> <p>69% or below = 0 points</p>			
<p>5. Demonstrated commitment to Housing First principles and policies as evidenced by low rates of cancelled and/or declined CE referrals. Up to 36 points possible.</p> <p><i>Source: Cover Sheet; ICA Metric 12 - Coordinated Entry Referral Report, 10/1/17 thru 7/1/17</i></p>	<p>At least 90% of Referrals were accepted or accepted on waiting list = 36 points</p> <p>At least 80% of Referrals were accepted or accepted on waiting list = 24 points</p> <p>At least 70% of Referrals were accepted or accepted on waiting list = 12 points</p> <p>69% or less = 0 points</p>			

C. Program Performance Measures: 90 points available (for C-6 thru C- 9)	Points Available/Method of Measurement	Self - Score	R&R Initial Score	R&R Final Score
<p>6. Housing Performance Measures (specific to type of housing component- TH, PH-RRH or PH-PSH). 25 Points available</p> <p><i>Source: Cover Sheet, APR and ICA Matrix 7- Permanent Housing Placement / Retention.</i></p>	<p>Transitional & Permanent Housing for Youth</p> <p>75-100% = 25 points 60-74% = 15 points 40-59% = 8 points 39% or below = 0 points</p> <p>Permanent Supportive Housing & Rapid Re-Housing for Adult Head of Households</p> <p>90-100% = 25 points 80-89% = 15 points 60-79% = 8 points 59% or below = 0 points</p>			
<p>7. Total Income Performance Measures specific to type of housing: Transitional Housing (TH), Permanent Supported Housing / Rapid Re-housing (PH-RRH) or Permanent Housing. Provide combined data for stayers and leavers. 25 points available</p> <p><i>Source: Cover Sheet, APR and ICA Metric 4- Employment & Income Growth Report</i></p>	<p>Youth Projects (PSH & TH): <u>Increase or maintain</u> Income (All Sources)</p> <p>45 - 100% = 25 points 30 - 44% = 18 points 20 - 29% = 12 points 10 – 20 % = 7 points 9% or below = 0 points</p> <p>Permanent Housing (PSH & RRH): <u>Increase or Maintain</u> Income (All Sources)</p> <p>65 - 100% = 25 points 50 - 64% = 18 points 40 - 49% = 12 points 35 - 39% = 7 points 34% or below = 0 points</p>			
<p>8. Bed Rate Utilization. Up to 20 points available</p> <p><i>Source: ICA Metric 13 - Bed Nights Provided/Utilization Rate Report, July 1, 2017 thru July 1, 2018.</i></p>	<p>More than 100% = 20 points 85% to 100% = 15 points 75% to 84% = 10 Points 74% or less = 0 Points</p>			
<p>9. Returns to Homelessness Up to 20 points available</p> <p><i>Source: Source: Metric 2 - ICA Program Performance Report tracking Project's Returns to Homelessness, July 1, 2016 thru July 1, 2018.</i></p>	<p>90 - 100% of Leavers Maintained Housing Stability = 20 points 80% to 89% of Leavers Maintained Housing Stability = 15 points 70% to 79% of Leavers Maintained Housing Stability = 10 Points 69% or less = 0 Points</p> <p>Projects with NO LEAVERS exiting the program PRIOR TO June 2016 = 20 points</p>			

D. Fiscal Practices: 45 points available (for D-10 thru D-11)	Points Available/Method of Measurement	Self - Score	R&R Initial Score	R&R Final Score
<p>10. Project is Cost Effective (Comparing Total CoC Funded Project Cost per Person Served to CoC Average within Project Type) Up to 25 Points</p> <p><i>Source: Cover Sheet, Grant Inventory Worksheet, APR, CoC Project Cost Averaging Form due to PP Committee by August 3, 2018.</i></p>	<p>Within 5% of CoC Average Cost Per Person Served in Project Type = 20 points Within 8% of CoC Average Cost Per Person Served in Project Type = 15 points Within 12% of CoC Average Cost Per Person Served in Project Type = 10 Points Above 12% of CoC Average Cost Per Person in Project Type = 0 Points</p>	<p>** DO NOT SELF SCORE THIS AREA.</p>		
<p>11. Reasonable expenditure of HUD funds (Project Spenddown of CoC Funds). Up to 20 points available</p> <p><i>Source: Cover Sheet, Project Applicant Compliance Summary from Project Monitoring Agent</i></p>	<p><i>2% or less unspent funds = 20 points 2.1 to 5% unspent funds = 10 points 6% or more unspent funds = 0 points</i></p>			
E. CoC/Community Involvement & Program Compliance 45 points available (for E-12 thru E-17)	Points Available/Method of Measurement	Self - Score	R&R Initial Score	R&R Final Score
<p>12. Decision maker attendance at CoC Membership Mtgs. Up to 4 points available</p> <p><i>Source: Cover Sheet, Applicant Assessment of Community Involvement Certification from CoC Executive Board</i></p>	<p><i>75-100% Meeting attendance = 4 points</i></p>			
<p>13. A Project Decision maker(s) is an active member of at least one CoC committee. Up to 2 points.</p> <p><i>Source: Cover Sheet, Applicant Assessment of Community Involvement Certification from CoC Executive Board</i></p>	<p><i>A Project Decision Maker is an active member of at least one CoC Committee or sub-committee = 2 points.</i></p>			
<p>14. A Project Decision maker(s) plays leadership role in at least one CoC Committee or sub-Committee as Committee Chair, Co-Chair or Vice-Chair. Up to 4 points.</p> <p><i>Source: Cover Sheet, Applicant Assessment of Community Involvement Certification from CoC Executive Board</i></p>	<p><i>A Project Decision Maker is acting as Chair, Co-Chair or Vice-Chair for at least one CoC Committee = 4 points.</i></p>			

<p>15. Project's HMIS Data Quality. Up to 15 points available</p> <p><i>Source: Cover Sheet, HMIS Data Quality Report Card</i></p>	<p>A = 15 points</p> <p>B = 8 points</p> <p>C or below = 0 points</p>			
<p>16. Project's HUD / DHS / CoC Contract Compliance Monitoring Outcomes. Up to 10 points available.</p> <p><i>Source: Cover Sheet, Project Applicant Compliance Summary from Project Monitoring Agent</i></p>	<p>All project monitoring findings were corrected within 30 days of notice of finding when last monitored) = 10 points</p>			
<p>17. Project's HUD / DHS / CoC Contract Fiscal Compliance Monitoring Outcomes. Up to 10 points available.</p> <p><i>Source: Cover Sheet, Project Applicant Compliance Summary from Project Monitoring Agent</i></p>	<p>At least 80% of Project's monthly billings were submitted on-time and approved as initially submitted = 10 points</p>			
<p>F. Bonus Participation Points (Up to 30 points available for F-18 thru F-19)</p>	<p>Points Available/Method of Measurement</p>	<p>Self - Score</p>	<p>R&R Initial Score</p>	<p>R&R Final Score</p>
<p>18. Effective Project Budget & Expenditure Monitoring. Up to 10 points available</p> <p><i>Source: Cover Sheet, Project Applicant Compliance Summary from Project Monitoring Agent, Agency provided Copies of written requests for budget amendments and all responsive documents received from DHS and/or HUD)</i></p>	<p>Up to 10 points assigned at the discretion of reviewers based on the thoroughness of information provided indicating Agency's efforts to achieve a workable, cost effective budget that produces desired outcomes for the households served.</p>			
<p>19. Identification of CoC Funding Available for Reallocation to New Projects</p> <p><i>Source: Cover Sheet</i></p>	<p>FY2018 CoC Funding award request is reasonable and at least 10% less than FY2017 award = 20 points</p> <p>FY2018 CoC Funding total is reasonable and at least 10% less than FY2017 award = 20 points</p>			

I, _____ (print name), in my capacity as the most senior executive for the Agency administering the subject CoC Program contract, hereby certify that I have reviewed all final documents prepared for submission to the Program Performance Committee and used those documents to complete the above self-scoring exercise.

By: _____

Title

Date



CoC 2018 Program Performance Committee Rank and Review Assessment of Community Involvement July 2017 - June 2018

Name of Agency: _____

Name HUD CoC funded Project: _____

1. Decision maker attendance at CoC general membership meetings -- For each of the dates noted below in which general membership meetings were held, please note the name and title of the person from your agency that attended. Please also note whether the staff in attendance qualify as decision makers for the Project. To qualify as a decision maker for these purposes, the staff identified must be the Agency's Chief Executive and/or Lead Staff overseeing the Project (as identified on page one of your project cover sheet).

Meeting Date	Name	Title	Decision Maker Y/N
August 17, 2017			
October 19, 2017			
December 21, 2017			
February 15, 2018			
April 19, 2018			
June 21, 2018			



CoC 2018 Program Performance Committee Rank and Review Assessment of Community Involvement July 2017 - June 2018

2. Decision maker(s) attendance participation in CoC Committees -- Please tell us which CoC Committees that your PROJECT DECISION MAKER(S) serves on, the # of meetings (between July 2017 and June 2018) decision maker attended, the decision makers' name and title, and note whether the decision maker acted as Chair, Co-Chair or Vice Chair of this committee.

Planning Committee

# of Meetings Attended	Name	Title	Chair/Vice Chair Y/N

Service Delivery Committee

# of Meetings Attended	Name	Title	Decision Maker Y/N

Membership Committee

# of Meetings Attended	Name	Title	Decision Maker Y/N

Advocacy Committee

# of Meetings Attended	Name	Title	Decision Maker Y/N

Rank and Review Committee

# of Meetings Attended	Name	Title	Decision Maker Y/N



**CoC 2018 Program Performance Committee
Rank and Review
Assessment of Community Involvement
July 2017 - June 2018**

HMIS Committee

# of Meetings Attended	Name	Title	Decision Maker Y/N

PIT Committee

# of Meetings Attended	Name	Title	Decision Maker Y/N

Consumer Council

# of Meetings Attended	Name	Title	Decision Maker Y/N

Coordinated Entry Subcommittee

# of Meetings Attended	Name	Title	Decision Maker Y/N



**CoC 2018 Program Performance Committee
Rank and Review
Assessment of Community Involvement
July 2017 - June 2018**

3. Agency's participation rate in Weekly Housing Match Meetings.

The Agency participated in _____ (number of meetings attended) of _____ (total number of meetings held), from January 1, 2018 through June 30, 2018.

Agency participated in _____ % of our CoC's Housing Match Meetings.

Signature of the Chief Executive of the Agency:

Date

Print Name



2018 Cover Sheet for CoC Renewal Projects With Contracts

Agency Name	
Project Name	
Grant Number	
Current Contract Start Date	
Prior Contract Start Date	

Project’s Agency Decision Makers:

**Name of Agency’s Chief Executive
with Project Decision Making Authority:** _____

Title: _____

Phone: _____

Email: _____

**Name of Agency’s Project Lead/Manager/Director
with Project Decision Making Authority:** _____

Title: _____

Phone: _____

Email: _____

Project’s Program Type:

- Permanent Supportive Housing Rapid Re-Housing
 Transitional Housing for Youth Other _____

A. General Renewal Project Information: 30 of 300 points.

1. _____ **Yes** _____ **No** Application Checklist and All Project Application exhibits attached, or properly noted as not applicable.

**B. Alignment with Prioritized Populations, Coordinated Entry and Housing First:
Up to 90 of 300 points available.**

2. **If the Project is dedicated to serving one or more of the following populations, please state the percentage of total beds/units occupied were filled by each of the priority populations below.**

- _____ % Chronic Homeless
- _____ % Youth (18-24)
- _____ % Families with Children
- _____ % Veterans
- _____ % Domestic Violence Survivors
- _____ % Medically Fragile (3+ Conditions at Project Entry)

3. **Project demonstrated commitment to participation in our Coordinated Entry system as evidenced by percentage of entries from Coordinated Entry Referral:**

- a. _____ % of new entries referred to Project from Coordinated Entry (per HMIS)
- b. _____ % of new entries referred to the Project from Coordinated Entry AND enrolled in response to a CoC Executive Board directive to prioritize certain referrals made outside the protocols of the CoCs Coordinated Entry manual. 3.b. may not be applicable to your Project. If your Agency's Project counts are different from HMIS data, please respond to 3.b. For example, if your Agency prioritized Hope House referrals per CoC Executive Board directive and in support of the Hope House conversion from TH to PSH, those referrals may not be included in your Project's HMIS CE referral count, requiring further information to receive maximum points earned.

If your Project is providing information responsive to 3.b., for consideration you must also provide a narrative explanation on why 3.a. differs from 3.b. that includes HMIS #s for all households discussed, the CoC directive under which you acted to take non-coordinated entry referrals and detailed information about the circumstances surrounding the non-coordinated entry referral's enrollment in the Project. Be as detailed as needed to fully explain circumstances. Due to the limited time the PP Committee has to rank and review CoC Projects, the Committee will not be able to follow-up on incomplete responses, so PLEASE make every effort to support your position fully and as noted above.

4. Project demonstrated commitment to participation in our Coordinated Entry system as evidenced by Agency’s participation rate in Weekly Housing Match Meetings:

- a. _____ % of total Weekly Housing Match Meetings attended (per Applicant Assessment of Community Involvement Certification)

Agencies may provide narrative information justifying its lower attendance rate at Housing Match Meetings to be considered for increased points over and above that earned based on stated percentage of meetings attended (such as, the Project had no pending referrals during x-time period, the Project was able to engage and house referrals quickly demonstrating assistance from Housing Match Meeting participants was not needed, etc.). Be as detailed as needed to fully explain circumstances (and include number of days it took to house the referral without Match Meeting Participation. Due to the limited time the PP Committee has to rank and review CoC Projects, the Committee will not be able to follow-up on incomplete responses, so PLEASE make every effort to support your position fully and as noted above.

5. Project demonstrated commitment to Housing First principles and policies as evidenced by rates of Accepted (and Waitlisted) Coordinated Entry Referrals:

- a. _____ Total number of households referred from Coordinated Entry (per HMIS report).
b. _____ Total number of referrals cancelled by the Project (per HMIS report).
c. _____ total number of referrals declined by the Project (per HMIS report).
d. _____ total number of referrals outstanding by the Project (per HMIS)
e. _____ % of households referred to Project from Coordinated Entry that were Accepted or Accepted on Waiting List (per Metric 12 - ICA Coordinated Entry Referral Report)

If Agency wishes to challenge its HMIS reported rate of cancelled and/or declines and/or outstanding to be considered for increased points in this category (i.e. above points earned pursuant to HMIS data) provide at least the following information for each referral at issue:

- 1. The HMIS #s for each households discussed;***
- 2. A detailed explanation as to why the referral was cancelled that includes all efforts made to enroll the client in the project prior to cancellation, and/or***
- 3. A detailed explanation as to why the referral was declined that includes all efforts made to enroll the client in the project prior to declining; and/pr***
- 4. A detailed explanation as to why the referral remains outstanding.***

Be as detailed as needed to fully explain circumstances. INCLUDE Agency position as to why the cancelled and/or declined referral was not contrary to HUD and/or CoC Policies to operate pursuant

to Housing First principles and the CoC's Coordinated Entry Manual. Be as detailed as needed to fully explain circumstances. Due to the limited time the PP Committee has to rank and review CoC Projects, the Committee will not be able to follow-up on incomplete responses, so PLEASE make every effort to support your position fully and as noted above.

C. Program Performance Measures: Up to 90 of 300 points available.

6. Housing Performance Measures for Project's Combined Stayers and Leavers (APR data):

For PSH/RRH Projects: _____% of households who remained in permanent housing or exited the Project to permanent housing (per APR and ICA Matrix 7 Permanent Housing Placement / Retention).

For TH Projects: _____% of households who exited the Project to permanent housing (per APR and ICA Matrix 7 Permanent Housing Placement / Retention).

For RRH Projects: _____% of households who exited to permanent housing (per APR and ICA Matrix 7 Permanent Housing Placement / Retention).

7. Income Performance Measure (APR data):

For PSH Projects: _____% of households who **increased or maintained** income from all sources (Earned Income and Other Income) (per APR and ICA Report Metrix 4).

For TH Projects: _____ % of households who **increased** income from all sources (Earned Income and Other Income) (per APR and ICA Report Metrix 4).

For RRH Projects: _____% of households who **increased** Earned Income. (per APR and ICA Report Metrix 4).

8. Unit/Bed Utilization Rate (APR data):

_____ % of Units/Bed Utilized (per ICA Average Bed Utilization Report).

9. Returns to Homelessness (APR data):

For Projects that were operational as of July 1, 2016 and have since that date had households who exited to permanent housing, please state:

_____ % of exited households who remained permanently housed. (per APR and ICA Metrix 2 Returns to homelessness).

D. Fiscal Practices / Program Budget: Up to 45 of 300 points available.

Amount of HUD funding requested for FY2018: \$ _____

- a. Amount of Program Match Commitment -- CASH: \$ _____
- b. Amount of Program Match Commitment – IN KIND: \$ _____

FY2017 Program Budget Review and FY2018 Budget Proposed from CoC Funding

Expenditure Type	Total Project Budget awarded in 2017 Contract	CoC Funds Requested For 2018 Contract	% of Total Project Budget	Increase/ Decrease In funding from Prior contract year
Supportive Services Budget				
Operating Budget				
Leasing <u>OR</u> Rental Assistance (please circle one)				
Admin Fees collected by Agency				
TOTAL				**

**** Bonus Points -- Project’s requesting a decrease in funding to allow for Reallocation to New CoC Projects (points award also requires response to Question 19 below).**

10. Project Cost is Reasonable and Cost Effective as Compared to Similar CoC Projects per *Project Cost Averaging Form* due to PP Committee by August 3, 2018.

- a. _____ total number of persons served by the Project during the period July 1, 2017 through June 30, 2018 (including all household members)
- b. \$ _____ total CoC funds expended during the period.
- c. \$ _____ average CoC expenditures per person during the period (as determined by dividing 10.b. by 10.a.)

11. Percentage of HUD program income expended

_____ % of CoC funding remaining unspent at the end of the most recently completed contract year close-out.

Funding Period (most recent completed contract year)**	Annual Award \$	Leasing /Rental Funds Unspent	Contract Funds Unspent / Returned	Reason for Underspending / Return of Funds

**** If Renewal Application is for a First Year Project that has a contract start date of less than a year from NOFA publication, use monthly figures and averages. For example if the contract has been active for 10 complete months as of the date of completion of this form, prorate all requested information by 10/12th.**

E. CoC/Community Involvement & Program Compliance: Up to 45 of 300 points available.

12. _____ % of CoC Membership Meetings attended by Agency’s Program Director responsible for the subject Project Renewal and/or Chief Executive from July 1, 2017 through June 30, 2018:

_____ % .

13 & 14. Which of the following CoC Committees and/or Sub-Committees did your Agency’s Project Decision Makers (as identified on Page One) participate in as a Member as indicate with a “✓”. If Project Decision Maker participated as Chair, Co-Chair or Vice-Chair as indicated with a “C” for Chair or Co-Chair or “V” for Vice-Chair. Provide responsive information for the period July 2017 through June 2018.

_____ Governance/ Membership _____ Consumer Council _____ Coordinated Entry _____ System Performance
_____ Planning _____ HMIS _____ Service Delivery _____ Emergency Response
_____ Program Performance _____ Advocacy _____ Regional Planning _____ PIT / Outreach

15. HMIS Data Quality Report Card for Renewal Project for July 1, 2017 through June 30, 2018:

_____ (insert Grade here – must receive A or B grade to receive points).

16. Project's HUD / DHS / CoC Contract Compliance Monitoring (as of last completed monitoring):

- a. Did the Project have outstanding monitoring findings for more than 30 days following the date of which the Project was notified of finding(s) requiring correction?
____ yes ____ no
- b. If yes, did the Project have outstanding monitoring findings for more than 45 days following the date of which the Project was notified of finding(s) requiring correction?
____ yes ____ no

If any HUD /DHS finding(s) remains unresolved as of this submission, include details of action steps undertaken and/or to be undertaken in response to Monitoring Findings. Attach narrative explanation here. No character limit.

17. Project's HUD/DHS/CoC Contract Fiscal Compliance Monitoring

For the past 12 months** (i.e. monthly billings due between July 15, 2017 June 15, 2018) did your Project submit at least 80% of billings on time and were at least 80% approved as complete with initial billing submission. ____yes ____ no

**** If your Project is in its first year, please provided information starting with the first month on which a billing was due.**

F. Bonus Points Opportunity: Up to 20 points available.

18. Bonus Points: Effective Project Budgeting & Expenditure Monitoring

- a. Did your Project request a budget amendment during (or following) the contract year, in response to budget and/or spenddown concerns? ____ yes ____ no
- b. If yes, was the request approved? ____ yes ____ no.

If your request was not approved, please explain by attaching a narrative.

- c. Does the Project wish to pursue a budget amendment, for any reason? ___ **yes** ___ **no**
- d. **If yes**, please provide a detailed narrative explaining ALL reasons the Project and/or CoC may benefit from the proposed budget amendments; include information about how the proposed changes are expected to increase or decrease the number of households projected to be served by the Project; include information about how the proposed changes are expected to improve specific Project Performance Outcomes; include information about how the proposed changes are expected to improve System-Wide Performance Outcomes.

19. Bonus Points: Referring to your Project's Budget information provided in Section D, Fiscal Practices / Project Budget, if your Project FY2018 Program Budget for CoC funds requested demonstrates a decrease in CoC Funding required to operate the Renewal Program, enter the suggested funding available for reallocation below:

\$ _____ ***for reallocation to CoC New Projects.***

Please explain how the proposed CoC funds cost savings will be achieved without reducing the numbers of households served or the quality of housing and support services provided under the program.

Attach explanation here. No character limit



2018 Cover Sheet for CoC Renewal Projects With Contracts



CoC 2018 Program Performance Committee
 Rank and Review
 CoC Project Cost Averaging Data
 July 2017 - June 2018

Project Name:
Agency Name:
Housing Type: <input type="checkbox"/> Permanent Supportive Housing <input type="checkbox"/> Rapid Re-housing <input type="checkbox"/> Transitional Housing for Youth <input type="checkbox"/> Other

REPLY REQUIRED BY AUGUST 3, 2018.
 PLEASE EMAIL COMPLETED FORM TO CRAIG WESTBAY AT craigwestbay@gmail.com

Household Characteristic Targeted By Project As Required By Grant Agreement (list all that apply – examples chronic adults, chronic families, serious mental illness, domestic violence survivors, co-occurring disorders, HIV/AIDS, etc.): _____

-
- a. _____ total number of persons served by the Project during the period July 1 2017 through June 30, 2018 (including all household members) from Project APR
 - b. _____ total number of households served by the Project during the period July 1 2017 through June 30, 2018 from Project APR
 - c. \$_____ total contracted CoC funds for the period.
 - d. \$_____ average CoC expenditures per person during the period (as determined by dividing c. by a.)
 - e. \$_____ average CoC expenditure per household during the period (as determined by dividing c. by b.)

Signature of the Chief Executive of the Agency: _____

 Print Name

 Date



CoC 2018 Program Performance Committee
Rank and Review
CoC Project Monitoring Agent Certification
July 2017 - June 2018

Project Name:
Agency Name:
Monitoring Agent's Name:
Email:

1. The above referenced CoC funded Project left _____% of CoC funding unspent at the end of the most recently completed contract year close-out.
2. Did the above referenced CoC funded Project have outstanding monitoring findings for more than 30 days following the date of which the Project was notified of finding(s) requiring correction? ___ **yes** ___ **no**
3. Did the above referenced CoC funded Project have outstanding monitoring findings for more than 45 days following the date of which the Project was notified of finding(s) requiring correction? ___ **yes** ___ **no**

If the above referenced CoC funded Project had/has outstanding monitoring findings for more than 45 days following the date of which the Project was notified of finding(s) requiring correction, please attach all correspondence with the Project's Agency regarding said findings.

4. For the past 12 months** (i.e. monthly billings due between July 15, 2017 June 15, 2018) did the above referenced Project submit at least 80% of billings on time and were at least 80% approved as complete with initial billing submission?
_____ **yes** _____ **no**

**** If the Project is in its first year, please provided information starting with the first month on which a billing was due.**

Signature of Monitoring Agent: _____

Print Name

Date



Parking Restrictions:
Hop in the City at Schlafly Tap Room

Homeless Services

Continuum of Care (Coc) Plan

Biddle Housing Opportunities Center

News and Announcements

Documents

2018 Continuum of Care (CoC) Application

FY 2018 Continuum of Care (CoC) Application

Publication Date: 09/14/2018

Document Type: Informational Pages

Sponsor: Homeless Services

Summary

FY 2018 CoC new and renewal projects for review.

Download

1. [MO-501 FY 2018 CoC Priority Listing PDF \(127.62 KB\)](#)
2. [MO-501 FY 2018 St. Louis CoC Application PDF \(13.90 MB\)](#)
3. [MO-501 FY 2018 St. Louis CoC Planning Grant PDF \(49.93 KB\)](#)

2018 Continuum of Care Application Review

The 2018 Continuum of Care (CoC) Application and the Review, Score, Ranking, and Recommendations Process are Available for Review.

September 14, 2018 | 2 min reading time



The CoC (Continuum of Care) Consolidated Application is prepared by the [St. Louis City CoC](http://cocstl.org) [cocstl.org] and City of St. Louis Department of Human Services, Homeless Division staff and submitted to the US Department of Housing and Urban Development (HUD) annually.



Department:
Homeless Services

Topic:
[Homelessness](#)

CoC funding is the largest single funding source for housing and services for homeless and formerly homeless households in the City of St. Louis.

Review copies of documents related to the 2018 CoC Competition below.

[2018 CoC Competition Documents](#)

- Notice of Funding Availability (NOFA) for the FY 2018 Continuum of Care PDF (released on 6/20/18)
- MO-501 FY 2018 Request for Proposals (RFP) PDF

[2018 CoC Review, Score, Ranking, and Recommendations Process](#)

- MO-501 FY 2018 CoC Review, Score, Rank, & Recommendation Process PDF
- MO-501 FY 2018 Program Performance Recommendations - Approved PDF

2018 CoC Review, Score, Ranking, and Recommendations Process

The process for the 2018 CoC Review, Score, Ranking and Recommendations Process

Publication Date: 09/14/2018

Document Type: Informational Pages

Sponsor: Homeless Services

Download

1.  [MO-501 FY 2018 CoC Review, Score, Rank, & Recommendation Process PDF](#) (242.63 KB)
2.  [MO-501 FY 2018 Program Performance Recommendations - Approved PDF](#) (222.08 KB)
3.  [MO-501 FY 2018 Request for Proposals \(RFP\) PDF](#) (223.02 KB)

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- [Adobe Reader](#)  [get.adobe.com] (can read PDF files)

the Department of Personnel on or before 4:00 p.m. Central Daylight Time, July 27, 2018. Proposals may be hand delivered or mailed to: Department of Personnel, Recruitment and Examination Section, Attention: Bryan Boeckelmann, 1114 Market Street, Room 700, St. Louis, Missouri 63101-2043.

**CITY OF ST. LOUIS
INFORMATION TECHNOLOGY
SERVICES AGENCY**

**REQUEST FOR
PROPOSALS (RFP)**

**for
Internet Point of Presence
and/or Wholesale Internet
Services**

The City of St. Louis Information Technology Services Agency is requesting proposals for internet point of presence and/or wholesale internet services.

Requests for Proposals may be obtained at ITSA, 1200 Market Street, Room 214 City Hall, St. Louis MO 63110 or downloaded from the City's website at <https://www.stlouis-mo.gov/government/procurement/index.cfm#rfp>.

Mandatory "Letters of Intent to Submit a Proposal" are due Monday July 16, 2018 by 5:00 PM (CST). Sealed Proposals will then be received until 3:00 pm (CST) Friday August 24, 2018 at ITSA.

The City of St. Louis is an Equal Opportunity Employer and Bidders shall comply with Mayor's Executive Order #28, as amended. The City of St. Louis reserves the right to accept or reject any or all responses or to cancel this bid in part or in its entirety.



**CITY OF ST. LOUIS
DEPARTMENT OF
HUMAN SERVICES**

**REQUEST FOR
PROPOSALS (RFP)**

**for
RAPID RE-HOUSING (RRH)
NEW PROJECTS- HUD
2017 CONTINUUM OF
CARE (CoC) PROGRAM**

The City of St. Louis Department of

Human Services is soliciting proposals for NEW PROJECTS for the HUD 2017 Continuum of Care (CoC) Programs for:

RAPID RE-HOUSING (RRH) for individuals and families (including unaccompanied youth), who are residing on the streets, in emergency shelters and who are fleeing domestic violence.

Beginning June 29, 2018, RFP packets will be available via pick-up at the:

Department of Human Services
Homeless Services Division
1520 Market, Room 4065
St. Louis, MO 63103
ph# 314- 657-1704

Or via download from the City of St. Louis website:

<https://www.stlouis-mo.gov/government/procurement.cfm>

Proposals are due Monday, July 30, 2018 by 5:00 p.m., at the Department of Human Services.

**CITY OF ST. LOUIS
PARKS, RECREATION &
FORESTRY**

**REQUEST FOR
PROPOSALS (RFP)**

**for
RECREATION CENTER
PROGRAMMING**

The City of St. Louis is seeking qualified organizations to submit Proposals to provide various types of activities, programming and services at its seven (7) recreation centers with an emphasis on possible types of activities, programming and services that would engage, motivate and educate the youth who utilize the centers.

The Request for Proposals may be obtained at the Department of Parks, Recreation and Forestry, 5600 Clayton in Forest Park, St. Louis, MO 63110 or downloaded from the City's website at <http://stlouis-mo.gov/departments/parks>.

Sealed proposals will be received until 4:00 P.M. on Tuesday, August 14, 2018 at the Department of Parks.

The City of St. Louis is an Equal opportunity Employer, and Respondents shall comply with the Mayor's Executive Order #28, as amended.

The City of St. Louis reserves the right

to accept or reject any or all responses or to cancel this bid in part or in its entirety.

**DEPARTMENT
OF PERSONNEL**

NOTICE OF EXAMINATIONS

The City of St. Louis, Department of Personnel at 1114 Market Street, Room 700, announces competitive Civil Service examinations to fill vacancies in the Municipal Service.

The last date for filing an application for the following examinations is **JULY 20, 2018**.

BUILDING INSPECTOR I

Prom./O.C. 2684
\$36,478 to \$60,866 (Annual Salary Range)

**HUMAN RESOURCES
SPECIALIST I**

(Benefits Administration)
Prom./O.C. 2790
\$36,400 to \$56,888 (Annual Salary Range)

Applications for the following examination will be accepted until a sufficient number are received to fill the anticipated vacancies. Please submit application as soon as possible.

PAYROLL SPECIALIST II

Prom./O.C.C. 2789
\$30,394 to \$47,502 (Annual Salary Range)

Vacation, Holidays, Medical Leave, Social Security, and Employees Retirement System Benefits privileges are provided in addition to salary.

Application forms and further information concerning duties of positions, desirable and necessary qualifications, relative weights of examination components, and duration of eligible lists may be secured at the office of the Department of Personnel, 1114 Market Street, Room 700, St. Louis MO 63101. Applications can be submitted on the Internet. Visit the City web site at <http://stlouis-mo.gov/jobs>

Richard R. Frank
Director

July 3, 2018

Requests for proposals may be downloaded from the City of St. Louis website at: <https://www.stlouis-mo.gov/government/departments/personnel/documents/temporary-staffing-services-rfp.cfm>

The proposals must be delivered to the Department of Personnel on or before 4:00 p.m. Central Daylight Time, July 27, 2018. Proposals may be hand delivered or mailed to: Department of Personnel, Recruitment and Examination Section, Attention: Bryan Boeckelmann, 1114 Market Street, Room 700, St. Louis, Missouri 63101-2043.

REQUEST FOR PROPOSALS (RFP)

The City of St. Louis Port Authority ("the Authority") requests proposals from those interested in leasing approximately 157,000 SF of warehouse space on a 6.45-acre lot at 2226 N. 1st St., aka #5 Clinton St. Additional vacant parcels close-by of 3.21 acres and 4.2 acres are also available for lease in conjunction with the warehouse lease.

For more information go to SLDC website: www.stlouis-mo.gov/slde



**CITY OF ST. LOUIS
DEPARTMENT OF
HUMAN SERVICES**

REQUEST FOR PROPOSALS (RFP) for RAPID RE-HOUSING (RRH) NEW PROJECTS- HUD 2017 CONTINUUM OF CARE (CoC) PROGRAM

The City of St. Louis Department of Human Services is soliciting proposals for NEW PROJECTS for the HUD 2017 Continuum of Care (CoC) Programs for:

RAPID RE-HOUSING (RRH) for individuals and families (including unaccompanied youth), who are residing on the streets, in emergency shelters and who are fleeing domestic violence.

Beginning June 29, 2018, RFP packets will be available via pick-up at the:

Department of Human Services
Homeless Services Division
1520 Market, Room 4065

St. Louis, MO 63103
ph# 314- 657-1704

Or via download from the City of St. Louis website:

<https://www.stlouis-mo.gov/government/procurement.cfm>

Proposals are due **Monday, July 30, 2018** by 5:00 p.m., at the Department of Human Services.

CITY OF ST. LOUIS PARKS, RECREATION & FORESTRY

REQUEST FOR PROPOSALS (RFP)

for RECREATION CENTER PROGRAMMING

The City of St. Louis is seeking qualified organizations to submit Proposals to provide various types of activities, programming and services at its seven (7) recreation centers with an emphasis on possible types of activities, programming and services that would engage, motivate and educate the youth who utilize the centers.

The Request for Proposals may be obtained at the Department of Parks, Recreation and Forestry, 5600 Clayton in Forest Park, St. Louis, MO 63110 or downloaded from the City's website at <http://stlouis-mo.gov/departments/parks>.

Sealed proposals will be received until 4:00 P.M. on **Tuesday, August 14, 2018** at the Department of Parks.

The City of St. Louis is an Equal opportunity Employer, and Respondents shall comply with the Mayor's Executive Order #28, as amended.

The City of St. Louis reserves the right to accept or reject any or all responses or to cancel this bid in part or in its entirety.

CITY OF ST. LOUIS ST. LOUIS DEVELOPMENT CORPORATION

REQUEST FOR QUALIFICATIONS (RFQ)

for Energy Audit Services

The St. Louis Development Corporation

(SLDC) has joined a collaboration called the Small Business Energy Initiative to promote energy efficiency in buildings within the City of St. Louis by helping small businesses achieve energy-saving results in their buildings.

As part of this initiative, SLDC is seeking qualifications from firms to perform ASHRAE Level 1 and Level 2 audits (or equivalent) for an unidentified number of buildings within the City of St. Louis, Missouri. The number of buildings available will be restricted to funds available.

Statements of Qualifications will be received until **3:00 PM on August 14th, 2018** at St. Louis Development Corporation. Attention Peter Phillips, 1520 Market Street Suite 2000, St. Louis, Missouri 63103.

The full invitation, relevant dates, and all other documents related to this opportunity may be downloaded at: <https://www.stlouis-mo.gov/government/departments/slde/procurement/rfq-energy-audit-services.cfm>

SLDC is an Equal opportunity Employer, and Respondents shall comply with the Mayor's Executive Order #28, as amended.

CITY OF ST. LOUIS PLANNED INDUSTRIAL EXPANSION AUTHORITY

REQUEST FOR PROPOSALS (RFP)

for Removal and Proper Disposal of Hazardous Electronic Material 623-49 East Holly Ave. St. Louis, Missouri, 63147

The Planned Industrial Expansion Authority (PIEA) of the City of St. Louis, Missouri is seeking proposals for the removal and proper disposal of electronic equipment from a previous electronics reuse and recycling facility. The majority of the material proposed for removal is cathode ray tube (CRT) monitors and televisions.

PIEA is seeking proposals from firms registered at tier 3 or 4 on the Missouri Department of Natural Resources Voluntary Tiered Registration Program for electronic recycling, though all proposals will be considered.

The site will be available for a walk through on **July 30th, 2018 at 10:00 AM.**

Continuum of Care (CoC) FY2017 New Rapid Re-housing Project RFP

Sponsor: Homeless Services

Procurement Type: Request for Information

Pre-Bidding:

Mandatory Bidder's Conference at 10:00 am on Friday, July 6, 2018, at Department of Human Services Large Conference Room at 1520 Market St. Room 4065.

Pre-Bidding Location:

Department of Human Services 1520 Market St., Room 4065, Large Conference Room

Starting Date: 06-29-2018

Closing Date: 07-27-2018

Closing Time: 05:00 PM

Summary


The Department of Human Services, Homeless Services is issuing FY2017 Continuum of Care Competitive Grant Program Request for Proposals (RFP) for New Rapid Re-housing Project.

Download

1. [FY2017 CoC RFP RRH PDF \(210.85 KB\)](#)
2. [RFP RRH FY2017 CoC Application Word Document \(33.71 KB\)](#)

Need Help Viewing?

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- [Adobe Reader](#)  [get.adobe.com] (can read PDF files)

You need a program that can open Microsoft Word files. Some free options:

- [Microsoft Word Viewer](#)  [www.microsoft.com] (can read Word files)
- [LibreOffice](#)  [www.libreoffice.org] (can read & write Word files)

Continuum of Care (CoC) FY2017 New Rapid Re-housing Project RFP (REVISED DUE DATE JULY 30, 2018)

Sponsor: Homeless Services

Procurement Type: Request for Information

Pre-Bidding:

Mandatory Bidder's Conference at 10:00 am on Friday, July 6, 2018, at Department of Human Services Large Conference Room at 1520 Market St. Room 4065.

Pre-Bidding Location:

Department of Human Services 1520 Market St., Room 4065, Large Conference Room

Starting Date: 06-29-2018

Closing Date: 07-30-2018

Closing Time: 05:00 PM

Summary


The Department of Human Services, Homeless Services is issuing FY2017 Continuum of Care Competitive Grant Program Request for Proposals (RFP) for New Rapid Re-housing Project.

Download

1. [FY2017 CoC RFP RRH PDF \(211.04 KB\)](#)
2. [RFP RRH FY2017 CoC Application Word Document \(33.71 KB\)](#)

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- [Adobe Reader](#)  [get.adobe.com] (can read PDF files)

You need a program that can open Microsoft Word files. Some free options:

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- [LibreOffice](#)  [www.libreoffice.org] (can read & write Word files)

Continuum of Care (CoC) FY2017 New Rapid Re-housing Project RFP (SEE NEW REVISIONS AS OF 7/3/18)

Sponsor: Homeless Services

Procurement Type: Request for Information

Pre-Bidding:

Mandatory Bidder's Conference at 10:00 am on Friday, July 6, 2018, at Department of Human Services Large Conference Room at 1520 Market St. Room 4065.

Pre-Bidding Location:

Department of Human Services 1520 Market St., Room 4065, Large Conference Room

Starting Date: 06-29-2018

Closing Date: 07-30-2018

Closing Time: 05:00 PM

Summary

The Department of Human Services, Homeless Services is issuing FY2017 Continuum of Care Competitive Grant Program Request for Proposals (RFP) for New Rapid Re-housing Project.

Download

1. [FY2017 CoC RFP RRH PDF \(869.86 KB\)](#)
2. [RFP RRH FY2017 CoC Application Word Document \(33.71 KB\)](#)

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You need a program that can open Microsoft Word files. Some free options:

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- [LibreOffice](#)  [www.libreoffice.org] (can read & write Word files)

Continuum of Care (CoC) FY 2017 and FY 2018 New Rapid Re-Housing (RRH) and Domestic Violence (DV) RRH Projects RFP (SEE NEW UPDATE & ADDITIONAL LANGUAGE AS OF 7/20/18)

Sponsor: Homeless Services

Procurement Type: Request for Information

Pre-Bidding:

Bidder's Conference at 11:30 am on Thursday, July 26, 2018, at Department of Human Services Large Conference Room at 1520 Market St. Room 4065.

Pre-Bidding Location:

Department of Human Services 1520 Market St., Room 4065, Large Conference Room

Starting Date: 06-29-2018

Closing Date: 07-30-2018

Closing Time: 05:00 PM

Summary

The Department of Human Services, Homeless Services is issuing FY 2017 Continuum of Care Competitive Grant Program Request for Proposals (RFP) for New Rapid Re-housing Project.

AND


Updated 7/20/18: Addendum* FY 2018 Continuum of Care New Bonus Projects, Domestic Violence Bonus Projects, New Projects created from Reallocated Funding

Download

1. [FY 2017 and FY 2018 CoC RRH and DV RRH RFP PDF \(223.02 KB\)](#)
2. [RFP RRH FY 2017 & FY 2018 CoC Application Word Document \(39.82 KB\)](#)
3. [Original Bidder's Conference Presentation 7.6.18 \(87.94 KB\)](#)
4. [Original RRH RFP Bidder's Conference sign in sheet 7.6.18 \(487.17 KB\)](#)
5. [FY 2017 and FY 2018 RRH and DV RRH RFP CoC Evaluation Criteria \(13.25 KB\)](#)
6. [CoC 2017 System Performance Measures \(263.93 KB\)](#)
7. [CoC Best Practices \(153.23 KB\)](#)
8. [RFP RRH CoC Q&A \(26.44 KB\)](#)

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- [LibreOffice](http://www.libreoffice.org)  [www.libreoffice.org] (can read & write Word files)



Heil, Jamie <heilj@stlouis-mo.gov>

Continuum of Care (CoC) FY2017 New Rapid Re-housing Project RFP

Heil, Jamie <heilj@stlouis-mo.gov>

Fri, Jun 29, 2018 at 6:56 PM

To: CoC Yahoo Group Posting <stlouiscitycoc@yahoogroups.com>

Bcc: jlangum@archcitydefenders.org, Michelle Hayes <michelle.hayes@cloudburstgroup.com>, Sue Wagener <swagener@covenanthousemo.org>, Charles Levesque <charles.levesque@depaulusa.org>, Opal Jones <ojones@doorwayshousing.org>, Brenda Mahr <mahr@employmentstl.org>, Pam Moussette <pmoussette@frcmo.org>, Kathy Connors <kconnors@gatewayhomeless.org>, Tina Patterson <tinap@homefull.org>, Cyra Lohman <c.lohman@humanitri.org>, Sandy Wilson <sandy.wilson@icalliances.org>, Karen Kirk <kkirk@lydiashouse.org>, Steve Campbell <scampbell@ppcsinc.org>, Joe Yancey <jyancey@placesforpeople.org>, "Spruell, Sharon" <sspruell@ccstl.org>, Bonnie Reece <breece@hopehousestl.com>, Michelle Schiller-Baker <michellesb@saintmarthas.org>, Laurie Phillips <lphillips@stpatrickcenter.org>, Andrea Vent <aivent@havenofgracestl.org>, Sylvia Jackson <sjackson@twsh.org>, Orvin Kimbrough <Orvin.Kimbrough@stl.unitedway.org>, Adrian Bracy <abracy@ywcastlouis.org>, Rich LaPlume <rich.laplume@depaulusa.org>, Suzanne Kenyon <suzanne.kenyon@depaulusa.org>, Gretchen Shipp <gretchen.shipp@depaulusa.org>

Attached is the Continuum of Care (CoC) FY2017 New Rapid Re-housing Project RFP and application and here's a Dropbox link if you can't open the attachments.

<https://www.dropbox.com/sh/awfirbhtqshj5y6/AAxBpOIkOe7s29ay0hdSZvea?dl=0>

Also, it can be found on the City's website at this direct link:

<https://www.stlouis-mo.gov/government/departments/human-services/homeless-services/coc-2017-new-rrh-project.cfm>

Thanks,

--

Jamie Heil
 Secretary II
 City of St. Louis Department of Human Services
 Homeless Services Division
 1520 Market Street, Room 4062
 St. Louis, MO 63103
 314-657-1704
 heilj@stlouis-mo.gov

2 attachments

 **FY2017 CoC RRH Project RFP PDF.pdf**
 206K

 **RFP RRH FY2017 CoC Application Word Document.docx**
 33K



Heil, Jamie <heilj@stlouis-mo.gov>

REVISED DUE DATE Re: Continuum of Care (CoC) FY2017 New Rapid Re-housing Project RFP

Heil, Jamie <heilj@stlouis-mo.gov>

Mon, Jul 2, 2018 at 12:38 PM

To: CoC Yahoo Group Posting <stlouiscitycoc@yahoogroups.com>

Bcc: jlangum@archcitydefenders.org, Michelle Hayes <michelle.hayes@cloudburstgroup.com>, Sue Wagener <swagener@covenanthousemo.org>, Charles Levesque <charles.levesque@depaulusa.org>, Opal Jones <ojones@doorwayshousing.org>, Brenda Mahr <mahr@employmentstl.org>, Pam Moussette <pmoussette@frcmo.org>, Kathy Connors <kconnors@gatewayhomeless.org>, Tina Patterson <tinap@homefull.org>, Cyra Lohman <c.lohman@humanitri.org>, Sandy Wilson <sandy.wilson@icalliances.org>, Karen Kirk <kkirk@lydiashouse.org>, Steve Campbell <scampbell@ppcsinc.org>, Joe Yancey <jyancey@placesforpeople.org>, "Spruell, Sharon" <sspruell@ccstl.org>, Bonnie Reece <breece@hopehousestl.com>, Michelle Schiller-Baker <michellesb@saintmarthas.org>, Laurie Phillips <lphillips@stpatrickcenter.org>, Andrea Vent <aavent@havenofgracestl.org>, Sylvia Jackson <sjackson@twsh.org>, Orvin Kimbrough <Orvin.Kimbrough@stl.unitedway.org>, Adrian Bracy <abracy@ywcastlouis.org>, Rich LaPlume <rich.laplume@depaulusa.org>, Suzanne Kenyon <suzanne.kenyon@depaulusa.org>, Gretchen Shipp <gretchen.shipp@depaulusa.org>

The revised due date is July 30, 2018, at 5:00 pm.

The links in the original email below are still the same and work and it's attached as well.

Thanks,
Jamie

On Fri, Jun 29, 2018 at 6:56 PM, Heil, Jamie <heilj@stlouis-mo.gov> wrote:

Attached is the Continuum of Care (CoC) FY2017 New Rapid Re-housing Project RFP and application and here's a Dropbox link if you can't open the attachments.

<https://www.dropbox.com/sh/awfirbhtqshj5y6/AAAxBpOIkOe7s29ay0hdSZvea?dl=0>

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Thanks,

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Jamie Heil
Secretary II
City of St. Louis Department of Human Services
Homeless Services Division
1520 Market Street, Room 4062
St. Louis, MO 63103
314-657-1704
heilj@stlouis-mo.gov

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City of St. Louis Department of Human Services
Homeless Services Division
1520 Market Street, Room 4062
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heilj@stlouis-mo.gov

2 attachments

 **FY2017 CoC RRH Project RFP PDF.pdf**
207K

 **RFP RRH FY2017 CoC Application Word Document.docx**
33K



Heil, Jamie <heilj@stlouis-mo.gov>

REVISED DUE DATE Re: Continuum of Care (CoC) FY2017 New Rapid Re-housing Project RFP

Heil, Jamie <heilj@stlouis-mo.gov>

Tue, Jul 3, 2018 at 7:04 PM

To: CoC Yahoo Group Posting <stlouiscitycoc@yahoogroups.com>

Bcc: jlangum@archcitydefenders.org, Michelle Hayes <michelle.hayes@cloudburstgroup.com>, Sue Wagener <swagener@covenanthousemo.org>, Charles Levesque <charles.levesque@depaulusa.org>, Opal Jones <ojones@doorwayshousing.org>, Brenda Mahr <mahr@employmentstl.org>, Pam Moussette <pmoussette@frcmo.org>, Kathy Connors <kconnors@gatewayhomeless.org>, Tina Patterson <tinap@homefull.org>, Cyra Lohman <c.lohman@humanitri.org>, Sandy Wilson <sandy.wilson@icalliances.org>, Karen Kirk <kkirk@lydiashouse.org>, Steve Campbell <scampbell@ppcsinc.org>, Joe Yancey <jyancey@placesforpeople.org>, "Spruell, Sharon" <sspruell@ccstl.org>, Bonnie Reece <breece@hopehousestl.com>, Michelle Schiller-Baker <michellesb@saintmarthas.org>, Laurie Phillips <lphillips@stpatrickcenter.org>, Andrea Vent <avent@havenofgracestl.org>, Sylvia Jackson <sjackson@twsh.org>, Orvin Kimbrough <Orvin.Kimbrough@stl.unitedway.org>, Adrian Bracy <bracy@ywcastlouis.org>, Rich LaPlume <rich.laplume@depaulusa.org>, Suzanne Kenyon <suzanne.kenyon@depaulusa.org>, Gretchen Shipp <gretchen.shipp@depaulusa.org>, Valerie Russell <davisva@stlouis-mo.gov>, Donata Patrick <patrickdo@stlouis-mo.gov>, Irene Agustin <agustini@stlouis-mo.gov>, Edwin Muhammad <muhammade@stlouis-mo.gov>

Please check the website for the updated revisions made on 7/3/2018 pertaining to the RRH RFP. Sorry for any confusion.

<https://www.stlouis-mo.gov/government/departments/human-services/homeless-services/coc-2017-new-rrh-project.cfm>

Thanks,
Jamie

On Mon, Jul 2, 2018 at 12:38 PM, Heil, Jamie <heilj@stlouis-mo.gov> wrote:

The revised due date is July 30, 2018, at 5:00 pm.

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Thanks,

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Jamie Heil
Secretary II
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--

Jamie Heil
Secretary II
City of St. Louis Department of Human Services
Homeless Services Division



Heil, Jamie <heilj@stlouis-mo.gov>

UPDATED & ADDITIONAL LANGUAGE: Continuum of Care (CoC) FY 2017 and FY 2018 New Rapid Re-housing (RRH) and Domestic Violence (DV) RRH Projects RFP

Heil, Jamie <heilj@stlouis-mo.gov>

Fri, Jul 20, 2018 at 6:47 PM

To: CoC Yahoo Group Posting <stlouiscitycoc@yahogroups.com>

Bcc: jlangum@archcitydefenders.org, Michelle Hayes <michelle.hayes@cloudburstgroup.com>, Sue Wagener <swagener@covenanthousemo.org>, Charles Levesque <charles.levesque@depaulusa.org>, Opal Jones <ojones@doorwayshousing.org>, Brenda Mahr <mahr@employmentstl.org>, Kathy Connors <kconnors@gatewayhomeless.org>, Tina Patterson <tinap@homefull.org>, Sandy Wilson <sandy.wilson@icalliances.org>, Karen Kirk <kkirk@lydiashouse.org>, Steve Campbell <scampbell@ppcsinc.org>, Joe Yancey <jyancey@placesforpeople.org>, "Spruell, Sharon" <sspruell@ccstl.org>, Bonnie Reece <breece@hopehousestl.com>, Michelle Schiller-Baker <michellesb@saintmarthas.org>, Laurie Phillips <lphillips@stpatrickcenter.org>, Sylvia Jackson <sjackson@twsh.org>, Orvin Kimbrough <Orvin.Kimbrough@stl.unitedway.org>, Adrian Bracy <abracy@ywcastlouis.org>, Rich LaPlume <rich.laplume@depaulusa.org>, Suzanne Kenyon <suzanne.kenyon@depaulusa.org>, Gretchen Shipp <gretchen.shipp@depaulusa.org>, Irene Agustin <agustini@stlouis-mo.gov>, Valerie Russell <davisva@stlouis-mo.gov>, Donata Patrick <patrickdo@stlouis-mo.gov>, Kelcy Siddall <siddalk@stlouis-mo.gov>, Felicia Henderson <hendersonf@stlouis-mo.gov>, Madeline Janoch <janochm@stlouis-mo.gov>, Craig Frazier <frazierc@stlouis-mo.gov>, alivestl@alivestl.org, cholmes@mersgoodwill.org, access@mersgoodwill.org, susan.dersch@bjc.org, zoila.rendon-ochoa@bjc.org, hstpeter@bridgewaybh.com, sbaker@bridgewaybh.com, drlogan@deaflead.com, b-beck@deaflead.com, slejeune@dwi-emass.com, office@dwi-emass.com, dawn.swinger@familyforwardmo.org, liz.buerck@healingaction.org, katie.rhoades@healingaction.org, melissa@kcavp.org, info@kcavp.org, lmcDonald@stlouisco.com, tquarles@stlouisco.com, christine@supportvictims.org, katiel@supportvictims.org, Lmhalfmann@lsem.org, Raboedeker@lsem.org, lifesc@sbcglobal.net, programdirector@lifesourceconsultants.org, ewilliams@lydiashouse.org, creed@lydiashouse.org, ealper@ncjwstl.org, jwashington@providentstl.org, mschicker@providentstl.org, Angela Schultz <angela.schultz@familyforwardmo.org>, safeathome@sos.mo.gov, susan@safeconnections.org, jess@safeconnctions.org, JAnderson@sccmo.org, vcarricato@sccmo.org, tofallk@stlouiscao.org, stiffj@stlouiscao.org, lmjones@stlouisco.com, camarty@stlouis.com, micheller@saintmarthas.org, Nora Boland <nboland@twsh.org>, info@thisjourney.org, gia@sbcglobal.net, swayant@ywcastlouis.org, pmiller@ywcastlouis.org

Originally this RFP was released on June 29, 2018. We've updated and added additional language as of July 20, 2018, due to additional funds being available. The link below takes you directly to the website page that has the RFP, an application, and other documents since the original release date. There will be another **bidder's conference on July 26, 2018**, so refer to the RFP for more information. Please feel free to forward the RFP to any organizations you think would be interested.

<https://www.stlouis-mo.gov/government/departments/human-services/homeless-services/coc-2017-new-rrh-project.cfm>

Thanks,

--
Jamie Heil
Secretary II
City of St. Louis Department of Human Services
Homeless Services Division
1520 Market Street, Room 4062
St. Louis, MO 63103
314-657-1704
heilj@stlouis-mo.gov

Rank & Review Committee Project Evaluation

The St. Louis City Continuum of Care’s Program Performance Committee (aka Rank & Review) exists to advance our CoC’s mission and goals to prevent homelessness whenever possible, to reduce the duration and impact of homelessness on our unhoused neighbors and to reduce returns to homelessness by objectively evaluating the effectiveness of existing CoC funded projects.

Program Performance’s annual evaluation informs committee recommendations to CoC leadership as to how our limited CoC funding can best be used to reduce the impacts of homelessness on our community. Program Performance’s work includes the evaluation, scoring and ranking of renewal project, the identification of CoC funding recommended for reallocation, as well as new and bonus projects applications. This committee also considers and helps facilitate consolidation of programs, where appropriate. Program Performance strives to arrive at data driven, strategic funding recommendations that are predicated on each project’s positive and lasting impacts on the households they serve while also positively contributing to improved CoC System-Wide Performance.

Reallocation of CoC Funding

Program Performance’s evaluation process also must identify poor and under-performing programs, and if appropriate, recommend the reallocation of funding to new projects. Program Performance reviews all renewal projects for performance outcomes to ensure they are high performing projects, with an eye toward reallocating funding away from any projects that: are not well-performing as demonstrated by HMIS data; do not expend all their CoC grant funding; or that no longer fill a critical gap in the Continuum and would be better allocated to a new Project seeking to fill such a gap. While performing the above, the committee also is evaluating which programs would be better served consolidating with other programs.

Following the FY2017 CoC NOFA season, in order to ensure lower performing projects were given ample support and opportunity to implement programmatic changes prior to issuance of recommendation of funding reallocation, the Committee provided various supports to assist with program performance improvements and to prepare CoC partners for the Committee’s data driven decision-making processes for FY2018, including:

- Met with all Projects who were identified as lower performing to discuss the basis for their position as among the lowest ranking and provided feedback on programmatic areas to focus on to improve performance outcomes;
- Presented key findings from FY2017 evaluations and recommendations to improve performance outcomes in order to remain competitive when applying for FY2018 renewal funding;
- Worked with our HMIS provider to build customized reports that were shared with CoC Leadership funded Agencies detailing each Project’s performance outcomes around (1) positive permanent housing outcomes and returns to homelessness, (2) utilization, (3) increasing income, (4) adherence to Coordinated Entry policies and (5) data quality.
- Reviewed monthly spend down reports for all Projects and implemented practices for alerting the CoC Board and those Projects struggling to spend down at a rate that risked leaving more than 5% of the Project award unspent and then assisted in developing strategies for ensuring available funding was made available to households in need in the current fiscal period (true?).

For FY2018, renewal projects shall be considered for a reallocation of funding if the project:

- Scores among the lowest performers, with a particular focus on projects that also scored low in this regard in 2017.

Failed to spend more than 10% of their CoC funding award at the conclusion of its last completed contract year

In the event funding reallocations are identified, the Committee shall strive to allocate said funding to new project applicants that fill a critical gap in our Continuum for an identified priority population with a particular focus on those most underserved through CoC programs, including but not limited to Youth, Survivors of Domestic Violence and households of all kinds that qualify for Rapid Rehousing. =New projects that respond to our urgent local need to make CoC Rapid-Rehousing dollars more readily available to guests of emergency shelters to both reduce their duration of homelessness while increasing shelter bed turn over for those living outside and in places not meant for human habitation while waiting for shelter space to become available shall also be prioritized.

Project Scoring

Program Performance uses objective data-driven tools to evaluate, score all renewal and new project applications. Our tools were designed and re-designed to identify our CoC’s highest to lowest performing projects through data and project information to determine the project’s efficiencies and effectiveness. Scoring areas focus on key systems performance measures and CoC priorities, including:

- Positive Housing Outcomes / Returns to Homelessness;
- Income Performance Measures;
- Bed Utilization;
- Severity of Needs Served by the Project;
- Commitment to Coordinated Entry Policies and Procedures;
- A Demonstrated Commitment to Housing First Practices;
- Spend down rate;
- Level of involvement/investment in our CoC;
- Past contract year compliance monitoring results.

The evaluation and scoring tools used are attached. The score categories demonstrate our CoC’s commitment to objective data-driven decisions.

Project Ranking

Using Housing Inventory Chart data, PIT findings, system performance measure reports, the priority populations established by the CoC, Hearth Act requirements and related systems and program implementation guidance from HUD the Program Performance Committee developed scoring and priority ranking criteria for renewal and new projects.

All renewal projects will be initially ranked in order based on the score awarded by the Committee in accordance with evaluation tools and program performance data as tracked in HMIS with a focus on the following areas:

Lower scoring renewal projects filling a critical systems gap will be given further consideration when determining their placement in the rank and the assignment of Tier One versus Tier Two status. Renewal projects, that continue to fill a critical need in the CoC may be prioritized above new projects to be funded with reallocated funding (e.g., in our case it was RRH programs).

All directives and guidance published by HUD in connection with the FY2018 CoC Funding Competition may be considered in determining final Project Rankings.

Projects leaving more than 10% of Project funding unspent at the conclusion of their last full contract year may be placed at the bottom of Tier One or in Tier Two.

First year projects that were not under contract as of June 30, 2018 and thus had no project data to analyze will be placed towards the bottom of Tier One.

Our CoC funded HMIS contract and Coordinated Entry contract will be placed at the bottom of Tier One, in recognition of our system-wide reliance on these contracts.

In addition to the above, Program Performance may consider the following for renewal, new and bonus project rankings to arrive at final overall ranking (in no particular order of emphasis):

- Unique gap/target population served by project;
- Level of negative impact to Continuum if project were not funded (or funding was reduced); capacity among other CoC Project's to ensure continuity of supports to those served by the project to be cut, in whole or part;
- Number of households served and cost efficiency as weighed against the per household cost of positive housing outcomes;
- Expertise and capacity of project applicant and any subrecipient;
- Severity of needs and vulnerabilities experienced by project participants.



Saint Louis City
**Continuum
of Care**

Making moves that #endhomelessness
makingmovesSTL.org

**2018 Continuum of Care Competition
CoC Program Performance Committee (aka Rank & Review)
Review, Score, Ranking and Recommendations Process**



CoC Board of Directors

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Cassandra Kaufman

Secretary

Shanna Nieweg

At Large Members

Regina Greer

Jennifer Heggemann

Rich LaPlume

Yusef Scoggin

Virginia Shelton

Craig Westbay

City of St. Louis

Irene Agustin * *ex-officio*

Committee Chairs

Advocacy

Jared Opsal

Governance & Membership

Laura Toledo

System Performance

Kim Warden

Program Performance

Cynthia Duffe

Service Delivery

Shaleen Robertson

HMS

Taedra Rullin-Tobias

August 31, 2018

Bonnie Reese
Executive Director
St. Louis Transitional Hope House
1611 Hodiament Ave.
St. Louis, MO 63112

RE: Agency | FY2018 CoC Funding Application(s) | renewal

Dear Bonnie,

I am writing on behalf of our CoC Program Performance Committee (aka Rank and Review) to follow up on our previous conversations about the Committee's evaluation of the renewal application for project funding submitted by Hope House for the upcoming FY2018 HUD CoC Competition. I also write to memorialize final committee recommendations presented to and ratified by the CoC Executive Board on Monday, August 27, 2018 and then the City of St. Louis' PSA Committee on Wednesday, August 29, 2018.

Attached is a summary of conclusions drawn by R&R when evaluating all renewal project applications, including each project's score (set out as a percentage of total available project points earned), rank and recommended funding amount. Also included is our Committee's recommendations on new project funding awards.

Hope House's PSH project for renewal was evaluated and scored. Project scoring coupled with our CoC priority to expand rapid-rehousing resources available in our community to meet systems gaps and related Committee ranking considerations resulted in a Tier 2 ranking. As this is the second year in a row that the Hope House project has scored and ranked low, we felt we had no choice but to recommend that \$72,863 of the project renewal amount be re-allocated to a new project applicant targeting a prioritize population otherwise underserved by our CoC.

Program Performance looks forward to sitting down with you and your staff to share and discuss our findings in detail, to set goals for advancing our system-wide performance through your project in FY2018 and to get feedback on our process for this funding round so we can improve our process moving forward. A committee member will reach out to you directly in the upcoming weeks to schedule a meeting time.

If you wish to appeal any of the R&R recommendations ratified by the CoC Board of Directors, please indicate so by sending a brief email to me (cynthia@gatewayhousingfirst.org) and Cassandra Kaufman (ckaufman@stlmhb.com) no later than 5pm on September 7, 2018.

Sincerely,

Cynthia Duffe, Chair
Rank & Review Committee

Attachment



August 31, 2018

Laurie Phillips
CEO
St. Patrick Center
800 N. Tucker
St. Louis, MO 63101

RE: Agency | FY2018 CoC Funding Application(s) | renewals

Dear Laurie,

I am writing on behalf of our CoC Program Performance Committee (aka Rank and Review) to follow up on our previous conversations about the Committee's evaluation of the renewal applications for project funding submitted by St. Patrick Center. I also write to memorialize final committee recommendations presented to and ratified by the CoC Executive Board on Monday, August 27, 2018 and then the City of St. Louis' PSA Committee on Wednesday, August 29, 2018.

Attached is a summary of conclusions drawn by R&R when evaluating all renewal project applications, including each project's score (set out as a percentage of total available project points earned), rank and recommended funding amount. Also included is our Committee's recommendations on new project funding awards.

All renewals for St. Patrick Center were accepted and all scored in Tier 1. Note that the St. Patrick Center Coordinated Entry project was not scored and ranked but instead qualified for automatic Tier 1 placement as an essential system-wide program per HUD recommendation). The Rosati Project, Project Live, Project Protect and the SPC Coordinated Entry Front Door were all recommended to receive 100% renewal funding. Please also note that the Board ultimately chose to place the St. Patrick Center Project Live lower in the rank order than if relying on scoring alone because of the level of unspent funds. We understand that St. Patrick Center is working on its fiscal management of all grants but as you know ranking and funding decisions are based on actual results during the period July 2017 through June 2018 or the last completed contract year, depending on the scoring area. As you know the CoC Board had previously made the decision to recapture and reallocate \$300,000 of the SPC Project Home Again RRH Project. That is also reflected in the funding recommendation this project.

Program Performance looks forward to sitting down with you and your staff to share and discuss our findings in detail, to set goals for advancing our system-wide performance through your project in FY2018 and to get feedback on our process for this funding round so we can improve our process moving forward. A committee member will reach out to you directly in the upcoming weeks to schedule a meeting time.

If you wish to appeal any of the R&R recommendations ratified by the CoC Board of Directors, please indicate so by sending a brief email to me (cynthia@gatewayhousingfirst.org) and Cassandra Kaufman (c Kaufman@stlmhb.com) no later than 5pm on September 7, 2018.

Sincerely,

Cynthia Duffe, Chair
Rank & Review Committee

**CoC Board
of Directors**

Chair
Tammy Laws

Vice Chair
Cassandra Kaufman

Secretary
Shanna Nieweg

At Large Members
Regina Greer
Jennifer Heggemann
Rich LaPlume
Yusef Scoggin
Virginia Shelton
Craig Westbay

City of St. Louis
Irene Agustin * ex-officio

Committee Chairs

Advocacy
Jared Opsal

**Governance &
Membership**
Laura Toledo

System Performance
Kim Warden

Program Performance
Cynthia Duffe

Service Delivery
Shaleen Robertson

HMIS
Taedra Rullin-Tobias



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System Performance
Kim Warden

Program Performance
Cynthia Duffe

Service Delivery
Shaleen Robertson

HMIS
Taedra Rullin-Tobias

August 31, 2018

Blake Strode
Executive Director
Arch City Defenders
440 N. 4th Street, Suite 390
St. Louis, MO 63102

RE: Agency | FY2018 CoC Funding Application(s) | New RRH Projects

Dear Blake,

I am writing on behalf of our CoC Program Performance Committee (aka Rank and Review) to memorialize final committee recommendations for new Rapid Rehousing projects awards under the FY2018 HUD CoC Funding Competition presented to and ratified by the CoC Executive Board on Monday, August 27, 2018 and then the City of St. Louis' PSA Committee on Wednesday, August 29, 2018.

Attached is a summary of conclusions drawn by R&R when evaluating all renewal project applications, including each project's score (set out as a percentage of total available project points earned), rank and recommended funding amount. Also included is our Committee's recommendations on new project funding awards.

The applications that Arch City Defenders submitted for either reallocated RRH funds and the RRH Bonus project were received and reviewed. After careful consideration, Arch City Defenders was not recommended for new project funding in either category. We had several applicants competing for new project funding and were compelled to select those with the strongest prior outcomes and service delivery plans who also demonstrated a commitment to aligning with and leveraging existing CoC systems and partnerships.

We thank you so much for taking time to submit proposals and will be contacting you soon to discuss your proposals, to get feedback from you on our process and that of our Collaborative Applicant (City DHC) and to offer suggestions on how Arch City Defenders might better position itself for future competitions. A committee member will reach out to you directly in the upcoming weeks to schedule a meeting time.

If you wish to appeal any of the R&R recommendations ratified by the CoC Board of Directors, please indicate so by sending a brief email to me (cynthia@gatewayhousingfirst.org) and Cassandra Kaufman (ckaufman@stlmhb.com) no later than 5pm on September 7, 2018.

Sincerely,

Cynthia Duffe, Chair
Rank & Review Committee

Attachment



Coca Board of Directors

- Chair**
Tammy Laws
- Vice Chair**
Cassandra Kaufman
- Secretary**
Shanna Nieweg
- At Large Members**
Regina Greer
Jennifer Heggemann
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Irene Agustin * *ex-officio*
- Committee Chairs**
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Laura Toledo
- System Performance**
Kim Warden
- Program Performance**
Cynthia Duffe
- Service Delivery**
Shaleen Robertson
- HMIS**
Taedra Rullin-Tobias

August 31, 2018

Sylvia Jackson
Executive Director
Womens Safe House
P.O. Box 63010
St. Louis, MO 63163

RE: Agency | FY2018 CoC Funding Application(s) | new

Dear Sylvia,

I am writing on behalf of our CoC Program Performance Committee (aka Rank and Review) to follow up on our previous conversations about the Committee's evaluation of the application for new project funding submitted by Womens Safe House. I also write to memorialize final committee recommendations presented to and ratified by the CoC Executive Board on Monday, August 27, 2018 and then the City of St. Louis' PSA Committee on Wednesday, August 29, 2018.

Attached is a summary of conclusions drawn by R&R when evaluating all renewal project applications, including each project's score (set out as a percentage of total available project points earned), rank and recommended funding amount. Also included is our Committee's recommendations on new project funding awards.

The application submitted by Women's Safe House for a new Bonus Domestic Violence Specific Rapid Rehousing project was received and reviewed. After careful consideration, we regrettably did not recommend your proposal for inclusion in the FY2018 HUD CoC Competition application. As HUD has allocated \$1,298,304 to St. Louis City for the DV specific Bonus project, we felt we needed to choose the applicant (YWCA) asking for the full amount of the funding.

We are hopeful that Women's Safe House might be open to partnering with the YWCA so that this bonus project benefits the women that you serve. We would be happy to help mediate those conversations if you would like.

R&R looks forward to sitting down with you and your staff to share and discuss our findings in detail, to set goals for advancing our system-wide performance through your project in FY2018 and to get feedback on our process for this funding round so we can improve our process moving forward. A committee member will reach out to you directly in the upcoming weeks to schedule a meeting time.

If you wish to appeal any of the R&R recommendations ratified by the CoC Board of Directors, please indicate so by sending a brief email to me (cynthia@gatewayhousingfirst.org) and Cassandra Kaufman (ckaufman@stlmhb.com) no later than 5pm on September 7, 2018.

Sincerely,

Cynthia Duffe, Chair
Rank & Review Committee

2018 Continuum of Care (CoC) Competition Documents



The NOFA and local RFP

Publication Date: 09/14/2018

Document Type: Informational Pages

Sponsor: Homeless Services

Download

1.  [Notice of Funding Availability \(NOFA\) for the FY 2018 Continuum of Care PDF](#) (1.26 MB)
2.  [MO-501 FY 2018 Request for Proposals \(RFP\) PDF](#) (223.02 KB)

Need Help Viewing?

You need a program that can open Adobe PDF files. A free option:

- [Adobe Reader](#)  [get.adobe.com] (can read PDF files)

2018 Continuum of Care Application Review

The 2018 Continuum of Care (CoC) Application and the Review, Score, Ranking, and Recommendations Process are Available for Review.

September 14, 2018 | 2 min reading time



The CoC (Continuum of Care) Consolidated Application is prepared by the [St. Louis City CoC](http://cocstl.org) [cocstl.org] and City of St. Louis Department of Human Services, Homeless Division staff and submitted to the US Department of Housing and Urban Development (HUD) annually.

CoC funding is the largest single funding source for housing and services for homeless and formerly homeless households in the City of St. Louis.

Review copies of documents related to the 2018 CoC Competition below.

[2018 CoC Competition Documents](#)

- Notice of Funding Availability (NOFA) for the FY 2018 Continuum of Care PDF (released on 6/20/18)
- MO-501 FY 2018 Request for Proposals (RFP) PDF

[2018 CoC Review, Score, Ranking, and Recommendations Process](#)

- MO-501 FY 2018 CoC Review, Score, Rank, & Recommendation Process PDF
- MO-501 FY 2018 Program Performance Recommendations - Approved PDF
- MO-501 FY 2018 Request for Proposals (RFP) PDF

[2018 CoC Application](#)

- MO-501 FY 2018 CoC Priority Listing PDF
- MO-501 FY 2018 St. Louis CoC Application PDF
- MO-501 FY 2018 St. Louis CoC Planning Grant PDF

Department:
Homeless Services

Topic:
[Homelessness](#)

Related Stories

1. [Volunteers Needed for the Annual Point-in-Time Count](#)

Jan 22, 2018: St. Louis City and County Continuum of Care is gearing up for the 2018 Point in Time (PIT) on Thursday, January 25 and is looking for volunteers.

the Department of Personnel on or before 4:00 p.m. Central Daylight Time, July 27, 2018. Proposals may be hand delivered or mailed to: Department of Personnel, Recruitment and Examination Section, Attention: Bryan Boeckelmann, 1114 Market Street, Room 700, St. Louis, Missouri 63101-2043.

**CITY OF ST. LOUIS
INFORMATION TECHNOLOGY
SERVICES AGENCY**

**REQUEST FOR
PROPOSALS (RFP)**

**for
Internet Point of Presence
and/or Wholesale Internet
Services**

The City of St. Louis Information Technology Services Agency is requesting proposals for internet point of presence and/or wholesale internet services.

Requests for Proposals may be obtained at ITSA, 1200 Market Street, Room 214 City Hall, St. Louis MO 63110 or downloaded from the City's website at <https://www.stlouis-mo.gov/government/procurement/index.cfm#rfp>.

Mandatory "Letters of Intent to Submit a Proposal" are due Monday July 16, 2018 by 5:00 PM (CST). Sealed Proposals will then be received until 3:00 pm (CST) Friday August 24, 2018 at ITSA.

The City of St. Louis is an Equal Opportunity Employer and Bidders shall comply with Mayor's Executive Order #28, as amended. The City of St. Louis reserves the right to accept or reject any or all responses or to cancel this bid in part or in its entirety.



**CITY OF ST. LOUIS
DEPARTMENT OF
HUMAN SERVICES**

**REQUEST FOR
PROPOSALS (RFP)**

**for
RAPID RE-HOUSING (RRH)
NEW PROJECTS- HUD
2017 CONTINUUM OF
CARE (CoC) PROGRAM**

The City of St. Louis Department of

Human Services is soliciting proposals for NEW PROJECTS for the HUD 2017 Continuum of Care (CoC) Programs for:

RAPID RE-HOUSING (RRH) for individuals and families (including unaccompanied youth), who are residing on the streets, in emergency shelters and who are fleeing domestic violence.

Beginning June 29, 2018, RFP packets will be available via pick-up at the:

Department of Human Services
Homeless Services Division
1520 Market, Room 4065
St. Louis, MO 63103
ph# 314- 657-1704

Or via download from the City of St. Louis website:

<https://www.stlouis-mo.gov/government/procurement.cfm>

Proposals are due Monday, July 30, 2018 by 5:00 p.m., at the Department of Human Services.

**CITY OF ST. LOUIS
PARKS, RECREATION &
FORESTRY**

**REQUEST FOR
PROPOSALS (RFP)**

**for
RECREATION CENTER
PROGRAMMING**

The City of St. Louis is seeking qualified organizations to submit Proposals to provide various types of activities, programming and services at its seven (7) recreation centers with an emphasis on possible types of activities, programming and services that would engage, motivate and educate the youth who utilize the centers.

The Request for Proposals may be obtained at the Department of Parks, Recreation and Forestry, 5600 Clayton in Forest Park, St. Louis, MO 63110 or downloaded from the City's website at <http://stlouis-mo.gov/departments/parks>.

Sealed proposals will be received until 4:00 P.M. on Tuesday, August 14, 2018 at the Department of Parks.

The City of St. Louis is an Equal opportunity Employer, and Respondents shall comply with the Mayor's Executive Order #28, as amended.

The City of St. Louis reserves the right

to accept or reject any or all responses or to cancel this bid in part or in its entirety.

**DEPARTMENT
OF PERSONNEL**

NOTICE OF EXAMINATIONS

The City of St. Louis, Department of Personnel at 1114 Market Street, Room 700, announces competitive Civil Service examinations to fill vacancies in the Municipal Service.

The last date for filing an application for the following examinations is **JULY 20, 2018**.

BUILDING INSPECTOR I

Prom./O.C. 2684
\$36,478 to \$60,866 (Annual Salary Range)

**HUMAN RESOURCES
SPECIALIST I**

(Benefits Administration)
Prom./O.C. 2790
\$36,400 to \$56,888 (Annual Salary Range)

Applications for the following examination will be accepted until a sufficient number are received to fill the anticipated vacancies. Please submit application as soon as possible.

PAYROLL SPECIALIST II

Prom./O.C.C. 2789
\$30,394 to \$47,502 (Annual Salary Range)

Vacation, Holidays, Medical Leave, Social Security, and Employees Retirement System Benefits privileges are provided in addition to salary.

Application forms and further information concerning duties of positions, desirable and necessary qualifications, relative weights of examination components, and duration of eligible lists may be secured at the office of the Department of Personnel, 1114 Market Street, Room 700, St. Louis MO 63101. Applications can be submitted on the Internet. Visit the City web site at <http://stlouis-mo.gov/jobs>

Richard R. Frank
Director

July 3, 2018

Requests for proposals may be downloaded from the City of St. Louis website at: <https://www.stlouis-mo.gov/government/departments/personnel/documents/temporary-staffing-services-rfp.cfm>

The proposals must be delivered to the Department of Personnel on or before 4:00 p.m. Central Daylight Time, July 27, 2018. Proposals may be hand delivered or mailed to: Department of Personnel, Recruitment and Examination Section, Attention: Bryan Boeckelmann, 1114 Market Street, Room 700, St. Louis, Missouri 63101-2043.

REQUEST FOR PROPOSALS (RFP)

The City of St. Louis Port Authority (“the Authority”) requests proposals from those interested in leasing approximately 157,000 SF of warehouse space on a 6.45-acre lot at 2226 N. 1st St., aka #5 Clinton St. Additional vacant parcels close-by of 3.21 acres and 4.2 acres are also available for lease in conjunction with the warehouse lease.

For more information go to SLDC website: www.stlouis-mo.gov/slde



**CITY OF ST. LOUIS
DEPARTMENT OF
HUMAN SERVICES**

REQUEST FOR PROPOSALS (RFP) for RAPID RE-HOUSING (RRH) NEW PROJECTS- HUD 2017 CONTINUUM OF CARE (CoC) PROGRAM

The City of St. Louis Department of Human Services is soliciting proposals for NEW PROJECTS for the HUD 2017 Continuum of Care (CoC) Programs for:

RAPID RE-HOUSING (RRH) for individuals and families (including unaccompanied youth), who are residing on the streets, in emergency shelters and who are fleeing domestic violence.

Beginning June 29, 2018, RFP packets will be available via pick-up at the:

Department of Human Services
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1520 Market, Room 4065

St. Louis, MO 63103
ph# 314- 657-1704

Or via download from the City of St. Louis website:

<https://www.stlouis-mo.gov/government/procurement.cfm>

Proposals are due **Monday, July 30, 2018** by 5:00 p.m., at the Department of Human Services.

CITY OF ST. LOUIS PARKS, RECREATION & FORESTRY

REQUEST FOR PROPOSALS (RFP) for RECREATION CENTER PROGRAMMING

The City of St. Louis is seeking qualified organizations to submit Proposals to provide various types of activities, programming and services at its seven (7) recreation centers with an emphasis on possible types of activities, programming and services that would engage, motivate and educate the youth who utilize the centers.

The Request for Proposals may be obtained at the Department of Parks, Recreation and Forestry, 5600 Clayton in Forest Park, St. Louis, MO 63110 or downloaded from the City’s website at <http://stlouis-mo.gov/departments/parks>.

Sealed proposals will be received until 4:00 P.M. on **Tuesday, August 14, 2018** at the Department of Parks.

The City of St. Louis is an Equal opportunity Employer, and Respondents shall comply with the Mayor’s Executive Order #28, as amended.

The City of St. Louis reserves the right to accept or reject any or all responses or to cancel this bid in part or in its entirety.

CITY OF ST. LOUIS ST. LOUIS DEVELOPMENT CORPORATION

REQUEST FOR QUALIFICATIONS (RFQ) for Energy Audit Services

The St. Louis Development Corporation

(SLDC) has joined a collaboration called the Small Business Energy Initiative to promote energy efficiency in buildings within the City of St. Louis by helping small businesses achieve energy-saving results in their buildings.

As part of this initiative, SLDC is seeking qualifications from firms to perform ASHRAE Level 1 and Level 2 audits (or equivalent) for an unidentified number of buildings within the City of St. Louis, Missouri. The number of buildings available will be restricted to funds available.

Statements of Qualifications will be received until **3:00 PM on August 14th, 2018** at St. Louis Development Corporation. Attention Peter Phillips, 1520 Market Street Suite 2000, St. Louis, Missouri 63103.

The full invitation, relevant dates, and all other documents related to this opportunity may be downloaded at: <https://www.stlouis-mo.gov/government/departments/slde/procurement/rfq-energy-audit-services.cfm>

SLDC is an Equal opportunity Employer, and Respondents shall comply with the Mayor’s Executive Order #28, as amended.

CITY OF ST. LOUIS PLANNED INDUSTRIAL EXPANSION AUTHORITY

REQUEST FOR PROPOSALS (RFP)

for
**Removal and Proper Disposal of
Hazardous Electronic Material
623-49 East Holly Ave.
St. Louis, Missouri, 63147**

The Planned Industrial Expansion Authority (PIEA) of the City of St. Louis, Missouri is seeking proposals for the removal and proper disposal of electronic equipment from a previous electronics reuse and recycling facility. The majority of the material proposed for removal is cathode ray tube (CRT) monitors and televisions.

PIEA is seeking proposals from firms registered at tier 3 or 4 on the Missouri Department of Natural Resources Voluntary Tiered Registration Program for electronic recycling, though all proposals will be considered.

The site will be available for a walk through on **July 30th, 2018 at 10:00 AM.**

Continuum of Care (CoC) FY2017 New Rapid Re-housing Project RFP

Sponsor: Homeless Services

Procurement Type: Request for Information

Pre-Bidding:

Mandatory Bidder's Conference at 10:00 am on Friday, July 6, 2018, at Department of Human Services Large Conference Room at 1520 Market St. Room 4065.

Pre-Bidding Location:

Department of Human Services 1520 Market St., Room 4065, Large Conference Room

Starting Date: 06-29-2018

Closing Date: 07-27-2018

Closing Time: 05:00 PM

Summary


The Department of Human Services, Homeless Services is issuing FY2017 Continuum of Care Competitive Grant Program Request for Proposals (RFP) for New Rapid Re-housing Project.

Download

1. [FY2017 CoC RFP RRH PDF \(210.85 KB\)](#)
2. [RFP RRH FY2017 CoC Application Word Document \(33.71 KB\)](#)

Need Help Viewing?

You need a program that can open Adobe PDF files. A free option:

- [Adobe Reader](#)  [get.adobe.com] (can read PDF files)

You need a program that can open Microsoft Word files. Some free options:

- [Microsoft Word Viewer](#)  [www.microsoft.com] (can read Word files)
- [LibreOffice](#)  [www.libreoffice.org] (can read & write Word files)

Continuum of Care (CoC) FY2017 New Rapid Re-housing Project RFP (REVISED DUE DATE JULY 30, 2018)

Sponsor: Homeless Services

Procurement Type: Request for Information

Pre-Bidding:

Mandatory Bidder's Conference at 10:00 am on Friday, July 6, 2018, at Department of Human Services Large Conference Room at 1520 Market St. Room 4065.

Pre-Bidding Location:

Department of Human Services 1520 Market St., Room 4065, Large Conference Room

Starting Date: 06-29-2018

Closing Date: 07-30-2018

Closing Time: 05:00 PM

Summary


The Department of Human Services, Homeless Services is issuing FY2017 Continuum of Care Competitive Grant Program Request for Proposals (RFP) for New Rapid Re-housing Project.

Download

1. [FY2017 CoC RFP RRH PDF \(211.04 KB\)](#)
2. [RFP RRH FY2017 CoC Application Word Document \(33.71 KB\)](#)

Need Help Viewing?

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- [Adobe Reader](#)  [get.adobe.com] (can read PDF files)

You need a program that can open Microsoft Word files. Some free options:

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- [LibreOffice](#)  [www.libreoffice.org] (can read & write Word files)

Continuum of Care (CoC) FY2017 New Rapid Re-housing Project RFP (SEE NEW REVISIONS AS OF 7/3/18)

Sponsor: Homeless Services

Procurement Type: Request for Information

Pre-Bidding:

Mandatory Bidder's Conference at 10:00 am on Friday, July 6, 2018, at Department of Human Services Large Conference Room at 1520 Market St. Room 4065.

Pre-Bidding Location:

Department of Human Services 1520 Market St., Room 4065, Large Conference Room

Starting Date: 06-29-2018

Closing Date: 07-30-2018

Closing Time: 05:00 PM

Summary


The Department of Human Services, Homeless Services is issuing FY2017 Continuum of Care Competitive Grant Program Request for Proposals (RFP) for New Rapid Re-housing Project.

Download

1. [FY2017 CoC RFP RRH PDF \(869.86 KB\)](#)
2. [RFP RRH FY2017 CoC Application Word Document \(33.71 KB\)](#)

Need Help Viewing?

You need a program that can open Adobe PDF files. A free option:

- [Adobe Reader](#)  [get.adobe.com] (can read PDF files)

You need a program that can open Microsoft Word files. Some free options:

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- [LibreOffice](#)  [www.libreoffice.org] (can read & write Word files)

Continuum of Care (CoC) FY 2017 and FY 2018 New Rapid Re-Housing (RRH) and Domestic Violence (DV) RRH Projects RFP (SEE NEW UPDATE & ADDITIONAL LANGUAGE AS OF 7/20/18)

Sponsor: Homeless Services

Procurement Type: Request for Information

Pre-Bidding:

Bidder's Conference at 11:30 am on Thursday, July 26, 2018, at Department of Human Services Large Conference Room at 1520 Market St. Room 4065.

Pre-Bidding Location:

Department of Human Services 1520 Market St., Room 4065, Large Conference Room

Starting Date: 06-29-2018

Closing Date: 07-30-2018

Closing Time: 05:00 PM

Summary

The Department of Human Services, Homeless Services is issuing FY 2017 Continuum of Care Competitive Grant Program Request for Proposals (RFP) for New Rapid Re-housing Project.

AND


Updated 7/20/18: Addendum* FY 2018 Continuum of Care New Bonus Projects, Domestic Violence Bonus Projects, New Projects created from Reallocated Funding

Download

1. [FY 2017 and FY 2018 CoC RRH and DV RRH RFP PDF \(223.02 KB\)](#)
2. [RFP RRH FY 2017 & FY 2018 CoC Application Word Document \(39.82 KB\)](#)
3. [Original Bidder's Conference Presentation 7.6.18 \(87.94 KB\)](#)
4. [Original RRH RFP Bidder's Conference sign in sheet 7.6.18 \(487.17 KB\)](#)
5. [FY 2017 and FY 2018 RRH and DV RRH RFP CoC Evaluation Criteria \(13.25 KB\)](#)
6. [CoC 2017 System Performance Measures \(263.93 KB\)](#)
7. [CoC Best Practices \(153.23 KB\)](#)
8. [RFP RRH CoC Q&A \(26.44 KB\)](#)

Need Help Viewing?

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- [LibreOffice](http://www.libreoffice.org)  [www.libreoffice.org] (can read & write Word files)



Heil, Jamie <heilj@stlouis-mo.gov>

Continuum of Care (CoC) FY2017 New Rapid Re-housing Project RFP

Heil, Jamie <heilj@stlouis-mo.gov>

Fri, Jun 29, 2018 at 6:56 PM

To: CoC Yahoo Group Posting <stlouiscitycoc@yahoogroups.com>

Bcc: jlangum@archcitydefenders.org, Michelle Hayes <michelle.hayes@cloudburstgroup.com>, Sue Wagener <swagener@covenanthousemo.org>, Charles Levesque <charles.levesque@depaulusa.org>, Opal Jones <ojones@doorwayshousing.org>, Brenda Mahr <mahrbr@employmentstl.org>, Pam Moussette <pmoussette@frcmo.org>, Kathy Connors <kconnors@gatewayhomeless.org>, Tina Patterson <tinap@homefull.org>, Cyra Lohman <c.lohman@humanitri.org>, Sandy Wilson <sandy.wilson@icalliances.org>, Karen Kirk <kkirk@lydiashouse.org>, Steve Campbell <scampbell@ppcsinc.org>, Joe Yancey <jyancey@placesforpeople.org>, "Spruell, Sharon" <sspruell@ccstl.org>, Bonnie Reece <breece@hopehousestl.com>, Michelle Schiller-Baker <michellesb@saintmarthas.org>, Laurie Phillips <lphillips@stpatrickcenter.org>, Andrea Vent <aavent@havenofgracestl.org>, Sylvia Jackson <sjackson@twsh.org>, Orvin Kimbrough <Orvin.Kimbrough@stl.unitedway.org>, Adrian Bracy <abracy@ywcastlouis.org>, Rich LaPlume <rich.laplume@depaulusa.org>, Suzanne Kenyon <suzanne.kenyon@depaulusa.org>, Gretchen Shipp <gretchen.shipp@depaulusa.org>

Attached is the Continuum of Care (CoC) FY2017 New Rapid Re-housing Project RFP and application and here's a Dropbox link if you can't open the attachments.

<https://www.dropbox.com/sh/awfirbhtqshj5y6/AAxBpOIkOe7s29ay0hdSZvea?dl=0>

Also, it can be found on the City's website at this direct link:

<https://www.stlouis-mo.gov/government/departments/human-services/homeless-services/coc-2017-new-rrh-project.cfm>

Thanks,

--

Jamie Heil
 Secretary II
 City of St. Louis Department of Human Services
 Homeless Services Division
 1520 Market Street, Room 4062
 St. Louis, MO 63103
 314-657-1704
 heilj@stlouis-mo.gov

2 attachments

 **FY2017 CoC RRH Project RFP PDF.pdf**
 206K

 **RFP RRH FY2017 CoC Application Word Document.docx**
 33K



Heil, Jamie <heilj@stlouis-mo.gov>

REVISED DUE DATE Re: Continuum of Care (CoC) FY2017 New Rapid Re-housing Project RFP

Heil, Jamie <heilj@stlouis-mo.gov>

Mon, Jul 2, 2018 at 12:38 PM

To: CoC Yahoo Group Posting <stlouiscitycoc@yahoogroups.com>

Bcc: jlangum@archcitydefenders.org, Michelle Hayes <michelle.hayes@cloudburstgroup.com>, Sue Wagener <swagener@covenanthousemo.org>, Charles Levesque <charles.levesque@depaulusa.org>, Opal Jones <ojones@doorwayshousing.org>, Brenda Mahr <mahr@employmentstl.org>, Pam Moussette <pmoussette@frcmo.org>, Kathy Connors <kconnors@gatewayhomeless.org>, Tina Patterson <tina@homefull.org>, Cyra Lohman <c.lohman@humanitri.org>, Sandy Wilson <sandy.wilson@icalliances.org>, Karen Kirk <kkirk@lydiashouse.org>, Steve Campbell <scampbell@ppcsinc.org>, Joe Yancey <jyancey@placesforpeople.org>, "Spruell, Sharon" <sspruell@ccstl.org>, Bonnie Reece <breece@hopehousestl.com>, Michelle Schiller-Baker <michellesb@saintmarthas.org>, Laurie Phillips <lphillips@stpatrickcenter.org>, Andrea Vent <aavent@havenofgracestl.org>, Sylvia Jackson <sjackson@twsh.org>, Orvin Kimbrough <Orvin.Kimbrough@stl.unitedway.org>, Adrian Bracy <abracy@ywcastlouis.org>, Rich LaPlume <rich.laplume@depaulusa.org>, Suzanne Kenyon <suzanne.kenyon@depaulusa.org>, Gretchen Shipp <gretchen.shipp@depaulusa.org>

The revised due date is July 30, 2018, at 5:00 pm.

The links in the original email below are still the same and work and it's attached as well.

Thanks,
Jamie

On Fri, Jun 29, 2018 at 6:56 PM, Heil, Jamie <heilj@stlouis-mo.gov> wrote:

Attached is the Continuum of Care (CoC) FY2017 New Rapid Re-housing Project RFP and application and here's a Dropbox link if you can't open the attachments.

<https://www.dropbox.com/sh/awfirbhtqshj5y6/AAAxBpOIkOe7s29ay0hdSZvea?dl=0>

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Thanks,

--

Jamie Heil
Secretary II
City of St. Louis Department of Human Services
Homeless Services Division
1520 Market Street, Room 4062
St. Louis, MO 63103
314-657-1704
heilj@stlouis-mo.gov

--

Jamie Heil
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314-657-1704
heilj@stlouis-mo.gov

2 attachments

 **FY2017 CoC RRH Project RFP PDF.pdf**
207K

 **RFP RRH FY2017 CoC Application Word Document.docx**
33K



Heil, Jamie <heilj@stlouis-mo.gov>

REVISED DUE DATE Re: Continuum of Care (CoC) FY2017 New Rapid Re-housing Project RFP

Heil, Jamie <heilj@stlouis-mo.gov>

Tue, Jul 3, 2018 at 7:04 PM

To: CoC Yahoo Group Posting <stlouiscitycoc@yahoogroups.com>

Bcc: jlangum@archcitydefenders.org, Michelle Hayes <michelle.hayes@cloudburstgroup.com>, Sue Wagener <swagener@covenanthousemo.org>, Charles Levesque <charles.levesque@depaulusa.org>, Opal Jones <ojones@doorwayshousing.org>, Brenda Mahr <mahr@employmentstl.org>, Pam Moussette <pmoussette@frcmo.org>, Kathy Connors <kconnors@gatewayhomeless.org>, Tina Patterson <tinap@homefull.org>, Cyra Lohman <c.lohman@humanitri.org>, Sandy Wilson <sandy.wilson@icalliances.org>, Karen Kirk <kkirk@lydiashouse.org>, Steve Campbell <scampbell@ppcsinc.org>, Joe Yancey <jyancey@placesforpeople.org>, "Spruell, Sharon" <sspruell@ccstl.org>, Bonnie Reece <breece@hopehousestl.com>, Michelle Schiller-Baker <michellesb@saintmarthas.org>, Laurie Phillips <lphillips@stpatrickcenter.org>, Andrea Vent <avent@havenofgracestl.org>, Sylvia Jackson <sjackson@twsh.org>, Orvin Kimbrough <Orvin.Kimbrough@stl.unitedway.org>, Adrian Bracy <bracy@ywcastlouis.org>, Rich LaPlume <rich.laplume@depaulusa.org>, Suzanne Kenyon <suzanne.kenyon@depaulusa.org>, Gretchen Shipp <gretchen.shipp@depaulusa.org>, Valerie Russell <davisva@stlouis-mo.gov>, Donata Patrick <patrickdo@stlouis-mo.gov>, Irene Agustin <agustini@stlouis-mo.gov>, Edwin Muhammad <muhammade@stlouis-mo.gov>

Please check the website for the updated revisions made on 7/3/2018 pertaining to the RRH RFP. Sorry for any confusion.

<https://www.stlouis-mo.gov/government/departments/human-services/homeless-services/coc-2017-new-rrh-project.cfm>

Thanks,
Jamie

On Mon, Jul 2, 2018 at 12:38 PM, Heil, Jamie <heilj@stlouis-mo.gov> wrote:

The revised due date is July 30, 2018, at 5:00 pm.

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Thanks,
Jamie

On Fri, Jun 29, 2018 at 6:56 PM, Heil, Jamie <heilj@stlouis-mo.gov> wrote:

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<https://www.dropbox.com/sh/awfirbhtqshj5y6/AAAxBpOIkOe7s29ay0hdSZvea?dl=0>

Also, it can be found on the City's website at this direct link:

<https://www.stlouis-mo.gov/government/departments/human-services/homeless-services/coc-2017-new-rrh-project.cfm>

Thanks,

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Jamie Heil
Secretary II
City of St. Louis Department of Human Services
Homeless Services Division
1520 Market Street, Room 4062
St. Louis, MO 63103
314-657-1704
heilj@stlouis-mo.gov

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--

Jamie Heil
Secretary II
City of St. Louis Department of Human Services
Homeless Services Division



Heil, Jamie <heilj@stlouis-mo.gov>

UPDATED & ADDITIONAL LANGUAGE: Continuum of Care (CoC) FY 2017 and FY 2018 New Rapid Re-housing (RRH) and Domestic Violence (DV) RRH Projects RFP

Heil, Jamie <heilj@stlouis-mo.gov>

Fri, Jul 20, 2018 at 6:47 PM

To: CoC Yahoo Group Posting <stlouiscitycoc@yahogroups.com>

Bcc: jlangum@archcitydefenders.org, Michelle Hayes <michelle.hayes@cloudburstgroup.com>, Sue Wagener <swagener@covenanthousemo.org>, Charles Levesque <charles.levesque@depaulusa.org>, Opal Jones <ojones@doorwayshousing.org>, Brenda Mahr <mahr@employmentstl.org>, Kathy Connors <kconnors@gatewayhomeless.org>, Tina Patterson <tinap@homefull.org>, Sandy Wilson <sandy.wilson@icalliances.org>, Karen Kirk <kkirk@lydiashouse.org>, Steve Campbell <scampbell@ppcsinc.org>, Joe Yancey <jyancey@placesforpeople.org>, "Spruell, Sharon" <sspruell@ccstl.org>, Bonnie Reece <breece@hopehousestl.com>, Michelle Schiller-Baker <michellesb@saintmarthas.org>, Laurie Phillips <lphillips@stpatrickcenter.org>, Sylvia Jackson <sjackson@twsh.org>, Orvin Kimbrough <Orvin.Kimbrough@stl.unitedway.org>, Adrian Bracy <abracy@ywcastlouis.org>, Rich LaPlume <rich.laplume@depaulusa.org>, Suzanne Kenyon <suzanne.kenyon@depaulusa.org>, Gretchen Shipp <gretchen.shipp@depaulusa.org>, Irene Agustin <agustini@stlouis-mo.gov>, Valerie Russell <davisva@stlouis-mo.gov>, Donata Patrick <patrickdo@stlouis-mo.gov>, Kelcy Siddall <siddalk@stlouis-mo.gov>, Felicia Henderson <hendersonf@stlouis-mo.gov>, Madeline Janoch <janochm@stlouis-mo.gov>, Craig Frazier <frazierc@stlouis-mo.gov>, alivestl@alivestl.org, cholmes@mersgoodwill.org, access@mersgoodwill.org, susan.dersch@bjc.org, zoila.rendon-ochoa@bjc.org, hstpeter@bridgewaybh.com, sbaker@bridgewaybh.com, drlogan@deaflead.com, b-beck@deaflead.com, slejeune@dwi-emass.com, office@dwi-emass.com, dawn.swinger@familyforwardmo.org, liz.buerck@healingaction.org, katie.rhoades@healingaction.org, melissa@kcavp.org, info@kcavp.org, lmcDonald@stlouisco.com, tquarles@stlouisco.com, christine@supportvictims.org, katiel@supportvictims.org, Lmhalfmann@lsem.org, Raboedeker@lsem.org, lifesc@sbcglobal.net, programdirector@lifesourceconsultants.org, ewilliams@lydiashouse.org, creed@lydiashouse.org, ealper@ncjwstl.org, jwashington@providentstl.org, mschicker@providentstl.org, Angela Schultz <angela.schultz@familyforwardmo.org>, safeathome@sos.mo.gov, susan@safeconnections.org, jess@safeconnctions.org, JAnderson@sccmo.org, vcarricato@sccmo.org, tofallk@stlouiscao.org, stiffj@stlouiscao.org, lmjones@stlouisco.com, camarty@stlouis.com, micheller@saintmarthas.org, Nora Boland <nboland@twsh.org>, info@thisjourney.org, gia@sbcglobal.net, swayant@ywcastlouis.org, pmiller@ywcastlouis.org

Originally this RFP was released on June 29, 2018. We've updated and added additional language as of July 20, 2018, due to additional funds being available. The link below takes you directly to the website page that has the RFP, an application, and other documents since the original release date. There will be another **bidder's conference on July 26, 2018**, so refer to the RFP for more information. Please feel free to forward the RFP to any organizations you think would be interested.

<https://www.stlouis-mo.gov/government/departments/human-services/homeless-services/coc-2017-new-rrh-project.cfm>

Thanks,

--
Jamie Heil
Secretary II
City of St. Louis Department of Human Services
Homeless Services Division
1520 Market Street, Room 4062
St. Louis, MO 63103
314-657-1704
heilj@stlouis-mo.gov

City of St. Louis Continuum of Care for Ending Homelessness Governance Charter

ARTICLE I: Name and Geographic Area

The name of the organization shall be the City of St. Louis Continuum of Care for Ending Homelessness, hereinafter referred to as (“STLCOC”). It will serve the City of St. Louis, Missouri.

ARTICLE II: Mission and Responsibilities

Section 1: Mission

A Continuum of Care is a community’s plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximum self-sufficiency. It includes action steps to end homelessness and prevent a return to homelessness.

STLCOC is a broad based partnership to prevent people within the community from becoming homeless and to find ways to end homelessness. Through interagency collaboration coordination and collaboration, STLCOC will provide homeless people with effective services, and help them obtain affordable housing. STLCOC shall serve in a collaborative capacity to the Division of Homeless Services of the Department of Human Services (“DHS”) of the City of St. Louis (the “Collaborative Applicant”).

Section 2: Responsibilities

STLCOC will fulfill the responsibilities assigned to continuums of care under Title 24, Part 578 of the Code of Federal Regulations, as they may be amended or supplemented from time to time, and will satisfy all other legal requirements necessary to secure maximum funding under relevant state and federal programs to end homelessness. STLCOC will develop, follow, and annually update a governance charter that includes all procedures and policies needed to comply with both subsection B of Title 24, Part 578 of the Code of Federal Regulations and with HUD’s HMIS requirements. [578.7(a) (5)]

ARTICLE III: Membership

Section 1: Qualifications

Membership in STLCOC is open to any nonprofit, for profit, individual, or governmental entity that is committed to ending homelessness or assisting people who are homeless or at risk of becoming homeless. STLCOC will conduct an annual, public invitation to new members at the

beginning of each year. Membership information will be distributed broadly across the community including through various media outlets. [578.7(a) (2)]

Section 2: Voting Privileges and Delegates

Each member organization shall be entitled to an unlimited number of delegates, at least one of whom shall be a person functioning at the executive or managerial level, but the organization shall have only one vote. Each individual member shall be entitled to one vote. If two member organizations are closely linked but organized as separate non-profit organizations for IRS tax purposes, then each such organization is entitled to its own vote. New members will be entitled to a vote six months after the Board of Directors approves membership. Annually each member organization shall submit any updates to its membership, including changes in contact information, the names of its authorized delegates, and committee membership, to the Governance and Membership Committee. Only active member organizations will have voting privileges. Active membership is determined by the member's attendance at general and committee meetings. To be considered an active member, members must be in attendance at 50% of general meetings, and 50% of at least one committee's meetings. Each member must serve on at least one of the six STLCOC committees. Members must be represented by an authorized delegate. If a member does not attend any general meetings during a calendar year, the member may be removed from the membership pursuant to Section 5 below. Members that have withdrawn or been removed may rejoin the STLCOC by submitting a new application, and will be considered for approval under Section 3 below. If approved, the member will be considered a new member.

Section 3: Approval of Members

Applications for membership shall be submitted to the Governance and Membership Committee and are subject to approval by a majority vote of the Board of Directors.

Section 4: Withdrawal of Members

A member may withdraw from STLCOC at any time by submitting a letter of withdrawal to the Governance and Membership Committee and presented to the Board of Directors.

Section 5: Removal of Members

Any member may be removed from STLCOC by a two-thirds majority of the Board of Directors. Removal is effective only if it occurs at a meeting called for that purpose. Removal requests will be submitted to the Governance and Membership Committee, and then presented to the Board of Directors. Notice must be sent to all Board of Directors members stating that the proposed removal is a purpose of the meeting. A representative of the organization or individual recommended for removal shall have the opportunity to speak on their behalf prior to a vote of the Board of Directors. The Board of Directors may deliberate without the representative of the organization or the individual member recommended for removal present prior to the vote of the Board of Directors.

Section 6: Individuals

Individual persons may attend meetings, participate in discussions and serve on committees. Individuals can be members and have voting privileges as described in Article III, Sections 1-2. Individual members cannot be affiliated with an organization that is already a STLCOC member.

Section 7: Affiliate Membership

Any entity or individual may elect to join as an Affiliate Member. Affiliate Members will have no voting rights, and will not be required to serve on a committee or satisfy meeting attendance requirements for active members set forth in Section 2 above to maintain the Affiliate Member status. However, Affiliate Members may be removed if they do not attend any general meetings in a calendar year. All other provisions of this Charter will apply to Affiliate Members

ARTICLE IV: Officers

Section 1: Titles and Duties

STLCOC shall have the following officers: Chair, Vice Chair, and Secretary. The duties of each officer shall be as follows:

Chair

The Chair shall convene and preside at all meetings of the Board of Directors. The Chair shall serve as an ex-officio member of all committees, and shall perform such duties incident to the office of Chair.

Vice Chair

The Vice Chair shall preside at meetings of STLCOC in the absence of the Chair, and shall serve in the role of the Chair in case of the resignation or dismissal of the Chair until a new Chair is elected consistent with Section 6 of this Article. The Vice chair shall perform such duties incident to the office of Vice Chair and such other duties as may be assigned by the Board of Directors.

Secretary

The Secretary shall prepare meeting agendas in consultation with the Chair, notify members of all meetings, record and maintain all votes and the minutes of the meetings of STLCOC, distribute minutes of previous meetings, maintain a current membership roster and list of authorized delegates, and maintain the records of STLCOC. The Secretary shall perform such duties incident to the office of Secretary and such other duties as may be assigned by the Board of Directors.

Section 2: Qualifications

Any active member may serve as Chair, Vice Chair, or Secretary.

Section 3: Terms of Office

The Chair, Vice Chair, and Secretary will have staggered 2-year terms commencing January 2007. Persons in these offices may be re-elected to the same office; however, no person may serve in the same office for more than two consecutive full terms.

Section 4: Nomination and Election

In November of each year, the Governance and Membership Committee shall present to STLCOC a slate of candidates for the open offices of Chair, Vice Chair, and Secretary for the coming term. These officers shall be elected at a regularly scheduled meeting during December of the same year and take office on the first day of January immediately following their election. No person may be nominated unless such person has agreed to serve in the office if elected.

Section 5: Resignation

An officer may resign at any time by submitting a letter of resignation to the Board of Directors.

Section 6: Vacancies

Vacancies in the offices of Chair, Vice Chair or Secretary shall be filled by election from the membership.

ARTICLE V: Board of Directors

Section 1: Powers

The affairs of STLCOC shall be managed by or under the direction of its Board of Directors.

Section 2: Number and Qualifications

The Board of Directors shall be 15 in number (the "Board Members"), consisting of the Chair, Vice Chair, Secretary, a representative selected from each of the six Standing Committees, and six at-large members. The Collaborative Applicant shall be an Ex officio Board Member of the STLCOC without voting rights.

Section 3: Terms of Office

At-large Board Members will serve one-year terms. Committee chairs will serve two-year terms effective January 1, 2018. Standing Committee chairs may represent the private or public sector. At-large Board Members and committee chairs shall be elected at a regularly scheduled meeting during December of the same year and take office on the first day of the month immediately following their election. No person may serve on the Board more than two consecutive full terms.

Section 4: Nomination and Election of At-Large Members

In November of each year, the Governance and Membership Committee shall present a slate of candidates for the six at-large positions of the Board of Directors for the coming term. One of the at-large positions of the Board of Directors shall be filled by a person who is experiencing or has

experienced homelessness. The at-large positions shall be elected at a regularly scheduled general membership meeting during December of the same year and take office on the first day of the month immediately following their election.

Section 5: Selection of Representatives of Standing Committees

Candidates for the chairperson for each Standing Committee shall be nominated by the Governance and Membership Committee and then submitted to the Board of Directors for approval.

Section 6: Resignation

An officer may resign at any time by submitting a letter of resignation to the Board of Directors.

Section 7: Vacancies

Vacancies in at-large positions on the Board of Directors shall be filled by election from the membership. Vacancies in chairs of Standing Committees shall be filled by selection by the Governance and Membership Committee and the Board of Directors.

Section 8: Removal of Officers and Directors

The Chair, Vice Chair, Secretary or any member of the Board of Directors may be removed from office by a two-thirds majority of the remaining Board of Directors. Each Standing Committee may request removal of its representative from the Board of Directors by submitting a letter to the Chair of the Board of Directors. Removal is effective only if it occurs at a meeting called for that purpose. Notice must be sent to all Board of Directors members stating that the proposed removal is a purpose of the meeting. The person recommended for removal shall have the opportunity to speak on their behalf prior to a vote of the Board of Directors. The Board of Directors may deliberate without the person recommended for removal present prior to the vote.

ARTICLE VI: Meetings

Section 1: General Meetings

The STLCOC General Meetings will focus on STLCOC training and technical assistance for members. STLCOC will hold General Meetings of the full membership at least semi-annually. [578.7(a) (1)] STLCOC shall meet at least six times per year to conduct a General Meeting. At the beginning of each year the Board of Directors shall establish a schedule of dates and times for regular General Meetings, and the Secretary shall distribute this schedule to all members. The Board of Directors shall determine the place for each meeting at least one month prior to the meeting. STLCOC may conduct any business at a regular General Meeting, whether or not such business is on the agenda. A published agenda will be provided for each General Meeting of the full membership. [578.7(a) (1)]

Section 2: Board of Directors Meetings

The Board of Directors shall meet at least six times per year. The Board of Directors shall determine the place for each meeting. The Board of Directors may conduct any business at a regular Board of Directors meeting, whether or not such business is on the agenda, except for the removal or officers or members of the Board of Directors. Board Members must attend at least 50% of all board meetings.

The Board of Directors meetings will focus on:

- Organizing an annual continuum of care planning process
- Collecting needs data and inventory system capacity
- Determining and prioritizing gaps in the continuum of care homeless system
- Developing short- and long-terms strategies with an action plan
- Implementing the action steps for the continuum of care plan

Section 3: Executive Session

The Board of Directors may meet in executive session to discuss confidential or sensitive matters. The Board shall report all decisions made at such meetings to the membership but shall not be required to report the discussions of factors leading to its decisions.

Section 4: Special Meetings

Special meetings of STLCOC or the Board of Directors may be called by the Chair or by one-third of the members of the Board of Directors. The person(s) calling the meeting shall state the purpose(s) for which the meeting is to be called. Business at any special meeting is limited to the purpose(s) for which the meeting is called, and no other business of any nature may be conducted.

Section 5: Notification of Meetings

The Secretary shall provide notification to all STLCOC members of all General and Board of Directors meetings, regular and special. Such notification must be given at least two business days prior to the meeting. Notification may be by letter, telephone, facsimile, electronic or personal communication. All members are responsible for following existing processes to receive notifications through electronic mail. The notification must clearly state the date, time and place of the meeting. In the case of special meetings, the notification must additionally state the purpose(s) for which the meeting is being called. The Secretary shall provide the published agenda to the full membership within two business days prior to the meeting. [578.7(a) (1)]

Section 6: Quorum

The presence of a simple majority of the STLCOC members entitled to vote shall be a quorum and sufficient to conduct business at any general meeting of STLCOC. The presence of two-

thirds of the Board of Directors shall be a quorum and sufficient to conduct business at any meeting of the Board of Directors.

Section 7: Parliamentary Procedure

The latest revised edition of Robert's Rules of Order shall prevail at all meetings except where contrary to the governance charter or any standing rule.

ARTICLE VII: STLCOC Designations and Responsibilities

Section 1: Designation

STLCOC designates the City of St. Louis as its collaborative applicant to submit the annual STLCOC Consolidated Application for funding on behalf of STLCOC. The Collaborative Applicant is the only entity that can apply for a grant for Continuum of Care planning funds on behalf of STLCOC. DHS staff will assist in the operation and management of the STLCOC and provide oversight and monitoring of the HMIS lead agency. The Collaborative Applicant will collaborate with the STLCOC and its Board in (a) the design and operation a collaborative, fair and transparent application process (b) the development of the City's Consolidated Plan and ESG allocation and reporting processes and (c) participating in regional and State groups meeting to coordinate efforts related to the STLCOC mission and Emergency Solutions Grant ("ESG") and STLCOC awards and other funding, real or potential. [578.7(b)(1); 578.7(b)(2)]

Section 2: Responsibilities

1. STLCOC will be responsible for establishing committees, as well as additional subcommittees or workgroups as needed. [578.7(a)(4)]
2. STLCOC will be responsible for adopting and following a written process to select a board to act on behalf of the STLCOC. This process must be reviewed, updated, and approved by the STL COC at least once every 5 years. [578.7(a)(3)]
3. In collaboration with recipient of Emergency Solutions Grants program funds in the area, STLCOC will establish and oversee the Front Door Assessment Process, a centralized or coordinated system that will provide an initial, comprehensive assessment of individuals' and families' needs for housing and services. [578.7(a)(8)]
4. STLCOC will establish and oversee written standards for providing transitional housing assistance, rapid re-housing assistance, permanent supportive housing assistance, homelessness prevention assistance, rental assistance, and any other programs established for Continuum of Care assistance. Covering all STLCOC programs, these written standards will include policies and procedures for:
 - a. Establishing eligibility criteria for individuals and families; [578.7(a)(9)]
 - b. Prioritizing which eligible individuals and families will receive assistance; [578.7(a)(9)]

- c. Determining which type of assistance an individual or family will receive (especially pertaining to the choice between homelessness prevention and rapid re-housing assistance); [578.7(a)(9); 24 CFR 576.400(e)(3)(vi)]
 - d. Articulating maximum amount, duration, and type of assistance as well as program participant responsibilities, such as what percentage or amount of rent each program participant must pay while receiving either homelessness prevention or rapid re-housing assistance; [578.7(a)(9); 24 CFR 576.400(e)(3)(vii); 24 CFR 576.400(e)(3)(ix); 24 CFR 576.400(e)(3)(ix)]
 - e. Articulating minimum service expectations for every type of program in the homeless system, such as how long a particular program participant will be provided with rental assistance and whether and how the amount of that assistance will be adjusted over time. [578.7(a)(9); 24 CFR 576.400(e)(3)(viii)]
 - f. Detailing how the system will address the needs of individuals and families fleeing or attempting to flee domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from nonvictim service providers. [578.7(a)(8)]
5. STLCOG will establish system and program performance outcome targets for projects funded under the Emergency Solutions Grants program and the Continuum of Care program, and report the resulting evaluations of the project outcomes to HUD. [578.7(a)(6); 578.7(a)(7)]
 6. STLCOG will consult with recipients and sub recipients to establish evaluation performance targets that are appropriate to each program, whether under ESG, STLCOG, and local funding. [578.7(a)(6)]
 7. STLCOG will monitor recipient and sub recipient operations, evaluate outcomes, and take action against poor performers in consultation with recipients and sub recipients. [578.7(a)(6)]
 8. STLCOG will consult with State and local government Emergency Solutions Grants program recipients and sub recipients within the Continuum's geographic area in order to discuss the plan for funding allocation. [578.7(c)(5)]
 9. STLCOG will ensure coordination between each level of the homeless system and with mainstream resources for the implementation of a local housing and service system that meets the needs of the homeless individuals (including unaccompanied youth) and families. This housing and service system will encompass (a) outreach, engagement, and assessment, (b) shelter, housing, and supportive services, and (c) prevention strategies. [578.7(c)(1)]
 10. STLCOG will conduct an annual gaps analysis of the homeless needs and services available within the geographic area. [578.7(c)(3)]
 11. STLCOG will conduct an annual Point-in-Time Count for homeless persons within the geographic area. Count homeless persons living somewhere not designed or ordinarily used as a sleeping accommodation for humans as "unsheltered." Count homeless persons living in emergency shelters or transitional housing as "sheltered." Also meet other requirements as they are established by HUD by notice. [578.7(c)(2)]

12. STLCOC will provide input required for local Consolidated Plan(s) and consult with Emergency Solutions Grants funding recipients to discuss allocation. [578.7(c)(4)(5)]
13. STLCOC will ensure the Homeless Management Information System (HMIS) is in compliance with HUD requirements, has appropriate plans for privacy, security and data quality, and has consistent participation by all STLCOC providers. [578.7(b)(3)(4)(5)]
14. STLCOC will establish annual funding priorities based on annual gaps analysis of the homeless needs and services available within the geographic area and on HUD priorities. [578.7(c)(3)]
15. STLCOC will conduct collaborative funding processes to select providers for STLCOC, ESG and local funding.
16. STLCOC will approve the local STLCOC application.
17. STLCOC will incorporate input from STLCOC into funding and program decisions.

ARTICLE VIII: Committees

Section 1: Standing Committees and Duties

STLCOC shall have six Standing Committees:

1. System Performance Committee

The System Performance Committee conducts system gaps analysis, population prioritization, and recommendations for the Board of Directors and DHS to ensure adequate homeless and housing solutions. It also reviews System Performance Measures (SPM) prior to submission to HUD, and oversees Point-In-Time (PIT) counts, and reviews the Housing Inventory Count (HIC) prior to submission to HUD. The Committee shall establish a PIT Subcommittee, which will conduct the annual PIT count and ensure compliance with HUD guidelines.

2. Program Performance Committee

The Program Performance Committee creates a formal, transparent process to rank and prioritize all new projects seeking support through the STLCOC or ESG funding, advises whether each project meets basic criteria, and ranks projects based on established criteria. This committee also evaluates individual STLCOC and ESG program performance, and develops protocols for reallocating funding.

3. Service Delivery Committee

The Service Delivery Committee creates policies, procedures, and standardized forms for STLCOC program operations, including coordinated entry. It also builds and implements a plan for regular trainings, including training on working with priority populations, ongoing coordinated entry training, housing navigation/case management training, and other homeless services best-practices.

4. Advocacy Committee

The Advocacy Committee assures that homeless populations are represented fairly in STLCOC programs and priorities, and educates the public about issues pertaining to homelessness. The committee annually recommends to the STLCOC a set of positions to be adopted and issues to be studied by the STLCOC, and brings legislative issues to the Board. The committee shall establish a Consumer Council Subcommittee, which composed entirely of homeless and formerly homeless persons and will ensure that consumer voice is heard and considered in STLCOC programs and decision-making.

5. Governance and Membership Committee

The Governance and Membership Committee shall present a slate of officers and members of the Board of Directors as provided in Article IV, Section 4, and Article V, Section 4. This committee shall also be charged with recruiting and retaining a wide range of organizations into membership and with recommending rules and procedures for STLCOC.

6. Homeless Management Information System (HMIS) Committee

The HMIS Committee sets HMIS standards consistent with HUD Data Compliance requirements. It works with the Board of Directors, DHS, and the HMIS lead to develop and implement recommendations to improve client tracking, provider use, and coordinated entry implementation. The committee annually reviews and updates the HMIS policy and procedure manual, and ensures that the STLCOC is educated and informed about the contents of the manual. It analyzes utilization of HMIS and provides recommendations for increasing participation. The committee reviews data system vendors and recommends the choice of vendor.

Section 2: Selection and Terms

Except for the Consumer Council Subcommittee, any person may be recruited to serve on any Standing Committee or subcommittee by the Board of Directors, or by the committee or committee members. Committee membership may be drawn from the community at large, not only from those associated with STLCOC. Each committee may select the vice-chair, and the Board of Directors may assign Board Members to the committees.

Section 3: Subcommittees

Each committee may as it determines necessary divide into subcommittees, task forces and focus groups. However, each Standing Committee shall have only one representative on the Board of Directors.

Section 4: Ad Hoc Committees

The Board of Directors may from time to time appoint and approve the appointment of such ad hoc committees as may be needed. The Board of Directors shall determine the responsibilities, selection and terms of such committees.

ARTICLE IX: Amendments

Section 1: Amendments

This governance charter may be amended or repealed by a two-thirds majority of members present and voting at any meeting of STLCOC, provided that the amended or replacement governance charter shall have been presented in their final form and discussed at the preceding meeting of STLCOC. Notification for such meeting shall clearly state that amendment(s) to or repeal of the governance charter is being considered.

ARTICLE X: Board of Directors Code of Conduct, Conflicts of Interest and Recusal Process [578.7(a) (5)]

Section 1: Code of Conduct

STLCOC board members must exercise care when acting on behalf of STLCOC. These individuals must complete the work they have agreed to undertake in a timely manner. In addition, they must attend Board meetings and be prepared to discuss matters presented for their deliberation. Absence without notice or explanation for three meetings within a calendar year or repeated failure to complete work assignments will be grounds for removal from the Board. Repeated failure to participate thoughtfully and respectfully in discussions or persistent disruptive or obstructive conduct during meetings will be grounds for removal.

Section 2: Conflicts of Interest and Recusal Process

STLCOC board members must abide by the following rules in order to avoid conflicts of interest and promote public confidence in the integrity of STLCOC and its processes. Failure to honor these rules will be grounds for removal from the board and any of its committees.

1. Members may not participate in or influence discussions or resulting decisions concerning the award of a grant or other financial benefit to:
 - a. Any organization that they or a member of their immediate family represents; or
 - b. Any organization from which they or a member of their immediate family derives income or anything of value.
2. Whenever STLCOC board members or any of their immediate family members have a financial interest or any other personal interest in a matter coming before the Board of Directors or one of its committees, they must:
 - a. Fully disclose the nature of the interest; and
 - b. Withdraw from discussing, lobbying and voting on the matter.

Section 3: Procedures

At the beginning of every Board of Directors Meeting, the facilitator must ask if there are any conflicts of interest or potential conflicts of interest that need to be disclosed before the business included in the meeting's agenda is discussed. Any matter in which STLCOC board members have an actual or potential conflict of interest will be decided only by a vote of disinterested individuals. The minutes of any meeting at which such a vote is conducted must reflect the disclosure of interested directors' actual or potential conflicts of interest and their recusal from participation in the decision. STLCOC board members must sign a conflict of interest form annually, affirming that they have reviewed the conflict of interest policy and disclosing any conflicts of interest they face or are likely to face in fulfilling their duties as board members.

CERTIFICATION OF RATIFICATION

This is to certify that the City of St. Louis Continuum of Care for Ending Homelessness did formally ratify and adopt this governance charter on the date specified below:

Date Ratified:

Executed at St. Louis, Missouri, this 21 day of June, 2018.

By:

Jenny Jones
COC Chair

[Signature]
COC Secretary

St. Louis City Continuum of Care
Housing/Homeless Management Information System

Policies and Procedures Manual

October, 2015

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HOMELESS MANAGEMENT INFORMATION SYSTEM

POLICY AND PROCEDURES MANUAL

This policy and procedure manual is developed in collaboration between the HMIS Advisory Committee and the HMIS Lead Agency for the Saint Louis City Continuum of Care. This manual is authorized by the Executive Committee of the Saint Louis City Continuum of Care.

HMIS GOVERNANCE CHARTER

Introduction

The purpose of the Saint Louis City HMIS is to support the delivery of homeless and housing services, including homeless prevention, in the St. Louis City community. The HMIS should be used primarily to collect and track information related to serving people in housing crises, as well as planning for the elimination of homelessness. On a case-by-case basis, the HMIS Advisory Committee will consider other uses of the database.

Key Support Roles & Responsibilities

City of Saint Louis Department of Human Services

As the Collaborative Applicant for Saint Louis City Continuum of Care (CoC):

- Ensures fiscal and programmatic compliance with all HUD rules and regulations
- Encourages and facilitates participation in HMIS data collection
- Collaborates with the Saint Louis City Continuum of Care to select, approve and execute annual contract(s) with HMIS Lead and/or HMIS Vendor

HMIS Lead

As the HMIS Lead for Saint Louis City Continuum of Care (CoC):

- Ensures the operation of and consistent participation by recipients of funding requiring use of the HMIS system
- Develops written policies and procedures for all HMIS Partner Agencies, which at a minimum includes: a security plan, data quality plan, and privacy plan.
- Executes an HMIS participation agreement with each HMIS Partner Agencies
- Executes an HMIS collaborative agreement with the Saint Louis City Continuum of Care; this agreement defines performance standards for HMIS system maintenance, training, user support, report requirements, and analytical support
- Monitors compliance of all HMIS Partner Agencies
- Provides an unduplicated count of clients served and analyses of unduplicated counts to the Continuum of Care on quarterly basis, and upon request, to HUD
- Ensures that the HMIS Vendor and software is currently in compliance with HMIS standards
- Serves at the primary contact between Partner Agencies and the HMIS vendor

- Serves as the applicant to HUD for grant funds for HMIS Activities of the Continuum of Care's geographic area, as directed by the Continuum, and if selected for an award by HUD, enter into a grant agreement with HUD to carry out the HUD-approved activities

Saint Louis City Continuum of Care (CoC)

- Responsible for selecting one HMIS software system
- Responsible for selecting one HMIS Lead
- Responsible for reviewing, revising, and approving all policy and procedures developed by HMIS Lead; final approval of policies and procedures is the responsibility of the Executive Board of the CoC
- Responsible for implementing all approved and/or revised policies and procedures within six months of approval
- Develops a governance charter and documents all assignments and designations consistent with the governance charter.
- May choose to participate in HMIS with other local Continuum of Care so long as one HMIS vendor and Lead are agreed upon and there is a joint governance charter.
- Executes an HMIS collaborative agreement with the HMIS Lead; this agreement defines performance standards for HMIS system maintenance, training, user support, report requirements, and analytical support

HMIS Advisory Committee

- Responsible for recommending HMIS software system and HMIS Lead
- Governs the implementation of the HMIS system
- Assists in the development of HMIS policies and procedures in collaboration with the HMIS Lead
- Advises and recommends changes to HMIS policies and procedures for approval by the Planning Committee, General Membership, and Executive Committee of the Saint Louis City CoC
- Examines HMIS aggregate data as well as offers comments and suggestions on how data measurements can contribute to fulfillment of strategic goals

HMIS Partner Agencies

- Responsible for ensuring that HMIS processing capabilities remain consistent with the privacy obligations of the Partner Agencies
- Comply with applicable standards set forth by the CoC, HMIS Lead and HUD, including but not limited to issues of privacy and confidentiality
- Develop agency procedures to ensure and monitor compliance and sanctions for non-compliance
- Ensure staffing and equipment necessary to implement HMIS
- Complete an HMIS Agency Partner Agreement with the HMIS Lead
- Designate an HMIS Agency Administrator and Chief Privacy Officer

HMIS PARTICIPATION POLICY

Mandated

Agencies receiving Emergency Solution Grants, Supportive Housing Program grants, Shelter plus Care grants, Section 8 SRO programs, HOPWA grants and other funders within the Continuum of Care will be required to meet the minimum HMIS participation standards. Participating agencies must agree to execute and comply with an HMIS Agency Partner Agreement, as well as, all HMIS policies and procedures. Agencies receiving HUD CoC or Emergency Solutions Grant funding have no current fees associated with participating in the HMIS system.

Voluntary

While the Saint Louis City CoC does not require participation in HMIS by agencies that do not receive HUD CoC or Emergency Solutions Grant funding, every effort is made to encourage all homeless service providers to participate in the HMIS system in order to more thoroughly gain an understanding of those experiencing homelessness in Saint Louis City. Non-funded agencies should contact the HMIS Lead for any fees associated with participation.

Minimum Standards to Participate in HMIS

- Partner Agencies will enter into an HMIS Agency Partner Agreement and comply with all HUD regulations for HMIS participation
- Partner Agencies will designate a Chief Privacy Officer. The Chief Privacy Officer is responsible for: managing client questions and complaints about the Privacy Notice, ensuring all new users have completed a User Agreement, monitoring all users compliance with training requirements, and maintaining both user and technological requirements needed for security standards.
- Partner Agencies will designate an Agency HMIS Agency Administrator. The Agency HMIS Agency Administrator is the designated communication point with the HMIS Lead and will be expected to routinely verify data for completeness, accuracy and timeliness and work in collaboration with the HMIS Lead for correcting and managing the agency's data.
- All users are responsible for collecting data elements as defined by HUD and any additional data elements determined by the Saint Louis City CoC.
- All users must enter client-level universal data elements at minimum into the HMIS system within 24 hours of entry into a project and complete appropriate discharge within 48 hours of exit from a project.

HMIS Partnership Termination Policy

Contract Termination Initiated by HMIS Partner Agency

Contributing HMIS Organizations may terminate the HMIS Partner Agreement with or without cause upon 30 days written notice to the HMIS Lead and according to the terms specified in the HMIS Agency Agreement. The termination of the HMIS Agency Agreement by the Partner Agency may impact other compliance regulations, such as contracts with the Department of

Human Services that specify HMIS utilization. In the event of termination of the HMIS Agency Agreement, all data entered into the HMIS system will remain an active, and records will remain open or closed according to any data sharing agreements in place at the time of termination. In all cases of termination of HMIS Partner Agreements, the HMIS Lead will inactivate all users from that agency on the date of termination of contract. The HMIS Lead will notify the HMIS Advisory Committee and the Department of Human Services.

Contract Termination Initiated by HMIS Lead

The HMIS Lead may terminate the HMIS Partner Agreement for noncompliance within the terms of that contract upon 30 days written notice to the HMIS Partner Agency. The HMIS Lead will require any violations to be rectified to avoid termination of the HMIS Partner Agreement.

The HMIS Lead may also terminate the HMIS Partner Agreement with or without cause upon 30 days written notice to the HMIS Partner Agreement and according to the terms specified in the HMIS Partner Agreement.

The termination of the HMIS Partner Agreement may impact other compliance regulations, such as contracts with the Department of Human Services that specify HMIS utilization. In the event of termination of the HMIS Agency Agreement, all data entered into the HMIS system will be maintained by the HMIS Lead until all clients are appropriately exited from the terminated agency.

Prior to any notification of termination, the HMIS Lead must first consult with the CoC Executive Board and the Department of Human Service before any termination is issued.

HMIS TECHNICAL STANDARDS

The HMIS Lead and HMIS vendor are equally responsible with any and all technical standards determined by HUD. HUD has established that all HMIS software must be able to: produce unduplicated client records, collect all data elements set forth by HUD, report outputs, produce compliance reports for Partner Agencies and the Lead to assess achievements with established benchmarks, and generate standardized audit reports.

Hardware and Computer Requirements

While the HMIS Lead and HMIS vendor maintain software for HUD standards, Partner Agencies are responsible for complying with agency-level system security standards. These system standards aid in the safety and integrity of client records. Partner Agencies must comply with the following hardware and software standards:

- 1) A secure broadband internet must be used; Wi-Fi is acceptable, if the connection is protected by a network security code.
- 2) Computers must have an operating system compatible with the current HMIS software
- 3) Computers must have an internet browser compatible with current HMIS software

- 4) All workstations must be manually locked by a user if a licensed user leaves a workstation when HMIS software is active
- 5) All workstations must have current and active security which include:
 - a. Real-time antivirus scanning
 - b. Automatic virus removal
 - c. Anti-Spyware
 - d. Firewall
 - e. Anti-phishing

The equipment used to connect to the HMIS system is the responsibility of the HMIS Partner Agency. Contributing HMIS Partner Agencies will need to provide their own internal technical support for the hardware, software and Internet connections necessary to connect to the HMIS system according to their own organizational needs.

System Availability

It is the intent of the Saint Louis City Continuum of Care, HMIS Lead and HMIS Vendor that the HMIS system server will be available 24 hours a day, 7 days a week, and 52 weeks a year to incoming connections. However, no computer system achieves 100 percent “uptime.” In the event of planned server downtime, the HMIS Lead will inform agencies as much in advance as possible in order to allow HMIS Partner Agencies to plan their access patterns accordingly.

Annual reviews for Technical Standard Compliance will be conducted by each Partner Agency Chief Privacy Officer to ensure agencies are meeting requirements. Additionally, the HMIS Lead will be conducting technical standard compliance on behalf of the entire CoC to ensure Partner Agencies and HMIS system software are in compliance.

HMIS SECURITY PLAN

The HMIS Lead is responsible for establishing a security plan, which must be approved by the Saint Louis City Continuum of Care. This security plan must address the areas of data collection, maintenance, use, disclosure, transmission, destruction of data, and a communication plan for reporting and responding to security incidents. In addition to the security plan, the HMIS Lead must develop a Disaster Recovery Plan and verify that the HMIS Vendor has a Disaster Recovery Plan as well.

HMIS User Access

All users are required to sign a HMIS User Agreement and complete HMIS User Training before receiving access to the HMIS. Credentials will not be issued without a signed User Agreement being on file with the HMIS Lead and the HMIS Agency Administrator.

All HMIS training participants will be given a copy of the HMIS User Agreement at the conclusion of User training. Potential Users will be responsible for completing the User Agreement, obtaining the required signatures and returning the form to the HMIS Lead before

User Credentials will be issued. Once all required paperwork is complete, User Credentials can be obtained by calling the HMIS Help Desk.

Establishing a New Partner Agency

Homeless service providers that are interested in obtaining access to the HMIS system will be required to first contact the HMIS Lead, who will process the request and engage the CoC as necessary.

Once the homeless service provider has been approved for access to the HMIS system, the New Partner Agency will receive a copy of an HMIS participation agreement to review and obtain the appropriate signatures. The HMIS participation agreement will be sent to the HMIS Lead. Once all agreements are finalized, the HMIS Lead will contact the new partner agency regarding obtaining access and new user training.

Data Access Policies

HMIS Users will receive a unique username and establish a password. Usernames and passwords are never to be shared, or documented in a visible or accessible location, which would compromise the integrity and security of the HMIS system. HMIS Users will automatically be prompted to change their HMIS password on a routine basis. If a password is lost or forgotten, the HMIS User should contact the HMIS helpdesk.

HMIS Users must log off the HMIS system or lock the computer any time they step away from the workstation. Automatic password protected screen savers, or network log-off, should be implemented on each computer used for HMIS. Additionally, the HMIS system is set up to auto-log off users who are inactive on the site after a maximum of 10 minutes.

Any paper documentation, such as client authorization forms, should be filed in a locked, secure area and not left unattended. All paper and electronic documentation for any client in the HMIS system must be stored and maintained for a minimum of seven years.

HMIS PRIVACY PLAN

Data Collection Limitation Policy

Partner agencies will only enter client information into the HMIS system that is deemed necessary to provide quality service. Partner agencies, in collaboration with the Saint Louis City CoC, will make a determination of what qualifies as essential for services.

Partner agencies reserve the right to decline services for clients choosing not to share the information requested by the agency as doing so could jeopardize their status as a service provider. The agency assumes that, by requesting services from the agency, the client agrees to allow them to collect information and to use or disclose it as described in the privacy notice and otherwise as allowed or required by law.

Client Notification

Partner Agencies must post notification at each intake desk of the agency advising clients of the Privacy Notice (Appendix A). Clients must also be provided with the short version of the Privacy Notice (Appendix B) which advises them that they can request a copy of the full policy.

The HMIS Privacy Notice should be posted on the agency's web page. Agency should ensure that the address does not appear in the Privacy Notice before it is posted on their website, if the address is not public knowledge.

In addition to the posted notification signs, any client who agrees to allow HMIS User access to their HMIS profile must sign a Client Authorization form. This form must be updated annually.

The agency must provide reasonable accommodations for persons with disabilities throughout the data collection process. Various versions of the Privacy Notice will be made available through the HMIS Lead.

Limitations of HMIS Use

Partner agencies will use and disclose personal information from HMIS only in the following circumstances:

- 1) To provide or coordinate services to an individual.
- 2) For functions related to payment or reimbursement for services.
- 3) To carry out administrative functions including, but not limited to legal, audit, personnel, planning, oversight or management functions.
- 4) Databases used for research, where identifying information has been removed.
- 5) Contractual research where privacy conditions are met.
- 6) Where a disclosure is required by law and disclosure complies with and is limited to the requirements of the law. Instances where this might occur are during a medical emergency, to report a crime against staff of the agency or a crime on agency premises, or to avert a serious threat to health or safety, including a person's attempt to harm himself or herself.
- 7) To comply with government reporting obligations.
- 8) In connection with a court order, warrant, subpoena or other court proceeding requiring disclosure.

Client Rights to Access and Correction of Files

Any client receiving services from a Partnering Agency has the following rights:

- 1) **Access to program records**. Clients have the right to review their records in a program in the HMIS. A written request should be made to the HMIS Agency Administrator, who should follow-up on the request within five working days.

- 2) **Access to full records.** Clients have the right to review their full record in the HMIS. They may make a written request through the HMIS Agency Administrator, who will request approval from the HMIS Lead within five working days.
- 3) **Correction of an HMIS record.** A client has the right to request that his or her HMIS record is correct so that information is accurate. This ensures fairness in its use.
- 4) **Refusal.** A client has a right to refuse to participate in HMIS or to provide personal information. The agency's ability to assist a client depends on the documentation of certain personal identifying information, and may decline to provide services to a client who refuses to provide this data.
- 5) **Agency's Right to Refuse Inspection of an Individual Record.** The agency may deny a client the right to inspect or copy his or her personal information for the following reasons:
 - i. information is compiled in reasonable anticipation of litigation or comparable proceedings;
 - ii. information about another individual other than the agency staff would be disclosed;
 - iii. information was obtained under a promise of confidentiality other than a promise from the provider and disclosure would reveal the source of the information; or
 - iv. Information reasonably likely to endanger the life or physical safety of any individual if disclosed.
- 6) **Harassment.** The agency reserves the right to reject repeated or harassing requests for access or correction. However, if the agency denies a client's request for access or correction, written documentation regarding the request and the reason for denial will be provided to the client. A copy of that documentation will also be included in the client record.

Data Sharing

At initial project intake, the client should receive verbal explanation and written documentation about utilization of the HMIS system for Saint Louis City Continuum of Care. If a client is willing to share information with HMIS, they must sign a Client Authorization form. Any information that will be shared, beyond what is covered by the Client Authorization for HMIS, will require additional written consents and release of information by the client.

The client does have the right to revoke written authorization at any time, unless this is overridden by agency policy or is a part of a conditional agreement with the provider. Once the client has revoked their authorization, no new information may be utilized in HMIS but all historical data remains accessible by the provider.

All Partner Agencies are expected to uphold federal, state, and local confidentiality regulations to protect records and privacy. If an agency is covered by the Health Insurance Portability and Accountability Act (HIPAA), the HIPAA regulations prevail.

Protected Agencies and Domestic Agencies

Protected agencies serve populations that require special security and privacy considerations. Populations include medically fragile, at-risk youth, and those served by Shelter+Care programs. Protected agencies contribute data to HMIS; however, the services provided by the agencies remain hidden beyond basic identification of clients.

Domestic violence agencies are prohibited from entering data into the HMIS. If domestic violence agencies receive CoC or ESG funding, they are required to have a comparable database, and the HMIS lead will work with agencies to ensure the databases meet standards. Agencies are required to report aggregate data for reporting purposes.

HMIS Data Release Policy and Procedures

Client-Level Data:

HMIS Users may access client-level data for their specified project only after completing appropriate client authorization. Client authorization is good for up to one year. After one year, only historical record information will be available for the project unless an updated client authorization is filed.

Client-level data may also be viewed by only the HMIS Lead and HMIS Vendor for purposes of compliance, software correction, data quality resolution, and other required tasks related to HMIS privacy, security, and data quality standards.

No identifiable client data are to be released to any person, agency or organization without written consent by the client, unless otherwise required by law.

Mandated Reporting

Mandatory reporters should comply with state guidelines for reporters. This obligation supersedes any agency policies that prohibit disclosure of identifying information.

Court-Ordered Subpoenas

There are many situations in which police or other government officials request information from shelters and other service providers. If an HMIS Partner Agency is served with a Subpoena for records, the agency must immediately contact the HMIS Lead and the Chair of the Executive Board of the Saint Louis City Continuum of Care. Once it is established the exact information requested in the subpoena, the Partner Agency and HMIS Lead will work in collaboration to gather the appropriate documentation. Due to the fact HMIS Partner Agencies have data sharing, it is vital to work with the HMIS Lead to only provide information from the listed Partner Agency requested in the subpoena.

Program-Level (aggregate) Data:

The HMIS Lead will supply HMIS Advisory Committee a report analyzing program-level data on a quarterly basis. These quarterly reports will be utilized to help inform systematic practice for the Continuum of Care. At a minimum, the HMIS Advisory Committee will report findings and offer practice suggestions to the Planning Committee twice a year.

Agencies will be able to request access to aggregate-level data. The HMIS Agency Administrator will make requests through the HMIS Lead, who will outline appropriate use and dissemination of aggregated data. Training and support will be made available through the HMIS Lead. Public release of community-wide statements based on aggregate data requests must be coordinated through DHS. No individually identifiable client data will be reported in any of these reports.

Extracted Data

The report-writer function of the HMIS system should allow client data to be downloaded to a file on the local computer. Confidentiality of clients is left vulnerable on the local computer unless additional measures are taken. For security reasons, unencrypted data may not be sent over a network that is open to the public. For example, while unencrypted data might be stored on a server and accessed by a client computer within the private local area network, the same unencrypted data may not be sent via email to a client computer not within the same local area network. HMIS users should apply the same standards of security to local files containing client data as to the HMIS database itself. Security questions will be addressed to the HMIS Lead.

Data Retrieval for Research or Comparative Purposes

While the HMIS is a useful resource, it is not always comprehensive enough to fully understand the nature and extent of homelessness, how individuals access mainstream or other federal programming resources, and the most effective prevention.

To gain a better understanding of the needs and service usage of individuals who are experiencing a housing crisis, and to assist with planning, implementation and allocation of resources, the data may be used or disclosed data for research conducted by an individual or institution with approval by the CoC Executive Board.

To identify trends and patterns of service usage to better implement homeless and prevention services, the CoC Executive Board may approve the HMIS Lead, with appropriate consent or agreements, to cross-reference HMIS client-level data with other public databases including: those relating to employment, family services, child welfare, criminal justice, prevention, and healthcare.

HMIS DATA QUALITY PLAN

It is ultimately the responsibility of the Saint Louis City Continuum of Care Executive Committee and HMIS Lead to ensure quality data is submitted to HUD. In an effort to direct service provisions in an effective and efficient manner and assist the Saint Louis City Coc in obtaining strategic goals, the HMIS Lead is responsible for setting Data Quality benchmarks and a Data

Quality Plan (as approved by the Saint Louis City CoC).

HMIS Data Quality reviews of client-level data will be used by the HMIS Agency Administrator and by the HMIS Lead to monitor data quality and indicate possible additional trainings needed for improvement. HMIS Data Quality reviews of program-level data will be used by the HMIS Lead to report continuum-wide improvement suggestions, and recommendations for integrations with other mainstream and Federal Programming data. Program-level data quality may also be used by various Saint Louis Continuum of Care committees for system analysis and evaluations.

Data Quality Standards and Monitoring

- All data entered will be accurate
- In all reports of shelter, housing or services provided for a client, the client must be eligible to receive the services from the listed provider
- Universal data elements at minimum must be entered into the HMIS system within 24 hours of entry into a project and complete appropriate discharge within 48 hours of exit from a project.
- Per HUD data standards, blank entries in required data fields are not allowed.
- Entries of “client does not know” or “client refused” in required data fields will not exceed 10 percent required for CoC reporting.
- HMIS Agency Administrators will perform monthly data quality checks using the Data Quality Plan.
- Any patterns of errors identified by users will be reported to the HMIS Agency Administrator. When patterns of error have been discovered, users will be required to correct the data, data entry processes (if applicable) and will be monitored for compliance.
- Any pattern of error between Partner Agencies should be reported to the HMIS Lead

Data Collection Requirements

Partner Agencies are responsible for completing, at minimum, the HUD defined Universal Data Elements (UDE’s) and any HUD Program-specific Data Elements required for the agency’s project. Partner Agencies may also be required to collect data elements determined by the HMIS Advisory Committee as vital. Partner Agencies will do their due diligence to collect and verify client information upon client initial program enrollment or as soon as possible. Any information collected by the Partner Agency must be documented into HMIS within 24 hours of entry into a project and complete appropriate discharge within 48 hours of exit from a project.

Data Quality Training Requirements

In order for the HMIS system to be a benefit to clients, a tool for Partner Agencies and a guide for planners, all users must be adequately trained to collect, enter, and extract data. The HMIS Lead will be responsible for developing an annual training schedule. The annual training schedule must include various types and levels of training- for HMIS Agency Administrators, beginning users and advanced users. Trainings can be offered either directly or through HMIS

Lead approved, contracted trainers.

End-User Initial Training

All HMIS Users must complete approved training before being given access to HMIS. Users should be trained on: user of HMIS software and the confidentiality/security requirements of the Privacy Notice. As part of the training, each employee and volunteer of your agency who collects, reads, or is otherwise exposed to client information must be given a copy of the full Privacy Notice, be allowed to read it, then must sign the Acknowledgment enclosed in this manual as Appendix C to confirm they have read and understood the policy.

It is encouraged that all HMIS Users also receive agency-specific training in order to fulfill Partner Agency expectations for entering data.

Ongoing Training

In order to remain current on HUD standards and local continuum expectations, all HMIS users are required to complete annual training and training on all HMIS software updates. These ongoing trainings can be in the form of: attendance to User Group meetings, HMIS Lead approved online/in-person trainings, and individualized meeting with HMIS Lead representatives. The HMIS Lead and HMIS Agency Administrators will communicate training opportunities to users.

Documentation of training will be made available from the HMIS Lead. It is the expectation that the Agency Chief Privacy Officer will maintain a record of each HMIS User's completed training hours for year. Training record should be submitted in the annual compliance review.

Annual reviews for data quality, security and privacy standards compliance will be conducted by each Partner Agency Chief Privacy Officer and HMIS Agency Administrators to ensure agencies are meeting requirements. The HMIS Lead will work with HMIS Agency Administrators to schedule annual site-visits to ensure compliance across the Saint Louis City CoC.

HMIS GRIEVANCE POLICY

Client Grievance

Clients have the right to be heard if they feel that their confidentiality rights have been violated, if they have been denied access to their personal records, or if they have been put at personal risk or harmed. Each agency must established a formal grievance process for the client to use in such a circumstance. To file a complaint or grievance they should contact the agency's Chief Privacy Officer. HMIS Partner Agencies will report all HMIS related client grievances to the HMIS Lead. The HMIS Lead will record all grievances and will report any common trends in complaints to the HMIS Advisory Committee.

Partner Agency Grievance

It is encouraged that if any issues arise, problems should be presented and resolved at the lowest possible level. If HMIS users have an issue with HMIS software, policy or HMIS Lead representative, they should first reach out to the HMIS Agency Administrator. If an issue cannot come to a successful resolution with the HMIS Agency Administrator, the issue should be presented to the HMIS Lead.

The HMIS Lead will attempt to resolve issues between the Partner Agencies and the HMIS Vendor. The HMIS Lead will also present any CoC systematic issues or policy concerns to the HMIS Advisory Committee.

HMIS NON-COMPLIANCE SANCTIONS

The HMIS Lead is responsible for establishing appropriate sanctions for non-compliance issues. These sanctions must be approved by the Saint Louis City Continuum of Care, and may include suspension of HMIS system access. Additionally, HMIS Partner Agency must also have agency-specific sanctions for users not in compliance with HMIS policies and procedures.

APPENDIX A: FULL PRIVACY POLICY

Homeless Management Information System Privacy and Security Notice

A written copy of this policy is available by request.

I. PURPOSE

This notice describes the privacy policy of Municipal Information Systems, Inc. The policy may be amended at any time. We may use or disclose your information to provide you with services and comply with legal and other obligations. We assume that, by requesting services from our agency, you agree to allow us to collect information and to use or disclose it as described in this notice and as otherwise required by law.

The Homeless Management Information System (HMIS) was developed to meet a data collection requirement made by the United States Congress and the Department of Housing and Urban Development (HUD). Congress passed this requirement in order to get a more accurate count of individuals who are homeless and to identify the need for and use of different services by those individuals and families. We are collecting statistical information on those who use our services and report this information to a central data collection system.

In addition, many agencies in this area use HMIS to keep computerized case records. This information may be provided to other HMIS participating agencies. The information you may agree to allow us to collect and share includes: basic identifying demographic data, such as name, address, phone number and birth date; the nature of your situation and the services and referrals you receive from this agency. This information is known as your Protected Personal Information or PPI.

Generally, all personal information we maintain is covered by this policy. Generally, your personal information will only be used by this agency and other agencies to which you are referred for services.

Information shared with other HMIS agencies helps us to better serve our clients, to coordinate client services, and to better understand the number of individuals who need services from more than one agency. This may help us to meet your needs and the needs of others in our community by allowing us to develop new and more efficient programs. Sharing information can also help us to make referrals more easily and may reduce the amount of paperwork.

Maintaining the privacy and safety of those using our services is very important to us. Information gathered about you is personal and private. We collect information only when appropriate to provide services, manage our organization, or as required by law.

II. CONFIDENTIALITY RIGHTS:

This agency has a confidentiality policy that has been approved by its Board of Directors. This policy follows all HUD confidentiality regulations that are applicable to this agency, including those covering programs that receive HUD funding for homeless services. Separate rules apply for HIPPA privacy and security regulations regarding medical records.

This agency will use and disclose personal information from HMIS only in the following circumstances:

- 1) To provide or coordinate services to an individual.
- 2) For functions related to payment or reimbursement for services.
- 3) To carry out administrative functions including, but not limited to legal, audit, personnel, planning, oversight or management functions.
- 4) Databases used for research, where identifying information has been removed.
- 5) Contractual research where privacy conditions are met.
- 6) Where a disclosure is required by law and disclosure complies with and is limited to the requirements of the law. Instances where this might occur are during a medical emergency, to report a crime against staff of the agency or a crime on agency premises, or to avert a serious threat to health or safety, including a person's attempt to harm himself or herself.
- 7) To comply with government reporting obligations.
- 8) In connection with a court order, warrant, subpoena or other court proceeding requiring disclosure.

III. CLIENT RIGHTS:

Any client receiving services from your agency has the following rights:

- 1) **Access to records.** Clients have the right to review his or her record in the HMIS. They may request review of the record within five working days.
- 2) **Correction of an HMIS record.** A client has the right to request that his or her HMIS record is correct so that information is accurate. This ensures fairness in its use.
- 3) **Refusal.** Your agency's ability to assist a client depends on the documentation of certain personal identifying information. You may decline to provide services to a client who refuses to provide this data.

- 4) **Agency's Right to Refuse Inspection of an Individual Record.** You may deny a client the right to inspect or copy his or her personal information for the following reasons:
- a. information is compiled in reasonable anticipation of litigation or comparable proceedings;
 - b. information about another individual other than the agency staff would be disclosed;
 - c. information was obtained under a promise of confidentiality other than a promise from this provider and disclosure would reveal the source of the information; or
 - d. Information reasonably likely to endanger the life or physical safety of any individual if disclosed.
- 7) **Harassment.** The agency reserves the right to reject repeated or harassing requests for access or correction. However, if the agency denies your request for access or correction, you will be provided written documentation regarding your request and the reason for denial. A copy of that documentation will also be included in your client record.
- 8) **Grievance.** You have the right to be heard if you feel that your confidentiality rights have been violated, if you have been denied access to your personal records, or if you have been put at personal risk, or harmed. Our agency has established a formal grievance process for you to use in such a circumstance. **To file a complaint or grievance you should contact our Chief Privacy Officer.**

IV. HOW YOUR INFORMATION WILL BE KEPT SECURE:

Protecting the safety and privacy of individuals receiving services and the confidentiality of their records is of paramount importance to us. Through training, policies, procedures and software, we have taken the following steps to make sure your information is kept safe and secure:

- 1) The computer program we use has the highest degree of security protection available.
- 2) Only trained and authorized individuals will enter or view your personal information.
- 3) Your name and other identifying information will not be contained in HMIS reports that are issued to local, state or national agencies.
- 4) Employees receive training in privacy protection and agree to follow strict confidentiality standards before using the system.
- 5) The server/database/software only allows individuals access to the information. Only those who should see certain information will be allowed to see that information.

- 6) The server/database will communicate using 128-bit encryption, which is an Internet technology intended to keep information private while it is transported back and forth across the Internet. Furthermore, identifying data stored on the server is also encrypted or coded so that it cannot be recognized.
- 7) The server/database exists behind a firewall, which is a program designed to keep hackers and viruses away from the server.
- 8) The main database will be kept physically secure, meaning only authorized personnel will have access to the server/database.
- 9) HMIS Agency Administrators employed by the HMIS and the agency support the operation of the database. Administration of the database is governed by agreements that limit the use of personal information to providing administrative support and generating reports using aggregated information. These agreements further insure the confidentiality of your personal information.

V. BENEFITS OF HMIS AND AGENCY INFORMATION SHARING:

Information you provide us can play an important role in our ability and the ability of other agencies to continue to provide the services that you and others in the community are requesting.

Allowing us to share your name results in a more accurate count of individuals and the services they use. Obtaining an accurate count is important because it can help us and other agencies:

- 1) Better demonstrate the need for services and the specific types of assistance needed in our area.
- 2) Obtain more money and other resources to provide services.
- 3) Plan and deliver quality services to you and your family.
- 4) Assist the agency to improve its work with families and individuals who are homeless.
- 5) Keep required statistics for state and federal funders, such as HUD.

VI. COMPLIANCE WITH OTHER LAWS:

This agency complies with all other federal, state and local laws regarding privacy rights. Consult with an attorney if you have questions regarding these rights.

VII. PRIVACY NOTICE AMENDMENTS:

The policies covered under this Privacy Notice may be amended over time and those amendments may affect information obtained by the agency before the date of the change. All amendments to the Privacy Notice must be consistent with the

requirements of the Federal Standards that protect the privacy of consumers and guide HMIS implementation and operation.

VIII. DATA QUALITY:

Data Entry Policy: Agency/HMIS users will be responsible for the accuracy of their data entry. Missing data rates are expected to be kept below 10%. **For housing programs, client entry and exit dates are expected to be recorded in a timely manner.** Universal data elements at minimum must be entered into the HMIS system within 24 hours of entry into a project and complete appropriate discharge within 48 hours of exit from a project.

Procedure: The Agency must maintain standards for periodically checking data for completeness, accuracy and timeliness. The CoC will also define and maintain a data quality plan to help all Agencies monitor data quality. The HMIS Agency Administrator will perform regular data quality checks using the Data Quality Plan. Any patterns of error will be reported to the Agency Administrator. When patterns of error have been discovered, users will be required to correct the data, data entry processes (if applicable) and will be monitored for compliance.

IX DATA QUALITY PLAN POLICY:

The Data Quality Plan is the official document pertaining to all data quality measures including but not limited to accuracy, completeness and timeliness. This should be referenced for all data quality standards. Any questions about materials in this document or items that are unclear should be addressed with the CoC Lead Agency or the HMIS Agency Administrator.

Procedure: The Data Quality Plan should be referenced and followed for all data quality procedures. Agencies must retain copies of this document and have available for all relevant staff members. If questions are left unaddressed, they should be brought to the attention of the HMIS Lead in a timely manner.

X AGENCY USER AGREEMENT:

All staff are required to sign a HMIS User Agreement and complete HMIS User Training before receiving access to the HMIS. Credentials will not be issued without a signed User Agreement being on file with the CoC Lead and the HMIS Agency Administrator.

Procedure: All HMIS training participants will be given a copy of the HMIS User Agreement at the conclusion of User training. Potential Users will be responsible for completing the User Agreement, obtaining the required signatures and returning the form to the HMIS Lead before User Credentials will be issued. Once all required paperwork is complete, User Credentials can be obtained by calling the HMIS Help Desk.

APPENDIX B: SHORT VERSION OF PRIVACY POLICY

Homeless Management Information System Summary of Privacy Notice

Introduction. HMIS is a computer system for data collection that was created to meet a requirement for the United States Congress. This requirement was passed in order to get a more accurate count for individuals and families who are homeless and to identify the need for various services. Many agencies use this system and share information.

Information in the HMIS System about you that we may share includes:

- 1) Basic identifying demographic data (name, address, phone number, date of birth).
- 2) The nature of your situation.
- 3) Services and referrals you receive from our agency.

Our ability to assist you depends on having certain personal identifying information. If you choose not to share the information we request, we reserve the right to decline services as doing so could jeopardize our status as a service provider. We assume that, by requesting services from our agency, you agree to allow us to collect information and to use or disclose it as described in this notice and otherwise as allowed or required by law.

Your personal data will be used only by this agency or others to which you are referred for services.

Confidentiality Rights: Maintaining the privacy and safety of those using our services is very important to us. This agency follows all confidentiality regulations and also has its own confidentiality policy.

Your Information Rights: As a client, you have the following rights:

- 1) Access to your record at your request.
- 2) Request a correction of your record.
- 3) File a grievance if you feel that you have been unjustly served, put at personal risk, harmed, or your personal information was not handled correctly.

When Information Is Disclosed: The full Privacy Notice sets forth situations when your personal information might be disclosed.

Benefits of HMIS and Agency Information Sharing: Allowing us to share your real name results in a more accurate count of individuals and services used. A more accurate count is important because it can help us and other agencies to meet the needs of our clients, such as:

- 1) Better identify and coordinate client need for services and to demonstrate types of assistance needed in our area.

- 2) Obtain additional funding and resources to provide services.
- 3) Plan and deliver quality services to you and your family.
- 4) Assist the agency to improve its work.
- 5) Keep required statistics for state and federal funders.
- 6) Promote coordination of services so your needs are better met.
- 7) Make referrals easier by reducing paperwork.
- 8) Avoid having to report as much information to get assistance from other agencies.

You may keep this summary of the policy. A copy of the full privacy notice is available upon request.

APPENDIX C: EMPLOYEE ACKNOWLEDGMENT

Agency Name

Employee Acknowledgment of Privacy Notice

I, _____, hereby acknowledge that I have received, read and pledge to comply with the Homeless Management Information System Privacy Notice.

Date

Name

2018 HDX Competition Report

PIT Count Data for MO-501 - St.Louis City CoC

Total Population PIT Count Data

	2016 PIT	2017 PIT	2018 PIT
Total Sheltered and Unsheltered Count	1248	1336	949
Emergency Shelter Total	567	650	561
Safe Haven Total	0	0	0
Transitional Housing Total	583	544	291
Total Sheltered Count	1150	1194	852
Total Unsheltered Count	98	142	97

Chronically Homeless PIT Counts

	2016 PIT	2017 PIT	2018 PIT
Total Sheltered and Unsheltered Count of Chronically Homeless Persons	168	151	95
Sheltered Count of Chronically Homeless Persons	132	81	74
Unsheltered Count of Chronically Homeless Persons	36	70	21

2018 HDX Competition Report

PIT Count Data for MO-501 - St.Louis City CoC

Homeless Households with Children PIT Counts

	2016 PIT	2017 PIT	2018 PIT
Total Sheltered and Unsheltered Count of the Number of Homeless Households with Children	146	172	112
Sheltered Count of Homeless Households with Children	146	172	112
Unsheltered Count of Homeless Households with Children	0	0	0

Homeless Veteran PIT Counts

	2011	2016	2017	2018
Total Sheltered and Unsheltered Count of the Number of Homeless Veterans	124	140	169	136
Sheltered Count of Homeless Veterans	99	137	158	132
Unsheltered Count of Homeless Veterans	25	3	11	4

2018 HDX Competition Report
HIC Data for MO-501 - St.Louis City CoC

HMIS Bed Coverage Rate

Project Type	Total Beds in 2018 HIC	Total Beds in 2018 HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ES) Beds	507	74	384	88.68%
Safe Haven (SH) Beds	0	0	0	NA
Transitional Housing (TH) Beds	404	96	268	87.01%
Rapid Re-Housing (RRH) Beds	204	1	203	100.00%
Permanent Supportive Housing (PSH) Beds	1885	0	1595	84.62%
Other Permanent Housing (OPH) Beds	0	0	0	NA
Total Beds	3,000	171	2450	86.60%

2018 HDX Competition Report

HIC Data for MO-501 - St.Louis City CoC

PSH Beds Dedicated to Persons Experiencing Chronic Homelessness

Chronically Homeless Bed Counts	2016 HIC	2017 HIC	2018 HIC
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homeless persons identified on the HIC	119	513	1239

Rapid Rehousing (RRH) Units Dedicated to Persons in Household with Children

Households with Children	2016 HIC	2017 HIC	2018 HIC
RRH units available to serve families on the HIC	21	34	34

Rapid Rehousing Beds Dedicated to All Persons

All Household Types	2016 HIC	2017 HIC	2018 HIC
RRH beds available to serve all populations on the HIC	65	204	204

2018 HDX Competition Report

FY2017 - Performance Measurement Module (Sys PM)

Summary Report for MO-501 - St.Louis City CoC

For each measure enter results in each table from the System Performance Measures report generated out of your CoCs HMIS System. There are seven performance measures. Each measure may have one or more "metrics" used to measure the system performance. Click through each tab above to enter FY2017 data for each measure and associated metrics.

RESUBMITTING FY2017 DATA: If you provided revised FY2017 data, the original FY2017 submissions will be displayed for reference on each of the following screens, but will not be retained for analysis or review by HUD.

ERRORS AND WARNINGS: If data are uploaded that creates selected fatal errors, the HDX will prevent the CoC from submitting the System Performance Measures report. The CoC will need to review and correct the original HMIS data and generate a new HMIS report for submission.

Some validation checks will result in warnings that require explanation, but will not prevent submission. Users should enter a note of explanation for each validation warning received. To enter a note of explanation, move the cursor over the data entry field and click on the note box. Enter a note of explanation and "save" before closing.

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.

2018 HDX Competition Report FY2017 - Performance Measurement Module (Sys PM)

	Universe (Persons)			Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)				
	Submitted FY 2016	Revised FY 2016	FY 2017	Submitted FY 2016	Revised FY 2016	FY 2017	Difference	Submitted FY 2016	Revised FY 2016	FY 2017	Difference
1.1 Persons in ES and SH	2838		2605	69		74	5	39		41	2
1.2 Persons in ES, SH, and TH	3547		3175	126		129	3	64		63	-1

b. This measure is based on data element 3.17.

This measure includes data from each client's Living Situation (Data Standards element 3.917) response as well as time spent in permanent housing projects between Project Start and Housing Move-In. This information is added 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.

The construction of this measure changed, per HUD's specifications, between FY 2016 and FY 2017. HUD is aware that this may impact the change between these two years.

	Universe (Persons)			Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)				
	Submitted FY 2016	Revised FY 2016	FY 2017	Submitted FY 2016	Revised FY 2016	FY 2017	Difference	Submitted FY 2016	Revised FY 2016	FY 2017	Difference
1.1 Persons in ES, SH, and PH (prior to "housing move in")	2817		2562	107		216	109	45		90	45
1.2 Persons in ES, SH, TH, and PH (prior to "housing move in")	3588		3218	171		266	95	77		130	53

2018 HDX Competition Report FY2017 - 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.

After entering data, please review and confirm your entries and totals. Some HMIS reports may not list the project types in exactly the same order as they are displayed below.

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)		Returns to Homelessness in Less than 6 Months		Returns to Homelessness from 6 to 12 Months		Returns to Homelessness from 13 to 24 Months		Number of Returns in 2 Years	
	Revised FY 2016	FY 2017	Revised FY 2016	FY 2017	Revised FY 2016	FY 2017	Revised FY 2016	FY 2017	FY 2017	% of Returns
Exit was from SO		0		0		0		0	0	
Exit was from ES		226		22		17		20	59	26%
Exit was from TH		390		20		17		22	59	15%
Exit was from SH		0		0		0		0	0	
Exit was from PH		630		36		20		40	96	15%
TOTAL Returns to Homelessness		1246		78		54		82	214	17%

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

2018 HDX Competition Report

FY2017 - Performance Measurement Module (Sys PM)

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

	January 2016 PIT Count	January 2017 PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	1248	1336	88
Emergency Shelter Total	567	650	83
Safe Haven Total	0	0	0
Transitional Housing Total	583	544	-39
Total Sheltered Count	1150	1194	44
Unsheltered Count	98	142	44

Metric 3.2 – Change in Annual Counts

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

	Submitted FY 2016	Revised FY 2016	FY 2017	Difference
Universe: Unduplicated Total sheltered homeless persons	3624		3242	-382
Emergency Shelter Total	2854		2591	-263
Safe Haven Total	0		0	0
Transitional Housing Total	976		790	-186

2018 HDX Competition Report FY2017 - Performance Measurement Module (Sys PM)

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

	Submitted FY 2016	Revised FY 2016	FY 2017	Difference
Universe: Number of adults (system stayers)	861		842	-19
Number of adults with increased earned income	51		50	-1
Percentage of adults who increased earned income	6%		6%	0%

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

	Submitted FY 2016	Revised FY 2016	FY 2017	Difference
Universe: Number of adults (system stayers)	861		842	-19
Number of adults with increased non-employment cash income	140		172	32
Percentage of adults who increased non-employment cash income	16%		20%	4%

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

	Submitted FY 2016	Revised FY 2016	FY 2017	Difference
Universe: Number of adults (system stayers)	861		842	-19
Number of adults with increased total income	179		214	35
Percentage of adults who increased total income	21%		25%	4%

2018 HDX Competition Report FY2017 - Performance Measurement Module (Sys PM)

Metric 4.4 – Change in earned income for adult system leavers

	Submitted FY 2016	Revised FY 2016	FY 2017	Difference
Universe: Number of adults who exited (system leavers)	355		318	-37
Number of adults who exited with increased earned income	52		72	20
Percentage of adults who increased earned income	15%		23%	8%

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

	Submitted FY 2016	Revised FY 2016	FY 2017	Difference
Universe: Number of adults who exited (system leavers)	355		318	-37
Number of adults who exited with increased non-employment cash income	70		69	-1
Percentage of adults who increased non-employment cash income	20%		22%	2%

Metric 4.6 – Change in total income for adult system leavers

	Submitted FY 2016	Revised FY 2016	FY 2017	Difference
Universe: Number of adults who exited (system leavers)	355		318	-37
Number of adults who exited with increased total income	115		133	18
Percentage of adults who increased total income	32%		42%	10%

2018 HDX Competition Report FY2017 - 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

	Submitted FY 2016	Revised FY 2016	FY 2017	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.	2893		2620	-273
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.	588		595	7
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)	2305		2025	-280

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

	Submitted FY 2016	Revised FY 2016	FY 2017	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	3372		3144	-228
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.	768		745	-23
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.)	2604		2399	-205

2018 HDX Competition Report
FY2017 - Performance Measurement Module (Sys PM)

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

This Measure is not applicable to CoCs in FY2017 (Oct 1, 2016 - Sept 30, 2017) reporting period.

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

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

	Submitted FY 2016	Revised FY 2016	FY 2017	Difference
Universe: Persons who exit Street Outreach	87		298	211
Of persons above, those who exited to temporary & some institutional destinations	3		47	44
Of the persons above, those who exited to permanent housing destinations	3		52	49
% Successful exits	7%		33%	26%

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

2018 HDX Competition Report
FY2017 - Performance Measurement Module (Sys PM)

	Submitted FY 2016	Revised FY 2016	FY 2017	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited, plus persons in other PH projects who exited without moving into housing	2902		2753	-149
Of the persons above, those who exited to permanent housing destinations	791		1121	330
% Successful exits	27%		41%	14%

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

	Submitted FY 2016	Revised FY 2016	FY 2017	Difference
Universe: Persons in all PH projects except PH-RRH	1598		1630	32
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	1542		1598	56
% Successful exits/retention	96%		98%	2%

**2018 HDX Competition Report
FY2018 - SysPM Data Quality
MO-501 - St.Louis City CoC**

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

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

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

2018 HDX Competition Report FY2018 - SysPM Data Quality

	All ES, SH				All TH				All PSH, OPH				All RRH				All Street Outreach			
	2014-2015	2015-2016	2016-2017	2017-2018	2014-2015	2015-2016	2016-2017	2017-2018	2014-2015	2015-2016	2016-2017	2017-2018	2014-2015	2015-2016	2016-2017	2017-2018	2014-2015	2015-2016	2016-2017	2017-2018
1. Number of non-DV Beds on HIC	502	533	650	584	693	667	622	575	1619	1349	1396	1764				65				
2. Number of HMIS Beds	0	154	460	436	0	0	533	535	0	40	1116	1417				51				
3. HMIS Participation Rate from HIC (%)	0.00	28.89	70.77	74.66	0.00	0.00	85.69	93.04	0.00	2.97	79.94	80.33				78.46				
4. Unduplicated Persons Served (HMIS)		1984	2320	2590		1097	976	790		1788	1716	1748				1071	404	0	26	296
5. Total Leavers (HMIS)		1677	1954	2198		640	566	532		283	310	202				774	86	0	2	154
6. Destination of Don't Know, Refused, or Missing (HMIS)		1071	737	723		56	23	22		6	5	4				430	0	0	0	34
7. Destination Error Rate (%)		63.86	37.72	32.89		8.75	4.06	4.14		2.12	1.61	1.98				55.56	0.00	0.00	0.00	22.08

2018 HDX Competition Report

Submission and Count Dates for MO-501 - St.Louis City CoC

Date of PIT Count

	Date	Received HUD Waiver
Date CoC Conducted 2018 PIT Count	1/24/2018	

Report Submission Date in HDX

	Submitted On	Met Deadline
2018 PIT Count Submittal Date	4/30/2018	Yes
2018 HIC Count Submittal Date	4/30/2018	Yes
2017 System PM Submittal Date	5/29/2018	Yes

St. Louis City and County Continua of Care
Coordinated Entry Policies and Procedures

Approved January 17, 2018

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Definitions and Acronyms

Client

For the purpose of this manual, “client” refers to any individual or family seeking services from the homeless services system.

FESG: Federal Emergency Solutions Grant

FESG is the term utilized to refer to Emergency Solutions Grant (ESG) funding provided through the St. Louis County Department of Human Services.

HESG: HEARTH Emergency Solutions Grant

HESG is the term utilized to refer to Emergency Solutions Grant (ESG) funding provided through the St. Louis City Department of Human Services.

Housing First Philosophy

“Housing First is an approach to quickly and successfully connect individuals and families experiencing homelessness to permanent housing without preconditions and barriers to entry, such as sobriety, treatment or service participation requirements. Supportive services are offered to maximize housing stability and prevent returns to homelessness as opposed to addressing predetermined treatment goals prior to permanent housing entry.”¹

HRC: Housing Resources Commission

HRC is a funding source that is available through the St. Louis County Department of Human Services.

MESG: MHDC Emergency Solutions Grant

MESG is the term utilized to refer to Emergency Solutions Grant (ESG) funding provided through the Missouri Housing Development Commission.

PATH: Projects for Assistance in Transition from Homelessness

The PATH program is operated by the U.S. Department of Health and Human Services Department and is designed to provide assistance to individuals experiencing homelessness or who are at-risk of homelessness and have a serious mental illness.

Point-of-Contact

All shelter, street outreach, and housing providers who participate in the St. Louis Homeless Service Delivery System must designate at least one Point-of-Contact (PoC). This individual will be responsible for receiving correspondence from the front door lead. Additionally, the PoC will be the person in the organization who can request an acuity review panel meeting. All review panel requests must be funneled through the PoC for the agency. The shelter, street outreach, or housing provider is welcome and encouraged to designate a second PoC to function as a back-up in the event that the primary PoC is unavailable.

¹ Quoted from *Housing First in Permanent Supportive Housing Brief* published by the U.S. Department of Housing and Urban Development in July 2014.

Qualified Minor

Qualified minors are unaccompanied youth ages 16 and 17 who are homeless or victims of domestic violence who are legally competent to contract for shelter, housing, and other essential services as prescribed in RSMo 431.056.

Warm Referral

For the purpose of this manual, a “warm referral” involves the agency contacting another agency or service on behalf of the client to ensure that the agency is able to provide services in a timely fashion to the client prior to sending the client to the agency or service.

Preamble

The mission of the St. Louis City and St. Louis County Continuums of Care (CoCs) is to provide access to housing and support services for families and individuals who experience or are at great risk of homelessness throughout the St. Louis region. This policy and procedure manual institutes consistent and uniform assessment processes to determine the most appropriate response to each individual or family's immediate short- and long-term housing needs.

The CoCs developed guiding principles to inform the design, implementation, and oversight of the homeless service system of care for persons experiencing a housing crisis in St. Louis City and County. The Continua of Care members and homeless service providers will work to:

- Rapidly exit people from their homelessness to stable housing
- Ensure that the hardest to serve, with the greatest needs, are served
- Serve clients as efficiently and effectively as possible
- Ensure transparency and accountability throughout the referral and assessment process

Background and Purpose

HUD requires each Continuum of Care to establish and operate a coordinated entry system with the goal of increasing efficiency of crisis response systems and improving ease of access to resources (including mainstream resources). Both CoC and ESG regulations require participation in coordinated entry for projects receiving funding from the Continuum of Care (CoC) program and the Emergency Solutions Grant (ESG) program. Coordinated entry is designed to help communities prioritize clients who are most in need of assistance, and to allow CoCs to identify gaps in services and resources.²

Joint Coordinated Entry System

The St. Louis City Continuum of Care (MO-501) and St. Louis County Continuum of Care (MO-500) have agreed to operate a joint coordinated entry process. This coordinated entry process is available to the entire geographic region within these two Continua of Care, and projects in each continuum must serve clients regardless of last permanent residence unless specifically prohibited by funders.

Governance

Changes to this policies and procedures manual must be approved by the executive boards of both continua prior to going into effect, and may take up to 30 days to be implemented after the final approval is received.

² Adapted from CPD-17-01: *Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System*. Published January 23, 2017, page 2.

Section 1: Guiding Principles of Coordinated Entry

The intent of coordinated entry is to provide individuals and families at risk of or experiencing homelessness with need-based access to services and supports to resolve their housing crisis. The following principles are present throughout the coordinated entry process.

Nondiscrimination

The CoCs believe that the most effective response to homelessness results from a service delivery system that values diversity and recognizes that inherent dignity of individuals and families of all backgrounds. As such, the CoCs and their member agencies shall not discriminate or withhold services on the basis of race, color, religion, national origin, ancestry, disability or health-related condition, familial status, marital status, sex, gender identity, gender expression, sexual orientation, veteran status, or source of income. In addition, the CoCs will ensure that the Fair Housing Act, Section 504 of the Rehabilitation Act, Title VI of the Civil Rights Act, Title II of the Americans with Disabilities Act, and HUD's Equal Access Rule at 24 CFR 5.105(a)(2) will be followed. In addition, individuals or families fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, human trafficking, or other life-threatening situations shall not be prohibited from receiving services from non-victim service providers.

Affirmative Marketing and Outreach

The coordinated entry system and services available within it will be affirmatively marketed to “eligible persons regardless of race, color, national origin, religion, sex, age, familial status, or disability who are least likely to apply in the absence of special outreach, and will maintain records of those marketing activities. Housing assisted by HUD and made available through the CoC must also be made available to individuals and families without regard to actual or perceived sexual orientation, gender identity, or marital status in accordance with 24 CFR 5.105 (a)(2).”³

Access

The coordinated entry system must be easily accessed by individuals and families seeking services to address housing crises. Emergency services entry points will be accessible via walk-in and via telephone. Additionally, the CoCs will establish, to the greatest extent possible, front doors that are accessible via walk-in throughout the geographic region. Funded front door providers must provide reasonable accommodation for disabilities upon request. The assessments at each front door must follow the requirements of this manual to ensure that clients are provided with the same assessment regardless of the front door from which they seek services. In the event that the front door is unable to serve a client, the front door agrees to ensure that the client is provided with a warm referral to another front door to the greatest extent possible.

Low Barrier

The coordinated entry system prohibits the “screening out” of clients “due to perceived barriers relating to housing or services, including, but not limited to, too little or no income, active or a history of substance use, domestic violence history, resistance to receiving services, the type or extent of disability-related services or

³ Quoted from CPD-17-01: *Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System*. Published January 23, 2017, page 3.

supports that are needed, history of evictions or poor credit, lease violations or history of not being a leaseholder, or criminal records – with exceptions for state and local restrictions that prevent projects from serving people with certain convictions.”⁴

Client Choice

Clients are provided with information about the coordinated entry system, including which programs are available to them so that they may make an informed decision regarding in which programs they wish to participate, if any. Clients are also free to decide what information they provide during the assessment process, and clients may not be denied services if the client refuses to provide certain pieces of information unless the information is required to establish or document program eligibility for the applicable project.

Collaboration

Coordinated entry is a system-wide process, and therefore all providers within the network must collaborate to ensure the system functions smoothly and effectively. The use of weekly housing matching meetings is intended to facilitate regular, in-person collaboration to the greatest extent possible. To have the most effective coordinated entry, the CoCs recognize that partnerships from across sectors will help our region to best provide services for all persons who are experiencing or at risk of homelessness and invite non-HUD funded programs and agencies to participate in the Homeless System Coordinated Entry Process.

Data

A key function of coordinated entry is the collection of data regarding each client’s housing crisis and needs in order to provide clients with the most appropriate housing interventions available. The data gathered is also utilized to reveal gaps in services and inform funding decisions. Clients may not be denied services if they refuse to allow their personally identifying information to be shared unless required by local, state, or federal statute as a condition of program participation.

Housing First

The coordinated entry system is based upon a Housing First approach. Providers mandated to participate in coordinated entry agree to prioritize housing placement over supportive services. Providers who participate in coordinated entry voluntarily are strongly encouraged to follow the Housing First approach.

Prioritization

Coordinated entry will ensure that those clients with the highest needs are provided with services first. A uniform assessment process is utilized for all clients experiencing housing crises to ensure needs-based access to housing interventions. Prioritization may not be based on any of the following: race, color, religion, national origin, sex, age, familial status, disability, type or amount of disability or disability-related services or supports required, actual or perceived sexual orientation, gender identity or marital status.⁵

⁴ Quoted from CPD-17-01: *Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System*. Published January 23, 2017, page 11.

⁵ Adapted from CPD-17-01, page 10. While the factors above may not be used to prioritize, they may be used as eligibility criteria unless otherwise prohibited by federal, state, or local civil rights laws.

Privacy Protections

Participating agencies will only gather information that is deemed necessary to provide quality services, and assessments cannot require the disclosure of specific disabilities or diagnoses unless otherwise required in order to determine eligibility.

Clients must be notified of their HMIS-related privacy rights in accordance with the notification requirements included in the HMIS Policies and Procedures Manuals of each CoC. Staff and volunteers of agencies participating in coordinated entry will access client information only as necessary to provide services and referrals. No identifiable client information may be released to any individual, agency, organization, or government entity unless written consent is obtained from the client or is otherwise required by law.

Safety Planning

When a non-victim service provider is sheltering, housing or otherwise providing services to an individual or family fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, human trafficking, or other life-threatening situation, that service provider shall follow the safety protections in the Violence Against Women Act (VAWA) and HUD Protections Against Survivors of Violence (16-159). Service-providers will give the safety and confidentiality rights of the survivor the highest priority and will ensure the survivor's individual autonomy, self-determination and safety are respected.

Non-victim service front doors responding to a victim of domestic or sexual violence will provide a private location and assistance in contacting local shelters for victims of violence. Should a victim of violence choose to seek shelter with a program that does not provide victim specific services, they cannot be discriminated against due to the violence and must be offered the same confidentiality of services offered through victim service providers including but not limited to data collection, privacy, and sharing.

Housing providers must have emergency transfer plans in place that allow for a survivor to move immediately to a safe and available unit if the survivor fears for their life and safety. Such plans allow a survivor to self-certify their need for the transfer, do not require the survivor to undergo an application process as a new tenant, and allow the survivor to determine what is a safe unit for purposes of the transfer.

Finally, non-victim service providers are encouraged to consult and collaborate with domestic violence service providers and familiarize themselves with safety planning resources available through the Missouri Coalition Against Domestic and Sexual Violence website at <https://www.mocadsv.org/resources/>.

Section 2: Access to Housing Crises Services

Emergency Services Entry Points

All shelter referrals for shelters funded with FESG, HESG, MESG, or HRC funding must come from an Emergency Services Entry Point. Emergency Services Entry Points include, but are not limited to, Biddle Housing Opportunities Center, the St. Louis Region Housing Helpline, and all street outreach providers who participate in HMIS. All shelter referrals must be documented within the HMIS (domestic violence victim services exempted) in order to track referral sources. Emergency Services Entry Points are permitted to make referrals to open shelter spaces at any time, including nights and weekends, if the shelter accepts new clients during the night and over weekends.

Emergency Services Entry Points are expected to complete a triage assessment for those experiencing a housing crisis to determine the most appropriate referral for their housing crisis (e.g., shelter, prevention, diversion) and make a referral based upon their housing crisis and available resources in the community.

Front Doors

All individuals and families at risk of or experiencing homelessness must be offered the opportunity to be assessed at an appropriate front door provider. A front door is responsible for gathering or completing all coordinated entry assessments required to place clients onto the prioritization list.

All front doors have the following responsibilities:

- Designate one or two individuals to function as the primary contacts for coordinated entry for communication from the front door lead.
- To the greatest extent possible, provide a warm referral to clients in need of emergency services (e.g., emergency shelter, domestic violence shelter, medical care, meal programs) to ensure the most basic needs are met, including referring or connecting clients to applicable emergency services entry points and other mainstream resources.
- Verify that the client appears to meet the definitions of homeless or at-risk of becoming homeless in accordance with HUD's regulations prior to completing a coordinated entry assessment. If a client does not meet HUD's definition of homeless or at-risk of homelessness, the front door must provide a warm referral to other agencies who may be able to meet their needs.
- Front doors may choose to work exclusively with special populations if the agency's primary mission is to focus on an exclusive population (e.g., veterans, persons with HIV/AIDS) but must agree to make a warm referral to an appropriate front door for any individuals seeking services who are not in their special population to ensure the client receives a proper assessment as soon as possible.
- Assess each housing crisis and gather all required information for prioritization and input it into the HMIS for the purpose of adding clients who meet HUD's definition of homelessness onto the prioritization list or referring those who are at-risk of homelessness to appropriate prevention services. This includes gathering documentation of homelessness or at-risk of homelessness in accordance with HUD guidance to the greatest extent possible.
- Function as a housing navigator for the clients they place onto the prioritization list who are not otherwise provided with housing navigation services by another service provider, or refer clients to another front door provider who has agreed to provide the client with housing navigation services.
- Participate in least 80% of weekly housing matching meetings.

- Remove clients they added to the prioritization list from the prioritization list when they become housed and/or disappear.

All voluntary front doors (as defined below) must sign an agreement with both Continua of Care prior to providing coordinated assessment services.⁶ If a front door is designated for specific population(s), the agreement must outline the special population(s) it will serve and any specific unique requirements that the special population requires to ensure safe and effective participation in coordinated entry (e.g., front doors for victims of domestic violence will not enter data into the HMIS in accordance with the Violence Against Women Act, nor will the physical location of domestic violence front doors or other victim services providers be disclosed publicly).

No front door may function as the exclusive access point for any special population. All special populations must be able to access a minimum of two front door providers.

Funded Front Doors

Any provider who receives funding through any ESG, CoC, or HRC grant for the purpose of providing coordinated assessment services is a front door. Their population may be specialized if it is stipulated in their grant agreement or contract. They may not otherwise specialize the population(s) to which they provide coordinated assessment services. Funded front doors must offer housing navigation services to clients who are not able to receive housing navigation services from any other providers.

Emergency Shelters

All emergency shelters receiving FESG, HESG, MESG, or HRC funding are front doors for clients who are living in their shelter projects and must provide the opportunity for assessment and placement onto the prioritization list for their shelter residents within 7 days of shelter move-in unless the client declines to participate in coordinated entry. In addition, shelters must provide housing navigation services to clients living in their shelters unless the client declines to participate.

Street Outreach

All street outreach providers receiving FESG, HESG, MESG, or PATH funding are front doors for clients who have been determined to be engaged⁷ with their project and must provide assessment and placement onto the prioritization list within 7 days of engagement unless the client declines to participate in coordinated entry. In addition, street outreach providers must provide housing navigation services to their engaged clients unless the client declines to participate.

“Voluntary” Front Doors

Any agency within either CoC that shares the goal of ending and preventing homelessness is allowed to be a front door, but must agree to all responsibilities of a front door as defined above, including the signing of an agreement. Voluntary front doors must provide housing navigation services or refer clients to other service providers who provide housing navigation services unless the client declines to participate.

⁶ Any voluntary front doors already in operation at the time this manual goes into effect must have an agreement signed within 60 days of this manual going into effect or they must stop providing coordinated assessment services.

⁷ A client is deemed “engaged” with a street outreach project when the client has indicated interest in receiving services from a street outreach project and agrees to participate in a deliberate client assessment (i.e., completes program intake).

Section 3: Expectations of Emergency Services

Emergency services are defined as emergency shelters, domestic violence shelters, and street outreach providers.

HMIS-participating Emergency Shelters

Point-of-Contact

Emergency shelters must designate one or two individuals to function as the primary contacts for coordinated entry for communication from the front door lead.

Shelter Openings

Maintain “live” shelter openings within HMIS. In the event a client is declined, document reason for rejection within the HMIS and notify the referring emergency services entry point. At least 75% of referrals from emergency services entry points must be accepted.

Assessment and Prioritization List Placement

Assess clients and place them onto the prioritization list in accordance with *Client Assessment Process for HMIS-participating Emergency Shelters* in section 6 of this manual.

Housing Navigation Services

Provide housing navigation services in accordance with the expectations outlined in section 8.

Participation in Weekly Housing Matching Meetings

Participate in a minimum of 80% of Weekly Housing Matching Meetings. See section 7 for details.

Advocacy at Acuity Review Panel Meetings

Advocate on behalf of any clients in the shelter going through the acuity review process. See section 7 for details.

Non-HMIS-participating Emergency Shelters (excluding DV shelters)

Point-of-Contact

Emergency shelters must designate one or two individuals to function as the primary contacts for coordinated entry for communication from the front door lead.

Shelter Openings

Send openings to emergency services entry points by 7:00am daily. Shelter openings should only be submitted if the bed or unit is ready for immediate occupancy. In the event a client is declined or does not show up, notify the referring emergency services entry point. In the event of a change in availability during the day, notify emergency services entry points. At least 75% of referrals from emergency services entry points must be accepted if the project is mandated to participate in coordinated entry.

Assessment and Prioritization List Placement

Refer clients to appropriate front door providers for assessment and placement onto the prioritization list.

Housing Navigation Services

Provide housing navigation services in accordance with the expectations outlined in section 8.

Participation in Weekly Housing Matching Meetings

Participate in a minimum of 80% of Weekly Housing Matching Meetings. See section 7 for details.

Advocacy at Acuity Review Panel Meetings

Advocate on behalf of any clients in the shelter going through the acuity review process. See section 7 for details.

Domestic Violence Emergency Shelters

Point-of-Contact

Emergency shelters must designate one or two individuals to function as the point-of-contact for coordinated entry for communication to and from the front door lead.

Shelter Openings

Follow individual agency procedures regarding shelter openings.

Assessment and Prioritization List Placement

Assess clients and place them onto the prioritization list in accordance with *Client Assessment Process for Domestic Violence Emergency Shelters* in section 6 of this manual.

Housing Navigation Services

Provide housing navigation services in accordance with the expectations outlined in section 8.

Participation in Weekly Housing Matching Meetings

Attendance at Weekly Housing Matching meetings poses a significant confidentiality and safety risk for domestic violence survivors receiving services from domestic violence emergency shelters. In lieu of participation in Weekly Housing Matching Meetings, domestic violence emergency shelters are required to maintain contact with the front door lead at least once a week in an effort to identify housing matches and ensure collaboration.

Representatives of domestic violence emergency shelters may attend housing matching meetings to provide feedback and input regarding the provision of services to clients who are fleeing or attempting to flee domestic violence while receiving services from non-victim service providers, but may not disclose information about clients they are serving or have served in their projects during housing matching meetings.

Advocacy at Acuity Review Panel Meetings

Advocate on behalf of any clients in the shelter going through the acuity review process. See section 7 for details.

Street Outreach Providers

Point-of-Contact

Street outreach providers must designate one or two individuals to function as the point-of-contact for coordinated entry for communication to and from the front door lead. The point-of-contact is the sole individual who can request a client's case be reviewed by the acuity review panel.

Assessment and Prioritization List Placement

Assess clients and place them onto the prioritization list in accordance with *Client Assessment Process for HMIS-participating Street Outreach Providers* in section 6 of this manual.

Housing Navigation Services

Provide housing navigation services in accordance with the expectations outlined in section 8.

Participation in Weekly Housing Matching Meetings

Participate in a minimum of 80% of Weekly Housing Matching Meetings. See section 7 for details.

Advocacy at Acuity Review Panel Meetings

Advocate on behalf of any clients in the shelter going through the acuity review process. See section 7 for details.

Section 4: Expectations of Housing Providers

Housing providers are defined as programs that provide transitional housing, rapid rehousing, permanent supportive housing, permanent housing only, and permanent housing with services. Housing providers mandated to participate in coordinated entry must follow the rules and expectations below, while providers not mandated to participate in coordinated entry are strongly encouraged to do so.

Notification of Housing Availability

Housing providers must respond within the allotted timeframe when the front door lead sends a request for housing openings on a weekly basis, including how many units are available with and without pending referrals. If a housing provider does not have any openings, they must still respond to the request to notify the front door lead of no openings. If a sponsor-based unit is listed, the provider must indicate whether the unit is currently available or when it will be available if it is not currently available. Each notification of housing availability shall be deemed to override any previously submitted housing openings.

Program Information Sheet

Each housing provider must submit a detailed list of eligibility criteria, an outline of the enrollment process, and services provided in addition to housing (if any) for each housing project. The information submitted will be made publicly available for review by service providers, clients, and other members of the community. The front door lead, in consultation with the City CoC's Service Delivery Committee and the County CoC's Planning Committee, shall develop a questionnaire that housing providers must complete and submit to the front door lead at least once annually, as well as any time eligibility criteria, the outline of the enrollment process, or services change. Completed program information sheets must be available online and must be made available in printed format upon request. In addition, a copy of the completed program information sheet will be provided to clients when they are offered a potential housing opportunity to allow them to make an informed decision regarding whether to accept the housing opportunity.

Acuity Reassessment by Housing Providers

Housing providers are permitted, but not required, to complete the full SPDAT assessment with clients who are not yet housed by their project if they believe the referred client may not be an appropriate fit for their project. If the results of the full SPDAT suggest that a different housing intervention is more appropriate, the housing provider may bring the case to the acuity review panel to request that the individual be updated or placed back onto the list with a SPDAT-determined acuity score.

Program Acceptance Expectations

Programs that are mandated to participate in coordinated entry must accept at least 75% of referrals for clients who meet the basic eligibility criteria as defined in the program information sheet each grant cycle. Referrals will only be provided when a program notifies the front door lead that it has openings.

When a referral is made, the project must work with the client's housing navigator to ensure that an eligibility appointment is scheduled to occur within the first week of receiving the referral (assuming no extenuating circumstances). After the eligibility appointment, the project has 2 business days to notify the housing navigator if the client has been determined (1) eligible, (2) eligible pending receipt of required documentation, or (3) not eligible. The housing navigator must notify the client as quickly as possible, and if the client was deemed eligible pending documentation, must work with the client and the housing project to gather all required

documentation. The client and housing navigator must be allowed a minimum of 10 business days to gather required documentation before a project may cancel the referral due to lack of documentation.

A program shall be deemed to have “declined” a referral if all of the following criteria are met:

- The client has been referred to the project by coordinated entry
- The client meets the eligibility criteria as defined on the program information sheet
- The client has expressed interest in being housed by the project
- The client has agreed to follow all requirements of the housing project
- The housing provider has notified the front door lead of an available, applicable unit for the client
- The project does not make a housing offer to the client

In the event a program declines a referral, the client will be returned to the prioritization list, and the next applicable client will be referred to the housing opening.

A program may “cancel” a referral in the following circumstances. A canceled referral shall be excluded from the calculation of the rate of acceptance for each project as long as the appropriate requirements are met.

- The client has rejected the housing opportunity. Agencies are required to document the client’s reason for rejecting the housing opportunity and submitted for recordkeeping. When reasonably possible, the documentation will include the client’s signature. The client will be returned to the prioritization list and the next applicable client will be referred to the opening. Clients may reject an unlimited number of housing opportunities, but must be made aware that there may be not be another offer, or the next offer may be significantly delayed. In addition, if a client rejects a housing opportunity, the housing navigator is strongly encouraged to work with the client to determine what the client is seeking in a housing opportunity to ensure that the housing opportunities offered are meeting the client’s needs.
- The client cannot be contacted or located. The housing provider must document a minimum of 3 attempts to contact the client via the housing navigator, directly via available contact information, or through the weekly housing matching meeting (if the client has agreed to allow their name to be used during the weekly housing matching meeting) and that the client has been provided at least 24 hours to respond to any messages (e.g., voicemails, emails, or text messages). Multiple attempts to contact the client on the same day, while encouraged, may only be counted as one attempt. Documentation of a minimum of three failed attempts to reach the client must be submitted for recordkeeping. If a client is unable to be contacted for three different housing offers, they will be deemed “disappeared” and will be moved to an inactive list and will not be considered for additional openings unless they return to a front door and are reactivated.
- The client does not meet the eligibility criteria as defined on the program information sheet. An explanation of the reason the client does not meet the eligibility criteria must be submitted for recordkeeping. The client will be returned to the list and the next applicable client will be referred to the opening.
- The client’s acuity score has been reevaluated using a full SPDAT and the acuity review panel has agreed that the client is not an appropriate fit for the housing project. The client will be returned to the list and the next applicable client will be referred to the opening.
- The client and housing navigator have not produced minimum required documentation within 10 business days of being notified that the client has been determined eligible pending receipt of required documentation. A list of the documentation required that was not received must be submitted for recordkeeping. If the client and housing navigator are not able to produce the minimum required

documentation within 10 business days, the client will return to the prioritization list and the next applicable client will be referred to the opening.

Section 5: Expectations of Other Groups

Front Door Lead

The front door lead has the following responsibilities:

- Organize and lead Weekly Housing Matching Meetings, including setting a location and ensuring that participating agencies are given the date, time, and location of each meeting a minimum of 24 hours in advance.
- Develop potential matches for housing openings and bring them to the weekly housing matching meeting for discussion, adjustment, and approval.
- Solicit feedback from clients participating in coordinated entry at least once each year in accordance with section 12 of this document.
- Provide quarterly narratives regarding the status of coordinated entry as defined in *Quarterly Reports and Recommendations* in accordance with section 12 of this document.

HMIS Lead

The HMIS lead has the following responsibilities:

- Provide training to all applicable HMIS users to ensure that functions of the coordinated entry system within the HMIS are recorded properly.
- As possible, setup and customize the HMIS to gather and report on data needed for coordinated entry.
- Ensure the HMIS generates the prioritization list in accordance with the defined prioritization criteria.
- Provide quarterly reports on coordinated entry within HMIS as defined in *Quarterly Reports and Recommendations* in section 12 of this document.

Prioritization List Review Team

The prioritization list review team is responsible for reviewing the combined prioritization list to ensure that it has been combined and sorted by the HMIS lead in accordance with this manual.

The prioritization list review team is made up of one representative from each of the following:

- The front door lead
- The HMIS lead
- A domestic violence victim services provider
- A service provider in the St. Louis City CoC
- A service provider in the St. Louis County CoC
- A youth services provider

Acuity Review Panel

The acuity review panel is designed to address issues that arise for clients with the most difficult/challenging barriers and the accuracy of the assessment process in making an appropriate referral. Acuity review panel members will be nominated by the Service Delivery Committee. The terms will run from October 1 through September 30 of each year. Individuals may be appointed and confirmed for an unlimited number of consecutive terms if nominated each year by the Service Delivery Committee.

The members of the panel will be made up of 2 to 5 representatives from each of the following provider types.

- Youth services provider
- Domestic violence victim services provider
- Street outreach provider
- Emergency shelter provider
- Transitional housing or rapid rehousing provider
- Permanent supportive housing, permanent housing only, or permanent housing with services provider
- Veteran services provider

Coordinated Entry Monitoring Workgroup

The coordinated entry monitoring workgroup is responsible for carrying out the duties listed in Section 12 of this manual. The workgroup's membership will include, but is not limited to, representatives of the following:

- The lead front door
- Each funded front door (as defined in section 2)
- The HMIS lead agency
- The St. Louis City CoC (appointed/selected by City CoC's Executive Board)
- The St. Louis County CoC (appointed/selected by the County CoC's Executive Board)

In addition, representatives of other participating agencies are permitted to participate.

Section 6: Assessment Procedures

In accordance with CPD-17-01: *Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System*, “[t]he assessment and prioritization process cannot require disclosure of specific disabilities or diagnoses. Specific diagnosis or disability information may only be obtained for purposes of determining program eligibility to make appropriate referrals” (p. 14).

Designated Assessment Tools

The VI-SPDAT and the full SPDAT are the designated assessment tools for the coordinated entry system.

Population	VI-SPDAT Tool	Full SPDAT Tool
Unaccompanied individuals at-risk of homelessness	PR-VI-SPDAT 1.0 for Single Adults	Not applicable
Households with two or more individuals at-risk of homelessness	PR-VI-SPDAT 1.0 for Families	Not applicable
Unaccompanied individuals ages 25 and above who are homeless	VI-SPDAT 2.0	SPDAT 4.0
Unaccompanied individuals ages 24 and under who are homeless	TAY-VI-SPDAT 1.0	Y-SPDAT 1.0
Households with two or more individuals, regardless of age, who are homeless	VI-F-SPDAT 2.0	F-SPDAT 2.0

Client Assessment Process for Walk-in Front Doors

In order to be placed onto the HMIS-based prioritization list or referred to appropriate prevention services, the following steps will be completed for each household. Clients working with street outreach providers or emergency shelters that do not participate in HMIS must be informed of the ability to go to walk-in front doors for assessment and placement onto the prioritization list.

1. **Prescreen for Eligibility and Interest**
 Determine if client is eligible for prevention or other housing services available in the CoCs. If potentially eligible, briefly explain the coordinated entry system and determine if the client wishes to proceed with an assessment. If the client does wish to proceed and is part of the population served by the front door, continue. If the client does wish to proceed but is not part of the population served by the front door, make a warm referral to an applicable front door. Otherwise, provide client with other applicable referrals to mainstream resources.
2. **Gather Client Consent**
 Have the client sign the Coordinated Entry Participation Agreement.⁸ Providers screening for prevention services may gather verbal consent and document it on the form if absolutely necessary, though written consent should be gathered to the greatest extent possible. However, providers assessing for placement onto the prioritization list must gather written consent.
3. **Complete Project Intake and/or Gather Minimum Required Demographics**
 If required by funding source(s), the front door will conduct a standard intake into the project prior to completing the coordinated entry assessment. If the funding source does not require a standard project intake, or if the standard project intake does not gather all minimum required demographics and consent forms, the front door will gather the minimum required demographics.
4. **Complete Applicable Coordinated Entry Assessment(s)**

⁸ In accordance with CPD-17-01, page 13, section 12a.

Complete the St. Louis Front Door/Coordinated Entry Assessment, including the VI-SPDAT. If a VI-SPDAT has previously been recorded in the HMIS, a new VI-SPDAT will be completed only if one or more of the following circumstances exist:

- The VI-SPDAT on file is the wrong type for the current housing crisis (e.g., PR-VI-SPDAT on file when a VI-SPDAT is required).
 - The client has had a significant change in their life that will most likely result in an increase or decrease of at least one point on the VI-SPDAT (e.g., attacked or beaten up, change in employment status, new medical diagnosis).
 - The VI-SPDAT present in the database was completed during a different episode of homelessness.
 - It has been more than 6 months since the most recent VI-SPDAT was completed.
 - The household composition has changed (household members have joined or left, including birth of a child).
5. **Verify Eligibility and Place Client onto Prioritization List or Make Referral to Prevention Project**
Verify that the client's VI-SPDAT score is within the applicable range to receive services and that no information has been disclosed during the assessment that results in the client being ineligible for services (e.g., stably housed). Unless information has been disclosed that clearly determines the client is ineligible for services, the assessor records the placement onto the prioritization list or refers the household to an appropriate prevention project.
 6. **Provide Client with Participant Rights and Expectations Packet**

Client Assessment Process for HMIS-participating Street Outreach Providers

In order for clients working with street outreach providers to be placed onto the HMIS-based prioritization list, the following steps will be completed for each household. This process is intended to align with HMIS data collection requirements.

1. **Record Project Start Information in HMIS**
At first contact with an individual living in a place not meant for habitation, the street outreach provider will begin gathering information and will put information provided by the client into the HMIS.
2. **Complete Project Enrollment**
Once the client has been deemed "engaged," the outreach provider will gather any remaining data to complete project enrollment and record it in the HMIS. At the point that a client is deemed engaged, the street outreach provider must offer the opportunity for assessment and placement onto the prioritization list within 7 days.
3. **Prescreen for Interest**
Briefly explain the coordinated entry system and determine if the client wishes to proceed with an assessment. If the client does wish to proceed, continue. Otherwise, provide client with other applicable referrals to mainstream resources and services available via the street outreach project.
4. **Gather Client Consent**
Have the client sign the Coordinated Entry Participation Agreement.⁹
5. **Complete Applicable Coordinated Entry Assessment(s)**
Complete the St. Louis Front Door/Coordinated Entry Assessment, including the VI-SPDAT. If a VI-SPDAT has previously been recorded in the HMIS, a new VI-SPDAT will be completed only if one or more of the following circumstances exist:

⁹ In accordance with CPD-17-01, page 13, section 12a.

- The VI-SPDAT on file is the wrong type for the current housing crisis (e.g., PR-VI-SPDAT on file when a VI-SPDAT is required).
 - The client has had a significant change in their life that will most likely result in an increase or decrease of at least one point on the VI-SPDAT (e.g., attacked or beaten up, change in employment status, new medical diagnosis).
 - The VI-SPDAT present in the database was completed during a different episode of homelessness.
 - It has been more than 6 months since the most recent VI-SPDAT was completed.
 - The household composition has changed (household members have joined or left, including birth of a child).
6. **Verify Eligibility and Place Client onto Prioritization List**
Verify that the client's VI-SPDAT score is within the applicable range to receive services and that no information has been disclosed during the assessment that results in the client being ineligible for services (e.g., stably housed). Unless information has been disclosed that clearly determines the client is ineligible for services, the assessor records the placement onto the prioritization list.
7. **Provide Client with Participant Rights and Expectations Packet**

Client Assessment Process for HMIS-participating Emergency Shelters

In order for clients living in emergency shelters to be placed onto the HMIS-based prioritization list, the following steps will be completed for each household. This process is intended to align with HMIS data collection requirements.

1. **Complete Project Enrollment**
During intake, the emergency shelter will gather all required data to complete project enrollment and record it in the HMIS. The emergency shelter must offer the opportunity for assessment and placement onto the prioritization list within 7 days of shelter move-in.
2. **Prescreen for Interest**
Briefly explain the coordinated entry system and determine if the client wishes to proceed with an assessment. If the client does wish to proceed, continue. Otherwise, provide client with other applicable referrals to mainstream resources and services available via the emergency shelter project.
3. **Gather Client Consent**
Have the client sign the Coordinated Entry Participation Agreement.¹⁰
4. **Complete Applicable Coordinated Entry Assessment(s)**
Complete the St. Louis Front Door/Coordinated Entry Assessment, including the VI-SPDAT. If a VI-SPDAT has previously been recorded in the HMIS, a new VI-SPDAT will be completed only if one or more of the following circumstances exist:
 - The VI-SPDAT on file is the wrong type for the current housing crisis (e.g., PR-VI-SPDAT on file when a VI-SPDAT is required).
 - The client has had a significant change in their life that will most likely result in an increase or decrease of at least one point on the VI-SPDAT (e.g., attacked or beaten up, change in employment status, new medical diagnosis).
 - The VI-SPDAT present in the database was completed during a different episode of homelessness.
 - It has been more than 6 months since the most recent VI-SPDAT was completed.

¹⁰ In accordance with CPD-17-01, page 13, section 12a.

- The household composition has changed (household members have joined or left, including birth of a child).
5. **Verify Eligibility and Place Client onto Prioritization List**
Verify that the client's VI-SPDAT score is within the applicable range to receive services and that no information has been disclosed during the assessment that results in the client being ineligible for services (e.g., stably housed). Unless information has been disclosed that clearly determines the client is ineligible for services, the assessor records the placement onto the prioritization list.
 6. **Provide Client with Participant Rights and Expectations Packet**

Client Assessment Process for Domestic Violence Emergency Shelters

In order for clients living in domestic violence shelters who are mandated to participate in coordinated entry to be placed onto the prioritization list, the following steps will be completed for each household.

1. **Complete Project Enrollment**
During intake, the domestic violence emergency shelter will gather all required data to complete project enrollment and record it in their HMIS-comparable database. The domestic violence emergency shelter must offer the opportunity for assessment and placement onto the prioritization list within 7 days of shelter move-in.
2. **Prescreen for Interest**
Briefly explain the coordinated entry system and determine if the client wishes to proceed with an assessment. If the client does wish to proceed, continue. Otherwise, provide client with other applicable referrals to mainstream resources and services available via the domestic violence emergency shelter project.
3. **Gather Client Consent**
While domestic violence victim service providers are exempt from utilizing the CoC-mandated Coordinated Entry Participation Agreement, each domestic violence victim service provider must ensure that clients are notified about the type of information that will be disclosed in order to place the client onto the prioritization list, and that the client consents to the disclosure of that information. The domestic violence emergency shelter must have procedures that ensure that client consent is documented in a manner that meets HUD's requirements as found in CPD-17-01, page 13, section 12a.
4. **Complete Applicable Coordinated Entry Assessment(s)**
Complete the St. Louis Front Door/Coordinated Entry Assessment, including the VI-SPDAT. If a VI-SPDAT has previously been completed with the domestic violence victim service provider, a new VI-SPDAT will be completed only if one or more of the following circumstances exist:
 - The VI-SPDAT on file is the wrong type for the current housing crisis (e.g., PR-VI-SPDAT on file when a VI-SPDAT is required).
 - The client has had a significant change in their life that will most likely result in an increase or decrease of at least one point on the VI-SPDAT (e.g., attacked or beaten up, change in employment status, new medical diagnosis).
 - The VI-SPDAT available was completed during a different episode of homelessness.
 - It has been more than 6 months since the most recent VI-SPDAT was completed.
 - The household composition has changed (household members have joined or left, including birth of a child).
5. **Verify Eligibility and Place Client onto Prioritization List**
Verify that the client's VI-SPDAT score is within the applicable range to receive services and that no information has been disclosed during the assessment that results in the client being ineligible for

services (e.g., stably housed). Unless information has been disclosed that clearly determines the client is ineligible for services, the assessor sends the de-identified prioritization information to the HMIS lead for placement onto the prioritization list.

6. **Provide Client with Participant Rights and Expectations Packet**

Client Assessment Process for Virtual Front Doors

Virtual front doors, which include front doors where clients call in or use another method of electronic or written communication, are only permitted for assessing clients for prevention services at this time.

1. **Prescreen for Eligibility and Interest**

Determine if client is eligible for prevention services available in the CoCs. If potentially eligible, briefly explain the coordinated entry system and determine if the client wishes to proceed with an assessment. If the client does wish to proceed and is part of the population served by the front door, continue. If the client does wish to proceed but is not part of the population served by the front door, make a warm referral to an applicable front door. Otherwise, provide client with other applicable referrals to mainstream resources.

2. **Gather Verbal Client Consent**

Explain the Coordinated Entry Participation Agreement¹¹ and ask for verbal consent. Document the verbal consent appropriately.

3. **Complete Project Intake and/or Gather Minimum Required Demographics**

If required by funding source(s), the front door will conduct a standard intake into the project prior to completing the coordinated entry assessment. If the funding source does not require a standard project intake, or if the standard project intake does not gather all minimum required demographics and consent forms, the front door will gather the minimum required demographics for prioritization list placement.

4. **Complete Applicable Coordinated Entry Assessment(s)**

Complete the St. Louis Front Door/Coordinated Entry Assessment, including the VI-SPDAT. If a VI-SPDAT has previously been recorded in the HMIS, a new VI-SPDAT will be completed only if one or more of the following circumstances exist:

- The VI-SPDAT on file is the wrong type for the current housing crisis (e.g., PR-VI-SPDAT on file when a VI-SPDAT is required).
- The client has had a significant change in their life that will most likely result in an increase or decrease of at least one point on the VI-SPDAT (e.g., attacked or beaten up, change in employment status, new medical diagnosis).
- The VI-SPDAT present in the database was completed during a different episode of homelessness.
- It has been more than 6 months since the most recent VI-SPDAT was completed.
- The household composition has changed (household members have joined or left, including birth of a child).

5. **Verify Eligibility and Make Referral to Prevention Project**

Verify that the client's PR-VI-SPDAT score is within the applicable range to receive services and that no information has been disclosed during the assessment that results in the client being ineligible for services (e.g., stably housed). Unless information has been disclosed that clearly determines the client is ineligible for services, the assessor refers the household to an appropriate prevention project.

¹¹ In accordance with CPD-17-01, page 13, section 12a.

6. **Provide Client with Participant Rights and Expectations Packet**

Provide the client with the website address where information about coordinated entry, including a downloadable version of the *Participant Rights and Expectations Packet*, may be found, or send the *Participant Rights and Expectations Packet* via email to the client.

Section 7: Housing Matching Process

Preparation for Housing Matching Meetings

Gathering List of Housing Openings

The front door lead will email all PoCs a request for all available housing units by 9:00am each Monday. Housing providers must respond by 9:00am each Tuesday in accordance with the *Notification of Housing Availability* policy in section 4. The front door lead will compile submitted housing openings and bring them to the weekly housing matching meeting each Wednesday.

Generation of the Prioritization List

The HMIS lead will generate an updated prioritization list from the HMIS on Tuesday morning and merge in the deidentified information provided by domestic violence service providers by 10:00am each Tuesday. The list is then reviewed by the prioritization list review team and approved by 12:00pm for submission to all designated prioritization list recipients by 3:00pm each Tuesday. The HMIS lead will also generate and bring the approved detailed prioritization list to the weekly housing matching meeting each Wednesday (see section 10).

Running/Updating Client List Reports from HMIS

Each participating emergency services provider and housing provider must run applicable coordinated entry reports from the HMIS (domestic violence victim services providers exempted) and must verify that the information in the report is accurate. Any inaccurate information must be updated in a timely manner. The updated reports should be brought to the meeting in order to facilitate quick use of client ID numbers during meetings, but must not be shared with other providers at the meeting.

Weekly Housing Matching Meetings

The front door lead will organize and coordinate weekly housing matching meetings, which will occur each Wednesday from 12:00pm to 1:00pm. At least one staff member from each agency with a funded shelter, street outreach project, or housing project is required to attend at least 80% of the weekly housing matching meetings each grant cycle. In the rare event that there are no housing openings and no referrals to follow-up on, the front door lead may cancel the weekly housing matching meeting for the week. The front door lead may cancel or reschedule the meeting for holidays, special events, or emergencies; but is urged to do so rarely. No more than 2 consecutive meetings may be canceled or rescheduled.

Confidentiality Agreement

All meeting attendees, facilitators, and others present in the room (e.g., maintenance workers, technical support) will be required to sign a confidentiality agreement before entering the meeting each week. Any individual who violates the confidentiality agreement may be subject to penalties including, but not limited to, permanent prohibition from attending weekly housing meetings.

Matching Clients to Housing Openings and Ensuring Collaboration

The front door lead will present a list of clients who are next for housing openings. The list of clients must have the same number of openings reported. The front door lead will present possible housing matches to the individuals at the meeting. The meeting attendees may request to “swap” clients between openings to ensure the best possible match for each client’s needs. However, no clients may be added or removed from the list except in the event that a client is known to be not currently in need of housing assistance (e.g., housed, incarcerated or institutionalized for a significant period of time, deceased). In the event a client is removed from the list because they are not currently in need of housing assistance, the front door lead shall add clients who

are next for housing openings to the list. Once clients have been matched to openings, the housing navigator for the client is expected to work with the client and the agency providing the potential housing opportunity to ensure an eligibility interview is scheduled as quickly as reasonably possible.

Review of Outstanding Referrals to Ensure Accountability

The front door lead will ask each housing provider to present status updates on any clients who meet the following criteria:

- 1) A referral for a client who has no status update within the HMIS but was referred at least 7 days ago.
- 2) A referral for a client who is not yet recorded as housed within the HMIS but was referred at least 30 days ago.

Examples of status updates that may be shared at weekly housing matching meetings include:

- “We have not been able to contact client 1234 to schedule an eligibility interview. We have contacted the housing navigator who is also unable to contact or locate the client. We would appreciate any help to find client 1234.”
- “Client 14567 has multiple barriers to housing and we are having difficulty finding a landlord who will accept them due to their criminal record and poor credit history. We continue to look for landlords who are willing to work with the client.”
- “We have been working with client 54320 to identify housing options, but have not found any units at this time that are within walking distance of the client’s workplace. We continue to work with the client to search for housing options.”

These updates will be provided in order to allow housing providers to notify the attendees at the weekly housing matching meeting if they are having any difficulties in locating or housing clients who have been referred to them. Those in attendance may be able to offer additional support or ideas when challenges are disclosed, such as landlords who are willing to work with those with criminal records or agreeing to help search for a client.

Acuity Review Panel Meeting

The acuity review panel will meet at 1:00pm each Wednesday in the same location as the Weekly Housing Matching Meeting if there are cases to review. The acuity review panel is designed to review the following cases:

- A client VI-SPDAT refusal takes place
- The assessor has been determined the client is not competent to complete the VI-SPDAT assessment
- The assessor believes that the client’s VI-SPDAT score does not properly reflect the client’s situation
- A client is placed in a housing program and it is determined that the client needs to go to another program option, including lateral moves between permanent housing projects
- Two housing providers reject the same client
- Involuntary termination¹²

¹² If a client is to be involuntarily terminated from a program, the agency must notify the front door lead. The review panel will discuss appropriate placement and follow up. In cases where the client poses an immediate threat to self or others, the provider will seek emergency removal as needed to ensure safety. In cases where the client will not be returned to the program, the front door lead will be notified of the removal within 24 hours and the case will be referred to the housing review panel. The program exiting the client from services will refer the client back to the front door lead for housing/shelter planning/referral.

Before a case can be reviewed by the acuity review panel for adjusting or setting placement on the prioritization list (e.g., refusal to complete VI-SPDAT, inability to complete VI-SPDAT, or VI-SPDAT does not accurately reflect client's situation) or for lateral moves between housing, the client's primary housing navigator must complete a full SPDAT. If the agency has access to ServicePoint, it must be recorded in ServicePoint. After completed, the housing navigator or case manager must contact their agency's PoC to request that the acuity panel review the case. If the review panel is meeting because a client has been rejected for two referrals or due to an involuntary termination, a full SPDAT is recommended but not required.

Only one representative from each of the listed provider types will vote at each acuity review panel meeting (see section 5). A minimum of five voting representatives must be present in order to take votes. Those nominated to serve on the panel for the same provider type must coordinate together to ensure that one representative will be present for each meeting to the greatest extent possible.

The client's housing navigator may meet with the acuity review panel to provide background and information regarding the client's situation or may submit a request that explains the client's situation in writing. Any documentation provided to the panel, including the full SPDAT, must have the client's name and any other identifying information redacted to ensure client confidentiality and to prevent biased decisions. The panel, using the completed full SPDAT and other information provided by the housing navigator and case workers, will develop a list of possible next steps which the client's housing navigator will review with the client.

In the event that the review panel is meeting to consider changing the placement of an individual on the prioritization list, the panel will vote whether to utilize the full SPDAT score to determine the acuity score in place of the acuity score determined based upon the VI-SPDAT score. A simple majority is required to utilize the full SPDAT score to determine the acuity score in place of the VI-SPDAT determined acuity score in the prioritization list.

Note: If a client scores for PSH but does not have a disability, the case does not have to be brought to the Acuity Review Panel to have the recommendation adjusted to RRH. The client's housing navigator may email the change request to the front door lead (using the client ID number). The request must state that the client should be adjusted from PSH to RRH and must include an explanation as to why the client does not meet the minimum eligibility criteria for any PSH projects (e.g., not disabled). In the event that the reason a client is being adjusted from PSH to RRH due to a lack of a documented disability, the assessing agency must have taken reasonable steps to provide the client with the opportunity to be examined for or receive documentation of a disability prior to submitting the request to the front door lead. Upon receipt, the front door lead will change the housing recommendation within the HMIS, but the acuity score itself will not be changed because the acuity score may only be changed with approval from the Acuity Review Panel after reviewing a full SPDAT.

The front door lead will document the outcome of all acuity review panel meetings within the HMIS, with the exception of clients added to the prioritization list by domestic violence victim services providers.

After the Weekly Housing Matching Meetings

Scheduling Eligibility Interview and Updating Referral Status

The housing provider has 48 hours from the receipt of the referral at the weekly housing matching meeting to work with a provider who is currently working with the client to schedule the eligibility interview with the client, which should take place within 7 days of the receipt of the referral (assuming no extenuating circumstances). The referral status will be documented using one of the following options (shown in the order they are available in ServicePoint):

- **Select –** : The agency has not yet scheduled the eligibility interview.
- **Accepted:** The client has been housed by the project.
- **Accepted on Waitlist:** Clients should have this status from the point that the housing provider has scheduled an eligibility interview with the client to the point they are housed or the referral is canceled or declined.
- **Canceled:** *Cancellations are on the part of the client.* The housing provider has contacted the client and has determined that the client does not want or need housing assistance from their agency, OR the agency has made multiple attempts to contact the client and has been unable to do so. Reason for cancelation is recorded within the HMIS. The housing provider must notify the front door lead.
- **Declined:** *Declinations are on the part of the agency.* The housing provider has determined that they cannot serve this particular client. The reason for the declined referral is recorded within the HMIS. The housing provider must notify the front door lead.

Closing Prioritization List Referral at Housing Move-In

The housing provider will take the client off of the prioritization list when the client moves into the permanent housing unit. If the housing provider is unable to see the placement onto the prioritization list due to visibility settings within the HMIS, they must send an email to the HMIS lead's helpdesk containing the client ID, the date the client moved into the unit, and the project that housed the client so that the client may be correctly removed from the prioritization list by the HMIS lead's helpdesk.

Section 8: Minimum Service Standards

Housing Navigation Services

The housing navigator is the main point-of-contact for each homeless individual or family. When necessary, the housing navigator will complete the full SPDAT and advocate on behalf of the client during the Acuity Review Panel process.

The housing navigator has the responsibility of working with the client to gather all required documentation so that they client can be deemed “document ready.” In addition, the housing navigator will provide support and referrals, including but not limited to: coordination of services, in-person support for clients with mental or physical health concerns, and benefit enrollment.

The housing navigator will assist the client in searching for housing opportunities both inside and outside of the homeless service system, including affordable housing units, market rate housing, and financial assistance from other providers (e.g., one-time assistance or ongoing rental assistance programs) as needed to obtain and maintain stable housing. The housing navigator will provide additional support to clients once a housing placement is made to ensure a smooth transition to the new housing placement.

Documentation that housing navigators will help clients gather or obtain includes, but is not limited to:

- Birth certificate(s)
- Social Security card(s)
- Government-issued photo identification
- Documentation of disabilities (if applicable)
- Proof of income or zero income statement
- Verification of homelessness
- Veterans only: DD-214

The housing navigator also has the responsibility of identifying possible housing barriers and working to address them when reasonably possible. Housing barriers that the housing navigator may identify and work to address include, but are not limited to:

- Poor rental history (including history of evictions)
- Poor credit history
- Criminal history
- Lack of employment or other income
- Rental and utility arrears

Housing projects may not use the criteria above to deny services to a client unless required by law.

Case Management Services

The case manager provides services to clients currently in transitional and permanent housing programs to assist them in maintaining their housing or transitioning to permanent housing. If the client may need to be moved between housing projects, the case manager will complete the full SPDAT and advocate on behalf of the client during the Acuity Review Panel process.

Case managers also provide support and referrals, including but not limited to: coordination of services, in-person support for clients with mental or physical health concerns, benefit enrollment, and landlord/tenant mediation.

Case managers also utilize the full SPDAT to guide case management services. Certified case managers are responsible for completing the full SPDAT within 7 days of move-in to housing, and updating the full SPDAT every 6 months. Projects that are mandated to enter data into the HMIS must record the scores for each domain of the full SPDAT within the HMIS software for community-wide reporting.

In accordance with the Housing First philosophy, clients have the option to decline case management services. Housing projects are required to document if a client declines case management services within the client's record.

Section 9. Required Training

In accordance with HUD guidelines, individuals performing the following functions of the coordinated entry system must complete required trainings for each role and receive a refresher training each year. The certification will be deemed valid for one year from the date of the training. The required trainings will be offered a minimum of once each year, and will also be made available in a self-study format (e.g., recorded webinars, online classes) to the greatest extent possible.

In the St. Louis Coordinated Entry system, there are multiple roles for which individuals may be certified: certified assessor, certified housing navigator, certified case manager, and certified acuity panel review member. Each role and applicable trainings are defined below. Individuals may be certified in one or more of the following. In addition, certifications are transferable in the event an individual changes organizational affiliation.

Roles

Coordinated Entry-Certified Assessor

Assessors are the individuals responsible for completing the initial assessment of clients who are believed to meet minimum eligibility requirements for programs that serve individuals who are at risk of or experiencing homelessness. They are responsible for completing applicable assessments and providing appropriate mainstream referrals at front doors. All front doors must have at least one certified assessor, as must shelters and street outreach providers who are mandated to participate in coordinated entry. Only certified assessors may complete assessments for prevention or prioritization.

Coordinated Entry-Certified Housing Navigator

The housing navigator is the main point-of-contact for each homeless individual or family. The housing navigator has the responsibility of helping clients gather documentation, navigate the process of searching for housing opportunities, and ensure clients are aware of available benefits. Each shelter and street outreach provider who is mandated to participate in coordinated entry must have at least one certified housing navigator. Individuals who are not certified housing navigators may provide housing navigation services under the guidance of a certified housing navigator.¹³

Coordinated Entry-Certified Case Manager

Once a client is in housing, the case manager is responsible for working with clients to ensure they are able to maintain their housing. Each transitional, rapid rehousing, or permanent supportive housing project that is mandated to participate in coordinated entry must have a minimum of one certified case manager. Individuals who are not certified case managers may provide case management services under the guidance of a certified case manager.¹⁴

Coordinated Entry-Certified Acuity Reviewer

Acuity reviewers are individuals authorized to vote on the Acuity Review Panel. In addition to the training requirements below, acuity reviewers must also be appointed by the Service Delivery Committee.

¹³ Utilizing the full SPDAT requires specialized training. The full SPDAT may not be completed by an untrained individual, even under guidance of a certified housing navigator.

¹⁴ Utilizing the full SPDAT requires specialized training. The full SPDAT may not be completed by an untrained individual, even under guidance of a certified case manager.

Trainings

Prioritization and Prevention Assessment Training

Required for certified assessors, certified housing navigators and certified acuity reviewers.
Recommended for certified case managers.

Full SPDAT training

Required for certified housing navigators, certified case managers and certified acuity reviewers.
Recommended for certified assessors.

Cultural and Linguistic Competency Training

Required for certified assessors, certified housing navigators, and certified case managers.
Recommended for certified acuity reviewers.

Trauma-informed Care and Safety Planning

Required for certified assessors, certified housing navigators, and certified case managers.
Recommended for certified acuity reviewers.

Section 10: Prioritization

Non-Prioritized Housing Crisis Interventions

Emergency Shelter

Emergency shelter beds are not prioritized. All beds function on a first-come, first-served basis, but all clients must be screened by an emergency services entry point to see if diversion is possible before being offered a bed (if available).

Street Outreach

Street outreach projects will not be prioritized. All clients who are identified as living in places not meant for habitation may be served by street outreach projects if they meet the project's minimum eligibility requirements.

Safe Havens

At the time of the revision of this manual, the region does not have any safe havens. However, if a safe haven project begins operating within the region, it will not be prioritized.

Prioritized Housing Crisis Interventions

Note: The project types listed below are required to follow the prioritization policies for their intervention if required by their funding sources, including, but not limited to: Continuum of Care (CoC) funds, Emergency Solutions Grant (ESG) funds, Missouri Housing Trust Fund (MHTF) funds, Missouri Housing First Program (HFP) funds, and Housing Resource Commission (HRC) funds. Additional funders may require participation in coordinated entry. Projects that are not required to participate in coordinated entry are strongly encouraged to follow these prioritization criteria and participate fully in coordinated entry.

Homelessness Prevention

Homelessness prevention funds will be prioritized using minimum eligibility criteria (e.g., income under defined limits, eviction or disconnect notice), and a minimum PR-VI-SPDAT score. Any client who meets the minimum criteria will be referred to a prevention services provider who will verify eligibility and provide services as applicable.

Rapid rehousing, independent living programs, permanent supportive housing, transitional living programs, and transitional housing programs

Rapid rehousing, independent living programs, permanent supportive housing programs, transitional living programs, and transitional housing programs will receive all clients through the applicable prioritization process described in section 11.

Housing Intervention Prioritization Sorting Criteria

Criterion	Sorting Method
Chronic homeless status	Yes -> No
Acuity score (as defined)	Highest -> Lowest
Risk/Frailty Score	Highest -> Lowest
Approximate date homelessness started	Oldest -> Newest
Date client/household assessed	Oldest -> Newest

Risk/Frailty Score Matrix

Question	Scoring method	VI-SPDAT S/F/TAY #
Where do you sleep most frequently?	If anything other than “shelter,” “transitional housing,” or “safe haven,” score 1.	1/5/1
In the past six months, how many times have you received health care at an emergency department/room?	If 3 or greater, score 1	4a/8a/4a
In the past six months, how many times have you taken an ambulance to the hospital?	If 3 or greater, score 1	4b/8b/4b
In the past six months, how many times have you been hospitalized as an inpatient?	If 3 or greater, score 1	4c/8c/4c
Have you been attacked or beaten up since you’ve become homeless?	If yes, score 1	5/9/5
Have you threatened to or tried to harm yourself or anyone else in the last year?	If yes, score 1	6/10/6
Do you ever do things that may be considered to be risky like exchange sex for money, run drugs for someone, have unprotected sex with someone you don’t know, share a needle, or anything like that?	If yes, score 1	9/13/10
Is your current homelessness in any way caused by a relationship that broke down, an unhealthy or abusive relationship, or because family or friends caused you to become evicted?	If yes, score 1*	14/18/15*
Do you have any chronic health issues with your liver, kidneys, stomach, lungs or heart?	If yes, score 1	16/20/17
If there was space available in a program that specifically assists people that live with HIV or AIDS, would that be of interest to you?	If yes, score 1	17/21/18
Is any member of the household pregnant?	If yes, score 1	Not applicable

*TAY-VI-SPDAT only: If yes to one or more of the prompts in question 15; score 1.

VI-SPDAT/SPDAT to Acuity Score Conversion Chart

All clients will be assigned an acuity score using the appropriate tool in the VI-SPDAT Tools section unless use of the full SPDAT score is approved by the Acuity Review Panel, in which case the appropriate tool in the full SPDAT section will be used to determine the acuity score.

VI-SPDAT Tools			Full SPDAT Tools			Acuity Score
VI-SPDAT 2.0	VI-F-SPDAT 2.0	TAY-VI-SPDAT 1.0	SPDAT 4.0	F-SPDAT 2.0	Y-SPDAT 1.0	
0	0	0	0-3	0-4	0-3	0
1	1	1	4-9	5-12	4-9	1
2	2	2	10-15	13-21	10-15	2
3	3	3	16-19	22-26	16-19	3
4	4	4	20-22	27-29	20-22	4
5	5	5	23-27	30-35	23-27	5
6	6	6	28-32	36-42	28-32	6
7	7	7	33-34	43-48	33-34	7
8	8	8	35-36	49-53	35-36	8
9	9	9	37-39	54	37-39	9
10	10	10	40-42	55-56	40-42	10
11	11	11	43-45	57-58	43-45	11
12	12	12	46-47	59-60	46-47	12
13	13	13	48-50	61-62	48-50	13
14	14	14	51-53	63-64	51-53	14
15	15	15	54-56	65-66	54-56	15
16	16	16	57-59	67-68	57-59	16
17	17	17	60	69-70	60	17
	18			71-72		18
	19			73-74		19
	20			75-76		20
	21			77-78		21
	22			79-80		22

The acuity score may not be used in place of a VI-SPDAT or full SPDAT score, nor should it be considered to be a VI-SPDAT or full SPDAT score.

Contents of the Standard Prioritization List

The standard prioritization list includes the following information. This is the list that is emailed to designated representatives once the prioritization list is approved by the prioritization list review committee.

ServicePoint Client ID (or identifier assigned by the domestic violence shelter)

This functions as the sole client identifier on the list, and is assigned by ServicePoint or by the referring domestic violence shelter.

Referring program

This is utilized to facilitate collaboration between the agency who assessed the client and placed them onto the prioritization list.

Chronic status

This indicates whether the client appears to meet the federal definition of chronically homeless according to the information entered into the HMIS database (or gathered by the domestic violence victim service provider).

Acuity score and assessment type

This shows the acuity score for the household and the assessment type utilized to determine the acuity score.

Risk/medical frailty score

This shows the total of the risk/medical frailty score as calculated by the HMIS (or as calculated by the domestic violence victim service provider).

Approximate date homelessness started

This is the date that was entered into the system for the client's approximate date homelessness started. In the event that the approximate date homelessness started is missing or not applicable, the date the client or household was assessed will be utilized.

Date client/household assessed

This is the date the client was assessed and referred to the prioritization list.

Household size

This is utilized for the purpose of identifying appropriately sized households for sponsor-based units that can hold only a specific number of clients.

Age range of head of household

The list indicates whether the head of household is between the ages of 16 and 24 to determine if the client may be eligible for youth-only projects.

Disability status of the head of household

The list includes whether or not the head of household reported a disabling condition during intake. The standard prioritization list contains only a "yes" or "no", and no specific disability information. The list contains this information for the purpose of identifying appropriate clients for projects that require a disabling condition.

Gender of the head of household

The standard prioritization list includes the gender of the head of household. Clients who report being "transgender male to female" will be listed as "female," clients who report being "transgender female to male" will be listed as "male," and clients who report being "gender non-conforming" or do not provide a gender will

be listed as “other” on the standard prioritization list. The list contains this information for the purpose of identifying appropriate clients for congregate living environments that have specific gender requirements.

Veteran status of the head of household

The standard list shows the reported veteran status of the head of household for the purpose of identifying clients for projects that serve only households that contain a veteran. Information regarding branch of service, discharge status, or length of service is not included on the list.

Preferred geographic location of housing

The standard prioritization list includes the preferred geographic location that clients indicate during assessment for potential housing opportunities. Options available include “city only”, “county only”, or “city or county.” In the event that the client does not indicate a preference, they will be assumed to be open to housing opportunities in city or county. This information is included so that clients may be referred only to projects that can place them in their preferred geographic area.

Detailed Prioritization List

The detailed prioritization list will be developed by the HMIS lead agency and brought to housing matching meetings each week. The additional information will be added to the approved standardized prioritization list. The list shall be maintained in an encrypted format, and may not be distributed to any other entities unless the HMIS lead is unable to attend the housing matching meeting, in which case it can be provided to the front door lead.

The list shall include additional information, as described below, only if the client has agreed to share additional eligibility information as indicated on a completed Coordinated Entry Participation Agreement. Clients who have not agreed to share additional information on the Coordinated Entry Participation Agreement or have been referred by domestic violence victim service providers will not have any additional information added when the detailed prioritization list is compiled.

Head of household’s first and last name

If the client consents to allow their name to be utilized during housing matching meetings, the first and last name of the head of household will appear on the detailed prioritization list.

Mental health problem

The detailed prioritization list will indicate “yes” or “no” regarding the client’s reported mental health diagnosis. A “yes” will indicate that the client has indicated they (or a member of their household) do have a mental health problem. The information will be determined utilizing information gathered in the Special Needs Assessment for the head of household, as well as information gathered within the VI-SPDAT. At no point shall the detailed prioritization list indicate specific diagnoses.

Current or past substance abuse

The detailed prioritization list will indicate “yes” or “no” regarding the client’s reported current or past substance abuse. A “yes” will indicate that the client has indicated they (or a member of their household) have or have had a history of substance abuse. The information will be determined utilizing information gathered in the Special Needs Assessment for the head of household, as well as information gathered within the VI-SPDAT. At no point shall the detailed prioritization list indicate specific diagnoses.

Developmental disability/traumatic brain injury diagnosis

The detailed prioritization list will indicate “yes” or “no” regarding the client’s developmental disability/traumatic brain injury status. A “yes” will indicate that the client has indicated they (or a member of their household) have a developmental disability or traumatic brain injury. The information will be determined utilizing information gathered in the Special Needs Assessment for the head of household, as well as information gathered within the VI-SPDAT. At no point shall the detailed prioritization list indicate specific diagnoses.

HIV/AIDS status

The detailed prioritization list will indicate “yes” or “no” regarding the client’s self-reported HIV/AIDS status. A “yes” will indicate that the client has indicated they (or a member of their household) have been diagnosed with HIV/AIDS. The information will be determined utilizing information gathered in the Special Needs Assessment for the head of household, as well as information gathered within the VI-SPDAT. At no point shall the detailed prioritization list indicate specific diagnoses.

Section 11: Eligibility Standards

All projects mandated to participate in coordinated entry must follow the minimum standards as described below. Projects may have additional eligibility criteria as long as the additional criteria align with the Housing First philosophy and do not violate any nondiscrimination policies in this manual; nondiscrimination policies adopted by the CoCs; or any local, state, or federal civil rights laws.

Any projects participating voluntarily in coordinated entry are strongly encouraged to utilize the eligibility standards provided below, but may set special eligibility requirements based upon criteria collected during the coordinated entry assessment process.

Housing Navigation Services

Available to single adults (25+), qualified minors (age 16-17), youth (18-24), and families.

All clients experiencing homelessness are eligible to receive housing navigation services regardless of any other circumstances, including clients otherwise ineligible for services due to an acuity score of 0-3. Housing navigation services are defined in section 8.

Prevention Services

Available to single adults (25+), qualified minors (age 16-17), youth (18-24), and families.

To receive financial assistance through prevention programs, the household must have a PR-VI-SPDAT (single adults or families) score of 4 or higher. Funded prevention programs may utilize additional eligibility criteria as defined by the funder, but may not establish additional eligibility criteria without prior authorization from the Service Delivery Committee.

Rapid Rehousing

Available to single adults (25+), qualified minors (age 16-17), youth (18-24), and families.

To receive assistance through rapid rehousing programs, households must have acuity scores of 4 to 7 (singles and youth), or an acuity score of 4 to 8 (families). In addition, households without a disabled head of household who score 8 or above (singles and youth), or 9 and above (families) are eligible for rapid rehousing. Mandated rapid rehousing programs must follow the housing first philosophy.

In addition, mandated rapid rehousing providers must utilize the set formula established in the Rapid Rehousing Rental Assistance Calculation Worksheet to determine the amount of rental assistance that may be provided to each household while participating in rapid rehousing. The criteria for determining amount of financial assistance is explained in Section 13.

Independent Living Programs

Available to individuals 16 to 24 years of age, and households headed by individuals 16 to 24 years of age.

To receive assistance from an independent living program, households must have acuity scores of 4 to 7 (singles and youth), or an acuity score of 4 to 8 (families). Mandated independent living programs must follow the housing first philosophy.

Permanent Supportive Housing

Available to single adults (25+), qualified minors (age 16-17), youth (18-24), and families.

To receive assistance through permanent supportive housing programs, households must have a head of household with a disabling condition and must have acuity scores of 8 or higher (singles and youth), or 9 or higher (families). In addition, households who score 8 or above (singles and youth), or 9 and above (families) but do not have one or more disabled client are eligible for rapid rehousing. Mandated rapid rehousing programs must follow the housing first philosophy.

Transitional Living Program

Available to individuals 16 to 24 years of age, and households headed by individuals 16 to 24 years of age.

To receive assistance through transitional living programs, households must be headed by an individual 16 to 24 years of age with an acuity score of 8 or higher (singles and youth), or 9 or higher (families). Mandated transitional living programs must follow the housing first philosophy.

Transitional Housing

Available to single adults (25+), qualified minors (age 16-17), youth (18-24), and families.

Transitional housing programs shall be utilized to provide short-term, service-intensive temporary housing to clients who are at the top of the prioritization list who have been determined eligible for rapid rehousing or permanent supportive housing, but have not been stably housed due to the lack of available rapid rehousing or permanent housing openings. While in transitional housing, the client shall be considered homeless and will be on the prioritization list. Clients in transitional housing projects will be considered for rapid rehousing and permanent supportive housing projects in the same manner as an individual receiving services from an emergency shelter or street outreach project.

Section 12: Evaluation and Planning

Evaluation and planning shall be the joint responsibility of the Service Delivery Committee through the Coordinated Entry Monitoring Workgroup, the advocacy committees and consumer councils of the CoCs.

Stakeholder Consultation

The CoCs will solicit feedback at least once annually from participating projects and clients who participated in coordinated entry during the time period. A combination of the following feedback gathering methods will be used to ensure sufficient information is gathered to assess the quality and effectiveness of the coordinated entry system:

- Surveys provided to all participating service providers.
- Surveys, focus groups, or individual interviews to gather information from enough clients to approximate the diversity of participating clients. For the purpose of evaluation, a client is defined as an individual currently engaged in the coordinated entry system or clients who have participated to some extent within the last year.
- Comment/concern forms will be available at all front door locations and from all front door providers at all times. Completed comment/concern forms will be submitted to the Coordinated Entry Monitoring Workgroup.

Quarterly Reports and Recommendations

The HMIS lead shall provide the CoCs with updates regarding the operating status of coordinated entry according to the HMIS database at least once each quarter. In addition, the front door lead will submit to the CoCs a narrative outlining successes, challenges, and recommendations for coordinated entry each quarter. All other participating providers, CoC members, clients, and community members may also submit narratives or reports each quarter. Reports and recommendations must be submitted to the Coordinated Entry Monitoring Workgroup no later than January 15, April 15, July 15, and October 15 or the following business day.

Coordinated Entry Monitoring Workgroup

The coordinated entry monitoring workgroup must meet at least once each quarter shortly after January 15, April 15, July 15, and October 15 to review the comment/concern forms, reports and recommendations submitted each quarter and shall make a report to the Service Delivery Committee to modify or retain the current edition of the Coordinated Entry Policies and Procedures Manual, along with any concerns about participation (or lack thereof) by mandated providers. The report will include project-level information where appropriate. Any recommendations approved by the Service Delivery Committee will be taken to both CoC Executive Boards for approval.

In addition, copies of the report will be made available to the Rank and Review Committees of each CoC and any funders (upon request), who may choose to utilize the information to make decisions regarding compliance with grant agreements and/or future funding decisions.

Reports reviewed by the coordinated entry monitoring workgroup each quarter will include, at minimum:

- Status of the prioritization list (length of time on list, number of households on the list, etc)
- Review of referral process functioning
- Review of appropriate HMIS report(s) regarding clients served, length of stay, outcomes, etc.
- Review of VI-SPDAT refusal rates

- Review of rates of acceptance, cancelations, and declines by participating providers
- Review of rates of referrals to the acuity review panel by participating providers
- Review of number of project entries without a coordinated entry referral

Section 13: Forms, Packets, and Agreements

Coordinated Entry Participation Agreement

The coordinated entry participation agreement must be completed by all clients prior to being placed onto the prioritization list. The agreement explains the basic purpose and design of coordinated entry, and then allows the client to determine (1) if they wish to participate, (2) how much information they authorize to be disclosed, and (3) whether their name may be utilized in weekly housing matching meetings. The form is included in the appendix.

Domestic violence victim service providers are not required to use this form, but must have internal procedures that guarantee that the client has consented to participating in coordinated entry prior to placement onto the prioritization list.

Agreement for Voluntary Front Door Providers

This agreement is utilized to determine what services will be provided by voluntary front doors and which population(s) the front door will serve. The agreement must also contain a written narrative explaining the anticipated steps a client will take when seeking coordinated assessment services from the voluntary front door, and any special requirements or processes that will be in place to serve their populations appropriately. The agreement must be signed by a representative of the agency, a representative of the City CoC, and a representative of the County CoC before the voluntary front door may begin offering assessment services. The form is included in the appendix.

St. Louis Front Door/Coordinated Entry Assessment

The St. Louis Front Door/Coordinated Entry Assessment is programmed into the HMIS software and is designed to gather all information required to place a client onto the prioritization list. While the form must be completed within the HMIS (domestic violence victim service providers exempted), a paper version of the assessment is included in the appendix for use in the event that the information must be gathered while access to the HMIS is not available.

Rapid Rehousing Rental Assistance Calculation Worksheet

This worksheet takes into consideration the following when determining the appropriate amount of rental assistance that is provided to each participant in rapid rehousing: annual income, income exclusions, dependent allowances, child care allowances, disabled assistance allowances, medical expenses allowances, elderly family allowances, and utility allowances. The worksheet is attached to this manual in the appendix.

Participant Rights and Expectations Packet

All participants shall be provided a copy of the Participant Rights and Expectations Packet at the time they are assessed and placed onto the prioritization list or referred to an appropriate prevention services provider. The packet must describe, at minimum:

- The purpose of coordinated entry
- What to expect as a participant in coordinated entry
- Requirements of participants in coordinated entry
- How to file a grievance or nondiscrimination complaint

The packet is included in the appendix of this document, and must also be made available online.