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 2019 CoC Program Competition Notice of Funding Available (NOFA) for specific application and program requirements.
2. The FY 2019 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:
Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions. Please submit technical questions to the HUD Exchange Ask-A-Question at https://www.hudexchange.info/program-support/my-question/

Resources:
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1A-1. CoC Name and Number: LA-503 - New Orleans/Jefferson Parish CoC

1A-2. Collaborative Applicant Name: UNITY of Greater New Orleans

1A-3. CoC Designation: CA

1A-4. HMIS Lead: ViaLink
**1B. Continuum of Care (CoC) Engagement**

**Instructions:**
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**1B-1. CoC Meeting Participants.**
For the period of May 1, 2018 to April 30, 2019, applicants must indicate whether the Organization/Person listed:
1. participated in CoC meetings;
2. voted, including selecting CoC Board members; and
3. participated in the CoC’s coordinated entry system.

<table>
<thead>
<tr>
<th>Organization/Person</th>
<th>Participates in CoC Meetings</th>
<th>Votes, including selecting CoC Board Members</th>
<th>Participates in Coordinated Entry System</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Government Staff/Officials</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>CDBG/HOME/ESG Entitlement Jurisdiction</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Law Enforcement</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Local Jail(s)</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Hospital(s)</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>EMS/Crisis Response Team(s)</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Mental Health Service Organizations</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Substance Abuse Service Organizations</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Affordable Housing Developer(s)</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Disability Service Organizations</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Disability Advocates</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Public Housing Authorities</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>CoC Funded Youth Homeless Organizations</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Non-CoC Funded Youth Homeless Organizations</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Applicant: UNITY of Greater New Orleans CoC
Project: LA-503 CoC Registration and Application 2019

FY2019 CoC Application Page 3 09/30/2019
<table>
<thead>
<tr>
<th>Group</th>
<th>Yes</th>
<th>Yes</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth Advocates</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>School Administrators/Homeless Liaisons</td>
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<tr>
<td>CoC Funded Victim Service Providers</td>
<td></td>
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<tr>
<td>Non-CoC Funded Victim Service Providers</td>
<td></td>
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<tr>
<td>Domestic Violence Advocates</td>
<td></td>
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<tr>
<td>Street Outreach Team(s)</td>
<td></td>
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<tr>
<td>Lesbian, Gay, Bisexual, Transgender (LGBT) Advocates</td>
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<tr>
<td>LGBT Service Organizations</td>
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<tr>
<td>Agencies that serve survivors of human trafficking</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Other homeless subpopulation advocates</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Homeless or Formerly Homeless Persons</td>
<td></td>
<td></td>
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<tr>
<td>Mental Illness Advocates</td>
<td></td>
<td></td>
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<tr>
<td>Substance Abuse Advocates</td>
<td></td>
<td></td>
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<tr>
<td>Other:(limit 50 characters)</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Local Business &amp; Faith Orgs</td>
<td></td>
<td></td>
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<tr>
<td>FQHCs</td>
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<td></td>
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<tr>
<td>HOPWA Providers</td>
<td></td>
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</tbody>
</table>

**1B-1a. CoC's Strategy to Solicit/Consider Opinions on Preventing/Ending Homelessness.**

Applicants must describe how the CoC:
1. solicits and considers opinions from a broad array of organizations and individuals that have knowledge of homelessness, or an interest in preventing and ending homelessness;
2. communicates information during public meetings or other forums the CoC uses to solicit public information;
3. takes into consideration information gathered in public meetings or forums to address improvements or new approaches to preventing and ending homelessness; and
4. ensures effective communication with individuals with disabilities, including the availability of accessible electronic formats, e.g., PDF.

(limit 2,000 characters)

1) SOLICITS OPINIONS: CoC meetings are open to the public. Meeting notices are posted monthly on the UNITY CoC website inviting anyone w/ knowledge or interest in homelessness to attend, sign up for the email list serve, contact staff &/or join the CoC. Meetings are held in easily accessible physical locations for those w/ transportation or mobility challenges & allow for open discussion & announcements. CoC committees & workgroups invite non-member agencies. People with lived experience are invited to join the CoC, attend meetings, and provide feedback. 2) COMMUNICATION: UNITY communicates about meetings, funding opportunities, trainings & advocacy through a broad email list of 400+ individuals & organizations who attend CoC meetings or are interested in CoC activities. Social media platforms communicate about the CoC to a wide public audience & reach out to local businesses & residents for participation. The CoC works hard to solicit opinions of those with lived experience through the: Racial Equity Task Force, Youth Action Board, Ending Youth
Homelessness Task Force, LGBTQ Task Force, Governing Council & Ending Family Homelessness Task Force. The CoC regularly solicits input from homeless & formerly homeless persons by open invitation to join the CoC; fliers are publicly posted on social media & at meetings. 3) CONSIDERS INFORMATION: The CoC regularly sends surveys to the listserv to solicit opinions and analyze feedback on topics like: CoC trainings, Racial Equity, Policies & Procedures & Coordinated Entry. Client input is obtained through focus groups and surveys. Results inform CoC decision making & are shared publicly at meetings. 4) ACCESSIBILITY: The UNITY CoC website uses standard Web Content Accessibility Guidelines (WCAG) features to ensure information is accessible to those with disabilities, including low vision. Communications regularly provide alternate methods of requesting information, including in variety of formats & languages.

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 the CoC ensures effective communication with individuals with disabilities, including the availability of accessible electronic formats;
4. how often the CoC solicits new members; and
5. 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)

The CoC has an Inclusive Participation Policy to actively invite persons, organizations & entities to participate in the CoC throughout the year.
1) INVITATION PROCESS: Anyone w/ interest in homelessness in New Orleans-Jefferson Parish-Kenner may join the CoC at any time.
2) COMMUNICATION OF PROCESS: The CoC invites participation through: year round open invitation on the CoC’s website; regular social media posts; advertisement in general circulation newspapers, online & in publications serving sub-populations & oral invitation announced at monthly meetings. The CoC Governing Council also identifies organizations for CoC participation, paying particular attention to those serving youth, survivors of DV & sexual assault, racial & ethnic minority groups & special needs populations. Written invitation is mailed/emailed annually to a broad-based inclusive list of agencies.
3) ACCESSIBLE COMMUNICATION: The UNITY CoC website uses standard WCAG features to ensure information is accessible to those w/ disabilities. Communications regularly provide the public w/ alternate methods of requesting information, including in variety of formats & languages. The CoC Coordinated Entry System Work Group annually evaluates issues of accessibility & engages in setting & meeting goals for accessibility of CoC communications.
4) FREQUENCY OF NEW MEMBER SOLICITATION: The CoC solicits new members publicly year-round, including at the intervals noted above. In 2018-19, 9 new agencies joined the CoC.
5) HOMELESS & FORMERLY HOMELESS PERSONS: To encourage participation by those experiencing homelessness or w/ lived experience, formal CoC membership is not required for attendance or participation at CoC meetings & work groups. Fliers for participation are publicly posted on social
media & at meetings. UNITY outreach staff also speak w/ homeless & formerly homeless persons to encourage participation in the CoC through attending the monthly meeting, focus groups, or special groups.

1B-3. Public Notification for Proposals from Organizations Not Previously Funded.

Applicants must describe:
1. how the CoC notifies the public that it is accepting project application proposals, and that it is open to and will consider applications from organizations that have not previously received CoC Program funding, as well as the method in which proposals should be submitted;
2. the process the CoC uses to determine whether the project application will be included in the FY 2019 CoC Program Competition process;
3. the date(s) the CoC publicly announced it was open to proposal;
4. how the CoC ensures effective communication with individuals with disabilities, including the availability of accessible electronic formats; and
5. if the CoC does not accept proposals from organizations that have not previously received CoC Program funding or did not announce it was open to proposals from non-CoC Program funded organizations, the applicant must state this fact in the response and provide the reason the CoC does not accept proposals from organizations that have not previously received CoC Program funding.

(limit 2,000 characters)

1) NOTIFICATION TO THE PUBLIC: The CoC advertises all Requests for Proposals (RFPs) through the CoC website in accessible formats, at CoC meetings, on social media, through a broad email list of persons & agencies & through publication of newspaper & online ads stating that new providers are welcome. RFPs state in the 1st-page summary that the CoC welcomes proposals from entities not currently funded. This year, the CoC hosted a public RFP Information Session communicated to the public via the enumerated methods; two agencies not previously funded by the CoC attended.

2) PROJECT APPLICATIONS: When reviewing RFP project applications, the CoC's Evaluation & Project Selection Committee applies scoring criteria as publicly published in each of the RFPs to determine which projects will be included in the annual CoC Competition. CoC policy requires that at least once a year, new project RFPs for PSH, RRH & SSO-CE explicitly give preference to agencies not currently CoC-funded. This year, two agencies not currently funded were selected as new project sponsors through the RFP process.

3) DATES OF PUBLIC ANNOUNCEMENT: The CoC announced acceptance of proposals from non-CoC funded organizations & entities on: 7/30/19 (CoC website), 7/31/19, 8/7/19 & 8/28/19 (email list serve), 8/6/19, 8/12/19 & 8/13/19 (published in 2 newspapers & online at NOLA.com) & 8/7/19 (posted on social media). The CoC takes a pro-active approach to reaching new agencies & providers to join the CoC &/or submit proposals. They are regularly invited to attend CoC trainings & meetings to increase capacity & are added to the CoC email list serve to ensure they are reached regarding RFPs.

4) ACCESSIBILITY: The CoC website uses standard Web Content Accessibility Guidelines, PDFs & RTF documents to ensure information is accessible to
those with disabilities. Communications regularly provide the public with alternate methods of requesting information, including in variety of formats & languages.
1C. Continuum of Care (CoC) Coordination

Instructions:
Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions. Please submit technical questions to the HUD Exchange Ask-A-Question at https://www.hudexchange.info/program-support/my-question/

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1C-1. CoCs Coordination, Planning, and Operation of Projects.

Applicants must select the appropriate response for each federal, state, local, private, other organizations, or program source the CoC included in the planning and operation of projects that serve individuals experiencing homelessness, families experiencing homelessness, unaccompanied youth experiencing homelessness, persons who are fleeing domestic violence, or persons at risk of homelessness.

<table>
<thead>
<tr>
<th>Entities or Organizations the CoC coordinates planning and operation of projects</th>
<th>Coordinates with Planning and Operation of Projects</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Opportunities for Persons with AIDS (HOPWA)</td>
<td>Yes</td>
</tr>
<tr>
<td>Temporary Assistance for Needy Families (TANF)</td>
<td>Yes</td>
</tr>
<tr>
<td>Runaway and Homeless Youth (RHY)</td>
<td>Yes</td>
</tr>
<tr>
<td>Head Start Program</td>
<td>Yes</td>
</tr>
<tr>
<td>Funding Collaboratives</td>
<td>Yes</td>
</tr>
<tr>
<td>Private Foundations</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and services programs funded through U.S. Department of Justice (DOJ) Funded Housing and Service Programs</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and services programs funded through U.S. Health and Human Services (HHS) Funded Housing and Service Programs</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and service programs funded through other Federal resources</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and services programs funded through State Government</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and services programs funded through Local Government</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and service programs funded through private entities, including foundations</td>
<td>Yes</td>
</tr>
<tr>
<td>Other:(limit 50 characters)</td>
<td></td>
</tr>
<tr>
<td>Federally Qualified Health Centers</td>
<td>Yes</td>
</tr>
</tbody>
</table>
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;
2. participated in the evaluating and reporting performance of ESG Program recipients and subrecipients; and
3. ensured local homelessness information is communicated and addressed in the Consolidated Plan updates.

(limit 2,000 characters)

1) CONSULTATION: ESG reps for City of New Orleans, Jefferson Parish, and Kenner serve on the CoC Governing Council & CoC Evaluation & Project Selection Committee, which meet at least 6 times/year & they regularly attend full CoC meetings. The CoC advises Con Plan jurisdictions on allocating ESG funds, including on ES, CES, CoC policies & procedures, including on nondiscrimination. The City adopted CoC recommended contract terms for ESG to ensure consistency w/ CES, low-barrier, housing first standards of care & performance. CoC staff meet regularly w/ City & Jefferson Parish staff to coordinate funds & ensure effective targeting to end homelessness & achieve performance goals. CoC CEO serves on the City’s ESG Evaluation & Selection committee & participates in the HOPWA Modernization Core Committee to ensure coordination. City & ESG reps participated in the CoC Urgent Action Lab, strengthening CES & resulting in a “Problem-Solving Housing Crisis Resolution” Pilot. The City shares its outcomes of fair housing assessment w/ the CoC, which shares the recommended policies with CoC agencies to reinforce fair housing & disability compliance. In Jefferson Parish, the CoC coordinates on ESG, meeting with officials regarding street outreach & CES. Collaboration has increased crisis response, improved CES & better targeted ESG for prevention to minimize 1st time homelessness.

2) PERFORMANCE: CoC evaluation of system performance includes ESG recipients, as indicated in the HMIS MOU. The CoC serves on the evaluation committee reviewing ESG performance, sharing system perf. data & data from the Behavioral Health Council Mental Health Dashboard.

3) CON PLAN: Through data/charts/presentations, the CoC annually shares the following w/ jurisdictions & the State for use in Con Plans: PIT, HIC, subpopulation data, racial equity data, CES Evaluation data & updates to “A Bold Plan of Action to Sharply Reduce Homelessness,” which reports local progress on reducing homelessness.

1C-2a. Providing PIT and HIC Data to Consolidated Plan Jurisdictions.

Applicants must indicate whether the CoC provided 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.

Yes

Applicants must indicate whether the CoC ensured local homelessness information is communicated to Consolidated Plan Jurisdictions within its geographic area so it can be addressed in Consolidated Plan updates.

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 protocols for coordinated entry and the CoC’s emergency transfer plan, that prioritize safety and incorporate trauma-informed, victim-centered services; and
2. how the CoC, through its coordinated entry, maximizes client choice for housing and services while ensuring safety and confidentiality.

(limit 2,000 characters)

1) SAFETY PROTOCOLS: The CoC CE Policies & Procedures includes sections devoted to working w/ those who are survivors, fleeing DV, dating violence, sexual assault, stalking, trafficking or other dangerous circumstances to ensure that survivors are served at any CE access point and that these access points offer (but do not require) referral to victim-specific providers as appropriate. Those fleeing domestic violence are entitled to access all other CE resources – not limited to DV-specific services or programs. CE access points first assess risks and create a safety plan. A trauma-informed approach is used to assess client strengths and encourage client choice throughout the intake and assessment process. CE policies ensure that client privacy and confidentiality are thoroughly protected. Client information will not be repeated by staff or otherwise shared without explicit permission. Clients are also notified that they have complete decision making power over what assistance they access. Clients are informed of rights to file a grievance, confidentiality policy, and must provide informed time-limited consent for release of any information. No survivor may be refused services for failure to provide consent. Client safety plans are updated as their housing changes or as often as the client feels is necessary. The policies are being updated and expanded with the incorporation of the newly funded CE for Survivors Project. Policies address safety, warm hand-off protocols, confidentiality, the right of survivors to choose how their information is used & confidentiality of housing locations.

2) CLIENT CHOICE: CE policies state programs may not discriminate against survivors based on DV status & ensures clients have a right to choose whether to be served by VSPs. Client rights are posted in multiple languages on a poster at each CE access point and are available in alternate formats.

1C-3a. Training–Best Practices in Serving DV Survivors.

Applicants must describe how the CoC coordinates with victim services
providers to provide training, at least on an annual basis, for:

1. CoC area project staff that addresses safety and best practices (e.g., trauma-informed, victim-centered) on safety and planning protocols in serving survivors of domestic violence; and

2. Coordinated Entry staff that addresses safety and best practices (e.g., Trauma Informed Care) on safety and planning protocols in serving survivors of domestic violence.

(limit 2,000 characters)

The CoC provides mandatory annual trainings to CoC projects about safety planning protocols for survivors of DV, dating violence, sexual assault, trafficking & stalking. CoC-funded VSPs are skilled & creative in developing safety plans with clients – those who know their situation best, and have brought this expertise to CoC trainings & work groups. In February 2019, the Safety Planning & DV Work Group conducted a 2-day workshop covering: trauma-informed care, safety planning, victim-centered practices, policies & procedures, DV awareness, sexual assault & trafficking awareness & working with the homeless population. CoC-funded projects receive mandatory training on CE Policies including on DV-specific protocols, DV basics, VAWA requirements & Emergency Transfer Plans. Special trainings are held for CES street outreach teams to increase capacity of staff to best meet the needs of survivors through a culturally competent, survivor-centered approach. In the past year, additional trainings were held about Trauma-Informed Care. VSPs additionally have their own training & certification requirements. New Orleans Family Justice Alliance (NOFJA) & Metro Centers for Community Advocacy staff receive at least 40 hours of DV training a year & 20 hours on sexual assault, as well as many other annual trainings for both staff & partners, including on topics like public policy changes to provide more safety to victims & more accountability for perpetrators.

1C-3b. Domestic Violence–Community Need Data.

Applicants must describe how the CoC uses de-identified aggregate data from a comparable database to assess the special needs related to domestic violence, dating violence, sexual assault, and stalking.

(limit 2,000 characters)

The CoC has a long history of assessing and addressing the special needs of survivors and has supported ESG and SESG RRH for Survivors; inclusion of Victim Service Providers (VSPs) in the initial RRF pilot; the HOPWA-VAWA pilot project; & current funding priorities for CoC funding to expand CE and PH for survivors. CoC data assessment includes de-identified aggregate data from VSP databases as well as aggregate (APR and LSA) data from HMIS as well as the Masterlist and PIT. The CoC also relies on data, statistics, information & needs assessments derived from the Louisiana Coalition Against Domestic Violence (LCADV), NOPD, Greater New Orleans Human Trafficking Task Force, Southeast Louisiana Legal Services, Greater New Orleans Housing Alliance, Louisiana Protective Order Registry, Violence Policy Center & National Network to End DV. In fact, the Violence Policy Center’s 2018 analysis of homicide data ranks Louisiana as having the 2nd highest rate of female suicides. The CoC is a member of LCADV & utilizes its subject matter expertise to inform need & program approach. The CoC looks at the # of persons experiencing DV, dating violence, sexual assault, stalking & human trafficking as reported by VSPs; # of ES & housing placements accomplished through
VSPs; # of DV crisis hotline calls answered annually by VSPs; returns to homelessness, & access to CE through the annual evaluation. The CoC works closely w/ CoC-funded & other VSPs to understand the intersection of co-occurring circumstances, including physical, mental & behavioral health conditions, addiction & multiple traumas to inform program practices & protocols. The CoC considers aggregate data from completed lethality assessments conducted w/ program participants & data included in VSPs' HMIS comparable databases. Review of victim services revealed a recent increase in average lethality from year to year, indicating increased need for interventions & resources, of which housing is vital.

*1C-4. PHAs within CoC. Attachments Required.

Applicants must submit information for the two largest PHAs or the two PHAs with which the CoC has a working relationship within the CoC’s geographic area.

<table>
<thead>
<tr>
<th>Public Housing Agency Name</th>
<th>% New Admissions into Public Housing and Housing Choice Voucher Program during FY 2018 who were experiencing homelessness at entry</th>
<th>PHA has General or Limited Homeless Preference</th>
<th>PHA has a Preference for current PSH program participants no longer needing intensive supportive services, e.g., Moving On</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Authority of New Orleans (HANO)</td>
<td>31.60%</td>
<td>Yes-HCV</td>
<td>Yes-HCV</td>
</tr>
<tr>
<td>Louisiana Housing Corporation (State PHA)</td>
<td>19.50%</td>
<td>Yes-HCV</td>
<td>No</td>
</tr>
</tbody>
</table>

1C-4a. PHAs’ Written Policies on Homeless Admission Preferences.

Applicants must:
1. provide the steps the CoC has taken, with the two largest PHAs within the CoC’s geographic area or the two PHAs the CoC has working relationships with, to adopt a homeless admission preference—if the CoC only has one PHA within its geographic area, applicants may respond for one; or
2. state that the CoC does not work with the PHAs in its geographic area. (limit 2,000 characters)

The CoC was instrumental in the creation of homeless preferences at 4 of the largest PHAs in the CoC’s geography: State of Louisiana Housing Authority, Housing Authority of New Orleans (HANO), Housing Authority of Jefferson Parish (HAJP) & Kenner Housing Authority (KHA). Since 2004, the CoC has a history of partnering w/ HANO to use HCV’s as a move-on strategy to free up CoC PSH for chronically homeless clients, including 120 HCVs to create a PSH SAMHSA project in 2016. We have collaborated w/ HANO on 2 rounds of Mainstream Voucher applications to be used as homeless & “move-on” vouchers for stable PSH clients. In 2018, the CoC, SLLS & Jefferson Parish Community Development Dept. (JPCD) requested 50% of set-aside HCVs and/or PBVs secured from HAJP by JPCD will be reserved for homeless/formerly homeless clients; the MOU for this agreement was executed in early 2019 and provides for local limited preferences for people experiencing homelessness, as well as for "move-on" purposes. The CoC & JPCD continue to work with HAJP toward ensuring that the 2019 MOU & HAJP’s 2013 & 2014...
resolutions which include general homeless preferences are implemented; the HAJP has continued to have many turnovers in leadership, including a recent departure in 2019, that have continued to hamper implementation. The Board for KHA passed a resolution in 2019 providing for “move-on” HCVs & PBVs for stable PSH clients. The CoC is currently working closely with KHA to implement the preference in the coming months. The CoC has communicated with Westwego Housing Authority (WHA) to explore general/limited preferences for homeless persons & a move-on strategy. We continue to work diligently with HUD TA providers to ensure we make progress with WHA that will benefit our homeless and formerly homeless clients.

1C-4b. Moving On Strategy with Affordable Housing Providers.

Applicants must indicate whether the CoC has a Moving On Strategy with affordable housing providers in its jurisdiction.

Yes

If “Yes” is selected above, describe the type of provider, for example, multifamily assisted housing owners, PHAs, Low Income Tax Credit (LIHTC) developments, or local low-income housing programs. (limit 1,000 characters)

The CoC has long used HCVs as a move-on strategy to free up PSH for the chronically homeless. In 2004, Housing Authority of New Orleans (HANO) set-aside 100 HCVs for this purpose. We have since collaborated with HANO to make mainstream vouchers available to PSH & RRH move-on clients. In 2019, the CoC & Jefferson Parish Community Dev. Dept. secured an MOU w/Housing Authority of Jefferson Parish for 50 HCVs and/or PBVs to serve homeless & move-on clients; implementation is in process. In 2019, Kenner Housing Authority passed a resolution providing move-on HCVs and PBVs for CoC move-on clients from PSH; we are working closely on implementation. The CoC has also secured commitments by local housing providers to utilize turnover units as a move-on strategy: Jane Place Neighborhood Sustainability Initiative (community land trust), a private developer & Habitat for Humanity. In addition, we have commitments to dedicate turnover from 51 LIHTC units & 54 HOME-funded units for move-on clients.

1C-5. Protecting Against Discrimination.

Applicants must describe the actions the CoC has taken to address all forms of discrimination, such as discrimination based on any protected classes under the Fair Housing Act and 24 CFR 5.105(a)(2) – Equal Access to HUD-Assisted or -Insured Housing. (limit 2,000 characters)

The CoC has a robust schedule of mandatory trainings & contract oversight for CoC providers to ensure compliance with anti-discrimination laws & regulations. Annual CoC trainings include: Anti-Discrimination & Fair Housing; LGBTQ Cultural Competence; Racial Equity; HUD Equal Access Final Rule, Coordinated Entry Policies & Procedures, and VAWA Protections. The CoC CES Policies & Procedures Handbook includes an explicit anti-discrimination
policy & a statement of clients' rights to be used by providers in client services. The CoC Contracts Management team monitors conducts annual reviews of project policies to ensure they reflect non-discriminatory policies in compliance with Fair Housing, Equal Access, and address Racial Disparities. CoC Staff also conduct on-site monitoring to ensure policies are implemented and clients are informed of policies. The CoC Racial Equity Task Force is coordinating Racial Bias training, assessing CoC programs, organizations & systems for racial disparities & to make recommendations & take action based upon the outcomes. This year, CoC renewal projects were required to report on actions taken to review project and agency data related to racial equity and steps taken to address racial equity & non-discrimination in their organization. The CoC also supports a LGBTQ Task Force led by LGBTQ individuals who have experienced homelessness. The Task Force meets monthly & has goals which include: improving data to better address LGBTQ needs; improving housing access; and training providers to create safe, welcoming spaces & how to identify & address discrimination. The task force recently held an employment fair with LGBTQ-friendly employers.

*1C-5a. Anti-Discrimination Policy and Training.

Applicants must indicate whether the CoC implemented an anti-discrimination policy and conduct training:

<table>
<thead>
<tr>
<th>Q</th>
<th>1. Did the CoC implement a CoC-wide anti-discrimination policy that applies to all projects regardless of funding source?</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2</td>
<td>2. Did the CoC conduct annual CoC-wide training with providers on how to effectively address discrimination based on any protected class under the Fair Housing Act?</td>
<td>Yes</td>
</tr>
<tr>
<td>Q3</td>
<td>3. Did the CoC conduct annual training on how to effectively address discrimination based on any protected class under 24 CFR 5.105(a)(2) – Equal Access to HUD-Assisted or -Insured Housing?</td>
<td>Yes</td>
</tr>
</tbody>
</table>

*1C-6. Criminalization of Homelessness.

Applicants must select all that apply that describe the strategies the CoC implemented to prevent the criminalization of homelessness in the CoC’s geographic area.

<table>
<thead>
<tr>
<th>Q1</th>
<th>1. Engaged/educated local policymakers:</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2</td>
<td>2. Engaged/educated law enforcement:</td>
<td>X</td>
</tr>
<tr>
<td>Q3</td>
<td>3. Engaged/educated local business leaders:</td>
<td>X</td>
</tr>
<tr>
<td>Q4</td>
<td>4. Implemented communitywide plans:</td>
<td>X</td>
</tr>
<tr>
<td>Q5</td>
<td>5. No strategies have been implemented:</td>
<td></td>
</tr>
<tr>
<td>Q6</td>
<td>6. Other:(limit 50 characters) Work w/ Homeless Court/NOPD Homeless Collab</td>
<td>X</td>
</tr>
</tbody>
</table>

Applicant: UNITY of Greater New Orleans CoC
Project: LA-503 CoC Registration and Application 2019
FY2019 CoC Application Page 14 09/30/2019
1C-7. Centralized or Coordinated Assessment System. Attachment Required.

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 for homelessness assistance in the absence of special outreach; and
3. demonstrate the assessment process prioritizes people most in need of assistance and ensures they receive assistance in a timely manner.

(limit 2,000 characters)

1) COVERAGE: The Coordinated Entry System (CES) covers the entire CoC geographic area of New Orleans-Jefferson Parish-Kenner through its system of 15 physical & phone-based entry points that reach throughout the region. Entry points include CoC-funded street outreach teams which have distinct coverage areas that are coordinated through wkly. meetings. It is not required that individuals present at physical entry points, they may also use phone-based entry.

2) SPECIAL OUTREACH: The CoC reaches those who are least likely to apply for assistance through robust street outreach & extensive community partnerships intended to reach those hardest to reach, even searching abandoned buildings. Outreach meetings discuss strategies for the most vulnerable clients in coordination w/ EMS, VA & local crisis teams. The CoC utilizes a By-Name List of known homeless persons, weekly navigation meetings w/ CoC providers & close coordination w/ outreach teams & emergency shelters to ensure those most in need receive timely assistance & are placed quickly in PH. CES Directors & Mgrs. oversee the process & ensure that clients do not “slip through the cracks.” Weekly Navigation meetings focus on different subpopulations: CH persons, Veterans, Families & Youth. Meetings are attended by a variety of staff from CE access points, housing programs, school liaisons, ESG programs, MH providers & PATH. Attendees work collaboratively to ensure those who are particularly vulnerable, or who have the highest needs, are reached regardless of where they may present for services. Attendees regularly demonstrate close working relationships & in-depth knowledge of clients w/ the highest needs.

3) PRIORITIZATION: CoC adopted HUD’s Order of Priority for PSH & implemented prioritization for other assistance based upon level of need, acuity score & LOT homeless to ensure those most in need are prioritized. Please see CES Policies & Procedures Handbook attached.

4) ASSESSMENT: Please see the VI-SPDAT attached.
1D. Continuum of Care (CoC) Discharge Planning

Instructions:
Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions. Please submit technical questions to the HUD Exchange Ask-A-Question at https://www.hudexchange.info/program-support/my-question/

Resources:
The FY 2019 CoC Application Detailed Instruction can be found at: https://www.hudexchange.info/e-snaps/guides/coc-program-competition-resources

Warning! The CoC Application score could be affected if information is incomplete on this formlet.

1D-1. 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).

<table>
<thead>
<tr>
<th>System of Care</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Foster Care:</td>
<td>X</td>
</tr>
<tr>
<td>Health Care:</td>
<td>X</td>
</tr>
<tr>
<td>Mental Health Care:</td>
<td>X</td>
</tr>
<tr>
<td>Correctional Facilities:</td>
<td>X</td>
</tr>
<tr>
<td>None:</td>
<td></td>
</tr>
</tbody>
</table>
1E. Local CoC Competition

Instructions

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions. Please submit technical questions to the HUD Exchange Ask-A-Question at https://www.hudexchange.info/program-support/my-question/

Resources:
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*1E-1. Local CoC Competition–Announcement, Established Deadline, Applicant Notifications. Attachments Required.

Applicants must indicate whether the CoC:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. informed project applicants in its local competition announcement about point values or other ranking criteria the CoC would use to rank projects on the CoC Project Listings for submission to HUD for the FY 2019 CoC Program Competition;</td>
<td>Yes</td>
</tr>
<tr>
<td>2. established a local competition deadline, and posted publicly, for project applications that was no later than 30 days before the FY 2019 CoC Program Competition Application submission deadline;</td>
<td>Yes</td>
</tr>
<tr>
<td>3. notified applicants that their project application(s) were being rejected or reduced, in writing along with the reason for the decision, outside of e-snaps, at least 15 days before the FY 2019 CoC Program Competition Application submission deadline; and</td>
<td>Yes</td>
</tr>
<tr>
<td>4. notified applicants that their project applications were accepted and ranked on the CoC Priority Listing in writing, outside of e-snaps, at least 15 days before the FY 2019 CoC Program Competition Application submission deadline.</td>
<td>Yes</td>
</tr>
</tbody>
</table>


Applicants must indicate whether the CoC used the following to rank and select project applications for the FY 2019 CoC Program Competition:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Used objective criteria to review and rank projects for funding (e.g., cost effectiveness of the project, performance data, type of population served);</td>
<td>Yes</td>
</tr>
<tr>
<td>2. Included one factor related to improving system performance (e.g., exits to permanent housing (PH) destinations, retention of PH, length of time homeless, returns to homelessness, job/income growth, etc.); and</td>
<td>Yes</td>
</tr>
<tr>
<td>3. Included a specific method for evaluating projects submitted by victim services providers that utilized data generated from a comparable database and evaluated these projects on the degree they improve safety for the population served.</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Applicants must describe:
1. the specific severity of needs and vulnerabilities the CoC considered when reviewing and ranking projects; and
2. how the CoC takes severity of needs and vulnerabilities into account when reviewing and ranking projects.
(limit 2,000 characters)

1) SPECIFIC NEEDS & VULNERABILITIES: Level of need & vulnerability are reflected in CoC funding priorities & the project review, ranking & selection process. Threshold review requires projects to use a low-barrier & Housing First approach; projects are barred from screening out clients w/active or a history of substance use, who are victims of DV, who have criminal records (w/exception for federally mandated restrictions), or those w/little or no income. The initial threshold review requires all projects to accept all clients from CES, which prioritizes clients according to the severity of needs & vulnerability as well as length of time (LOT) homeless. The CoC has adopted HUD’s Order of Priority for PSH & has implemented prioritization for RRH & other types of assistance based upon level of need, VI-SPDAT acuity score & LOT homeless to ensure that those most in need are prioritized.

2) NEEDS & VULNERABILITIES IN REVIEW & RANK: CoC Funding Priorities require the consideration of needs & vulnerabilities in new funding decisions & ranking & tiering. New RFPs were issued to: a) create PSH for CH & highly vulnerable people, b) create RRH for CH people w/moderate needs & non-CH people with high needs; & c) expand CE & create TH/RRH for DV survivors. The 2019 project review, ranking & selection process considered severity of needs & vulnerabilities by scoring projects based on the % of clients who were CH, youth, Vets, or families. For PSH, RRH & TH projects maximum points were awarded if 90%+ clients served came from these categories; for, CES/SO projects, it was 50%+ clients served. All projects were also scored on increasing survivor safety. To protect vulnerable populations, alternate scoring criteria was used for DV projects. Finally, any project placed in Tier 2 was subject to a vulnerability review to ensure that its ranking & tiering does not jeopardize a vulnerable person if project funding were eliminated.


Applicants must:
1. indicate how the CoC made public the review and ranking process the CoC used for all project applications; or
2. check 6 if the CoC did not make public the review and ranking process; and
3. indicate how the CoC made public the CoC Consolidated Application—including the CoC Application and CoC Priority Listing that includes all project applications accepted and ranked or rejected—which HUD required CoCs to post to their websites, or partners websites, at least 2 days before the FY 2019 CoC Program Competition application submission deadline; or
4. check 6 if the CoC did not make public the CoC Consolidated Application.
### Public Posting of Objective Review and Ranking Process

<table>
<thead>
<tr>
<th>Public Posting of Objective Review and Ranking Process</th>
<th>Public Posting of CoC Consolidated Application including: CoC Application, CoC Priority Listing, Project Listings</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Email</td>
<td>x 1. Email</td>
</tr>
<tr>
<td>2. Mail</td>
<td>2. Mail</td>
</tr>
<tr>
<td>3. Advertising in Local Newspaper(s)</td>
<td>x 3. Advertising in Local Newspaper(s)</td>
</tr>
<tr>
<td>4. Advertising on Radio or Television</td>
<td>4. Advertising on Radio or Television</td>
</tr>
<tr>
<td>5. Social Media (Twitter, Facebook, etc.)</td>
<td>x 5. Social Media (Twitter, Facebook, etc.)</td>
</tr>
</tbody>
</table>

### 1E-5. Reallocation between FY 2015 and FY 2018.

Applicants must report the percentage of the CoC’s ARD that was reallocated between the FY 2015 and FY 2018 CoC Program Competitions.

Reallocation: 11%

### 1E-5a. Reallocation–CoC Review of Performance of Existing Projects.

Applicants must:
1. describe the CoC written process for reallocation;
2. indicate whether the CoC approved the reallocation process;
3. describe how the CoC communicated to all applicants the reallocation process;
4. describe how the CoC identified projects that were low performing or for which there is less need; and
5. describe how the CoC determined whether projects that were deemed low performing would be reallocated.

(limit 2,000 characters)

2) COC APPROVAL: The CoC Governing Council approved updates to the Operating Procedures, including funding reallocation & redirection policies, on 2/28/19. The CoC Evaluation & Project Selection Committee approved the 2019 Threshold Review Criteria & Renewal Project Performance Analysis Scoring Key on 7/30/19.
3) COMMUNICATION: The CoC communicated the reallocation process via: a) emails to the CoC list serve, Exec. & Program Directors & to project applicants subject to reallocation; b) at in-person meetings of the CoC Exec. Directors on
7/26/19 & full CoC on 8/16/19 & 9/20/19; & c) publicly posted policies on the CoC website.

4) PROJECT IDENTIFICATION: Projects that do not meet min. threshold performance & cost effectiveness measures are reallocated to create new, higher performing projects. Balances in supportive services or operating costs from the prior year are subject to reallocation as are balances of more than $10,000 in leasing or rental assistance. Through this process, 11% of ARD was reallocated between FY15-19. But this understates our CoC’s effort to redirect funds to improve system performance because a full 18.5% of ARD was reallocated from FY15-19 including reallocations made by amendment throughout the year outside the NOFA process at the direction of the CoC Evaluation Com per CoC policy on redirection of funds.

5) REALLOCATION: Using the “Levels of Review for Project Ranking & Tiering,” the CoC Evaluation & Project Selection Committee determines whether projects deemed low performing through its threshold & performance scoring process will be reallocated. The committee considers factors like: impact on vulnerable clients, alternate resources & PH performance.
**DV Bonus**

**Instructions**

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions. Please submit technical questions to the HUD Exchange Ask-A-Question at https://www.hudexchange.info/program-support/my-question/

**Resources:**
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**Warning! The CoC Application score could be affected if information is incomplete on this formlet.**

**1F-1 DV Bonus Projects.**

Applicants must indicate whether the CoC is requesting DV Bonus projects which are included on the CoC Priority Listing:

**1F-1a. Applicants must indicate the type(s) of project(s) included in the CoC Priority Listing.**

<table>
<thead>
<tr>
<th>Type of Project</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. PH-RRH</td>
<td></td>
</tr>
<tr>
<td>2. Joint TH/RRH</td>
<td>x</td>
</tr>
<tr>
<td>3. SSO Coordinated Entry</td>
<td>x</td>
</tr>
</tbody>
</table>

**1F-2. Number of Domestic Violence Survivors in CoC’s Geographic Area.**

Applicants must report the number of DV survivors in the CoC’s geographic area that:

<table>
<thead>
<tr>
<th>Status</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Need Housing or Services</td>
<td>4,359.00</td>
</tr>
<tr>
<td>the CoC is currently serving</td>
<td>1,390.00</td>
</tr>
</tbody>
</table>
1F-2a. Local Need for DV Projects.

Applicants must describe:
1. how the CoC calculated the number of DV survivors needing housing or service in question 1F-2; and
2. the data source (e.g., HMIS, comparable database, other administrative data, external data source).

(limit 500 characters)

1) NEED: VSPs NOFJC & Metro provided housing/services to 2,881+ survivors in 2018. VSPs & 211 answered 1,478+ crisis hotline calls from survivors. In the CoC between 10/18-9/19, of the families who stayed in ES/TH, 53 HoH were fleeing DV; 40% of family, 36% of ind. & 60% of youth VISPDATs report DV history. CoC HOPWA/VAWA project serves 30 survivors/year. VSPs & CoC currently serve approx. 1390 survivors. 2) SOURCE: Program data of NOFJA, Metro, CoC HMIS, System Wide Stella Data & Master List.

1F-3. SSO-CE Project–CoC including an SSO-CE project for DV Bonus funding in their CoC Priority Listing must provide information in the chart below about the project applicant and respond to Question 1F-3a.

<table>
<thead>
<tr>
<th>DUNS Number</th>
<th>807194865</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicant Name</td>
<td>UNITY of Greater New Orleans</td>
</tr>
</tbody>
</table>

1F-3a. Addressing Coordinated Entry Inadequacy.

Applicants must describe how:
1. the current Coordinated Entry is inadequate to address the needs of survivors of domestic violence, dating violence, or stalking; and
2. the proposed project addresses inadequacies identified in 1. above.

(limit 2,000 characters)

1) NEED: According to VSPs & Greater New Orleans Human Trafficking Task Force (GNOHTTF) there continues to be a lack of housing resources from ES to PH available at any given time for the 4,359+ victims of DV, dating violence, sexual assault, stalking & human trafficking who present for services annually. Metro Centers for Community Advocacy serves nearly 400 people/year; however, they receive 900+ inquiries for assistance. New Orleans Family Justice Alliance (NOFJA) similarly reports that of 530 clients calling the ES crisis line last year, approx. 23% could not be admitted due to capacity. The need for crisis housing, supportive services & PH greatly outpaces CoC capacity. GNOHTTF reports that its partners served 2,800+ victims of trafficking from ‘16–‘18 but only 6.5% actually rec’d a housing intervention. The LA Protective Order Registry reports there were 4,814 TRO/protective orders for Orleans Parish in 2018 -- the highest number in LA. Current program capacity must increase in order to ensure the safety of the great number of victims who are actively fleeing violence & assault. 2) SOLUTION: The CoC proposes an innovative TH/RRH joint component project as a cost-effective approach to providing more survivors w/ rapidly delivered crisis housing when they need it most. The project aims to quickly connect survivors w/ crisis TH, RRH & other PH solutions. RRH will provide medium-term, tenant-based rental assistance & case management to quickly & safely stabilize survivors & their families in PH.
The CoC also proposes expansion of “CE for Survivors” to further enhance CES service delivery, increase safety & meet the service needs of more survivors each year; the project will expand CES coordination to ensure survivors have safe, rapid & confidential access to a variety of housing options & TH/RRH. The current system, while responsive to needs of survivors, continues to benefit from the SME, knowledge & resources that VSPs have brought to the CoC.

1F-4. PH-RRH and Joint TH and PH-RRH Project Applicant Capacity.

Applicants must provide information for each unique project applicant applying for PH-RRH and Joint TH and PH-RRH DV Bonus projects which the CoC is including in its CoC Priority Listing–using the list feature below.

<table>
<thead>
<tr>
<th>Applicant Name</th>
<th>DUNS Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Orleans Famil...</td>
<td>62372525</td>
</tr>
<tr>
<td>Metro Centers for...</td>
<td>932694417</td>
</tr>
</tbody>
</table>
1F-4. PH-RRH and Joint TH and PH-RRH Project

Applicant Capacity

<table>
<thead>
<tr>
<th>DUNS Number:</th>
<th>62372525</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicant Name:</td>
<td>New Orleans Family Justice Center</td>
</tr>
<tr>
<td>Rate of Housing Placement of DV Survivors–Percentage:</td>
<td>75.00%</td>
</tr>
<tr>
<td>Rate of Housing Retention of DV Survivors–Percentage:</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

1F-4a. Rate of Housing Placement and Housing Retention.

Applicants must describe:
1. how the project applicant calculated the rate of housing placement and rate of housing retention reported in the chart above; and
2. the data source (e.g., HMIS, comparable database, other administrative data, external data source). (limit 500 characters)

1) PH PLACEMENT & RETENTION: NOFJA's RRH program had a 74% rate of program exit to PH in 2018. In NOFJA's Section 8 partnership w/ Housing Authority of New Orleans, 100% of those receiving an HCV since 2017 have obtained & retained PH. Consistent w/ CoC funding & scoring criteria, the goal for placement will be 93%+ successful exits to/retention of PH for survivors served by DV Bonus projects. 2) Source: NOFJA program records maintained in Efforts to Outcomes, an HMIS comparable database.

1F-4b. DV Survivor Housing.

Applicants must describe how project applicant ensured DV survivors experiencing homelessness were assisted to quickly move into permanent housing.
(limit 2,000 characters)

NOFJA adheres to a low-barrier, voluntary services model that is guided by cultural values of justice & access, embraces survivor-centered practices & policies among staff, rooted in survivor autonomy. NOFJA incorporates survivor-driven, trauma-informed advocacy in all of its supportive services. Advocates respect survivor’s decisions & offer PH options that build on client strength. NOFJA operates a continuum of services by listening to survivors, honoring their culture, traditions & community. Advocates & Case Managers understand the impact of trauma & triggers & engage in trauma informed practices. Case Managers work w/ survivors to develop safety & housing plans at program entry. Survivors in TH receive case management to identify, apply for & obtain PH meeting their needs. For RRH clients, the goals & housing search supports are much the same. Staff assist client to find rental units responsive to client preference. Case Managers assist w/ transportation, landlord negotiation, review of leases & use harm reduction to help clients maintain PH. TH case management & RRH home visits occur at least monthly; case plans are based on client goals are developed to support housing stability. Activities include: landlord mediation, MI, transportation, connection to benefits, employment, education & community based services. NOFJA offers clients the
following: Education & Employment Services – GED/HiSet preparation, higher education opportunity, life skills, financial literacy, budgeting, computer skills, resume development & job search. Trauma Counseling – Individual or Support Groups & Alternative Healing Therapies. Civil Legal Services – TRO’s, protective orders, use of property, divorce & custody. Medical & Forensic Services – Primary health services are available on site; any housing client w/ medical needs can receive immediate assistance. NOFJC operates a forensic program for victims who experience injuries from a domestic or sexual assault.

1F-4c. DV Survivor Safety.

Applicants must describe how project applicant:
1. ensured the safety of DV survivors experiencing homelessness by:
   (a) training staff on safety planning;
   (b) adjusting intake space to better ensure a private conversation;
   (c) conducting separate interviews/intake with each member of a couple;
   (d) working with survivors to have them identify what is safe for them as it relates to scattered site units and/or rental assistance;
   (e) maintaining bars on windows, fixing lights in the hallways, etc. for congregate living spaces operated by the applicant;
   (f) keeping the location confidential for dedicated units and/or congregate living spaces set-aside solely for use by survivors; and
2. measured its ability to ensure the safety of DV survivors the project served.

(limit 2,000 characters)

1) ENSURING SAFETY: a) TRAINING: NOFJA staff are well-trained to address safety & lethality for survivors of domestic & sexual assault. Staff receive at least 40 hrs. of DV training & 20 hrs. on sexual assault each year. NOFJA conducts trainings annually for staff, partners & the community. NOFJA's most recent training covered recent public policy changes providing more safety to victims. b) INTAKE: Intakes w/ survivors are conducted in private office space; the main NOFJA office is secured by a locked door & intercom system for safety. C) INTERVIEWS: Each survivor entering NOFJA’s system are assigned a case manager that facilitates private intake, lethality assessment, trauma history & safety planning. Case managers are trained to identify safety, confidentiality & service needs. The Campbell lethality assessment is used to determine needs & determine if the client is safe to remain in the area. d) SAFETY & HOUSING: During the intake, if the survivor feels safety is at risk, all efforts are made to ID other resources in LA or across the country. Once a destination is determined, travel arrangements & safe housing are arranged & paid for by NOFJA. Safe escort to the bus station, airport or other transport is provided. If necessary, a police escort is used in high-risk cases. Safety planning is on-going & dynamic & changes based on the threat of abuse. Staff are skilled & creative in developing safety plans collaboratively w/ clients who know their case best. e) SITE SAFETY: NOFJA maintains their ES & TH sites in optimum condition to ensure the safety of their residents. Measures include locked doors, monitoring & intercom systems to ensure safety. f) CONFIDENTIALITY: Program site locations & addresses are kept strictly confidential. 2) MEASURING SAFETY: NOFJA regularly reviews & updates safety protocols to maximize survivor safety. Ongoing training on safety & review/analysis of lethality data are used to help measure safety.
1F-4d. Trauma-Informed, Victim-Centered Approaches.

Applicants must describe:
1. project applicant’s experience in utilizing trauma-informed, victim-centered approaches to meet needs of DV survivors; and
2. how, if funded, the project will utilize trauma-informed, victim-centered approaches to meet needs of DV survivors by:
   (a) prioritizing participant choice and rapid placement and stabilization in permanent housing consistent with participants’ preferences;
   (b) establishing and maintaining an environment of agency and mutual respect, e.g., the project does not use punitive interventions, ensures program participant staff interactions are based on equality and minimize power differentials;
   (c) providing program participants access to information on trauma, e.g., training staff on providing program participant with information on trauma;
   (d) placing emphasis on the participant’s strengths, strength-based coaching, questionnaires and assessment tools include strength-based measures, case plans include assessments of program participants strengths and works towards goals and aspirations;
   (e) centering on cultural responsiveness and inclusivity, e.g., training on equal access, cultural competence, nondiscrimination;
   (f) delivering opportunities for connection for program participants, e.g., groups, mentorships, peer-to-peer, spiritual needs; and
   (g) offering support for parenting, e.g., parenting classes, childcare.

(limit 4,000 characters)

a) EXPERIENCE: NOFJA was established in 2012 as its own 501c3 organization & uses a best practice model to provide comprehensive, client-centered, empowerment services in a single location. NOFJA is a multi-agency collaborative that offers hope, healing and justice to survivors of domestic and sexual violence. All of NOFJA’s programming & services are developed through a trauma-informed lens w/ extensive training on best practices for working w/ those w/ complex trauma or ‘poly-victimization.’ Research conducted through an Office of Victims of Crime demonstration initiative confirmed that the vast majority of NOFJA clients have experienced multiple victimizations during their lifetimes & often present w/ current trauma symptoms. Trauma-informed approaches are evidenced based and integrated throughout the NOFJA system.

b) MUTUAL RESPECT: NOFJA adheres to a low-barrier, voluntary services model that is guided by cultural values of justice and access, embraces survivor-centered practices and policies among staff, and rooted in survivor autonomy. NOFJA incorporates survivor-driven, trauma-informed advocacy in all supportive services. Specifically, this means that advocates respect survivor’s decisions, offers options that build off the strength of survivors. The continuum of NOFJA’s service options were created by listening to the voices of survivors & honoring their culture, traditions & community.

c) ACCESS TO INFORMATION ON TRAUMA: NOFJA advocates & case managers understand the impacts of trauma & are aware of potential triggers, and engage in trauma informed practices. Staff help connect survivors with information and programs meant to address trauma, including referral to free Trauma Counseling for survivors & their children, Individual Counseling, Support Groups & alternative Healing Therapies such as therapeutic message, yoga, dancing, body movement, art classes, acupuncture & much more.
d) SURVIVOR STRENGTHS: NOFJA staff engage in strengths-based case management which identifies and draws upon the strengths & resources survivors have. Case Managers emphasize the positive thinking patterns & circumstances in an individual survivor's life & help them draw upon those strengths to find solutions & resolve their housing crisis.

e) CULTURAL RESPONSIVENESS: NOFJA continues to expand capacity to serve underserved populations & to be a more culturally competent organization. NOFJA is committed to addressing the needs & concerns of underserved and marginalized populations w/in its service areas. NOFJA serves primarily African American women & communities of color who live on the margins of poverty, lifetime trauma & violence. Through the Blueprint for Safety Project NOFJA collaborated on a "Power & Control Wheel" that specifically address the power dynamics for this population. NOFJA currently has 42 employees & makes a committed effort to have staff reflect the populations served, analyzing the demographics of staff and clients. The agency makes an ongoing commitment to having survivor representation on the board of directors, in leadership & in front line staffing.

f) OPPORTUNITIES FOR CONNECTION: NOFJA's multi-agency collaborative model uses an effective co-location model; through the collaborative center all survivors can connect with civil legal services, case management, safety planning, legal advocacy, trauma counseling for themselves and their children, forensic services, education & employment services. Trauma counseling services are offered in a Group Therapy option where program participants can connect with peers & with NOFJA mentors.

g) PARENTING SUPPORTS: Through case management, parents are connected with resources for their children such as therapeutic services. Case managers also work to connect survivors to local parenting resources, including through Tulane University's many programs for parents and children.

1F-4e. Meeting Service Needs of DV Survivors.

Applicants must describe how the project applicant met services needs and ensured DV survivors experiencing homelessness were assisted to quickly move into permanent housing while addressing their safety needs, including:

- Child Custody
- Legal Services
- Criminal History
- Bad Credit History
- Education
- Job Training
- Employment
- Physical/Mental Healthcare
- Drug and Alcohol Treatment
- Childcare

(limit 2,000 characters)

A low-barrier, voluntary services approach using trauma-informed, survivor-centered practices is used to develop safety & housing plans w/ survivors w/ the goal of securing PH quickly. Survivors receive case management to identify, apply for & obtain PH meeting their needs. Case Managers assist w/
transportation, landlord negotiation, overcoming credit & eviction histories, obtaining deposits & review of leases. Case plans are developed collaboratively w/ survivors to support their housing stability; case management visits occur at least monthly. Support activities include: landlord mediation, MI, transportation, connection to benefits, employment, education, child-care & community-based services. Employment can provide a sense of purpose, income & independence for survivors & their families. To help clients maintain housing, they are guided towards financial independence through assistance w/ navigating job training, employment applications, interview skills & securing/maintaining steady employment. Case managers take a client-centered approach; survivors are not required to search for or obtain employment if it is not part of their desired case plan. If the client enters the program w/ disabling conditions, Case Managers will use SOAR assistance to obtain non-employment income, assist w/ paperwork & transportation to appointments. To support ongoing housing stability, Case Managers assist w/ enrollment in programs like Medicaid, Medicare, food stamps, SSI, TANF, SCHIP, VA benefits & other public assistance programs. NOFJA provides access to many services supporting survivors in obtaining & maintaining housing; for those needs that cannot be met in-house, survivors are connected w/ community resources. In-house services include: Education & Employment services; Trauma Counseling; Individual/Support Groups; Alternative Healing Therapies; Civil Legal Services; & Medical & Forensic Services.

1F-4. PH-RRH and Joint TH and PH-RRH Project

Applicant Capacity

<table>
<thead>
<tr>
<th>DUNS Number:</th>
<th>932694417</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicant Name:</td>
<td>Metro Centers for Community Advocacy</td>
</tr>
<tr>
<td>Rate of Housing Placement of DV Survivors–Percentage:</td>
<td>100.00%</td>
</tr>
<tr>
<td>Rate of Housing Retention of DV Survivors–Percentage:</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

1F-4a. Rate of Housing Placement and Housing Retention.

Applicants must describe:
1. how the project applicant calculated the rate of housing placement and rate of housing retention reported in the chart above; and
2. the data source (e.g., HMIS, comparable database, other administrative data, external data source). (limit 500 characters)

1) PLACEMENT & RETENTION: Metro provides case management to its DV ES clients, referring each to meet w/ an in-house RRH case manager. Clients are ref’d to CoC CES for referral into housing programs such as RRH. 100% of Metro’s ES clients are case managed into PH. 100% of households in Metro’s RRH retain housing for 3 months following placement. Of households that follow up after 4 months, over 30% remain in their original housing. 2) SOURCE: Metro ES/RRH programmatic records.
1F-4b. DV Survivor Housing.

Applicants must describe how project applicant ensured DV survivors experiencing homelessness were assisted to quickly move into permanent housing. (limit 2,000 characters)

Metro uses a trauma-informed care approach which ensures that all survivors receive understanding of & response to the symptoms of chronic interpersonal trauma & traumatic stress. Survivors receive services that are non-blaming and lead clients to make their own choices to determine the best course of action for their housing plan. Metro provides 24/7, 365 days a year of staff coverage by trained advocates/case managers. If a client is in need of permanent housing, depending on the client's preference, housing navigation occurs w/ Metro or referrals are made to the Coordinated Entry System. For these cases, the goal is to achieve housing within 14 days of intake. Housing navigation includes, but is not limited to, assisting with communication with landlords, providing transportation, and completing housing inspections to ensure HUD HQS are met. When providing housing navigation services, Metro follows the Housing First Approach. Metro does not dictate where a client will live; survivors have the opportunity & are encouraged to identify their own housing. Clients are coached on communication with potential landlords and are offered any assistance with direct communication on the agency’s part. No client is identified as a survivor during this process. All supportive services are set up immediately; after survivors are housed, Metro provides supportive services and connections to the community-based supports clients may need to keep their housing & avoid returning to homelessness. In addition to continuing Metro services, clients are provided with in-home case management services after being housed in order to provide daily living skills, education & supportive services. Survivors receive free & confidential wrap-around services including counseling, advocacy, legal advocacy, referrals, and safety planning.

1F-4c. DV Survivor Safety.

Applicants must describe how project applicant:
1. ensured the safety of DV survivors experiencing homelessness by:
(a) training staff on safety planning;
(b) adjusting intake space to better ensure a private conversation;
(c) conducting separate interviews/intake with each member of a couple;
(d) working with survivors to have them identify what is safe for them as it relates to scattered site units and/or rental assistance;
(e) maintaining bars on windows, fixing lights in the hallways, etc. for congregate living spaces operated by the applicant;
(f) keeping the location confidential for dedicated units and/or congregate living spaces set-aside solely for use by survivors; and
2. measured its ability to ensure the safety of DV survivors the project served. (limit 2,000 characters)

1) SAFETY: a) TRAINING: All service staff have initial 40 hr. training on DV, dating violence, sexual assault & stalking. Licensed staff obtain 20 hrs. of training annually. Monthly trainings are provided in-house by local agencies & Metro staff. Topics include: Trauma Informed Care, safety planning, cultural competence & client-centered care. b) INTAKE: Client intakes are conducted in
a private room to maintain client confidentiality & to create trust & respect. c) INTERVIEWS: Metro's 24-hour in-person intake includes safety planning, crisis intervention & shelter. Safety planning is responsive to the needs of the client (i.e. survivor wants to leave or a survivor intends to stay). All clients receive a VI-SPDAT. Metro has a protocol for safe travel, including travel to the program for intake. Safety planning is ongoing & includes a danger/lethality assessment to determine the survivor’s immediate level of danger. If an abuser has found the ES location, an emergency transfer is done. d) SAFETY & HOUSING: Clients are encouraged to identify their own housing; Metro does not dictate where a client will live & no client is identified as a survivor during the housing process. Metro works w/ the client on ensuring a safety plan is in place & that the housing type & location selected meets their safety needs. e) SITE SAFETY: The program site is assessed for safety by the Jefferson Parish Sheriff’s Office & a Safety Risk Manager. The building has interior & exterior security cameras & the doors are always locked. Visitors must ring a doorbell which is answered via Metro’s telephone system by a trained staff member. Monitors are placed on-site to monitor all program entrances & parking lot. Staff are instructed to call 911 for suspicious activity/threats. f) CONFIDENTIALITY: Metro has a confidentiality policy regarding client info. & housing locations. 2) ENSURING SAFETY: Metro reviews safety protocols & incidents regularly, and implements best practices as indicated.

1F-4d. Trauma-Informed, Victim-Centered Approaches.

Applicants must describe:
1. project applicant’s experience in utilizing trauma-informed, victim-centered approaches to meet needs of DV survivors; and
2. how, if funded, the project will utilize trauma-informed, victim-centered approaches to meet needs of DV survivors by:
(a) prioritizing participant choice and rapid placement and stabilization in permanent housing consistent with participants’ preferences;
(b) establishing and maintaining an environment of agency and mutual respect, e.g., the project does not use punitive interventions, ensures program participant staff interactions are based on equality and minimize power differentials;
(c) providing program participants access to information on trauma, e.g., training staff on providing program participant with information on trauma;
(d) placing emphasis on the participant’s strengths, strength-based coaching, questionnaires and assessment tools include strength-based measures, case plans include assessments of program participants strengths and works towards goals and aspirations;
(e) centering on cultural responsiveness and inclusivity, e.g., training on equal access, cultural competence, nondiscrimination;
(f) delivering opportunities for connection for program participants, e.g., groups, mentorships, peer-to-peer, spiritual needs; and
(g) offering support for parenting, e.g., parenting classes, childcare.

1) EXPERIENCE: Established in 1986, Metro provides wrap-around services, advocacy, info. & referrals, group support, medical advocacy, legal assistance, sheltering, counseling, safety planning, financial literacy & caregiver support to survivors. Metro provides a 24/7 Crisis Line for counseling & referrals; all
services are offered in English, Spanish & Vietnamese & are free & confidential. Metro’s services are survivor-centered, nonjudgmental, culturally sensitive & designed to empower persons served; staff receive ongoing training on trauma informed services & best practices; Metro collaborates w/ survivor service providers to ensure client-centered care is honored; staff encourage survivors to create their own goals; staff provide survivors w/ skill building opportunities focusing on strengths. 2) TRAUMA-INFORMED CARE: a) CLIENT CHOICE: Survivors have self-determination & choice in which services (shelter, TH, RRH, peer support, children’s program, legal advocacy, etc.) are appropriate for them. While the goal is to achieve housing w/in 14 days, housing navigation plans are created in collaboration w/ clients to best meet their expressed needs. Clients are encouraged to identify their own housing; Metro does not dictate where a client will live & no client is identified as a survivor during the housing process. Metro works w/ the client on safety planning & ensures that the housing type & location selected meets their safety needs. b) RESPECT: Cultural competence is an integral part of Metro’s approach; employees & volunteers must: recognize, value, affirm & respect the worth of each individual survivor & protect & preserve the dignity of each. Staff understand that a trauma-informed approach should not include interactions which are punitive. Metro ensures non-discriminatory & respectful services by employing cultural competency practices. c) ACCESS TO INFORMATION: Metro provides survivors w/ access to info. on trauma through connection to in-house & community-based counseling, group support, wrap-around services, info. & referrals. d) STRENGTHS: Case managers employ a strengths-based approach to working w/ survivors, assisting them to identify & utilize their strengths & resources through collaborative case management. e) CULTURAL COMPETENCE: Metro employees & volunteers must: 1) Recognize, value, affirm & respect the worth of each individual survivor/family, protect & preserve the dignity of each; 2) Utilize appropriate resources to ensure linguistic needs are met; & 3) Utilize culture-specific info. provided in training to assist in identifying the cause of culture-based issues & miscommunication in order to resolve them. Metro seeks employees that represent a variety of cultural backgrounds & are capable of communicating in cross-cultural situations. Discrimination is not tolerated. f) CONNECTION: Metro facilitates a monthly Coordinated Community Response Team Meeting to address the needs of DV survivors & identify resources in the community. Case managers connect survivors w/ community-based peer support opportunities & groups through facilitation or referral. g) PARENTING: Case Managers support parents by connecting them w/ parenting resources & supports in the community.

1F-4e. Meeting Service Needs of DV Survivors.

Applicants must describe how the project applicant met services needs and ensured DV survivors experiencing homelessness were assisted to quickly move into permanent housing while addressing their safety needs, including:

- Child Custody
- Legal Services
- Criminal History
- Bad Credit History
- Education
- Job Training
- Employment
- Physical/Mental Healthcare
- Drug and Alcohol Treatment
- Childcare

(limit 2,000 characters)

Metro offers survivors wrap-around services, individual advocacy, info. & referral, group support, medical advocacy, legal assistance, ES, counseling, safety planning, financial literacy & caregiver support. Metro staff guide & navigate survivors into PH w/ the goal of housing them w/in 14 days; many specialty services supporting clients' long term housing stability may be provided by partners. Ongoing internal assessment of Metro's services is done w/ client surveys, interviews & the grievance policy to ensure survivors receive the kind & quality of services they need & want. a) LEGAL SERVICES/CHILD CUSTODY: If legal services are needed, clients work in-house w/ Metro's PT attorney for DV TRO's/PO's, or are ref'd to Southeast Louisiana Legal Services, including for issues specific to Child Custody. b) CRIMINAL HISTORY & BAD CREDIT HISTORY: Through case management, Metro works w/ clients on criminal background issues & addressing poor credit histories. Metro offers Financial Literacy Classes to help address financial challenges that may impede housing stability. c) EDUCATION & JOB TRAINING: For education & job training needs, Metro refers survivors to "Job 1" & the LA Workforce Commission to be connected w/ education, workforce development & supported employment programs. d) PHYSICAL/MENTAL HEALTHCARE: For physical & mental health needs, clients are ref'd to local community based health care resources, including FQHC's, through case management. e) DRUG & ALCOHOL TREATMENT: Should clients express a desire to pursue drug/alcohol treatment or recovery, case managers connect clients w/ community based treatment resources & help them navigate the enrollment process. f) CHILDCARE: For survivors w/ children & childcare needs, case managers assist clients in accessing local early childhood education & childcare resources through agencies like Total Community Action & Jefferson Parish Community Action Programs.
2A. Homeless Management Information System (HMIS) Implementation

Instructions:

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions. Please submit technical questions to the HUD Exchange Ask-A-Question at https://www.hudexchange.info/program-support/my-question/

Resources:
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Warning! The CoC Application score could be affected if information is incomplete on this formlet.

2A-1. HMIS Vendor Identification. WellSky

Applicants must review the HMIS software vendor name brought forward from FY 2018 CoC Application and update the information if there was a change.

2A-2. Bed Coverage Rate Using HIC and HMIS Data.

Using 2019 HIC and HMIS data, applicants must report by project type:

<table>
<thead>
<tr>
<th>Project Type</th>
<th>Total Number of Beds in 2019 HIC</th>
<th>Total Beds Dedicated for DV in 2019 HIC</th>
<th>Total Number of 2019 HIC Beds in HMIS</th>
<th>HMIS Bed Coverage Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter (ES) beds</td>
<td>756</td>
<td>37</td>
<td>607</td>
<td>84.42%</td>
</tr>
<tr>
<td>Safe Haven (SH) beds</td>
<td>45</td>
<td>0</td>
<td>45</td>
<td>100.00%</td>
</tr>
<tr>
<td>Transitional Housing (TH) beds</td>
<td>252</td>
<td>0</td>
<td>180</td>
<td>71.43%</td>
</tr>
<tr>
<td>Rapid Re-Housing (RRH) beds</td>
<td>634</td>
<td>51</td>
<td>583</td>
<td>100.00%</td>
</tr>
<tr>
<td>Permanent Supportive Housing (PSH) beds</td>
<td>3,405</td>
<td>12</td>
<td>2,993</td>
<td>88.21%</td>
</tr>
<tr>
<td>Other Permanent Housing (OPH) beds</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

2A-2a. Partial Credit for Bed Coverage Rates at or Below 84.99 for Any Project Type in Question 2A-2.

For each project type with a bed coverage rate that is at or below 84.99 percent in question 2A-2., applicants must describe:
1. steps the CoC will take over the next 12 months to increase the bed coverage rate to at least 85 percent for that project type; and
2. how the CoC will implement the steps described to increase bed coverage to at least 85 percent.

(limit 2,000 characters)

ES: Due to an error in the HIC submission, the ES participation rate appears low at 84.4%. However, we mistakenly listed on the HIC the 100 beds in the City’s new Low Barrier Shelter as not participating in HMIS when in fact they were participating on the date of HIC submission and have always participated since the shelter’s opening. With those 100 beds correctly counted as participating in HMIS, our ES coverage rate is 93.5%. We will have two additional levels of review of our 2020 HIC to ensure it is correct to prevent such errors in the future.

TH: The TH coverage rate has improved since last year but is still below 84% due to resistance from the largest GPD provider. The other GPD providers’ beds are in HMIS. We have been working in collaboration with the VA to bring the GPD provider onto HMIS. Our plans for the next quarter include meeting with the director and other top officials of the local VA Health Care System to increase pressure on the provider and providing intensive technical assistance to the provider to get on the system immediately as well as continuing to stress the benefits of collaboration. We already require participation in HMIS and coordination with the CoC’s Rapid Response System for Homeless Veterans as a condition of providing a CoC letter of support for GPD projects, and will continue to do so.


Applicants must indicate whether the CoC submitted its LSA data to HUD in HDX 2.0.

Yes

*2A-4. HIC HDX Submission Date.

Applicants must enter the date the CoC submitted the 2019 Housing Inventory Count (HIC) data into the Homelessness Data Exchange (HDX).

04/30/2019
2B. Continuum of Care (CoC) Point-in-Time Count

Instructions:

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions. Please submit technical questions to the HUD Exchange Ask-A-Question at https://www.hudexchange.info/program-support/my-question/

Resources:
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2B-1. PIT Count Date. 01/28/2019
Applicants must enter the date the CoC conducted its 2019 PIT count (mm/dd/yyyy).

2B-2. PIT Count Data–HDX Submission Date. 04/30/2019
Applicants must enter the date the CoC submitted its PIT count data in HDX (mm/dd/yyyy).


Applicants must describe:
1. any changes in the sheltered count implementation, including methodology or data quality methodology changes from 2018 to 2019, if applicable; and
2. how the changes affected the CoC’s sheltered PIT count results; or
3. state “Not Applicable” if there were no changes.
(limit 2,000 characters)

1)PIT COUNT CHANGES: The implementation & methodology of the 2019 sheltered PIT Count remained the same in most respects as in 2018. There were changes in the phrasing & order of sensitive questions to encourage responses to questions about gender identity & DV. The survey tool also was updated with more questions allowing open-ended responses to help the participant feel more comfortable. A calendar was also added to the survey to aid the participants in date/event recall in order to improve the accuracy of chronic homelessness data. The training increased emphasis on confidentiality and a trauma-informed approach. The 2019 PIT Count added a new site, the
City's new Low Barrier Shelter, which opened Aug. 2018, and included all beds in the New Orleans Mission, most of which had been off-line during the 2018 PIT due to renovations.

2) PIT COUNT RESULTS: The overall number of sheltered homeless people increased by 26%, from 594 people in 2018 to 749 in 2019. This was primarily due to the addition of the Low-Barrier Shelter & to restoration of the New Orleans Mission beds. We also had very cold & rainy weather during the 2019 count which probably caused more people who normally sleep on the street to come in to shelter. The changes in the survey tool and training improved the data quality for the number of chronically homeless persons and probably resulted in correct designation of persons as chronically homeless who otherwise would not have been included in the chronic number. The addition of open-ended questions & a calendar caused improvement in the response rate regarding length of time homeless; in 2018, 33% of surveys did not give a LOT, compared to only 18% in 2019. We believe the changes in the questions and training also may have slightly increased the data quality for the number of transgender persons and number of persons fleeing domestic violence.

*2B-4. Sheltered PIT Count–Changes Due to Presidentially-declared Disaster.

Applicants must select whether the CoC added or removed 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 2019 sheltered PIT count. No

2B-5. Unsheltered PIT Count–Changes in Implementation.

Applicants must describe:
1. any changes in the unsheltered count implementation, including methodology or data quality methodology changes from 2018 to 2019, if applicable; and
2. how the changes affected the CoC’s unsheltered PIT count results; or
3. state “Not Applicable” if there were no changes.
(limit 2,000 characters)

1) PIT COUNT CHANGES: The most significant change to the 2019 PIT methodology was that we tallied people living in abandoned buildings (ABs) by interviewing people on the street, food lines, day shelters & in other locations where AB-dwellers are known to congregate, asking where they slept, rather than conducting a search of ABs & counting bedrolls in active use. This change in methodology was made because the # of AB-dwellers has dropped so low over the years that it was determined by the Tulane professor overseeing the AB count that conducting an inherently dangerous search of ABs as a component of PIT is no longer necessary, & a different methodology can now be used. (Dangers of entering ABs include armed AB-dwellers, criminals & neighbors; animal attack; syringes & nails; rotting floors or stairs, & building collapse.) Since 2005’s Hurricane Katrina, the # of AB-dwellers has dropped.
dramatically each year, as ABs have been razed, rehabbed, or secured from trespassers. In other respects, the 2019 Unsheltered Count methodology & implementation stayed largely the same, relying chiefly on a night street survey of all locations where homeless people have been known to sleep as identified by experienced street outreach teams. Training & survey questions were improved for a more complete census of people who are chronically homeless, transgender, & fleeing DV.

2) PIT COUNT RESULTS: The # of unsheltered people fell by 28%, from 594 in 2018 to 430 in 2019. This reduction was primarily due to the launch of the City Low-Barrier Shelter & re-opening the New Orleans Mission that was under renovation in 2018, along with bad weather during the 2019 PIT that drove people into shelter at a higher rate, & a vigorous CoC campaign to permanently house CH people off the street in 2018. The # of AB-dwellers increased by only 1 person between 2018 & 2019, an insignificant change confirming the wisdom of the decision to change to a methodology that puts PIT surveyors at less risk.

*2B-6. PIT Count–Identifying Youth Experiencing Homelessness.

Applicants must:

Indicate whether the CoC implemented specific measures to identify youth experiencing homelessness in their 2019 PIT count.

Yes

2B-6a. PIT Count–Involving Youth in Implementation.

Applicants must describe how the CoC engaged stakeholders serving youth experiencing homelessness to:
1. plan the 2019 PIT count;
2. select locations where youth experiencing homelessness are most likely to be identified; and
3. involve youth in counting during the 2019 PIT count.

(limit 2,000 characters)

1) PIT COUNT PLANNING: The CoC administered a special survey for youth in order to more fully understand youth homelessness. Stakeholders serving youth experiencing homelessness were engaged during the PIT planning process. PIT planning involved Covenant House, Tulane Drop-In Center for Youth, Welcome Home Outreach, the Youth Action Board, CoC LGBTQ Advisory Group, and school liaisons, to develop a plan the best methods for reaching youth during the PIT Count. This included administering a special survey for youth in order to more fully understand youth homelessness, using a trauma-informed approach, and considering the order and phrasing around gender identity.

2) PIT COUNT LOCATIONS: The CoC worked with stakeholders to select locations where youth experiencing homelessness are most likely to be identified by partnering with youth-serving sites, engaging youth outreach workers, and by utilizing the input of youth advocates, including the CoC LGBTQ Task Force & LGBTQ advocates for youth, and Youth Action Board leaders.

3) In 2019, the CoC utilized the HUD Youth Addendum Survey and was
successful at collecting additional responses this year. The CoC increased youth involvement in the survey process. Head of the Department of Sociology at Xavier University of Louisiana (HBCU) had her entire class of 20 first year students volunteer during the PIT count which served as service learning in shelters & streets during PIT and assisted our work. Peers who are clients of the Tulane Drop-In Center for Youth also participated in the surveys. Overall, we greatly increased our capacity to have homeless youth be surveyed by a young adult.

2B-7. PIT Count–Improvements to Implementation.

Applicants must describe the CoC’s actions implemented in its 2019 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)

The CoC held meetings with Street Outreach, EMS, SSVF, VA & CoC programs to devise a plan to improve our counts of vulnerable subpopulations including CH, families, youth & veterans. This included a specific review of locations where CH people, youth, families & Veterans have been found or are thought likely to be and adding these locations to the PIT street count. Volunteers with experience with specific subpopulations (CH, youth, families, veterans) are assigned to assist the street count in locations where subpopulations are most likely to be encountered. 1)CH count: This year we used an open-ended question and a calendar to encourage a higher response rate and more accurate responses to the LOT question, in order to identify CH people who otherwise would not have been identified. 2)Families: We sent the outreach team to many locations where families had been found sleeping in vehicles, and we trained more personnel to conduct surveys at family shelters. 3)Veterans: We expanded the hours for surveying veterans at the Community Resource & Referral Center and utilized more SSVF personnel to conduct PIT surveys; we used active duty military volunteers and our largest contingent of VA employees ever to help conduct street survey.
3A. Continuum of Care (CoC) System Performance

Instructions

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The FY 2019 CoC Program Competition Notice of Funding Availability at:

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*3A-1. First Time Homeless as Reported in HDX.

Applicants must:

Report the Number of First Time Homeless as Reported in HDX. 4,145


Applicants must:
1. describe the process the CoC developed to identify 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)

1) RISK FACTORS: The CoC identifies risk factors via review of System Performance & LSA data; statistical analysis of HMIS client data; gathering client input through CE focus groups, LGBTQ Advisory Group, & Youth Action Board; consulting CE, Street Outreach & ES staff; national & local studies. Risk factors are income inadequate to pay rising rents, young parents, racial discrimination, DV, trauma, anti-gay bias, family conflict, foster care, eviction, overcrowded & substandard living conditions, mental illness & substance use disorders. 2) STRATEGY: A) In part by implementing Problem-Solving (PS) in our family system via a foundation grant, the CoC has decreased family homelessness by 31% since 2016; the CoC is seeking more funds to expand
PS resources for families. B) To address stalled progress in reducing adult homelessness as rents have sharply risen while real income has fallen in New Orleans, the CoC convened 2-day Homelessness Urgent Action Lab in June 2019 bringing local partners together with 4 national experts to focus on how to prevent 1st-time homelessness. At the Lab, national experts identified PS as the major prevention technique needed for broad implementation in our adult homeless system; the CoC committed to launching a Pilot PS Project in Aug. 2019 that has trained staff at 5 CE sites including 211 & is starting to offer PS services to adults asking for shelter who have no HMIS history & relatively low risk factors. CoC plans PS expansion via Continuous Improvement Cycles & is working w/Mayor, City Council & United Way to seek additional funds for PS staff, training & client needs. C) The CoC Advocacy Committee is very active working for increased affordable housing & minimum wage. D) Other strategies implemented are targeting ESG prevention to persons w/high risk factors; developing CE materials on eviction rights; & process improvement to better target ES beds to high-needs clients & prevent 1st-time homelessness. 3) OVERSIGHT: UNITY.

*3A-2. Length of Time Homeless as Reported in HDX.

Applicants must:

| Report Average Length of Time Individuals and Persons in Families Remained Homeless as Reported in HDX. | 77 |


Applicants must:

1. describe the CoC’s strategy to reduce the length of time individuals and persons in families remain homeless;
2. describe how the CoC identifies and houses individuals and persons in families with the longest lengths of time homeless; and
3. 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)

1) STRATEGY: To reduce length of time (LOT) individuals & families remain homeless, the CoC targets strategies to each subpopulation. The CoC continues its campaigns to end family, chronic & Veteran homelessness, reducing LOT homeless via weekly navigation meetings for each subpopulation focusing on those who have been homeless the longest and daily updating of BNLs. Since Jan. 2015 we have maintained an avg. LOT homeless of 30 days or less for veterans who will accept PH; since May 2017, we have maintained an avg. LOT homeless of 41 days or less for families, down from 117 days avg. in 2015; & we have decreased CH by 64% in past 2 yrs. CH people are prioritized for all PSH openings, focusing on those w/the longest LOT homeless. For homeless adults who are not CH or veterans, we have increased RRH funding, first serving those w/ highest acuity & longest LOT homeless in order to reduce overall LOT & minimize chronic inflow. The CoC also expanded RRH for Youth, including RRH for trafficking victims, & is launching a 100-day Challenge to increase & speed PH of youth in Oct. 2019 in collaboration w/Rapid Results...
Institute & A Way Home America. The CoC uses LOT homeless in renewal project evaluation & in quarterly contract reviews of CoC/ESG project performance. The CoC also requires projects to shorten LOT via contract provisions, operates holiday campaigns to quickly house as many families & CH persons as possible, & increases motivation by giving monthly awards to staff who house people quickly. 2) IDENTIFICATION & HOUSING: The CES reviews HMIS data daily & conducts street outreach nightly to ID those with longest LOT homeless & hosts weekly navigation meetings w/CES entry points & housing programs to move people quickly into PH by holding agencies accountable & promoting collaboration & warm hand-offs between agencies. Continuous Process Improvement is used to shorten LOT homeless; ongoing training has been vital. 3) OVERSIGHT: UNITY.

*3A-3. Successful Permanent Housing Placement and Retention as Reported in HDX.

Applicants must:

1. Report the percentage of individuals and persons in families in emergency shelter, safe havens, transitional housing, and rapid rehousing that exit to permanent housing destinations as reported in HDX.

<table>
<thead>
<tr>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>70%</td>
</tr>
</tbody>
</table>

2. Report 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 as reported in HDX.

<table>
<thead>
<tr>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>98%</td>
</tr>
</tbody>
</table>

3A-3a. Exits to Permanent Housing Destinations/Retention of Permanent Housing.

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;
2. provide the organization name or position title responsible for overseeing 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;
3. 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; and
4. provide the organization name or position title responsible for overseeing 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.

(EXIT TO PH: CoC has implemented these strategies: a) working to create RRH units funded by local & state govt., which will also ease cash flow impacting ESG RRH contracts, helping to ensure that # of RRH units on HIC is not artificially low (see Attachment 4A-4); b) monthly review w/shelters of their PH exit data; c) CoC project scoring & ranking criteria emphasizing PH outcomes;
d) setting goals for PH & housing stability for all CoC programs via contract oversight; e) quarterly review of project performance on PH exits & goals; f) convening PSH Directors monthly to discuss strategies for placement; g) hosting monthly case manager “learn & share” meetings; & h) monthly CoC awards to navigators & case managers who perform well on PH rates. Through its Homelessness Urgent Action Lab convened in June 2016, the CoC is building capacity for Problem Solving with a pilot project & new CE project to quickly resolve housing crises leading clients to PH, & aiding shelters to ensure all clients exit to PH. The CoC expanded RRH for youth & is launching a 100-Day Challenge in Oct. 2019 to increase youth exits to PH & decrease exits to temporary destinations. The CoC is working to improve data on exits from nightly shelters, as 19% of exits are to unknown destinations per LSA, by better communication w/clients. 

2) OVERSIGHT: UNITY. 3) PH RETENTION: CoC strategy includes: a) focus on performance goals for PH retention via quarterly project & system reports & in annual evaluation, ranking & tiering process; b) convening PSH Directors monthly to discuss strategies for retention, including increasing income & employment, managing challenging behaviors, conflict resolution, payee resources, & tenant rights; c) PH programs are required to notify Street Outreach & Navigators if a client is missing for 30+ days to find & reconnect them to housing; d) HMIS data is reviewed daily to identify PH clients who stayed in ES to quickly reconnect them w/PH. 4) OVERSIGHT: UNITY.

*3A-4. Returns to Homelessness as Reported in HDX.

Applicants must:

<table>
<thead>
<tr>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Report the percentage of individuals and persons in families returning to homelessness over a 6-month period as reported in HDX.</td>
</tr>
<tr>
<td>2. Report the percentage of individuals and persons in families returning to homelessness over a 12-month period as reported in HDX.</td>
</tr>
</tbody>
</table>

3A-4a. Returns to Homelessness–CoC Strategy to Reduce Rate.

Applicants must:
1. describe the strategy the CoC has implemented to identify 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 return to homelessness. (limit 2,000 characters)

1) IDENTIFYING FACTORS: The CoC strategy to identify those returning to homelessness involves regular review & analysis of HMIS data through system performance measures, LSA, & project level data in addition to daily review of shelter data to identify PSH or RRH clients who have returned to shelter. Significant factors include: disabled family member (22% return rate representing 40% of all returns), first-time homeless (21% rate/91%), large families (19% rate/9%), and those fleeing domestic violence (29% rate/2% of
returns). We are examining factors for returns, including the differences in the length of time for return for families. Data is reviewed by the Eval & Project Selection Cmte, Racial Equity Task Force, Ending Family Homelessness Task Force, Ending Youth Homelessness Task Force, PSH Directors & navigators who provide valuable feedback and insight. There are many underlying factors impacting returns to homelessness: shelter policies, trends in eviction rates, rapidly rising rents, increasing client service needs due to age & disability, loss of income, Substance Use Disorder or relapse, hospitalization, criminal justice issues & incarceration. 2) REDUCING RETURNS: The CoC strategy to reduce & prevent returns to homelessness include: a) implement Problem-Solving at ES to improve housing outcomes for first-time homeless; b) rate of returns to homelessness is included in CoC contracts & is a scoring factor for project renewals; c) CoC policies require programs to notify CES prior to terminating clients; d) PSH programs are required to report to CES if clients are missing, so street outreach can assist to find clients & return them to housing; e) HMIS lead informs PH programs if a client is at ES; f) Monthly PSH & RRH meetings share strategies for preventing returns; & g) CoC trainings & TA about preventing returns to homelessness, community resources available to help avoid eviction & recognizing & responding to fair housing issues. 3) OVERSIGHT: UNITY.

**3A-5. Cash Income Changes as Reported in HDX.**

Applicants must:

<table>
<thead>
<tr>
<th>1. Report the percentage of individuals and persons in families in CoC Program-funded Safe Haven, transitional housing, rapid rehousing, and permanent supportive housing projects that increased their employment income from entry to exit as reported in HDX.</th>
<th>14%</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Report the percentage of individuals and persons in families in CoC Program-funded Safe Haven, transitional housing, rapid rehousing, and permanent supportive housing projects that increased their non-employment cash income from entry to exit as reported in HDX.</td>
<td>29%</td>
</tr>
</tbody>
</table>

**3A-5a. Increasing Employment Income.**

Applicants must:

1. describe the CoC's strategy to increase employment income;
2. describe the CoC's strategy to increase access to employment;
3. describe how the CoC works with mainstream employment organizations to help individuals and families increase their cash income; and
4. provide the organization name or position title that is responsible for overseeing the CoC’s strategy to increase jobs and income from employment.

(limit 2,000 characters)

1) EMPLOYMENT INCOME: In 2019, the CoC re-launched the Employment Task Force w/ the goal of identifying & implementing community-wide strategies to increase employment income for those experiencing homelessness & for people in CoC programs. The CoC partners w/ Goodwill & the New Orleans Workforce Development Board (NOWDB) to further these goals. CoC & ESG housing programs have outcome performance goals for increased income and increased employment income. Outcomes are measured quarterly, annually,
and are a scoring factor in the CoC project scoring & ranking process. The CoC sponsors SOAR & employment training for providers. PH staff meet monthly to share best practices, challenges & approaches. 2) ACCESS TO EMPLOYMENT: The CoC, through formal MOU, works w/ Goodwill & NOWDB to prioritize access to job training, education, and employment programs for homeless clients. Employment programs are members of the CoC & make presentations at CoC meetings. Such programs and employers are directly asked to lower barriers to access & expand job options as demonstrated by a job fair for LGBTQ clients. 3) MAINSTREAM EMPLOYMENT: The CoC works closely w/ mainstream employment organizations to help families & individuals increase cash income. Information is regularly shared among providers through weekly navigation meetings, including: updates on employers currently seeking employees, employment applications, recruiter contacts, volunteer opportunities, casual employment & specialty job fairs. Such employment opportunities come from local govt. agencies, health care organizations, service industry & retail business. Trainings & presenters have addressed topics like: “Clients w/ Benefits & Income: Understanding What Happens w/ Financial, Medical & Other Benefits Following Employment & Insurance Enrollment” & “Motivational Interviewing for Professionals Working w/ Clients w/ Mental Health Conditions & HIV Pursuing Employment Goals.” 4) OVERSIGHT: UNITY.


Applicants must:
1. describe the CoC’s strategy to increase non-employment cash income;
2. describe the CoC’s strategy to increase access to non-employment cash sources;
3. provide the organization name or position title that is responsible for overseeing the CoC’s strategy to increase non-employment cash income.

INCREASING ACCESS & AMOUNT OF CASH INCOME: The CoC’s strategy for increasing clients’ non-employment cash income includes: a) project outcome measures for income growth for CoC programs expressed through provider contracts; b) quarterly and annual review of outcomes for the CoC and for each CoC and ESG project; c) performance data annually in the project scoring, prioritization & ranking process; d) sponsoring SOAR and other benefits trainings for homeless providers; and e) collaborating with legal services to help clients quickly access SSI income using SOAR. In 2018, 42% of CoC program stayers increased their non-employment cash income, while 29% of those who exited CoC programs increased their non-employment cash income. OVERSIGHT: UNITY.


Applicants must describe how the CoC:
1. promoted partnerships and access to employment opportunities with private employers and private employment organizations, such as holding job fairs, outreach to employers, and partnering with staffing agencies; and
2. is working with public and private organizations to provide meaningful, education and training, on-the-job training, internship, and employment opportunities for residents of permanent supportive housing that further
their recovery and well-being.

(limit 2,000 characters)

1) PARTNERSHIPS WITH PRIVATE EMPLOYERS: The CoC meets with private business groups to expand jobs for the homeless, including an initiative to recruit employers for the homeless w/ the Downtown Development District. Through partnership w/ the New Orleans Workforce Development Board (NOWDB), the CoC has increased access to private employers & employment organizations. The CoC works collaboratively w/ employment organizations and a number of private employers to ensure CoC programs and clients are aware of openings & local job fairs, including a recent job fair designed to reach LGBTQ clients experiencing homelessness. The CoC maintains a Shared Employment Resource List which is regularly shared with CoC & ESG providers.

2) PARTNERSHIPS WITH PUBLIC & PRIVATE ORGANIZATIONS: In 2019, the CoC re-launched its CoC Employment Task Force w/ the goal of identifying & implementing community-wide strategies to increase employment income & opportunities for those experiencing homelessness & for clients housed in CoC PH programs. The CoC partners w/ Goodwill & NOWDB to further these goals. Through partnership, the CoC has established an agreement with Goodwill prioritizing access to Goodwill job training & education opportunities for people experiencing homelessness, or are formerly homeless, in the CoC’s geographic area. The partnership w/ NOWDB provides prioritized access to JOB1 workforce development programs & employment opportunities for people currently or formerly experiencing homelessness in the CoC’s geographic area. Implementing prioritized access to resources aligns with our mutual goals of linking disadvantaged job seekers to employment leading to improved self-sufficiency & housing stability for those who have experienced homelessness, including those in PSH. Case manager skills have been strengthened by trainings sponsored by MHSD & SAMHSA funded TA providers about Recovery Oriented System of Care, Supported Employment, & Stages of Change in Employment.


Applicants must select all the steps the CoC has taken to promote employment, volunteerism and community service among people experiencing homelessness in the CoC’s geographic area:

1. The CoC trains provider organization staff on connecting program participants and people experiencing homelessness with education and job training opportunities.

2. The CoC trains provider organization staff on facilitating informal employment opportunities for program participants and people experiencing homelessness (e.g., babysitting, housekeeping, food delivery).

3. The CoC trains provider organization staff on connecting program participants with formal employment opportunities.

4. The CoC trains provider organization staff on volunteer opportunities for program participants and people experiencing homelessness.

5. The CoC works with organizations to create volunteer opportunities for program participants.

6. The CoC works with community organizations to create opportunities for civic participation for people experiencing homelessness (e.g., townhall forums, meeting with public officials).

7. Provider organizations within the CoC have incentives for employment.

8. The CoC trains provider organization staff on helping program participants budget and maximize their income to maintain stability in permanent housing.
Applicant: UNITY of Greater New Orleans CoC
Project: LA-503 CoC Registration and Application 2019

3A-6. System Performance Measures Data–HDX Submission Date

Applicants must enter the date the CoCs submitted its FY 2018 System Performance Measures data in HDX. (mm/dd/yyyy)

05/31/2019
3B. Continuum of Care (CoC) Performance and Strategic Planning Objectives

Instructions

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions. Please submit technical questions to the HUD Exchange Ask-A-Question at https://www.hudexchange.info/program-support/my-question/

Resources:
The FY 2019 CoC Application Detailed Instruction can be found at: https://www.hudexchange.info/e-snaps/guides/coc-program-competition-resources

Warning! The CoC Application score could be affected if information is incomplete on this formlet.

3B-1. Prioritizing Households with Children.

Applicants must check each factor the CoC currently uses to prioritize households with children for assistance during FY 2019.

<table>
<thead>
<tr>
<th>Factor</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. History of or Vulnerability to Victimization (e.g. domestic violence, sexual assault, childhood abuse)</td>
<td></td>
</tr>
<tr>
<td>2. Number of previous homeless episodes</td>
<td>X</td>
</tr>
<tr>
<td>3. Unsheltered homelessness</td>
<td>X</td>
</tr>
<tr>
<td>4. Criminal History</td>
<td>X</td>
</tr>
<tr>
<td>5. Bad credit or rental history</td>
<td>X</td>
</tr>
<tr>
<td>6. Head of Household with Mental/Physical Disability</td>
<td>X</td>
</tr>
</tbody>
</table>

3B-1a. Rapid Rehousing of Families with Children.

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

1) STRATEGY: In May 2017, the CoC became the 1st community to our knowledge to have met HUD & USICH’s proposed standard of housing homeless families w/in 45 days of becoming homeless; we have maintained an average of 41 days or less every month since then & are continuing to work to achieve a 30-day standard. We are implementing the following strategies for ensuring families w/children are rapidly rehoused w/in 30 days of becoming homeless: a) problem-solving at and after shelter entry; b) monitoring project performance of outcome goals for CoC & ESG programs; c) daily update of Family BNL & weekly navigator meetings to focus on quickly housing families; d) increasing resources for parenting youth; e) increasing resources for DV housing, including creation of CoC DV bonus projects, which are critical given high local rate of domestic violence; f) dedicated housing locator works on increasing unit availability; g) Ending Family Homelessness Task Force identifies resources & facilitates systems collaboration with schools, TANF & foster care system. The CoC regularly conducts intensive, short-term campaigns to speed housing of families and seeks foundation resources to expand RRH availability for families. 2) MAINTAINING HOUSING: CoC ensures families maintain housing once RRH ends by making sure CoC & ESG providers thoroughly assess family needs, barriers, strengths & alternate resources; negotiate w/landlords to lower rents to sustainable levels; and increase client income through employment, SSI & other sources. Navigators are encouraged to consider full extent of family need so families are matched w/ level of assistance which will ensure they do not return to homelessness. CoC providers receive training to reinforce strong connections between CoC-funded & non-CoC funded resources & providers. 3) OVERSIGHT: UNITY.

3B-1b. 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 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 any protected classes under the Fair Housing Act, and consistent with 24 CFR 5.105(a)(2) – Equal Access to HUD-Assisted or -Insured Housing.

| 1. CoC conducts mandatory training for all CoC- and ESG-funded housing and services providers on these topics. | X |
| 2. CoC conducts optional training for all CoC- and ESG-funded housing and service providers on these topics. | | |
| 3. CoC has worked with ESG recipient(s) to adopt uniform anti-discrimination policies for all subrecipients. | X |
| 4. CoC has worked with ESG recipient(s) to identify both CoC- and ESG-funded facilities within the CoC geographic area that might be out of compliance and has taken steps to work directly with those facilities to come into compliance. | X |

Applicant: UNITY of Greater New Orleans CoC
Project: LA-503 CoC Registration and Application 2019

FY2019 CoC Application Page 48 09/30/2019
3B-1c. Unaccompanied Youth Experiencing Homelessness–Addressing Needs.

Applicants must indicate whether the CoC’s strategy to address the unique needs of unaccompanied youth experiencing homelessness who are 24 years of age and younger includes the following:

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Unsheltered homelessness</td>
<td></td>
</tr>
<tr>
<td>2. Human trafficking and other forms of exploitation</td>
<td></td>
</tr>
<tr>
<td>3. LGBT youth homelessness</td>
<td></td>
</tr>
<tr>
<td>4. Exits from foster care into homelessness</td>
<td></td>
</tr>
<tr>
<td>5. Family reunification and community engagement</td>
<td></td>
</tr>
<tr>
<td>6. Positive Youth Development, Trauma Informed Care, and the use of Risk and Protective Factors in assessing youth housing and service needs</td>
<td></td>
</tr>
</tbody>
</table>

3B-1c.1. Unaccompanied Youth Experiencing Homelessness–Prioritization Based on Needs.

Applicants must check all that apply that describes the CoC’s current strategy to prioritize unaccompanied youth based on their needs.

<table>
<thead>
<tr>
<th>Requirement</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. History of, or Vulnerability to, Victimization (e.g., domestic violence, sexual assault, childhood abuse)</td>
<td></td>
</tr>
<tr>
<td>2. Number of Previous Homeless Episodes</td>
<td></td>
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<tr>
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</tr>
<tr>
<td>4. Criminal History</td>
<td></td>
</tr>
<tr>
<td>5. Bad Credit or Rental History</td>
<td></td>
</tr>
</tbody>
</table>

3B-1d. Youth Experiencing Homelessness–Housing and Services Strategies.

Applicants must describe how the CoC increased availability of housing and services for:

1. all youth experiencing homelessness, including creating new youth-focused projects or modifying current projects to be more youth-specific or youth-inclusive; and
2. youth experiencing unsheltered homelessness including creating new youth-focused projects or modifying current projects to be more youth-specific or youth-inclusive.

(limit 3,000 characters)

1). ALL YOUTH: The CoC's strategy includes increasing funding for youth
projects, better targeting of existing resources to meet the expressed needs of youth, & collaboration w/youth on new & innovative projects. The Ending Youth Homelessness Task Force (EYHTF) is responsible for increasing capacity of housing & services for homeless youth. In 2018, the CoC increased housing & services capacity for homeless youth with its award of a DV Bonus RRH project aimed at serving youth survivors of DV, sexual assault, stalking, & human trafficking. In 2017, the CoC reallocated funds to create a Youth CE project; the CoC has reallocated funds to increase RRH for youth in 4 of the past 5 NOFAs. The CoC worked diligently to apply for Round 3 Youth Homelessness Demonstration Project (YHDP) funding to increase housing & services for youth & applied for youth-specific supported employment funds from SAMHSA. The CoC also collaborates to ensure ESG funding for youth-focused RRH. The CoC is leveraging more resources for youth from the stakeholder agreements from 30+ non-profit organizations, govt. agencies & private housing providers, as well as a substantial commitment of funds from the City of New Orleans. This has resulted in a partnership with Family Services to provide additional counseling services for homeless youth (a need identified by the Youth Action Board (YAB)). CoC participation in the 2019 Youth 100-day Challenge w/A Way Home America & Rapid Results Institute is expected to result in additional resources to end youth homelessness. The CoC solicits private funds to support its YAB, which involves youth in planning, decision making, focus groups, system mapping & outreach. This year, the CoC provided stipends to the youth involved in the work of the YAB, & a youth leader was voted to the CoC Governing Council. The YAB has developed a plan to develop clustered/single-site PH, strengthen family reunification services, & develop specialized housing & services for LGBTQ youth. The YAB & CoC LGBTQ Task Force developed a Cultural Competency in Working with LGBTQ Community Training which has become a well-received mandatory training for the CoC & also was presented at the Louisiana State Homelessness Conference in 2019. The CoC co-sponsors a LGBTQ Employment Fair which includes LGBTQ homeless youth.

2). UNSHELTERED YOUTH: The CoC successfully secured a 2018 CoC grant that provides Rapid Re-Housing for unsheltered individuals with special priority for unsheltered youth. The CoC’s capacity to identify & reach unsheltered youth has been further increased by hiring an experienced youth outreach worker to lead street outreach efforts to find & engage homeless youth in the community. As a result, the number of unsheltered youth navigated to existing CoC housing programs has increased. The CoC’s Street Outreach Team recently attended intensive Cultural Competency Training to further increase their capacity to effectively engage LGTBQ youth.

3B-1d.1. Youth Experiencing Homelessness–Measuring Effectiveness of Housing and Services Strategies.

Applicants must:
1. provide evidence the CoC uses to measure each of the strategies in question 3B-1d. 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 both strategies in question 3B-1d.; and
3. describe why the CoC believes the measure it uses is an appropriate way to determine the effectiveness of both strategies in question 3B-1d. (limit 3,000 characters)
1) EVIDENCE: The CoC tracks changes in PIT data for youth to assist in evaluating the effectiveness of CoC strategy related to housing & service interventions for youth. There has been a decrease of 26% in unsheltered youth homelessness between the 2018-2019 PIT. The primary provider of youth housing & services funded by the CoC maintains a PH housing rate of approximately 49% for youth engaged with its Crisis Center. In addition, a high # of households with children served by CoC-funded RRH are parenting youth; CoC RRH programs, including those serving TAY, demonstrate a high successful housing rate of 93%. The CoC monitors increase in the # of beds/units of all program types dedicated to homeless youth. The beds dedicated for youth has increased 15% since 2018. The CoC also looks at the successful collaboration that has resulted from YAB & EYHTF efforts. Through the YAB, the CoC assesses youth need for housing & services, as well as youth satisfaction, through youth focus groups & survey activities. YAB youth leaders have developed a survey aimed at finding out what youth feel is challenging in accessing housing & services, what would end their homelessness, & what is most important to them, including what they want for their futures.

2) MEASURES: The CoC uses outcome performance measurement to evaluate the effectiveness of strategies & programs to address youth homelessness, including: decrease in total # of homeless youth, decrease in # of unsheltered youth, the rate of PH for youth, rate of youth return to homelessness, enrollment in mainstream benefits & increase in income for youth. At engagement a youth adapted assessment is used to assess the youth’s risks & safety. Housing stability, mainstream benefits & income are measured through HMIS at entry & exit. In collaboration w/local youth providers & advocates, the CoC measures the rate at which youth are safely reunited w/family, thereby ending their homelessness. As youth are particularly vulnerable to human trafficking, the CoC works with the GNO Human Trafficking Task Force to access, measure, & understand local data on the needs of youth who are, or have been, trafficked.

3) EFFECTIVENESS: The CoC patterns its measurement & evaluation according to HUD’s System Performance Measures to ensure alignment w/federal strategies for addressing youth homelessness & the measurement thereof. Due to the enhanced efforts of the CoC to reach youth through the PIT, assessment tools & youth survey, the CoC is confident that tracking the decrease in total # of homeless youth & the decrease in # of unsheltered youth will yield reliable results as to the effectiveness of the CoC’s strategies & efforts to end youth homelessness. The CoC recognizes the importance of safe family reunification in the effectiveness of youth housing efforts & works with its youth providers to measure the effectiveness of this intervention.

3B-1e. Collaboration–Education Services.

Applicants must describe:

1. the formal partnerships with:
   a. youth education providers;
   b. McKinney-Vento LEA or SEA; and
c. school districts; and

2. how the CoC collaborates with:
   a. youth education providers;
b. McKinney-Vento Local LEA or SEA; and
c. school districts.
(limit 2,000 characters)


2) COLLABORATION: The CoC collaborates with children & youth education providers to plan & coordinate services through the Ending Family Homelessness Task Force, the Ending Youth Homelessness Task Force, 2019 100-Day Youth Challenges with Rapid Results Institute, through weekly family navigation meetings, monthly CoC meetings, PIT planning, and through planning activities for Youth Homeless Demonstration Project (YHDP) funding opportunities. The CoC requires every agency to have a policy to refer school age youth to the LEA; policies & procedures are monitored by UNITY contracts management staff. LEA’s refer homeless families to the CES. LEAs & providers attend weekly family navigation meetings to coordinate plans of care. If youth are not enrolled in school, providers assist with enrollment & address any barriers to enrollment (transportation, proof of residency, school uniforms, or immunization records). Unaccompanied youth are also referred to Hi-Set programs.

3B-1e.1. Informing Individuals and Families Experiencing Homeless about Education Services Eligibility.

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

As a requirement for new or renewal funding, the CoC requires every provider agency to have a policy to refer school age youth to the Local Education Agency (LEA). UNITY monitors implementation of these policies to ensure compliance. LEAs & homeless providers attend weekly family navigation meetings to coordinate plans of care, including those referred by the LEA to the CoC Coordinated Entry System. If youth are not enrolled in school, providers assist w/enrollment & address any barriers to enrollment such as transportation, proof of residency, school uniforms, or immunization records. Unaccompanied youth are also referred to Hi-Set programs. The CoC’s Coordinated Entry System Policies & Procedures Handbook includes an Education Policy which instructs CoC and ESG programs to closely collaborate with local education authorities in identifying and serving families that become homeless. Per the Education Policy, CoC and ESG programs assisting families with children or unaccompanied youth must:
• Take the educational needs of children into account when placing families in
housing and will, to the maximum extent practicable, place families with children as close as possible to their school of origin so as not to disrupt such children's education;
- Inform families with children and unaccompanied youth of their educational rights, including providing written materials, help with enrollment and linkage to McKinney Vento Liaisons;
- Not require that children and unaccompanied youth enroll in a new school as a condition of receiving program services; and
- Allow parents or the youth (if unaccompanied) to make decisions about school placement.

LEAs are active participants in CoC workgroups and committees including PIT, Ending Family Homelessness Task Force, Ending Youth Homelessness Task Force, Family Navigation, and Youth Navigation meetings.

3B-1e.2. Written/Formal Agreements or Partnerships with Early Childhood Services Providers.

Applicant must indicate whether the CoC has an MOU/MOA or other types of agreements with listed providers of early childhood services and supports and may add other providers not listed.

<table>
<thead>
<tr>
<th>Early Childhood Providers</th>
<th>MOU/MOA</th>
<th>Other Formal Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head Start</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Early Head Start</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Child Care and Development Fund</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Federal Home Visiting Program</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Healthy Start</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Public Pre-K</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Birth to 3 years</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Tribal Home Visiting Program</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Other: (limit 50 characters)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3B-2. Active List of Veterans Experiencing Homelessness.

Applicant must indicate whether the CoC uses an active list or by-name list to identify all veterans experiencing homelessness in the CoC.

3B-2a. VA Coordination–Ending Veterans Homelessness.

Applicants must indicate whether the CoC is actively working with the U.S. Department of Veterans Affairs (VA) and VA-funded programs to achieve the benchmarks and criteria for ending veteran homelessness.
3B-2b. Housing First for Veterans.
Applicants must indicate whether the CoC has sufficient resources to ensure each veteran experiencing homelessness is assisted to quickly move into permanent housing using a Housing First approach.

Yes

Applicants must:
1. select all that apply to indicate the findings from the CoC’s Racial Disparity Assessment; or
2. select 7 if the CoC did not conduct a Racial Disparity Assessment.

1. People of different races or ethnicities are more likely to receive homeless assistance.
2. People of different races or ethnicities are less likely to receive homeless assistance.
3. People of different races or ethnicities are more likely to receive a positive outcome from homeless assistance.
4. People of different races or ethnicities are less likely to receive a positive outcome from homeless assistance.
5. There are no racial or ethnic disparities in the provision or outcome of homeless assistance.
6. The results are inconclusive for racial or ethnic disparities in the provision or outcome of homeless assistance.
7. The CoC did not conduct a racial disparity assessment.

3B-3a. Addressing Racial Disparities.
Applicants must select all that apply to indicate the CoC’s strategy to address any racial disparities identified in its Racial Disparities Assessment:

1. The CoC is ensuring that staff at the project level are representative of the persons accessing homeless services in the CoC.
2. The CoC has identified the cause(s) of racial disparities in their homeless system.
3. The CoC has identified strategies to reduce disparities in their homeless system.
4. The CoC has implemented strategies to reduce disparities in their homeless system.
5. The CoC has identified resources available to reduce disparities in their homeless system.
6. The CoC did not conduct a racial disparity assessment.
4A. Continuum of Care (CoC) Accessing Mainstream Benefits and Additional Policies

Instructions:
Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions. Please submit technical questions to the HUD Exchange Ask-A-Question at https://www.hudexchange.info/program-support/my-question/

Resources:
The FY 2019 CoC Application Detailed Instruction can be found at: https://www.hudexchange.info/e-snaps/guides/coc-program-competition-resources

Warning! The CoC Application score could be affected if information is incomplete on this formlet.

4A-1. Healthcare–Enrollment/Effective Utilization

Applicants must indicate, for each type of healthcare listed below, whether the CoC assists persons experiencing homelessness with enrolling in health insurance and effectively utilizing Medicaid and other benefits.

<table>
<thead>
<tr>
<th>Type of Health Care</th>
<th>Assist with Enrollment</th>
<th>Assist with Utilization of Benefits?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Health Care Benefits (State or Federal benefits, Medicaid, Indian Health Services)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Private Insurers:</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Non-Profit, Philanthropic:</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Other: (limit 50 characters)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


Applicants must:
1. describe how the CoC systematically keeps program staff up to date regarding mainstream resources available for program participants (e.g., Food Stamps, SSI, TANF, substance abuse programs) within the geographic area;
2. describe how the CoC disseminates the availability of mainstream resources and other assistance information to projects and how often;
3. describe how the CoC works with projects to collaborate with healthcare organizations to assist program participants with enrolling in
health insurance;
4. describe how the CoC provides assistance with the effective utilization of Medicaid and other benefits; and
5. 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)

1) UPDATES ON RESOURCES: Program staff are kept up to date on mainstream resources at the CoC monthly meetings, PSH Directors, SOAR Leadership Team and at CoC trainings. The Advocacy Committee keeps track of changes in mainstream benefits provided by state or federal agencies to update CoC members. CoC monthly meetings are attended by legal services attorneys & benefits advocates who provide updates on changes in mainstream benefits, changes in the state Medicaid plan and managed care organizations. The PSH Directors monthly meeting includes presenters about state rehabilitation programs, Social Security, work incentive programs & supportive employment programs. In 2019 the CoC trainings included “Navigating the Course for Clients w/ Benefits & Income: Understanding What Happens w/ Financial, Medical & Other Benefits Following Employment & Insurance Enrollment.” 2) DISSEMINATION OF INFORMATION: In addition to sharing through face-to-face meetings & trainings, the CoC shares benefits information through its list serve of 400+ contacts. This includes information on job fairs, benefits trainings, client employment & housing opportunities. CoC navigators & case managers are emailed resources directly to share w/ their clients. UNITY maintains a shared google document with this information that can be accessed by providers. 3) APPLYING FOR HEALTH INSURANCE & MEDICAID: All funded agencies are required to assist each client to apply for & receive all benefits to which they are entitled. CoC & partners assist clients to enroll & utilize Medicaid funding for services. Case managers assist clients to apply for & utilize VA benefits, Food Stamps, TANF, substance use treatment & recovery services & SSI. The CoC works w/ the State SOAR working group, local leadership team, and Legal Services to improve access to benefits. 4) OVERSIGHT: UNITY.

4A-2. Lowering Barriers to Entry Data:

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 has ranked in its CoC Priority Listing in FY 2019 CoC Program Competition. | 40 |
| 2. Total number of new and renewal CoC Program-funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC has ranked in its CoC Priority Listing in FY 2019 CoC Program Competition that reported that they are lowering barriers to entry and prioritizing rapid placement and stabilization to permanent housing. | 40 |
| Percentage of new and renewal PSH, RRH, Safe-Haven, SSO non-Coordinated Entry projects the CoC has ranked in its CoC Priority Listing in the FY 2019 CoC Program Competition that reported that they are lowering barriers to entry and prioritizing rapid placement and stabilization to permanent housing. | 100% |


Applicants must:
1. describe the CoC’s street outreach efforts, including the methods it uses to ensure all persons experiencing unsheltered homelessness are
identified and engaged;
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)

1) OUTREACH METHODS: CoC Street Outreach physically makes contact w/ homeless persons on the street, in parks, vehicles & abandoned buildings & provides special outreach targeted to persons who are particularly vulnerable. Weekly in-person outreach meetings strengthen use of evidence based practices through training on trauma-informed care, serving, client-centered care, motivational interviewing & engagement. Street outreach is also viewed through the lens of racial equity to help detect any disparities in outreach & engagement.

2) COVERAGE: UNITY convenes weekly meetings of all Street Outreach teams to ensure 100% of the CoC’s geographic area is covered, including by PATH & SSVF outreach. Outreach teams serve designated areas &/or subpopulations.

3) FREQUENCY: Night outreach is conducted at least 4 times/week for 16-18 hours/week. Varying hours of outreach are used to ensure that all populations are reached, including those who may work during nighttime hours. Teams conduct outreach to homeless persons in areas of the community that are not accessible by car such as river fronts, bayous & levees which are covered on a regular basis. Daily outreach is accomplished via outreach teams who not only have assigned clients to engage; they also look for new faces & receive direct referrals from the public.

4) SPECIAL POPULATIONS: Street outreach is tailored to reach persons experiencing homelessness who are least likely to seek assistance by focusing street outreach teams on reaching non-service seekers, households w/ communication barriers & other highly vulnerable populations. Outreach teams designate a list of the Top 10 clients that need the most assistance & strategize to more successfully engage these persons; they are skilled in persuading wary or resistant people to accept housing. Outreach teams have strong communication regarding client contacts & locations via weekly in-person outreach meetings.

4A-4. RRH Beds as Reported in 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 2018 and 2019.

<table>
<thead>
<tr>
<th>RRH beds available to serve all populations in the HIC</th>
<th>2018</th>
<th>2019</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>702</td>
<td>634</td>
<td>-68</td>
</tr>
</tbody>
</table>

4A-5. Rehabilitation/Construction Costs–New Projects. No

Applicants must indicate whether any new project application the CoC ranked and
submitted in its CoC Priority Listing in the FY 2019 CoC Program Competition is requesting $200,000 or more in funding for housing rehabilitation or new construction.

4A-6. Projects Serving Homeless under Other Federal Statutes. No

Applicants must indicate whether the CoC is 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.
## 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

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Required?</th>
<th>Document Description</th>
<th>Date Attached</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other</td>
<td>No</td>
<td>CES Handbook and ...</td>
<td>09/30/2019</td>
</tr>
<tr>
<td>Other</td>
<td>No</td>
<td>4A-4 Change in RR...</td>
<td>09/30/2019</td>
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<tr>
<td>Other</td>
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<td>09/27/2019</td>
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<td>1C-4. PHA Administrative Plan Homeless Preference.</td>
<td>No</td>
<td>PHA Administratio...</td>
<td>09/27/2019</td>
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<tr>
<td>1C-4.PHA Administration Plan–Moving On Multifamily Assisted Housing Owners’ Preference.</td>
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<td>Moving On Multifa...</td>
<td>09/30/2019</td>
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<td>1C-7. Centralized or Coordinated Assessment System.</td>
<td>Yes</td>
<td>CE Assessment Tool</td>
<td>09/29/2019</td>
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<td>1E-1. Public Posting–Local Competition Announcement.</td>
<td>Yes</td>
<td>Local Competition...</td>
<td>09/30/2019</td>
</tr>
<tr>
<td>1E-1.Public Posting–30-Day Local Competition Deadline.</td>
<td>Yes</td>
<td>Local Competition...</td>
<td>09/30/2019</td>
</tr>
<tr>
<td>1E-1.Public Posting–15-Day Notification Outside e-snaps–Projects Accepted.</td>
<td>Yes</td>
<td>Projects Accepted...</td>
<td>09/30/2019</td>
</tr>
<tr>
<td>1E-4.Public Posting–CoC-Approved Consolidated Application</td>
<td>Yes</td>
<td>Consolidated Appl...</td>
<td>09/30/2019</td>
</tr>
<tr>
<td>3A. Written Agreement with State or Local Workforce Development Board.</td>
<td>No</td>
<td>State or Local Wo...</td>
<td>09/30/2019</td>
</tr>
<tr>
<td>3A. Written Agreement with Local Education or Training Organization.</td>
<td>No</td>
<td>Local Education o...</td>
<td>09/30/2019</td>
</tr>
<tr>
<td>3B-3. Summary of Racial Disparity Assessment.</td>
<td>Yes</td>
<td>Racial Disparity ...</td>
<td>09/30/2019</td>
</tr>
<tr>
<td>4A-7a. Project List-Homeless under Other Federal Statutes.</td>
<td>No</td>
<td>Project List-Home...</td>
<td>09/27/2019</td>
</tr>
<tr>
<td>FY 2019 CoC Competition Report (HDX Report)</td>
<td>Yes</td>
<td>FY 2019 CoC Compe...</td>
<td>09/30/2019</td>
</tr>
<tr>
<td>1E-1. Public Posting–15-Day Notification Outside e-snaps–Projects Rejected or Reduced.</td>
<td>Yes</td>
<td>Projects Rejected...</td>
<td>09/30/2019</td>
</tr>
</tbody>
</table>
Applicant: UNITY of Greater New Orleans CoC
Project: LA-503 CoC Registration and Application 2019

Document Description: CE Assessment Tool

Attachment Details

Document Description: Local Competition Public Announcement

Attachment Details

Document Description: Local Competition Deadline

Attachment Details

Document Description: Projects Accepted Notification

Attachment Details

Document Description: Consolidated Application

Attachment Details

Document Description: State or Local Workforce Agreement

Attachment Details
Applicant: UNITY of Greater New Orleans CoC
Project: LA-503 CoC Registration and Application 2019

Document Description: Local Education or Training Organization Agreement

Attachment Details

Document Description: Racial Disparity Assessment Summary

Attachment Details

Document Description: Project List-Homeless under Other Federal Statutes

Attachment Details

Document Description: FY 2019 CoC Competition Report

Attachment Details

Document Description: Projects Rejected of Reduced Notification
Submission Summary

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

<table>
<thead>
<tr>
<th>Page</th>
<th>Last Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>1A. Identification</td>
<td>09/17/2019</td>
</tr>
<tr>
<td>1B. Engagement</td>
<td>09/30/2019</td>
</tr>
<tr>
<td>1C. Coordination</td>
<td>09/30/2019</td>
</tr>
<tr>
<td>1D. Discharge Planning</td>
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</tr>
<tr>
<td>1E. Local CoC Competition</td>
<td>09/30/2019</td>
</tr>
<tr>
<td>1F. DV Bonus</td>
<td>09/30/2019</td>
</tr>
<tr>
<td>2A. HMIS Implementation</td>
<td>09/30/2019</td>
</tr>
<tr>
<td>2B. PIT Count</td>
<td>09/30/2019</td>
</tr>
<tr>
<td>3A. System Performance</td>
<td>09/30/2019</td>
</tr>
<tr>
<td>3B. Performance and Strategic Planning</td>
<td>09/30/2019</td>
</tr>
<tr>
<td>4A. Mainstream Benefits and Additional Policies</td>
<td>09/30/2019</td>
</tr>
<tr>
<td>4B. Attachments</td>
<td>09/30/2019</td>
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<tr>
<td>Submission Summary</td>
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</tr>
<tr>
<td>------------------------------------</td>
<td>-------------------</td>
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</tbody>
</table>

**Applicant:** UNITY of Greater New Orleans CoC  
**Project:** LA-503 CoC Registration and Application 2019
# Attachment: Other 4A-4

## Explanation of Change in RRH Beds on the HIC from 2018 to 2019

<table>
<thead>
<tr>
<th>Document No.</th>
<th>Document Description</th>
<th>Page # of Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Explanation of Change in RRH Beds on the HIC from 2018 to 2019</td>
<td>1</td>
</tr>
</tbody>
</table>
Other Attachment: 4A-4. Explanation of Change in RRH Beds on the HIC from 2018 to 2019

There are several factors impacting the number of RRH units in January 2019, but it should be noted that available RRH funding did not decline between January 2018 and January 2019.

**IMPROVED SYSTEM EFFICIENCY**

One family RRH program had a decrease of beds from 2018 to 2019 by decreasing the length of time families continue to receive supportive services after the conclusion of rental assistance. This change is part of the CoC overall efforts to improve our family system. Now that the program is able to achieve successful client outcomes with a shorter period of supportive services, they are able to more quickly assist newly homeless families and further decrease the length of time families are homeless.

**IMPACT OF LOCAL FUNDING CYCLES**

The HIC does not include any local ESG and SESG funded RRH beds which were not funded until after January 2019. Had they been funded earlier, an additional 52 RRH beds would have been included in the HIC.

**PROJECTS UNDER DEVELOPMENT**

The change in beds from 2018 to 2019 HIC does not include the number of beds under development which were funded in the 2018 CoC competition:

- 60 households at any moment through the RRH for Survivors Project, including 20 for youth
- 43 through the RRH to Reduce Unsheltered Homelessness Project

**INCREASES TO 2020 HIC**

Additional RRH are now under development that will expand capacity through privately funded RRH with Catholic Charities through a Bezos Foundation grant.

The CoC has a funding proposal pending with the City of New Orleans to fund RRH for individuals.

Additional RRH funding is being sought in the FY2019 CoC application to increase RRH available for individuals and to increase RRH available for victims of domestic violence. If funded through the competition, these units will be “under development” on the HIC.
# Attachment: Chart of Project Reallocations

<table>
<thead>
<tr>
<th>Document No.</th>
<th>Document Description</th>
<th>Page # of Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>Competition Year</td>
<td># Projects</td>
<td>Reallocation (eliminated grants)</td>
</tr>
<tr>
<td>------------------</td>
<td>------------</td>
<td>----------------------------------</td>
</tr>
<tr>
<td>2015</td>
<td>0</td>
<td>$</td>
</tr>
<tr>
<td>2016</td>
<td>10</td>
<td>$745,203</td>
</tr>
<tr>
<td>2017</td>
<td>0</td>
<td>$</td>
</tr>
<tr>
<td>2018</td>
<td>1</td>
<td>$46,316</td>
</tr>
<tr>
<td>2019</td>
<td>0</td>
<td>$</td>
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<table>
<thead>
<tr>
<th>Competition Year</th>
<th># Projects</th>
<th>Reallocation (reduced)</th>
<th>Total</th>
</tr>
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<tbody>
<tr>
<td>2015</td>
<td>5</td>
<td>$282,171</td>
<td></td>
</tr>
<tr>
<td>2016</td>
<td>3</td>
<td>$259,737</td>
<td></td>
</tr>
<tr>
<td>2017</td>
<td>11</td>
<td>$224,405</td>
<td></td>
</tr>
<tr>
<td>2018</td>
<td>9</td>
<td>$155,587</td>
<td></td>
</tr>
<tr>
<td>2019</td>
<td>4</td>
<td>$117,505</td>
<td></td>
</tr>
</tbody>
</table>

**Total Reallocations** $1,830,924

% of 2015 ARD 10.9%

<table>
<thead>
<tr>
<th>Year Grant Funded</th>
<th># Projects</th>
<th>Reallocation (eliminated grants)</th>
<th>Total</th>
</tr>
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<tbody>
<tr>
<td>2015</td>
<td>3</td>
<td>$927,923</td>
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<tr>
<td>2016</td>
<td>2</td>
<td>$367,616</td>
<td></td>
</tr>
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<td>2017</td>
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<td>$</td>
<td>-</td>
</tr>
<tr>
<td>2018</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2019</td>
<td></td>
<td>$1,295,539</td>
<td></td>
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</table>

**Total of Reallocation and Changes in Project Sponsor**

<table>
<thead>
<tr>
<th>2015</th>
<th>20% of 2015 ARD</th>
<th>Sum of Reallocation and Changes in Project Sponsor</th>
<th>% of ARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>$16,855,990</td>
<td>$3,371,198</td>
<td>$3,126,463</td>
<td>18.5%</td>
</tr>
</tbody>
</table>

**List of Changes in Project Sponsor**

<table>
<thead>
<tr>
<th>Year</th>
<th>Project Name</th>
<th>Full/Partial Reallocation</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>Pathways</td>
<td>Full</td>
<td>$323,940</td>
</tr>
<tr>
<td>2014</td>
<td>Home Is Where the Heart Is</td>
<td>Partial</td>
<td>$89,278</td>
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<tr>
<td>2015</td>
<td>Womanspace</td>
<td>Partial</td>
<td>$507,408</td>
</tr>
<tr>
<td>2015</td>
<td>Armstrong RRH (now GNO RRH)</td>
<td>Full</td>
<td>$239,256</td>
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<tr>
<td>2015</td>
<td>Rapid Rehousing for Families</td>
<td>Partial</td>
<td>$181,259</td>
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<td>2016</td>
<td>Street Outreach CE</td>
<td>Partial</td>
<td>$78,566</td>
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<tr>
<td>2016</td>
<td>JPHSA PSH</td>
<td>Full</td>
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<td>2019 Homeless Management Information System (HMIS) Governance Charter of the New Orleans-Jefferson Parish-Kenner Continuum of Care (CoC)</td>
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Louisiana Services Network
Data Consortium (LSNDC)

Standard Policies
and Procedures

Version 2.0

Effective Date:
October 1, 2017

Developed by:
LSNDC Policy Committee

Adopted by:
LSNDC Board of Directors
On September 20, 2017
INTRODUCTION

This document details the standard policies that govern the operation of the Louisiana Services Network Data Consortium Management Information System (LSNDC System). It defines the roles and responsibilities of the LSNDC System Administrators, agencies and individuals accessing LSNDC System data. All individuals accessing the LSNDC System must read and understand these policies. This document works in concert with the other LSNDC authored documents that establish baseline policies and procedures for data quality, system security, and client information privacy, as well as garner agreements amongst the various parties involved with the system. The affiliated documents are identified with each policy.

LSNDC System is administered by the Louisiana Services Network Data Consortium, a non-profit corporation acting in the behalf of the LSNDC Board. The LSNDC Board is comprised of representation from regional Homeless Management Information System (HMIS) lead agencies and Continua of Care lead organizations that are under contract with the U.S Department of Housing and Urban Development (HUD) to provide homeless services. The central server is administered by the contracted HMIS software vendor, and the LSNDC establishes the minimum policies for appropriate administration, licensing, training, and compliance at the regional-level.

The primary purpose of the LSNDC System is to provide a client and service data management tool to aid the regional Continua of Care to end homelessness in Louisiana and meet HUD requirements for CoCs to provide an unduplicated demographic report of the number and characteristics of clients served as well as program outcomes. This tool is Internet-based technology to assist homeless service organizations across Louisiana in capturing information about the clients that they serve.

The LSNDC System provides a standardized assessment of consumer needs creates individualized service plans and records the use of housing and services which communities can use to determine the utilization of services of participating agencies, identify gaps in the local service continuum, and develop outcome measurements.
Benefits of LSNDC System

LSNDC System benefits persons experiencing homelessness:
Improvements in service delivery for clients as case managers assess the client’s needs, inform the client about available services on site or through referral, help the client find and keep permanent housing, and improve service coordination when information is shared between programs within one agency that are serving the same client.

LSNDC System benefits agencies, program managers and case managers:
Aggregate program-level and agency-level information and reports should be accessible to agencies and program managers to provide a more complete understanding of clients’ needs and outcomes, advocate for additional resources, complete grant applications, conduct evaluations of program services and staff performance, and report to funders. Minimally, the software should be able to provide unduplicated counts of persons experiencing homelessness and generate the program portions of the HUD Annual Progress Report (APR).

LSNDC System benefits the regional Continuum of Care:
Unduplicated, de-identified, system-wide information should be readily accessible to provide a more complete understanding of homelessness, clients’ needs and outcomes, and program and system-level performance to inform policy decisions aimed at addressing and ending homelessness at local, state and federal levels. The software should also be able to generate data and/or reports to fulfill federal reporting requirements, CoC evaluation and funding application requirements, and city-wide and system-level reports.

Definitions

Terms used in this manual may be new to users. Definitions of some of these terms are as follows:

Agency Administrator: The person responsible for system administration at the agency level. This person is responsible for adding and deleting users, basic troubleshooting, and organizational contact with the Regional LSNDC System Administrator.

Authentication: The process of identifying a user in order to grant access to a system or resource; usually based on a username and password.

Client: Any recipient of services offered by a Provider or Participating Provider.

Collaborative Applicant: The eligible applicant designated by the Continuum of Care (CoC) to collect and submit the CoC Registration, CoC Consolidated Application (which includes the CoC Application and CoC Priority Listing), and apply for CoC planning funds on behalf of the CoC during the CoC Program Competition. The CoC may assign additional responsibilities to the Collaborative Applicant so long as these responsibilities are documented in the CoC’s governance charter.
Continuum of Care (CoC): The regional or local planning body that coordinates housing and services funding for homeless families and individuals, and includes transitional housing, permanent supportive housing for disabled persons, permanent housing, supportive services, and Homeless Management Information Systems (HMIS). is designed to promote community-wide goals to end homelessness; provide funding to quickly rehouse homeless individuals (including unaccompanied youth) and families while minimizing trauma and dislocation to those persons; promote access to, and effective utilization of, mainstream programs; and optimize self-sufficiency among individuals and families experiencing homelessness.

Database: An electronic system for organizing data so it can easily be searched and retrieved; usually organized by fields and records.

Fiscal Agency: The agency chosen by the LSNDC governing board to manage the financial aspects of the corporation, including the general ledger, accounts payable, and accounts receivable. The Agency shall follow fiscal policies established by general accounting principles.

HMIS: Homeless Management Information System. This is a generic term for any system used to manage data about homelessness and housing. The HMIS used in Louisiana is called the LSNDC System.

HUD HMIS Data and Technical Standards (the Standards): The most recent HUD Standards published for Continua of Care to systematically collect and report data for projects funded under Title IV of the McKinney-Vento Homeless Assistance Act. The current Standards were published in the July 30, 2004 Federal Register, Vol. 69, No. 146, pp. 45888 through 45934, with revisions released by HUD in March 2010. These standards fall into three categories: a) data elements required to be collected by HMIS users including “universal” and “program specific” data elements; b) Privacy and Security Standards for data confidentiality; and c) Technical Standards for the creation of HMIS data systems. Whenever the Standards are revised, this definition will reflect the most recently adopted revisions, and a change to the LSNDC Standard Policies and Procedures is not required.

LSNDC: The non-profit 501©3 that operates the LSNDC System.

LSNDC System: The software system as well as the information input, generated or acquired in print or machine readable format.

Participating Provider: Any agency, organization or group who has an LSNDC Agency Agreement with the Regional LSNDC System Administrator and that is allowed access to the LSNDC database.

Provider: ANY organization providing outreach, shelter, housing, employment and/or social services.

Regional LSNDC Lead Agency: Manages the LSNDC for their respective regional Continua of Care
Regional LSNDC System Administrator: The job title of the person at the regional HMIS administrating agency who provides technical support and training to Users. This person has the second highest level of user access in ServicePoint and has full access to all user and administrative functions within the respective region.

Server: A computer on a network that manages resources for use by other computers in the network. For example, a file server stores files that other computers (with appropriate permissions) can access. One file server can “serve” many files to many client computers. A database server stores a data file and performs database queries for client computers.

ServicePoint™: A web-based software package managed by Mediware Information Systems which tracks data about people in housing crisis in order to determine individual needs and provide aggregate data for reporting and planning.

State LSNDC System Administrator: The job title of the person who is responsible for the coordination and administration of the LSNDC System. This person has the highest level of user access in ServicePoint and has full access to all user and administrative functions across the State.

User: An individual who uses a particular software package; in the case of the LSNDC, the ServicePoint software.

User License: An agreement with a software company that allows an individual to use the product. In the case of ServicePoint, user licenses are agreements between the Fiscal Agency and Bowman Systems that govern the distribution of regional licenses for individual connections to the LSNDC. User licenses cannot be shared.
Policy 1.0 Organization and Management of the LSNDC System
Effective Date: October 1, 2017
Last Revision: September 20, 2017
Responsible Party: LSNDC Board

Purpose and Scope
This policy establishes the organizational structure and role of the LSNDC System.

Policy Statement
The LSNDC System is the framework for operating a statewide HMIS in Louisiana. It is comprised of the regional Continua of Care (CoC) who are responsible for overseeing the management of data for measuring the communities’ progress in ending homelessness. The LSNDC establishes the baseline HMIS-related guidelines and operating policies for the CoCs and their respective participants to effect compliance with regulations set by the Department of Housing and Urban Development (HUD).

Procedure
The LSNDC Board sets policies and standardizes documentation to ensure compliance with HMIS-related federal regulations for CoCs, which are executed at the regional level. Oversight of policy and procedural compliance by HMIS Participating Agencies is provided by the regional HMIS lead agencies, who have been appointed by the CoC lead organizations. The LSNDC Board also contracts with one or more organizations to provide state-wide system administration support. The LSNDC aims to set baseline policies and establish procedures within reasonable time frames that allow for CoCs to meet federal rules. Policies set by the LSNDC shall be reviewed annually, at a minimum.

Affiliated Documents/Agreements/Plans
- LSNDC Articles of Incorporation and By-laws
- Louisiana Statewide HMIS Joint Governance Agreement
- LSNDC Standard Policies and Procedures
- LSNDC Agency Participation Agreement
- LSNDC Data Quality Plan
- LSNDC Information Privacy Plan
- LSNDC System Security Plan

Policy 1.1 LSNDC Board of Directors
Effective Date: October 1, 2017
Last Revision: September 20, 2017
Responsible Party: LSNDC Board

Purpose and Scope
This policy establishes requirements for the LSNDC Board of Directors regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement
The LSNDC Board of Directors is the governing body in control of the statewide HMIS system and is responsible for establishing baseline policies and requirements for HMIS participation, fundraising and resource development, and quality assurance. The Board is the final decision making authority of the LSNDC.

Procedure
The Board meets at least bi-monthly with one annual meeting. Membership of the LSNDC Board will be established according to the following guidelines:
- Target membership for the LSNDC Board of Directors will be the total sum of two agents from each Continuum of Care region, wherein the membership count can vary based upon the number of independent CoC regions within the state. The two representatives from
each CoC region shall be comprised of one appointee from the regional CoC Lead Agency and one appointee from the regional HMIS Lead Agency. The names and contact information of LSNDC Board members are listed in Appendix A—Louisiana Services Network Data Consortium (LSNDC) Board Membership.

- Concerted effort will be made by the LSNDC Board to find replacement representatives when participation has been inactive or inconsistent from the organizations involved in the project.

The LSNDC Board Members are responsible for, but not limited to, performing the following duties:

- Determining the guiding principles that should underlie the implementation activities of the LSNDC, Participating Agencies and service programs.
- Establishing the minimal data elements to be collected by all programs participating in the LSNDC and adopting the Data Quality Plan for ensuring participation compliance.
- Defining criteria, standards, and parameters for the release of aggregate data.
- Establishing the minimal data elements to be collected by all programs participating in the LSNDC and adopting the Data Quality Plan for ensuring participation compliance.
- Establish LSNDC participation fees for regional HMIS lead organizations;
- Selecting state administrators of the HMIS System.
- Selecting and contracting with an HMIS software vendor.

Affiliated Documents/Agreements/Plans

LSNDC Articles of Incorporation and By-laws
Louisiana Statewide HMIS Joint Governance Agreement
LSNDC Standard Policies and Procedures

Policy 1.2 Fiscal Management
Effective Date: October 1, 2017
Last Revision: September 20, 2017
Responsible Party: LSNDC Board

Purpose and Scope
This policy establishes requirements for the LSNDC Board regarding financial management of the corporation.

Policy Statement
In relation to fiscal management, the Board is the final decision making authority of the LSNDC. All financial activities will be documented through General Accounting Principles and comply with financial regulatory requirements as applicable.

Procedure
The LSNDC Board shall adopt a budget; continuously monitor the operation of that budget and recommend appropriate changes therein during the fiscal year; supervise the financial operations of the corporation; and examine the report of the independent public accountants auditing the Corporation’s accounts or the accounts.

The LSNDC Board has the authority to contract with a fiscal agency to perform the day to day financial activities of the corporation. The Fiscal Agency will be required to follow the equivalent financial guidelines as the corporation and must be audited annually by an independent public accountant.

The Fiscal Agent shall provide and ensure compliance of all financial policy and procedures and has the following responsibilities:

- Have custody of the funds of the Corporation.
- Shall see to the deposit of all monies and securities to the credit of the Corporation in such depositories as may be designated by the Board of Directors and shall keep full and accurate accounts thereof and of all other financial matters of the Corporation.
Shall render a full report of transactions conducted to the Treasurer whenever required by the Board of Directors. The books and accounts of the Treasurer shall at all times be open to the Board of Directors and to such persons as such Board may designate to inspect the same.

Affiliated Documents/Agreements/Plans

LSNDC Contract with Fiscal Agent
LSNDC Standard Policies and Procedures

**Policy 1.3 LSNDC State System Administrator Lead Organization**

**Effective Date:** October 1, 2017  
**Last Revision:** September 20, 2017  
**Responsible Party:** LSNDC Board

**Purpose and Scope**
This policy establishes requirements for the HMIS Lead Organization regarding administration and management of the State LSNDC State System Administrator.

**Policy Statement**
The LSNDC Board will contract with one or more organizations to provide LSNDC State System Administrator services (SSA). The organization(s) will be responsible for providing management and supervision of the SSA and adhering to the terms of the contract executed by LSNDC.

**Procedure**
The LSNDC Board, or its appointed committee, will identify a lead organization that is positioned to furnish release time for a Regional LSNDC System Administrator to perform the duties of the LSNDC State System Administrator for up to a maximum of 250 hours per fiscal year. The LSNDC shall reimburse the Lead Organization for expenses incurred by the release time of the LSNDC SSA, as identified in the terms of the contract between the LSNDC Board and the Lead Organization. The Lead Organization will be responsible for ensuring the LSNDC SSA performs the duties assigned to the position and documents services in accordance with the contract. The Lead Organization must also agree to terms of non-discrimination practices stated in the contract.

**Affiliated Documents/Agreements/Plans**

LSNDC Contract with Statewide System Administrator Organization
LSNDC Standard Policies and Procedures

**Policy 1.4 State LSNDC System Administrator**

**Effective Date:** October 1, 2017  
**Last Revision:** September 20, 2017  
**Responsible Party:** LSNDC Board

**Purpose and Scope**
This policy establishes requirements for the LSNDC State System Administrator(s) regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

**Policy Statement**
The State Administrator(s) will be responsible for providing management and supervision of the LSNDC HMIS Statewide System and has full access to all user and administrative functions across the State. Statewide System Administrator services are necessary for executing practices and policies set by the Board and providing direct support to Regional LSNDC System Administrators. In the absence of the State LSNDC System Administrator(s), the LSNDC Board President and/or the Executive Committee will designate a back-up staff person, until a new State Administrator is determined.
Procedure
The State LSNDNC System Administrator(s) is responsible for providing the following services:

- Managing the day-to-day operations of the LSNDNC System.
- Responding to all system-wide questions and issues.
- Providing quality assurance reports to the LSNDNC Board.
- Manage system availability as informed by HMIS software vendor.
- Building Agency Assessments upon written request from Regional LSNDNC System Administrators.
- Issuing Regional User Licenses to Regional LSNDNC System Administrator.
- Ensuring that the LSNDNC System, as a whole, is adhering to relevant HUD HMIS Data and Technical Standards.
- Providing support to Regional LSNDNC System Administrators upon request.
- Managing version controls.
- Reporting regional data quality issues to Regional LSNDNC System Administrator to ensure timely correction and support.
- Managing password recovery to Regional LSNDNC System Administrators.
- Performing other duties assigned by the LSNDNC Board of Directors.

Affiliated Documents/Agreements/Plans
LSNDNC Contract with Statewide System Administrator Organization
Louisiana Statewide HMIS Joint Governance Agreement
LSNDNC Standard Policies and Procedures
LSNDNC Agency Participation Agreement
LSNDNC Data Quality Plan
LSNDNC Information Privacy Plan
LSNDNC System Security Plan

Policy 1.5 Regional HMIS Lead Agency
Effective Date: October 1, 2017
Last Revision: September 20, 2017
Responsible Party: Regional CoC

Purpose and Scope
This policy establishes requirements for the Regional HMIS Lead Agency regarding administration and management of the LSNDNC System at the CoC level.

Policy Statement
The local Continuum of Care, led by the CoC’s Collaborative Applicant, shall designate an agency to operate the LSNDNC System locally. It is the role of the Regional HMIS Lead Agency to manage the HMIS at the regional level, under the oversight of the CoC Lead Organization established by the Collaborative Applicant, and be compliant HMIS operations and requirements specified in the HUD CoC Program interim rule, per Section 578.57.

Procedure
The Regional HMIS Lead Agency is responsible for, but not limited to, the following duties:

- Comply with the terms of the Louisiana Statewide HMIS Joint Governance Agreement.
- Act as the fiduciary for the operation of LSNDNC System locally.
- House the Regional System Administration and provide oversight of day-to-day operations.
- Manage the HMIS process locally, under the oversight of the CoC, and ensure local compliance with the LSNDNC Data Quality Plan, LSNDNC System Security Plan, and the LSNDNC Information Privacy Plan.
• Enter into a contractual agreement, the LSNDC Agency Partner Agreement, with organizations participating in HMIS within the CoC.
• Convene/coordinate End User Meetings and local group trainings.
• Provide data and collaborate with CoC and other community partners on homeless initiatives.
• Certify compliance and implementation of HUD HMIS Data Standards locally.
• Ensure the HMIS Participating Agencies receive timely and adequate technical support to optimize use of the system.
• Provide ongoing support to the Participating Agencies through training on the system and ongoing telephone Help Desk functions. Support will be established regionally at the Continuum of Care level. The Regional LSNDC System Administrator will acknowledge the receipt of inquiries in a timely manner.
• Provide access to documentation and manuals regarding the use of the LSNDC System.

Affiliated Documents/Agreements/Plans
- LSNDC Agency Participation Agreement
- HMIS Governance Charter
- LSNDC Standard Policies and Procedures
- LSNDC Data Quality Plan
- LSNDC Information Privacy Plan
- LSNDC System Security Plan

Policy 1.6 Regional LSNDC System Administrator
Effective Date: October 1, 2017
Last Revision: September 20, 2017
Responsible Party: Regional Lead Agency Operating LSNDC Locally

Purpose and Scope
This policy establishes requirements for the Regional LSNDC System Administrator regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement
Each Continuum of Care must identify a Lead Agency to administer the LSNDC System within the designated jurisdiction, and the Regional Lead Agency must designate a staff member as the Regional LSNDC System Administrator to guide the system. The local administrator shall have regional administrative access. All Regional LSNDC System Administrators have full access to all agency records within their CoC and may have access to other Continua within the LSNDC system, where appropriate.

Procedure
The Regional LSNDC System Administrator is responsible for, but not limited to, performing the following duties:
• Managing the day-to-day operations of the LSNDC System at the regional level.
• Signing and understanding the LSNDC End User Agreement.
• Supporting Participating Agencies, and its end users, in the use of LSNDC System, address all questions and issues in a timely fashion.
• Communicating all pertinent statewide and regional LSNDC information to the LSNDC system end users within the service region.
• Providing training for staff of Participating Agencies on LSNDC System standards, policies, and practices.
• Ensuring the LSNDC End User Agreement is issued, read, and signed prior to the issuance of LSNDC system software licenses.
• Issuing LSNDC system software licenses.
• Manage notification of upgrades and updates to end users.
• Monitor data quality, and ensure the Participating Agencies are adhering to the minimum standards set in the LSNDC Data Quality Plan.
• Manage password recovery for LSNDC end users
• Prepare formal reports for the local Continuum of Care, where needed.
• Mine database to respond to authorized requests of information, where feasible.
• Ensure participating providers are adhering to relevant HUD HMIS Data and Technical Standards.
• Perform onsite monitoring for Participating Agency to verify LSNDC standards and practices are being followed. Visits should be conducted annually at a minimum.
• Train all users on HUD updates and changes to HMIS Data Standards
• Advise and provide technical assistance for initiatives that use the LSNDC system for managing human service data, including Coordinated Entry
• Participate in LSNDC Technical Committee conference calls to share and benefit from lessons learned across state.
• Attend LSNDC Regional System Administrator trainings, whenever feasible.
• Participate in LSNDC System Administrator trainings, whenever feasible.
• Report database problems/successes to State LSNDC System Administrator.
• Work with State System Administrator on statewide reporting requests.

Affiliated Documents/Agreements/Plans

LSNDC Contract with Statewide System Administrator Organization
Louisiana Statewide HMIS Joint Governance Agreement
LSNDC Standard Policies and Procedures
LSNDC Agency Participation Agreement
LSNDC Data Quality Plan
LSNDC Information Privacy Plan
LSNDC System Security Plan
LSNDC End User Agreement

Policy 1.7 Participating Agency
Effective Date: October 1, 2017
Last Revision: September 20, 2017
Responsible Party: LSNDC Regional System Administrator

Purpose and Scope
This policy establishes requirements for the Participating Agency regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement
Each Regional Continuum of Care shall identify and solicit the participation of human service providers who contribute to the CoC’s ability to measure system performance and progress towards ending homelessness. Each Participating Agency will be accountable for adherence to the minimum data collection and technical standards set by the LSNDC System and the Regional Continuum of Care, where applicable, as detailed in the Standard Operating Policies, LSNDC Data Quality Plan, LSNDC Information Privacy Plan, and LSNDC System Security Plan.

Procedure
Participating Agencies are to include, but are not limited to, providers of emergency shelters services, transitional housing programs, homeless outreach services, permanent housing providers, homeless prevention programs, and coordinated entry. In addition, each region may identify other service providers that could benefit from inclusion in the LSNDC system.

Before an agency can join the LSNDC System, a Participating Agency Agreement with the Regional Continuum of Care must be signed and all policies and accompanying documentation
must be adopted. The Participating Agency Agreement outlines responsibilities and duties of the LSNDC and Participating Agency, including requirements for all aspects of system access and use, terms and duration of access, and an agreement to abide by all provisions contained therein. The signed Agreement must be kept on file by the Regional LSNDC System Administrator agency. Only authorized Participating Agencies will be granted licenses to gain access to the LSNDC System. The Participating Agency will be responsible for oversight of its own related confidentiality requirements and bears primary responsibility for ensuring that internal and external data-sharing practices align with the minimum requirements established by the LSNDC Information Privacy Plan, or Regional CoC where applicable. Participating Agencies are responsible for maintenance of their computer hardware and internet connectivity.

Affiliated Documents/Agreements/Plans
- LSNDC Contract with Statewide System Administrator Organization
- Louisiana Statewide HMIS Joint Governance Agreement
- LSNDC Standard Policies and Procedures
- LSNDC Agency Participation Agreement
- LSNDC Data Quality Plan
- LSNDC Information Privacy Plan
- LSNDC System Security Plan
- LSNDC End User Agreement
- LSNDC Release of Information

Policy 1.8 Agency Administrator
Effective Date: October 1, 2017
Last Revision: September 20, 2017
Responsible Party: LSNDC Regional System Administrator

Purpose and Scope
This policy establishes requirements for the Agency Administrator regarding communication, access and usage of the LSNDC System within the Agency Administrator’s Participating Agency.

Policy Statement
Each Participating Agency may identify a staff member to be the LSNDC Agency Administrator. The LSNDC Agency Administrator is the single point of contact for communication purposes and is responsible for ensuring the Participating Agency is adhering to the LSNDC System standards, policies, and practices, as they pertain to the scope of responsibilities of the Participating Agency.

Procedure
The Regional LSNDC System Administrator may delegate some system administration oversight responsibilities to an LSNDC system end user for a Participating Agency. The Executive Director must submit in writing the name and contact information of the LSNDC Agency Administrator to the Regional LSNDC System Administrator. The Executive Director must notify the Regional LSNDC System Administrator of changes in personnel in writing within one business day. If it is determined that the appointed LSNDC Agency Administrator does not have the capacity to fulfill the obligations of this role, alternative arrangements must be made with the Regional LSNDC System Administrator to ensure the Participating Agency is compliant with the LSNDC System standards, policies, and practices.

Minimal guidelines for an Agency Administrator (AA) are as follows:
- Must have email, internet access, and a LSNDC User License.
- May manage agency user authentication, with the responsibility of adding and removing licensed users for their agency, at the discretion of the Regional CoC.
- LSNDC System access must be revoked immediately upon termination from agency, placement on disciplinary probation, or upon any change in duties not necessitating
access to LSNDC System information. All changes must be relayed in writing to the Regional LSNDC System Administrator within 24 hours.

- Must be technically proficient with a web-based MIS since he/she will be responsible for maintaining the Participating Provider’s LSNDC System site
- Has access to all client data, user data and agency administration information for the Participating Provider; thus, the AA is responsible for the quality and accuracy of these data.
- Ensures the stability of the agency connection to the Internet and ServicePoint, either directly or in communication with other technical professionals
- Provides support for the generation of agency reports
- Monitors and enforces compliance with HUD HMIS Data and Technical Standards of client confidentiality and ethical data collection, entry, and retrieval at the agency level.
- Notifies the Regional LSNDC System Administrator with questions or problems that appear to be related to errors in the LSNDC System

**Affiliated Documents/Agreements/Plans**

- LSNDC Standard Policies and Procedures
- LSNDC Agency Participation Agreement
- LSNDC Data Quality Plan
- LSNDC Information Privacy Plan
- LSNDC System Security Plan
- LSNDC End User Agreement
- LSNDC Release of Information

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**Policy 1.9 LSNDC User**

**Effective Date:** October 1, 2017  
**Last Revision:** September 20, 2017  
**Responsible Party:** LSNDC Regional System Administrator

**Purpose and Scope**

This policy establishes requirements for the LSNDC User regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

**Policy Statement**

Only authorized persons have access to the LSNDC System. Access authorization is established through the assigned role of the LSNDC User and the issuance of a HMIS software license.

**Procedure**

All LSNDC Users will have access to LSNDC data that is appropriate to the duties of their position, wherein client and service information can be recorded and accessed on a “need to know” basis. Multiple access levels are available allowing for more or less restrictive access to client data. Each Agency Administrator and/or Executive Director, with the guidance of the LSNDC Regional System Administrator, where appropriate, shall select an appropriate level of access for each LSNDC User license issued. Each User will complete a training course and sign the LSNDC User Agreement prior to gaining access to the LSNDC System. The LSNDC User Agreement outlines responsibilities and duties of the LSNDC and User, including requirements for all aspects of system access and use, terms and duration of access, and an agreement to abide by all provisions contained therein.

The User is responsible for, but not limited to, the following:

- Adhering to the relevant LSNDC Standard Policies and Procedures as outlined in this document.
- Adhering to all LSNDC policies as detailed in the LSNDC User Agreement.
- Securing his/her log-in information so that it will not be shared with another including administrators or other staff, in accordance with the LSNDC System Security Plan.
Disclosing LSNDC participation and data usage to all clients prior to collection and entry, in accordance with the LSNDC Information Privacy Plan and the LSNDC ROI.

- Entering and updating client data in accordance with the LSNDC Data Quality Plan.
- Notifies the Regional LSNDC System Administrator with questions or problems that appear to be related to errors in the LSNDC System, if an Agency Administrator has not been established by the Participating Agency.

Affiliated Documents/Agreements/Plans
- LSNDC Policies
- LSNDC Agency Participation Agreement
- LSNDC Data Quality Plan
- LSNDC Information Privacy Plan
- LSNDC System Security Plan
- LSNDC End User Agreement
- LSNDC Release of Information

**Policy 1.10 HMIS Software Vendor**

| Effective Date: October 1, 2017 |
| Last Revision: September 20, 2017 |
| Responsible Party: LSNDC Board |

**Purpose and Scope**
This policy establishes requirements and responsibilities of the HMIS software vendor to design, support, secure, and maintain the LSNDC system.

**Policy Statement**
The HMIS software vendor is the company responsible for the HMIS software and securing the servers that house the HMIS database. The LSNDC contracts with an HMIS software vendor to meet the needs of the system participants and ensure compliance with HUD HMIS Data and Technical Standards.

**Procedure**
The HMIS software vendor, ServicePoint™, holds the contract for the HMIS with the LSNDC and invoices the LSNDC and regional HMIS lead organization separately. The contract is renewed no less than annually. The LSNDC system uses is a server based system and all application level data backups are the vendor’s responsibility. HMIS Software Vendor will provide a highly available HMIS and will inform users in advance of any planned interruption in service. HMIS Software Vendor ensures availability of customer data in the event of a system failure. The HMIS vendor also ensures that the data is protected from unauthorized intrusions.

Affiliated Documents/Agreements/Plans
- LSNDC Contract with HMIS Software Vendor
- LSNDC System Security Plan
Appendix A

Louisiana Services Network Data Consortium (LSNDC)

Board Membership List
(Effective 9/20/2017)
Louisiana Services Network Data Consortium (LSNDC)
Board of Directors Membership List

Effective Date: September 20, 2017

**REGION BOS – Balance of State CoC**
Parishes: Allen, Ascension, Beauregard, Calcasieu, Cameron, East Baton Rouge, East Feliciana, Iberville, Jefferson Davis, Natchitoches, Plaquemines, Pointe Coupee, Sabine, St. Bernard, West Baton Rouge, West Feliciana

**CoC**
Gordon Levine, Housing Finance Manager
Louisiana Housing Corporation
2415 Quail Drive
Baton Rouge, LA 70808
Phone: (225) 763-8700

**HMIS**
Eric Gammons, BoS System Administrator
Capital Area Alliance for the Homeless
153 N. 17th Street
Baton Rouge, LA 70802
Phone: (337) 255-5448

**REGION I AND X - New Orleans/Jefferson Parish CoC**
Parishes: Orleans and Jefferson

**CoC**
Robbie Keen, Director of Research
UNITY of Greater New Orleans
2475 Canal Street, Suite 300
New Orleans, LA 70119
Phone: (504) 821-4496x115

**HMIS**
Mr. Clifton Harris, HMIS Director
VIA LINK
2820 Napoleon Avenue
New Orleans, LA 70115
Phone: (504) 897-4877

**REGION III - Houma-Terrebonne CoC**
Parishes: Assumption, Lafourche, St. Charles, St. James, St. John the Baptist, Terrebonne

**CoC**
Tara Nolan, Case Manager
Gulf Coast Social Services
320 Progressive Boulevard
Houma, LA 70360
Phone: (985) 851-4488

**HMIS**
Brooke Guidry, Operations Director
Start Corporation
420 Magnolia Street
Houma, LA 70360
Phone: (985) 879-3966

**REGION IV - Lafayette/Acadiana CoC**
Parishes: Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, St. Mary, Vermillion

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Data Quality Plan
Louisiana Services Network Data Consortium
Version 3.0

Effective Date:
October 1, 2017

Developed by:
LSNDC Policy Committee

Adopted by:
LSNDC Board of Directors
On May 4, 2018
Introduction

This document serves as the Homeless Management Information System (HMIS) Data Quality Plan for the Continua of Care (CoCs) served by the Louisiana Services Network Data Consortium (LSNDC) and shall be used in concert with the policies listed in the LSNDC Policies and Standard Operating Procedures. The plan is prepared and maintained by the LSNDC Board of Directors and shared with the CoCs of Louisiana to adopt and implement. The plan standardizes the baseline requirements for ensuring accuracy, timeliness, and completeness of information maintained within the LSNDC HMIS database. The protocols identified within the plan are in accordance with the requirements set by the United States Department of Housing and Urban Development (HUD) and detailed in the 2017 HUD Data and Technical Standards, specifically the HMIS Data Standards and the Program Specific HMIS Manuals for the various federal partners identified in Opening Doors: Federal Strategic Plan to Prevent and End Homelessness. It is not the intention of the plan to preclude or supersede additional requirements identified by the CoC or contributing HMIS organization. The plan shall be reviewed and revised no less than once a year, with consideration given to the scheduled releases of HMIS Data Standard updates published by HUD.

As CoCs shift towards more data-informed approaches to ending homelessness, the value and necessity for strong HMIS data quality increases. Data quality that is timely, complete, and accurate provides CoCs with statistically valid and reliable data about the communities they serve. CoCs must have clear and concise information to evaluate progress towards meeting local, state, and federal benchmarks, as well as effectively serving clients within their jurisdictions and coordinating their paths to stable, permanent housing.

The purpose of the LSNDC Data Quality Plan is to ensure each CoC within the state of Louisiana has defined baseline expectations for both the community and end users to capture reliable and valid data about persons accessing the homeless assistance system. Additionally, compliance with the LSNDC Data Quality Plan validates with the CoC’s compliance with the HMIS data standards set by HUD and their relevant federal partners.

Glossary of Terms:

<table>
<thead>
<tr>
<th>APR</th>
<th>Annual Performance Report</th>
<th>PATH</th>
<th>Projects for Assistance in Transition from Homelessness</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC</td>
<td>Continuum of Care</td>
<td>PDDE</td>
<td>Program Descriptor Data Elements</td>
</tr>
<tr>
<td>ESG</td>
<td>Emergency Solutions Grants</td>
<td>PSDE</td>
<td>Program Specific Data Element</td>
</tr>
<tr>
<td>HMIS</td>
<td>Homeless Management Information System</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HOPWA</td>
<td>Housing Opportunities for Persons with AIDS</td>
<td>RHY</td>
<td>Runaway Homeless Youth</td>
</tr>
<tr>
<td>HUD</td>
<td>Dept of Housing and Urban Development</td>
<td>SSVF</td>
<td>Supportive Services for Veteran Families</td>
</tr>
<tr>
<td>LSNDC</td>
<td>Louisiana Services Network Data Consortium</td>
<td>UDE</td>
<td>Universal Data Element</td>
</tr>
</tbody>
</table>

Referenced Materials:
The plan includes hyperlinks to manuals and ancillary documents published by HUD and relevant federal partners.

- [2017 HMIS Data Standards Manual](#), U.S. Department of Housing and Urban Development
- [CoC Program HMIS Manual](#), U.S. Department of Housing and Urban Development
- [ESG Program HMIS Manual](#), U.S. Department of Housing and Urban Development
- [HMIS Data Standards Dictionary](#), U.S. Department of Housing and Urban Development
- [HMIS Standard Reporting Terminology Glossary](#), U.S. Department of Housing and Urban Development
Data Quality 1.0: Data Quality Plan Definition
Effective Date: October 01, 2017
Last Revision: October 01, 2016
A data quality plan is the document that facilitates the ability of Louisiana Services Network Data Consortium (LSNDC) to achieve statistically valid, reliable data. LSNDC Data Quality Plan follows the requirements of the current Federal HMIS Data Standards Manual and the Project Descriptor and Program Specific HMIS Manuals. This plan is subject to change to accommodate new standards released by HUD.

The plan:
- Identifies the responsibilities of all parties within LSNDC that affect data quality
- Establishes specific data quality benchmarks for timeliness, completeness, and accuracy
- Describes the procedures that the LSNDC will take to implement the plan and monitor progress to meet data quality benchmarks.

Data Quality 1.1: Timeliness Requirements
Effective Date: October 01, 2017
Last Revision: October 01, 2016
All data shall be entered into the HMIS in a timely manner to ensure access to data when it is needed for reporting purposes. To that end, the following timeliness benchmark is set forth:

**General Standard:**
All HMIS participating projects will ensure entry/exits, services, and Universal Data Elements are at minimum completed within 5 business days of project entry/exit.

**Exceptions:**
1. *Emergency Shelters:* All HMIS Participating Emergency Shelter projects will ensure entry/exits, services, and Universal Data Elements are completed within 2 business days of initial contact.
2. *Outreach Projects:* All HMIS Participating Outreach projects will ensure entry of limited basic demographics as provided by client and services within 5 business days of initial contact.
3. *Legacy Data:* There will be a grace period determined on a case by case basis for how quickly the data should be entered into the HMIS. Legacy Data is information stored in an old or obsolete format or computer system that is, therefore, difficult to access or process and requires more time for a project to enter data.

Data Quality 1.2: Completeness Overview
Effective Date: October 01, 2017
Last Revision: October 01, 2016
Complete HMIS data is necessary to fully understand the demographic characteristics and service use of persons in the system. Complete data facilitates confident reporting and analysis on the nature and extent of homelessness, including ability for CoCs to address HUD System Performance Measures, including:
- Unduplicated counts of clients served at the regional level;
- Patterns of use of participants entering and exiting the homeless assistance system;
- Evaluation of the effectiveness of CoC homeless systems locally and statewide; and
- Effectively producing data to reach benchmarks to end homelessness.
Data Quality 1.2.1: Completeness Requirements for Project Descriptor Data Elements (PDDE)
Effective Date: October 01, 2017
Last Revision: May 04, 2018

Project Descriptors include information about projects that are required for reporting purposes and enhance the HMIS as a tool for supporting information and referral services.

General Standard:
All Project Descriptor Data Elements are required as part of basic administrative setup of projects utilizing the LSNDC, no null/missing Project Descriptor Data Elements are allowed. The PDDE’s should be entered no later than 5 days from the time the Provider is created in the LSNDC. They should also be reviewed annually and any changes should be recorded. For a listing of the Project Descriptor Data Elements please see the HMIS Project Descriptor Data Elements Manual for detailed listing and explanation of each element.

2.1 Organization Identifiers
2.2 Project Identifiers
2.3 Continuum of Care Code
2.4 Project Type
2.5 Method for Tracking Emergency Shelter Utilization
2.6 Federal Partner Funding Sources
2.7 Bed and Unit Inventory Information
2.8 Additional Project Information

Data Quality 1.2.2: Completeness Requirements for All Clients Served
Effective Date: October 01, 2017
Last Revision: May 04, 2018

It is the expectation that all clients receiving homeless assistance will have their service delivery documented in the HMIS.

General Standard:
All projects using the HMIS shall enter data on all clients in accordance with the newest relevant HMIS Data and Technical Standards of the 2017 HMIS Data Standards Manual, HMIS Data Standards Data Dictionary, and Program Specific HMIS Manuals. Anonymous entry is discouraged and should only be allowed when absolutely necessary.

Exceptions:
1. Non-Federally funded projects are required to have a minimum of 80% of each Universal Data Element on all clients.
2. Homeless Service Providers whose primary target population is victims of domestic violence are currently collecting data and providing non-identifiable data to the local CoC are statutorily disallowed from entering client data into the HMIS.
3. If a client refuses to have information input into the HMIS, the Homeless Service Provider is responsible to choose “Client refused” for those data elements being refused. The Homeless Service Provider is not held responsible for client refusal, although some reporting tools may consider “client refused” as a null value. For additional information please refer to the LSNDC Policies and Privacy Plan. Plan.
4. When agencies host special events (e.g. Christmas Baskets, Christmas Tree Programs, Easter Baskets, etc.) they are not required to record information on all clients who participate in the event.
Universal Data Elements are necessary to produce an unduplicated count of clients served, to provide accurate counts for various reporting requirements, including HUD CoC APR, the Annual Homeless Assessment Report (AHAR), ESG Consolidated Annual Performance and Evaluation Report (CAPER), SSVF Export, RHY Export, System Performance Measure reports, and other reporting requirements.

**General Standard:**
The acceptable percentage of Universal Data Elements without responses (i.e. null data) or with responses of ‘Client doesn’t know’, ‘Client refused’ or “Data not collected” for all clients served in CoC, ESG, and HOPWA projects is 5 percent or less. Whenever a response is not listed for a required UDE, it will be treated as missing (or null) data. Documenting the reasons for not recording responses are important and missing data should be avoided.

Uses of non-reportable responses for UDEs -
- **Response of Client doesn’t know (HUD):** This response should be recorded whenever a client is asked a question, but he or she is unable to recall this information. For example, a client is asked about the number of times he has homeless on the streets, in ES, or SH in the past three years, but the client cannot quantify this number.
- **Response of Client refused (HUD):** This response should be recorded whenever a client is asked a question, but he or she chooses to not disclose this information. For example, a client is asked about the number of times he has homeless on the streets, in ES, or SH in the past three years, but the client states he will not answer this question.
- **Response of Data not collected (HUD):** this response should be recorded whenever a staff person does not ask the question or does not keep a record of the response. For example, a case manager is completing an intake with a future client, and she does not ask the client the number of times he has homeless on the streets, in ES, or SH in the past three years.

**Exceptions:**
1. **Outreach Programs:** Capture and record initial contact and any other contacts along with UDEs they are able to obtain.

Please refer to the [HMIS Data Standards Manual](#) for more detailed information on the following UDEs; see Exhibit 1 of the plan for more specific detailed information about when and for whom this information should be recorded.

3.1 Name
3.2 Social Security Number
3.3 Date of Birth
3.4 Race
3.5 Ethnicity
3.6 Gender
3.7 Veteran Status
3.8 Disabling Condition
3.10 Project Start Data
3.11 Project Exit Data
3.12 Destination
3.13 and 3.14 remove by HUD Data Stds 2017
3.15 Relationship to Head of Household
3.16 Client Location
3.20 Housing Move-in Date
3.917 Living Situation moved to this order in the list

Data Quality 1.2.4: Completeness Requirements of Program Specific Data Elements (PSDE)
Effective Date: October 01, 2017
Last Revision: May 04, 2018

Program Specific Data Elements are necessary to produce the HUD CoC, ESG, PATH, RHY and SSVF Federal Reports. These elements also ensure LSNDC has sufficient client data to conduct analysis on the extent and characteristics of the population(s) served.

General Standard:
The acceptable percentage of Program Specific Data Elements with “null/missing”, “Client doesn’t know” and “Client refused” is less than 5 percent for all clients served by a CoC, ESG, HOPWA, SSVF, and RHY programs and any other federally funded HMIS project. Please refer to the HMIS Data Standards Manual, Program Specific Manuals for each project type and the HMIS Standard Reporting Terminology Glossary for more detailed information.

The following PSDEs are required by more than one Federal partnering agency; see Exhibit 3 for specific requirements by each Federal partner.

4.1 Removed by HUD Data Stds 2017
4.2 Income and Sources
4.3 Non-Cash Benefits
4.4 Health Insurance
4.5 – 4.10 Disability Elements
4.5 Physical Disability
4.6 Developmental Disability
4.7 Chronic Health Condition
4.8 HIV/AIDS
4.9 Mental Health Problem
4.10 Substance Abuse
4.11 Domestic Violence
4.12 Contact
4.13 Date of Engagement
4.14 Bed-Night Date
4.16 Removed by HUD Data Stds 2017
4.17 Removed by HUD Data Stds 2017
4.18 Housing Assessment Disposition
Data Quality 1.3 Accuracy
Effective Date: October 01, 2017
Last Revision: November 02, 2012
The purpose of accuracy is to ensure that the data in the LSNDC HMIS is the best possible representation as it relates to clients and the programs that serve them.

**General Standard:**
All data entered into the LSNDC HMIS shall be a reflection of information provided by the client, as documented by the intake worker or otherwise updated by the client and documented for reference. Deliberately recording inaccurate information is strictly prohibited.

Data Quality 1.3.1: Consistency in Accuracy
Effective Date: October 01, 2017
Last Revision: November 02, 2012
The purpose is to ensure that data is understood, collected, and entered consistently across all programs in the HMIS. Consistency directly affects the accuracy of data.

**General Standard:**
All data elements in the LSNDC HMIS shall be collected and entered in a common and consistent manner across all programs.

Data Quality 1.4: Monitoring
Effective Date: October 01, 2017
Last Revision: October 01, 2016
The purpose of monitoring is to ensure that agencies are following the data quality standards agreed upon by LSNDC and are meeting expected benchmarks as described by the LSNDC Data Quality Plan.

**General Standard:**
Data Elements will be monitored on at least a quarterly basis by local CoCs and system administrators to quickly identify and resolve issues that affect the timeliness, completeness, and accuracy of the client record. More frequent monitoring is encouraged. Use of ART data quality reports is recommended, but it is at the discretion of the CoC to determine which reports best fit the needs of the project types within the jurisdiction.

Data Quality 1.5 Incentives and Enforcement
Effective Date: October 01, 2017
Last Revision: October 01, 2016
The purpose of using incentives to reinforce the importance of good data quality.

**General Standard:**
CoCs are encouraged to develop an incentive program to entice contributing HMIS organizations to adhere to the data quality plan. Effective incentives for projects/users maintaining good data quality may include, but are not limited to, public acknowledgements at meetings or in newsletters, certificates or recognition, or bonus points for funding awards.
**Exhibit 1: Universal Data Element Collection Summary**

<table>
<thead>
<tr>
<th>Data Element</th>
<th>Collected For</th>
<th>When Collected</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>All</td>
<td>HoH</td>
</tr>
<tr>
<td>3.1 Name</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>3.2 Social Security Number</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>3.3 Date of Birth</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>3.4 Race</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>3.5 Ethnicity</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>3.6 Gender</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>3.7 Veteran Status</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>3.8 Disabling Condition</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>3.10 Project Start Date</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>3.11 Project Exit Date</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>3.12 Destination</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>3.13 Removed by HUD Data Stds 2017</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.14 Removed by HUD Data Stds 2017</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.15 Relationship to Head of Household</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>3.16 Client Location</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>3.20 Housing Move-In Date</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.917 Living Situation</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

**Program Specific Data Element Collection Summaries will be available for each federal partner program in the HMIS Program Manuals**
### Exhibit 2: Federal Partner Grant Programs, Eligible Components/Activities and HMIS Project Types

This table serves as a source reference for:
1. Identification of all HMIS Federal Partner programs and components use of HMIS.
2. Identification of the Program and Program Component/Activity Abbreviations used throughout the Data Manual.
3. Identification of the HMIS Project Type [element 2.4] required association with each Component/Activity.

**U.S. Department of Housing and Urban Development (HUD)**

<table>
<thead>
<tr>
<th>Grant/Program</th>
<th>Component/Activity</th>
<th>HMIS PROJECT TYPE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continuum of Care for the Homeless (CoC)</td>
<td>Homelessness Prevention (HP)</td>
<td>Homelessness Prevention</td>
</tr>
<tr>
<td></td>
<td>Permanent Supportive Housing (PSH)</td>
<td>PH: - Permanent Supportive Housing (disability required for entry)</td>
</tr>
<tr>
<td></td>
<td>[Includes CoC - Shelter Plus Care (S+C) and Supportive Housing Program(SHP) – permanent housing with active funding and/or use requirements]</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Rapid Re-Housing (RRH)</td>
<td>PH - Rapid Re-Housing</td>
</tr>
<tr>
<td></td>
<td>Supportive Services Only (SSO)</td>
<td>Services Only (unless Street outreach is funded then Street Outreach)</td>
</tr>
<tr>
<td></td>
<td>Transitional Housing (TH)</td>
<td>Transitional Housing</td>
</tr>
<tr>
<td></td>
<td>[Includes CoC SHP – transitional housing with active funding and/or use requirements]</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Safe Haven (SH)</td>
<td>Safe Haven</td>
</tr>
<tr>
<td></td>
<td>SRO [20 year use requirement]</td>
<td>PH- Permanent Supportive Housing or PH - Housing Only (depending on whether services are provided).</td>
</tr>
<tr>
<td>Emergency Solutions Grants (ESG)</td>
<td>Emergency Shelter (ES) – Entry/Exit (ES-e/e) OR Night-by-Night (ES-nbn) [Includes ESG – Transitional Shelter (Housing)]</td>
<td>Emergency Shelter (Transitional Shelter = Transitional Housing program type, reported under Emergency Shelter)</td>
</tr>
<tr>
<td></td>
<td>Homelessness Prevention (HP)</td>
<td>Homelessness Prevention</td>
</tr>
<tr>
<td></td>
<td>Rapid Re-Housing (RRH)</td>
<td>PH - Rapid Re-Housing</td>
</tr>
<tr>
<td></td>
<td>Street Outreach (SO)</td>
<td>Street Outreach</td>
</tr>
<tr>
<td>Housing Opportunities for Persons with AIDS (HOPWA)</td>
<td>Hotel/Motel (H/M)</td>
<td>Emergency Shelter</td>
</tr>
<tr>
<td></td>
<td>Housing Information (HI)</td>
<td>Services Only</td>
</tr>
<tr>
<td></td>
<td>Permanent Housing (PH)</td>
<td>PH - Permanent Supportive Housing</td>
</tr>
<tr>
<td></td>
<td>Permanent Housing Placement (PHP)</td>
<td>Services Only</td>
</tr>
<tr>
<td></td>
<td>Short Term Housing (STH)</td>
<td>Emergency Shelter</td>
</tr>
<tr>
<td></td>
<td>Short Term Rent, Mortgage Utility Assistance (STRMU)</td>
<td>Homelessness Prevention</td>
</tr>
<tr>
<td></td>
<td>Transitional Housing (TH)</td>
<td>Transitional Housing</td>
</tr>
<tr>
<td>HUD/VASH (H/V)</td>
<td>Permanent Supportive Housing (PSH)</td>
<td>PH - Permanent Supportive Housing</td>
</tr>
<tr>
<td>Rural Housing Stability</td>
<td>Rural Assistance (RA)</td>
<td>Undetermined at time of Data Standards Release</td>
</tr>
<tr>
<td>Grant/Program</td>
<td>Component/Activity</td>
<td>HMIS PROJECT TYPE</td>
</tr>
<tr>
<td>--------------</td>
<td>--------------------</td>
<td>------------------</td>
</tr>
<tr>
<td>Runaway and Homeless Youth (RHY)</td>
<td>Basic Center Program (BCP) Emergency Shelter (BCP-es) OR Prevention (BCP-p) Maternal Group Home (MGH) Street Outreach Program (SOP) Transitional Living Program (TLP) Demonstration Programs (D)</td>
<td>es = Emergency Shelter p=Homelessness Prevention Transitional Housing Street Outreach Transitional Housing Undetermined at time of Data Standards Release</td>
</tr>
<tr>
<td>Projects for Assistance in Transition from Homelessness (PATH)</td>
<td>Street Outreach (SO) Supportive Services (SSO)</td>
<td>Street Outreach Services Only</td>
</tr>
<tr>
<td>Health Care for Homeless Veterans (HCHV)</td>
<td>Community Contract Emergency Housing (HCHV/EH)* Community Contract Residential Treatment Program (HCHV/RT)* Domiciliary Care (HCHV/DOM)* VA Community Contract Safe Haven Program (HCHV/SH)*</td>
<td>Emergency Shelter Emergency Shelter Emergency Shelter Safe Haven</td>
</tr>
<tr>
<td>VA Funded Transitional Housing</td>
<td>Grant and Per Diem Program (GPD)* Compensated Work Therapy Transitional Residence (CWT/TR)*</td>
<td>Transitional Housing Transitional Housing</td>
</tr>
<tr>
<td>Supportive Services for Veteran Families (SSVF)</td>
<td>Supportive Services for Veteran Families Homelessness Prevention (HP) Supportive Services for Veteran Families Rapid Re-Housing (PH)</td>
<td>Homelessness Prevention PH - Rapid Re-Housing</td>
</tr>
</tbody>
</table>

*Participation in HMIS is not required as part of a funding requirement except for SSVF. The federal partners recognize that communities record Project Descriptor Data Elements and Universal Data Elements in order to facilitate completion of the HIC and PIT.
### A. CoC HMIS Program Specific Data Element Table

All CoC Program funded projects are required to collect all of the Universal Data Elements and a select number of Program-Specific Data Elements, which are shown below for each program component:

<table>
<thead>
<tr>
<th>#</th>
<th>Element</th>
<th>Homeless Prevention</th>
<th>PSH</th>
<th>Rapid Rehousing</th>
<th>SSO</th>
<th>Transitional Housing</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.2</td>
<td>Income and Sources</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.3</td>
<td>Non-Cash Benefits</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.4</td>
<td>Health Insurance</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>4.5</td>
<td>Physical Disability</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.6</td>
<td>Developmental Disability</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.7</td>
<td>Chronic Health Condition</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.8</td>
<td>HIV/AIDS</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>4.9</td>
<td>Mental Health Problem</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>4.10</td>
<td>Substance Abuse</td>
<td>X</td>
<td>X</td>
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<td>X</td>
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<tr>
<td>4.11</td>
<td>Domestic Violence</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>4.12</td>
<td>Contact</td>
<td></td>
<td></td>
<td>+</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.13</td>
<td>Date of Engagement</td>
<td></td>
<td></td>
<td>+</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.17</td>
<td>Residential Move-in Date</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>4.18</td>
<td>Housing Assessment Disposition</td>
<td>?</td>
<td>?</td>
<td>?</td>
<td>?</td>
<td>?</td>
</tr>
<tr>
<td>4.19</td>
<td>Housing Assessment at Exit</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

X = Data collection is required
+ = Data collection is required only for SSO components which are funded to provide Street Outreach
? = Data collection is determined by how the CoC has structured Coordinated Entry in the area. Use of element is required for any project conducting CE, either across multiple projects or through a centralized process.

### B. ESG HMIS Program Specific Data Element Table

All ESG recipients and sub-recipients are required to collect all of the Universal Data Elements and a select number of Program-Specific Data Elements, which are shown below for each program component:

<table>
<thead>
<tr>
<th>#</th>
<th>Element</th>
<th>Emergency Shelter (E/E)</th>
<th>Emergency Shelter (NBN)</th>
<th>Homeless Prevention</th>
<th>Rapid Rehousing</th>
<th>Street Outreach</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.2</td>
<td>Income and Sources</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.3</td>
<td>Non-Cash Benefits</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.4</td>
<td>Health Insurance</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.5</td>
<td>Physical Disability</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>
### C. PATH Program Specific Data Element Table

All PATH projects are required to collect all of the Universal Data Elements and a select number of Program-Specific Data Elements. The Program-Specific Data Elements to be collected by each PATH project are as shown below:

<table>
<thead>
<tr>
<th>#</th>
<th>Element</th>
<th>Street Outreach</th>
<th>Services Only</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>Removed by HUD Data Stds 2017</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.2</td>
<td>Income and Sources</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.3</td>
<td>Non-Cash Benefits</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.4</td>
<td>Health Insurance</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.5</td>
<td>Physical Disability</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.6</td>
<td>Developmental Disability</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.7</td>
<td>Chronic Health Condition</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.8</td>
<td>HIV/AIDS</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>4.9</td>
<td>Mental Health Problem</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.10</td>
<td>Substance Abuse</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.11</td>
<td>Domestic Violence</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.12</td>
<td>Contact</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.13</td>
<td>Date of Engagement</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

X = Data collection is required
? = Data collection is determined by how the CoC has structured Coordinated Entry in the area. Use of element is required for any project conducting CE, either across multiple projects or through a centralized process.
### D. RHY Program Specific Data Element Table

All RHY projects are required to collect all of the Universal Data Elements and a select number of Program-Specific Data Elements. The Program-Specific Data Elements to be collected by each PATH project are as shown below:

<table>
<thead>
<tr>
<th>#</th>
<th>Element</th>
<th>Basic Center Program (Emergency Shelter)</th>
<th>Basic Center Program (Prevention)</th>
<th>Maternity Group Home</th>
<th>Street Outreach Program</th>
<th>Transitional Living Program</th>
<th>DEMO</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.2</td>
<td>Income and Sources</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.3</td>
<td>Non-Cash Benefits</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.4</td>
<td>Health Insurance</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.5</td>
<td>Physical Disability</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.6</td>
<td>Developmental Disability</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.7</td>
<td>Chronic Health Condition</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.8</td>
<td>HIV/AIDS</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.9</td>
<td>Mental Health Problem</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.10</td>
<td>Substance Abuse</td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.12</td>
<td>Contact</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>4.13</td>
<td>Date of Engagement</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>4.14B</td>
<td>Services Provided – RHY</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.16B</td>
<td>Removed by HUD Data Stds 2017</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.22</td>
<td>RHY: BCP Status</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.23</td>
<td>Sexual Orientation</td>
<td></td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.24</td>
<td>Last Grade Completed</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.25</td>
<td>School Status</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.26</td>
<td>Employment Status</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.27</td>
<td>General Health Status</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.28</td>
<td>Dental Health Status</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.29</td>
<td>Mental Health Status</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.30</td>
<td>Pregnancy Status</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>
### E. VA Program Specific Data Element Table

All VA-funded projects participating in HMIS are required to collect and enter Universal data elements. SSVF projects are required to collect and enter additional Program-Specific data elements; detailed information about HMIS data collection for SSVF may be found in the [SSVF HMIS Data Collection](#) section of the VA Data Guide, available on VA’s SSVF University website.

<table>
<thead>
<tr>
<th>#</th>
<th>Element</th>
<th>SSVF</th>
<th>HUD/VASH and HUD/VASH-OTH</th>
<th>GPD</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.2</td>
<td>Income and Sources</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.3</td>
<td>Non-Cash Benefits</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.4</td>
<td>Health Insurance</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.5</td>
<td>Physical Disability</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.6</td>
<td>Developmental Disability</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.7</td>
<td>Chronic Health Condition</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.8</td>
<td>HIV/AIDS</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.9</td>
<td>Mental Health Problem</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.10</td>
<td>Substance Abuse</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.11</td>
<td>Domestic Violence</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.14D</td>
<td>Services Provided – SSVF</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.15B</td>
<td>Financial Assistance – SSVF</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.17</td>
<td>Residential Move-in Date</td>
<td>X (RRH Only)</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>4.24</td>
<td>Last Grade Completed</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

X = Data collection is required
### 4.26 Employment Status
### 4.27 General Health Status
### 4.41 Veteran’s Information
### 4.42 Percent of AMI (SSVF Eligibility)
### 4.43 Last Permanent Address
### 4.45 VAMC Station Number
### 4.48 SSVF HP Targeting

<table>
<thead>
<tr>
<th>Element</th>
<th>Hotel Motel</th>
<th>Housing Info</th>
<th>Permanent Housing</th>
<th>PH Placement</th>
<th>Short Term Housing</th>
<th>STRMU</th>
<th>TH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Removed by HUD Data Stds 2017</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Income and Sources</td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Non-Cash Benefits</td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Health Insurance</td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Physical Disability</td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Developmental Disability</td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Chronic Health Condition</td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>HIV/AIDS</td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Mental Health Problem</td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Substance Abuse</td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Domestic Violence</td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Services Provided – HOPWA</td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Financial Assistance - HOPWA</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Housing Assessment at</td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

X = Data collection is required

## F. HOPWA Program Specific Data Element Table
All HOPWA projects are required to collect all of the Universal Data Elements and a select number of Program-Specific Data Elements. The Program-Specific Data Elements to be collected by each HOPWA project are as shown below:
<table>
<thead>
<tr>
<th>Exit</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>4.39 Medical Assistance</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4.47 T-Cell Viral Load</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

*X = Data collection is required*
Appendix C

Louisiana Services Network Data Consortium (LSNDC)

System Security Plan, v1.0
(Pending)
Appendix D

Louisiana Services Network Data Consortium (LSNDC)

Information Privacy Plan, v1.0
(Pending)
THE FOLLOWING POLICIES REMAIN IN EFFECT WITH THESE EXCEPTIONS:

Policies v. 2.0 updated sections 1.1 – 1.3 of following current polices, added new policy 1.4 making clearer some of the responsibilities of the statewide governing body that oversees the system (LSNDC), updated and renumbered policies 1.4 to 1.8 so that these policy nbrs are now 1.5 to 1.9 in v. 2.0. Added a new policy 1.10 clearly stating that the HMIS system adopted is ServicePoint.

Policies 2.0 updated text of Appendix B Data Quality Plan of the current policy to include updated requirements.
1. Organization and Management of the LSNDC
   1.1. LSNDC Board
   1.2. Fiscal Agency
   1.3. State LSNDC System Administrator
   1.4. Regional Lead Agency Operating LSNDC Locally
   1.5. Regional LSNDC System Administrator
   1.6. Participating Agency
   1.7. Agency Administration
   1.8. LSNDC User
   1.9. System Availability
   1.10. Ethical Data Usage
   1.11. Inter-Agency Data Sharing
   1.12. Support

2. Requirements for Agency Participation
   2.1. Participating Agency Agreement
   2.2. User Licenses
   2.3. User Cost
   2.4. User Activation
   2.5. User Agreement
   2.6. Hardware and Software Requirements and Maintenance
   2.7. Training
   2.8. Contract Termination

3. Security and Access
   3.1. Security of Data on File Server
   3.2. Back Up of Data on File Server
   3.3. Updates/Upgrades to LSNDC
   3.4. Data on File Server
   3.5. Data Collection
   3.6. User Access
   3.7. User Changes
   3.8. Passwords
   3.9. Password Recovery
   3.10. Use and Disposal of Exported Data

4. Data Collection, Quality Assurance and Reporting
   4.1. Appropriate Data Collection
   4.2. Client Grievances
   4.3. Required Data Collection
   4.4. Client Informed Consent
   4.5. Client Release of Information to Share Data
   4.6. Data Ownership
   4.7. Data Entry Shared Information
   4.8. Data Element Customization
   4.9. Data Integrity
4.10. Monitoring and Evaluation
4.11. On-Site Review
4.12. Client Request for Data
4.13. Release of Data for Public Use

5. **Disaster/Emergency Policy**
   5.1. Emergency Procedures
   5.2. Chain of Command
   5.3. Communication
   5.4. System Continuity
   5.5. Privacy Policy within LSNDC
   5.6. Public Privacy Policy (Data Sharing with a Third Party)
   5.7. Data Entry
   5.8. Training
Louisiana Services Network Data Consortium
Policies and Standard Operating Procedures

This document details the policies and standard operating procedures that govern the operation of the Louisiana Services Network Data Consortium Management Information System (LSNDC System). It defines the roles and responsibilities of the LSNDC System Administrators, agencies and individuals accessing LSNDC System data. It includes important information on the way the LSNDC System data is secured and protected. All individuals accessing the LSNDC System must read and understand these Standard Operating Procedures.
INTRODUCTION

This document details the policies and standard operating procedures that govern the operation of the Louisiana Services Network Data Consortium Management Information System (LSNDC System). It defines the roles and responsibilities of the LSNDC System Administrators, agencies and individuals accessing LSNDC System data. It includes important information on the way the LSNDC System data is secured and protected. All individuals accessing the LSNDC System must read and understand these Standard Operating Procedures.

LSNDC System is administered by the Louisiana Services Network Data Consortium, a non-profit corporation acting in the behalf of the LSNDC Board. The LSNDC Board is comprised of regional Homeless Management Information System administrative agencies and nine regional Continua of Care that are under contract with the U.S Department of Housing and Urban Development (HUD) to provide homeless services. The central server is administered by the contracted HMIS software vendor, and the LSNDC administers licensing, training, and compliance.

The primary purpose of the LSNDC System is to provide a client and service data management tool to aid the regional Continua of Care to end homelessness in Louisiana and meet HUD requirements for CoCs to provide an unduplicated demographic report of the number and characteristics of clients served as well as program outcomes. This tool is Internet-based technology to assist homeless service organizations across Louisiana in capturing information about the clients that they serve.

The LSNDC System provides a standardized assessment of consumer needs creates individualized service plans and records the use of housing and services which communities can use to determine the utilization of services of participating agencies, identify gaps in the local service continuum, and develop outcome measurements.
Benefits of LSNDC System

**LSNDC System benefits homeless men, women, and children:**
Improvements in service delivery for clients as case managers assess the client’s needs, inform the client about available services on site or through referral, help the client find and keep permanent housing, and improve service coordination when information is shared between programs within one agency that are serving the same client.

**LSNDC System benefits agencies, program managers and case managers:**
Aggregate program-level and agency-level information and reports should be accessible to agencies and program managers to provide a more complete understanding of clients’ needs and outcomes, advocate for additional resources, complete grant applications, conduct evaluations of program services and staff performance, and report to funders. Minimally, the software should be able to generate the program portions of the HUD Annual Progress Report (APR).

**LSNDC System benefits the regional Continuum of Care:**
Unduplicated, de-identified, system-wide information should be readily accessible to provide a more complete understanding of homelessness, clients’ needs and outcomes, and program and system-level performance to inform policy decisions aimed at addressing and ending homelessness at local, state and federal levels. The software should also be able to generate data and/or reports to fulfill Federal Annual Homeless Assessment Report (AHAR), Continuum application requirements, and city-wide and system-level funding reports.

Definitions

Many of the terms used in this Policies and Standard Operating Procedures Manual may be new to many users. Definitions of some of these terms are as follows:

**Agency Administrator:** The person responsible for system administration at the agency level. This person is responsible for adding and deleting users, basic troubleshooting, and organizational contact with the Regional LSNDC System Administrator.

**Authentication:** The process of identifying a user in order to grant access to a system or resource; usually based on a username and password.

**Authorized Agency:** Any agency, organization or group who has an LSNDC Agency Agreement with the Regional LSNDC System Administrator and that is allowed access to the LSNDC database.

**Bowman Systems:** Also known as Bowman. The company that wrote the software used for the LSNDC, Bowman Systems, also houses and maintains the server owned by the LSNDC that holds our HMIS database.

**Client:** Any recipient of services offered by a Provider or Authorized Agency.
**Client-level Data:** Data collected or maintained about a specific person. This type of data can be de-identified for purposes of data analysis, which means that personally identifying information is removed from the record.

**Database:** An electronic system for organizing data so it can easily be searched and retrieved; usually organized by fields and records.

**De-identified Data:** Data that has been stripped of personally identifying information.

**Encryption:** Translation of data from plain text to a coded format. Only those with the “key” have the ability to correctly read the data. Encryption is used to protect data as it moves over the internet and at the database level through the use of special software.

**Fiscal Agency:** The agency chosen by the LSNDC governing board to manage the financial aspects of the corporation, including the general ledger, accounts payable, and accounts receivable. The Agency shall follow fiscal policies established by general accounting principles.

**Firewall:** A method of controlling access to a private network, to provide security of data. Firewalls can use software, hardware, or a combination of both to control access.

**HMIS:** Homeless Management Information System. This is a generic term for any system used to manage data about homelessness and housing. The HMIS used in Louisiana is called the LSNDC System.

**HUD HMIS Data and Technical Standards (the Standards):** The most recent HUD Standards published for Continuums of Care to systematically collect and report data for projects funded under Title IV of the McKinney-Vento Homeless Assistance Act. The current Standards were published in the July 30, 2004 Federal Register, Vol. 69, No. 146, pp. 45888 through 45934, with revisions released by HUD in March 2010. These standards fall into three categories: a) data elements required to be collected by HMIS users including “universal” and “program specific” data elements; b) Privacy and Security Standards for data confidentiality; and c) Technical Standards for the creation of HMIS data systems. Whenever the Standards are revised, this definition will reflect the most recently adopted revisions, and a change to the LSNDC policies is not required.

**Identifying Information:** Information that is unique to an individual and that may be used to identify a specific person. Examples of identifying information are name and social security number.

**LSNDC:** The non-profit 501c3 that operates the LSNDC System.

**LSNDC System:** The software system as well as the information input, generated or acquired in print or machine readable format.

**Module:** The ServicePoint software has several sections that focus on different types of functions related to HMIS. These sections, known as “modules,” include ClientPoint (for entering client data), ResourcePoint (for looking up homeless services), and ShelterPoint (for checking clients in and out of beds). Modules may be added to the LSNDC as needed in the future.
**Provider:** ANY organization providing outreach, shelter, housing, employment and/or social services.

**Regional LSNDC Lead Agency:** Manages the LSNDC for their respective regional Continua of Care

**Regional LSNDC System Administrator:** The job title of the person at the regional HMIS administering agency who provides technical support and training to Users. This person has the second highest level of user access in ServicePoint and has full access to all user and administrative functions within the respective region.

**Server:** A computer on a network that manages resources for use by other computers in the network. For example, a file server stores files that other computers (with appropriate permissions) can access. One file server can “serve” many files to many client computers. A database server stores a data file and performs database queries for client computers.

**ServicePoint™:** A web-based software package developed by Bowman Systems which tracks data about people in housing crisis in order to determine individual needs and provide aggregate data for reporting and planning.

**State LSNDC System Administrator:** The job title of the person who is responsible for the coordination and administration of the LSNDC System. This person has the highest level of user access in ServicePoint and has full access to all user and administrative functions across the State.

**User:** An individual who uses a particular software package; in the case of the LSNDC, the ServicePoint software.

**User License:** An agreement with a software company that allows an individual to use the product. In the case of ServicePoint, user licenses are agreements between the Fiscal Agency and Bowman Systems that govern the distribution of regional licenses for individual connections to the LSNDC. User licenses cannot be shared.
Policy 1.0 Organization and Management of the LSNDC System

Scope
This policy establishes requirements for the LSNDC Board regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement
The LSNDC Board is comprised of regional HMIS administrative agencies and nine regional Continua of Care that are under contract with the U.S Department of Housing and Urban Development (HUD) and shall establish guidelines and operating policies for the LSNDC System to comply with federal regulation and guidance provided through the Department of Housing and Urban Development. These Policies and Standard Operating Procedures will be made available to all participating agencies, and a system of review will be established to ensure ongoing viability and responsiveness of policies to the project’s environment.

Policy 1.1 LSNDC Board

Scope
This policy establishes requirements for the LSNDC Board regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement
The LSNDC Board is the governing body in control of the statewide HMIS system and has sole responsibility for the following programmatic areas: fundraising and resource development; consumer involvement; and quality assurance/accountability. The Board meets at least bi-monthly with one annual meeting. The Board is the final decision making authority of the LSNDC.

Membership of the LSNDC Board will be established according to the following guidelines:

- Target for membership will be 18 persons, with two designated representatives each from Regions II – IX and two representatives for Region I and X combined; advisory seats will be named as needed;
- There will be a concerted effort to find replacement representatives when participation has been inactive or inconsistent from the organizations involved in the project.

Roles and responsibilities of the Board include, but are not limited to:

- Determining the guiding principles that should underlie the implementation activities of the LSNDC, participating organizations and service programs;
- Selecting the minimal data elements to be collected by all programs participating in the LSNDC and adopting the Data Quality Plan for ensuring participation compliance;
- Defining criteria, standards, and parameters for the release of aggregate data;
- Ensuring adequate privacy protection provisions in project implementation;
- Administer fees for usage of the statewide HMIS system;
- Selecting state administrators of the HMIS System; and
• Selecting and contracting with an HMIS software vendor

**Policy 1.2 Fiscal Management**

**Scope**
This policy establishes requirements for the Governing Board regarding financial management of the corporation.

**Policy Statement**
The LSNDC Board has fiduciary responsibility for the corporation. All financial activities will be documented through General Accounting Principles and comply with financial regulatory requirements as applicable. In relation to fiscal management, the Board is the final decision making authority of the LSNDC.

The LSNDC Board shall adopt a budget; continuously review the operation of that budget and recommend appropriate changes therein during the fiscal year; supervise the financial operations of the corporation; make investment decisions; have the power to authorize the investment from time to time of the monies or other liquid assets of the Corporation and to authorize the sale of any such investments; and examine the report of the independent public accountants auditing the Corporation’s accounts or the Fiscal Agency’s accounts.

The LSNDC Board has the authority to contract with a fiscal agency to perform the day to day financial activities of the corporation. The Fiscal Agency will be required to follow the equivalent financial guidelines as the corporation and must be audited annually by an independent public accountant.

The Treasurer of the Board will ensure compliance of all financial policy and procedures and has the following responsibilities:

- have custody of the funds and securities of the Corporation;
- shall see to the deposit of all monies and securities to the credit of the Corporation in such depositories as may be designated by the Board of Directors and shall keep full and accurate accounts thereof and of all other financial matters of the Corporation;
- shall render a full report of transactions conducted as Treasurer whenever required by the Board of Directors and the books and accounts of the Treasurer shall at all times be open to the Board of Directors and to such persons as such Board may designate to inspect the same.

**Policy 1.3 State LSNDC System Administrator**

**Scope**
This policy establishes requirements for the State LSNDC System Administrator regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

**Policy Statement**
The LSNDC Board will contract to provide for State LSNDC System Administrator services. The State Administrator(s) will be responsible for the management and supervision of the LSNDC HMIS Statewide System. In the absence of the State LSNDC
System Administrator(s), the LSNDC Board President and/or the Executive Committee will designate a back-up staff person, until a new State Administrator is determined. The State LSNDC System Administrator(s) is governed by these Policies and Standard Operating Procedures.

The State LSNDC System Administrator is responsible for the following:

- Manage the day-to-day operations of the LSNDC System.
- Respond to all system-wide questions and issues;
- Provide quality assurance reports to the LSNDC Board;
- Build Agency Assessments upon written request from Regional LSNDC System Administrators;
- Issue Regional User Licenses to Regional LSNDC System Administrator;
- Provide support to Regional LSNDC System Administrators upon request;
- Manage version controls;
- Report regional data quality issues to Regional LSNDC System Administrator to ensure timely correction and support; and
- Manage password recovery to Regional LSNDC System Administrator.

### Policy 1.4 Regional Lead Agency Operating LSNDC Locally

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<tr>
<th>Responsible:</th>
<th>Regional Continua of Care</th>
<th>Effective Date: April 17, 2008</th>
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</table>

**Scope**

This policy establishes requirements for the Lead Agency regarding administration and management of the LSNDC System locally.

**Policy Statement**

The Lead Agencies will be designated by the local Continuum of Care and will designate a Regional LSNDC System Administrator to manage and operate the LSNDC System locally. The Lead Agency will enter into a contractual agreement (Agency Agreement) with each Participating Agency.

Lead Agency is responsible for the following:

- Act as the fiduciary for the operation of LSNDC System locally.
- House the System Administration.
- Guide the HMIS process locally.
- Convene/coordinate Community User Meetings and local group trainings upon request.
- Report database problems/successes to State LSNDC System Administrator.
- Attend System Administration User Meetings to share and benefit from the lessons learned across the State.
- With the help of the State LSNDC System Administrator, mine the database for continuum-wide numbers. The degree to which this activity occurs at a local level will be determined at the local level.

### Policy 1.5 Regional LSNDC System Administrator

<table>
<thead>
<tr>
<th>Responsible:</th>
<th>Regional Continua of Care</th>
<th>Effective Date: April 17, 2008</th>
</tr>
</thead>
</table>
**Scope**
This policy establishes requirements for the Regional LSNDC System Administrator regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

**Policy Statement**
Each Continuum of Care must identify a Lead Agency to administer the LSNDC System locally and will designate a staff member as the local HMIS administrator to manage the LSNDC system locally. The local administrator will be the Regional LSNDC System Administrator and will have regional administrative access. All Regional LSNDC System Administrators have full access to all agency records within their Continuum, and may have access to other Continua when appropriate. Regional administrators have access levels as dictated by the user agreement.

The Regional LSNDC System Administrator is responsible for the following:

- Manage the day-to-day operations of the LSNDC System in the respective region
- Train and support Participating Agencies in the use of LSNDC System
- Communicate all statewide and regional news to Agency Administrators
- Respond to all Agency Administrator questions and issues
- Provide quality assurance reports to the State LSNDC System Administrator
- Submit requests of building Agency Assessments in writing to the State LSNDC System Administrator
- Issue End User Licenses
- Provide support to HMIS End Users upon request
- Manage notification of upgrades and updates to Agency Administrators
- Monitor data quality
- Manage password recovery for LSNDC End Users
- Prepare formal reports for the local Continuum of Care
- Mine database to respond to authorized requests of information
- Sign Participating Agency Confidentiality Oaths as requested
- Sign and Understand the LSNDC EndUser Agreement
- Complete required trainings with regard to Privacy and System Use.
- Respond to questions from the assigned Agency Administers and provide on-site help as needed.

**Policy 1.6 Participating Agency**
Responsible: Regional LSNDC System Administrator  Effective Date: April 17, 2008
Authorized: LSNDC Board  Last Revision: Jan. 22, 2010

**Scope**
This policy establishes requirements for the Participating Agency regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

**Policy Statement**
Each Regional Continuum of Care shall identify and solicit the participation of human service providers who are necessary contributors to the LSNDC system. These are to
include: emergency shelters, transitional housing programs, homeless outreach programs, permanent supportive housing providers, and homeless prevention programs.

In addition, each region may discretionally identify other service providers that could benefit from inclusion in the LSNDC system. Each Participating Agency will be accountable for adherence to the minimum data collection and technical standards set by the LSNDC System and the Regional Continuum of Care, where applicable, as detailed in the Standard Operating Procedures.

Before an agency can join the LSNDC System, an Agency Agreement with the Regional Continuum of Care must be signed and all policies and accompanying documentation must be adopted. The Participating Agency will be responsible for oversight of its own related confidentiality requirements and bears primary responsibility for oversight for all sharing of data it has collected via the LSNDC System.

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<thead>
<tr>
<th>Policy 1.7 Agency Administrator</th>
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<tbody>
<tr>
<td>Responsible: Regional LSNDC System Administrator</td>
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<tr>
<td>Authorized: LSNDC Board</td>
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</table>

**Scope**

This policy establishes requirements for the Agency Administrator regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

**Policy Statement**

Each Participating Agency must identify a staff member to be the LSNDC Agency Administrator. The LSNDC Agency Administrator is the single point of contact for communication purposes and is responsible for enforcing the data and security requirements under the Policy and Procedures. The Executive Director must submit in writing the name and contact information of the LSNDC Agency Administrator to the Regional LSNDC System Administrator. The Executive Director must notify the Regional LSNDC System Administrator of changes in personal in writing within one business day. If the LSNDC Agency Administrator does not have the capacity to fulfill the technical obligations of this role, arrangement can be made with the Regional LSNDC System Administrator prior to executing an Agency Agreement to ensure the Participating Agency is compliant with the data and security requirements of the LSNDC System.

The Agency Administrator is responsible for the following:

- Primary contact between the Participating Agency and the Regional LSNDC System Administrator
- Must have email, internet access, and a LSNDC User License
- Manages agency user licenses; adding and removing licensed users for their agency, at the discretion of the Regional CoC
- LSNDC System access must be revoked immediately upon termination from agency, placement on disciplinary probation, or upon any change in duties not necessitating access to LSNDC System information. All changes must be relayed in writing to the Regional LSNDC System Administrator
- Must be technically proficient with a web-based MIS since he/she will be responsible for maintaining the Authorized Agency’s LSNDC System site
- Has access to all client data, user data and agency administration information for the Authorized Agency; thus is responsible for the quality and accuracy of these data
- Ensures the stability of the agency connection to the Internet and ServicePoint, either directly or in communication with other technical professionals
- Provides support for the generation of agency reports
- Monitors and enforces compliance with standards of client confidentiality and ethical data collection, entry, and retrieval at the agency level

**Policy 1.8 LSNDC User**

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<thead>
<tr>
<th>Responsible:</th>
<th>Regional LSNDC System Administrator</th>
<th>Effective Date: April 17, 2008</th>
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<tr>
<td>Authorized:</td>
<td>LSNDC Board</td>
<td>Last Revision: Jan. 22, 2010</td>
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**Scope**

This policy establishes requirements for the LSNDC User regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

**Policy Statement**

All LSNDC Users will have access to LSNDC data that is appropriate to the duties of their position so that client and service information can be recorded and accessed on a “need to know” basis. Multiple access levels are available allowing for more or less restrictive access to client data. Each Agency Administrator and/or Executive Director shall select an appropriate level of access for each LSNDC User licensed issue. LSNDC User Licenses are described in the User Level Attachment. Each User will complete a training course and sign the User Agreement prior to gaining access to the LSNDC System through the issuance of a license.

The User is responsible for the following:

- Adhering to all LSNDC policies as detailed in the User Agreement
- Securing his/her log-in information so that it will not be shared with another, including administrators or other staff
- Disclosing LSNDC participation and data usage to all clients prior to collection and entry
- Entering and updating client data in a “timely” manner

**Policy 1.9 System Availability**

<table>
<thead>
<tr>
<th>Responsible:</th>
<th>State LSNDC System Administrator</th>
<th>Effective Date: April 17, 2008</th>
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<tr>
<td>Authorized:</td>
<td>LSNDC Board</td>
<td>Last Revision: Jan. 22, 2010</td>
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</table>

**Scope**

This policy establishes requirements for providing availability of database server and notification in advance of any disruption of server availability.

**Policy Statement**

All LSNDC Users will retain undisrupted access to the LSNDC System, with the exception of scheduled system maintenance. Notification of database unavailability will be posted to the “Newsflash” of the LSNDC System and sent to all users via e-mail no less than one week prior to the disruption.

**Policy 1.10 Ethical Data Usage**

<table>
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<tr>
<th>Responsible:</th>
<th>Participating Agency</th>
<th>Effective Date: April 17, 2008</th>
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<tr>
<td>Authorized:</td>
<td>LSNDC Board</td>
<td>Last Revision: Jan. 22, 2010</td>
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Scope
This policy establishes the baseline ethics for LSNDC data usage by anyone accessing the LSNDC System.

Policy Statement
Data contained in the LSNDC System is intended to be used to support or report on the delivery of homeless and housing services in the State of Louisiana. Each LSNDC User will affirm the principles of ethical data use and client confidentiality contained in the LSNDC Policies and Standard Operating Procedures Manual and the LSNDC User Agreement. Each Authorized Agency must have a written privacy policy that includes policies related to employee misconduct or violation of client confidentiality. All LSNDC Users must understand their Agency’s privacy policy, and a LSNDC User Agreement must become a permanent part of the employee’s personnel file.

The data collected in the LSNDC System is primarily the personal information of people in Louisiana who are experiencing a housing crisis. It is the user’s responsibility as the guardian of that data to ensure that it is only used to the ends to which it was collected and in and the manner to which the individual client has given consent.

All users will sign an LSNDC User Agreement before being given access to the LSNDC System. Any individual or Authorized Agency misusing, or attempting to misuse LSNDC data will be denied access to the database, and his/her/its relationship to the LSNDC System may be terminated.

Policy 1.11 Inter-Agency Data Sharing
Responsible: Participating Agency    Effective Date: April 17, 2008
Authorized: LSNDC Board     Last Revision: Jan. 22, 2010

Scope
This policy establishes requirements for any client data sharing from the Participating Agency inputting and releasing data to any other Participating Agency accessing the LSNDC System.

Policy Statement
Electronic data sharing varies between regions. The need for client confidentiality and the benefit of integrated case management should be balanced when discussing inter-agency data sharing. During the development of the statewide HMIS, the nine regions decided independently on the data sharing standards. Eight of the nine regions favor electronic data sharing within the LSNDC for the benefit of interagency case management. One region favors client confidentiality at the Participating Agency level. The inter-agency data sharing policy for the nine regions are as follows:

Regions II-IX share first name, last name, social security number and social security data quality fields of all clients entered into the LSNDC System with exception to domestic violence service agency and clients that explicitly refuse to be entered into the LSNDC System. All client data beyond these four fields may be shared if and only if the client signs a Release of Information with the exception of medical information and domestic violence information.

Regions I and X do NOT share any client data between Participating Agencies, although data sharing may occur across different programs operated within and by a single Participating Agency (depending on how each agency has chosen to set up their security settings). The data included in the Profile section of a client record will remain CLOSED.
Policy 1.12 Support
Responsible: Regional LSNDC System Administrator Effective Date: April 17, 2008
Authorized: LSNDC Board Last Revision: Jan. 22, 2010

Scope
This policy establishes requirements of technical support for the LSNDC software application.

Policy Statement
The Regional LSNDC System Administrator shall provide ongoing support to the Participating Agency through training on the system and ongoing telephone Help Desk functions. Support will be established regionally at the Continuum of Care level. The Regional LSNDC System Administrator will acknowledge the receipt of inquiries in a timely manner. The Regional LSNDC System Administrator will provide electronic access to documentation and manuals regarding the use of the LSNDC System. The LSNDC System also contains an on-line Help file for user support.

Support will include the Regional LSNDC System Administrator verification that the network server and the LSNDC System are functioning correctly. Participating agencies are responsible for maintenance of their computer hardware and internet connectivity. The Regional LSNDC System Administrator will assist agency staff with questions that arise during the use of the LSNDC System. Participating agencies should contact the Regional LSNDC System Administrator with questions or problems that appear to be related to errors in the LSNDC System. The Regional LSNDC System Administrator may pass a description of the problem and an agency contact name to the Bowman Systems Technical Support. At the written request of participating agencies, the Regional LSNDC System Administrator will assist in the consolidation and deletion of duplicate client records.

Policy 2.0 Requirements for Agency Participation
Responsible: Regional LSNDC System Administrator Effective Date: April 17, 2008
Authorized: LSNDC Board Last Revision: Jan. 22, 2010

Scope
This policy establishes requirements for the Participating Agency and User to obtain authorization to access and use the LSNDC System.

Policy Statement
The Regional LSNDC System Administrator will ensure that anyone accessing the LSNDC System has met the following standards:

- The agency requesting to participate in the LSNDC has signed a Participating Agency Agreement and the agreement will be on file at the Regional LSNDC System Administrator agency. The agency accessing the LSNDC system shall ensure that measures have been taken to secure the physical location used for data entry. A computer that has the LSNDC System “open and running” shall never be arranged so that unauthorized individuals may see the information on the screen.
- The User requesting access to the system has been given written permission from the Agency Administrator to access the system.
- The User given access to the system will have read, understood, and provided a signed acknowledgment of receipt of Policies and Standard Operating Procedures Manual.
• The User will be assigned a user name and password once they have successfully participated in HMIS Training.

Policy 2.1 Participating Agency Agreement
Responsible: Regional LSNDC System Administrator  Effective Date: April 17, 2008
Authorized: LSNDC Board  Last Revision: Jan. 22, 2010

Scope
This policy establishes requirements for the Participating Agency Agreement.

Policy Statement
Only authorized Participating Agencies will be granted licenses to gain access to the LSNDC System. The Regional LSNDC System Administrator will make the sole determination to identify Participating Agencies. Participating Agencies ensure that all aspects of the Participating Agency Agreement are followed as specified.

- The agency requesting to participate in the LSNDC has signed a Participating Agency Agreement and the agreement will be on file at the Regional LSNDC System Administrator agency.
- The Participating Agency Agreement outlines responsibilities and duties of the LSNDC and the Participating Agency including requirements for all aspects of system access and use.
- The Participating Agency Agreements will include terms and duration of access, an acknowledgement of receipt of the Policies and Standard Operating Procedures Manual, and an agreement to abide by all provisions contained therein.

Policy 2.2 User Licenses
Responsible: Regional LSNDC System Administrator  Effective Date: April 17, 2008
Authorized: LSNDC Board  Last Revision: Jan. 22, 2010

Scope
This policy establishes requirements for the Participating Agency and end user to obtain and utilize user licenses to gain access and use the LSNDC System.

Policy Statement
1. Regional LSNDC System Administrators determine the number of licenses required and available for each Participating Agency. If necessary, the Participating Agency may incur any additional costs for licenses through the LSNDC based upon the current quote from the system provider.
2. In order to obtain a license, a User must successfully complete an approved training program by the Regional LSNDC System Administrator.
3. Participating Agency licenses will be assigned by the Regional LSNDC System Administrator.
4. Sharing of licenses, User IDs or passwords is strictly prohibited.

Policy 2.3 User Cost
Responsible: Participating Agency  Effective Date: April 17, 2008
Authorized: LSNDC Board  Last Revision: Jan. 22, 2010

Scope
This policy establishes cost requirements by Participating Agencies to gain access and use the LSNDC System.

Policy Statement
1. Should it become necessary to incur shared costs by participating agencies, the Regional LSNDRC System Administrator shall determine the per agency cost, in consultation with and after advance approval of -Name of local Continuum of Care- and participating agencies.

2. Costs shall be documented and itemized with an invoice sent to the Participating Agency directly from the Regional LSNDRC System Administrator.

3. Payments shall be made payable to the –Name of local Continuum of Care- and due –insert payment schedule–.

4. Costs shall be designated as follows: _____________ per month totaling _____________ per year.

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**Policy 2.4 User Activation**

Responsible: Regional LSNDRC System Administrator Effective Date: April 17, 2008

Authorized: LSNDC Board Last Revision: Jan. 22, 2010

**Scope**

This policy establishes requirements for the User activation to access and use the LSNDRC System.

**Policy Statement**

1. The User requesting access to the system has been given written permission from the Agency Administrator to access the system through the submission of a LSNDRC Account Request form to the Regional LSNDRC System Administrator.

2. The User given access to the system will have read, understood, and provided a signed acknowledgment of receipt of Policies and Standard Operating Procedures Manual.

3. The User will be assigned a user name and password once they have successfully participated in Regional System Training.

4. Regional LSNDRC System Administrators, or designated participating Agency Administrators, will distribute User licenses, adding and deleting Users as necessary.

5. Regional LSNDRC System Administrators, or designated Participating Agency Administrators, will be responsible for training all new Users.

6. Regional LSNDRC System Administrators may supplement training schedules through onsite visits.

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**Policy 2.5 User Agreement**

Responsible: Participating Agency and User Effective Date: April 17, 2008

Authorized: LSNDC Board Last Revision: Jan. 22, 2010

**Scope**

This policy establishes requirements for the User to obtain authorization to access and use the LSNDRC.

**Policy Statement**

Users must sign a User Agreement with the LSNDRC acknowledging full understanding and acceptance of the responsibilities and the proper use of the User ID and password of the LSNDRC System. Only individuals who can view information in the LSNDRC System are authorized users along with the Client to whom the information pertains.
Failure to uphold the standards set forth in the User Agreement items listed below are grounds for immediate termination of User privileges.

1. User ID and Passwords must be physically secure and cannot be shared with anyone, including other staff members, supervisors or Executive Director.

2. Access to the LSNDCC System is limited to User designated work and their location must meet all HUD HMIS Data and Technical Standards.

3. Users of the LSNDCC System, whatever their work role, position, or location, may view, obtain, disclose, or use client data from the LSNDCC System only as is necessary to perform their specific job.

4. Failure to log off the LSNDCC System appropriately may result in a breach in client confidentiality and system security. Users must log-off of the LSNDCC System before leaving the work area for any reason.

5. A computer that has the LSNDCC System “open and running” shall never be arranged so that unauthorized individuals may see the information on the screen.

6. Users must not change the closed security on any Client’s signed LSNDCC Client Release of Information. The LSNDCC System security settings must always reflect the Client’s expressed wishes as documented through the LSNDCC Client Release of Information.

7. User access is revoked immediately upon employment termination.

8. Users are responsible to immediately notify the Regional LSNDCC System Administrator at [enter contact number] in the event that any breach of confidentiality is witnessed.

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<thead>
<tr>
<th>Policy 2.6 Hardware and Software Requirements and Maintenance</th>
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<tr>
<td>Responsible: Participating Agency</td>
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<tr>
<td>Authorized: LSNDCC Board</td>
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<td>Effective Date: April 17, 2008</td>
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<td>Last Revision: May 3, 2013</td>
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</table>

**Scope**

This policy establishes hardware and software requirements for the Participating Agency to access and use the LSNDCC.

**Policy Statement**

The Participating Agency shall maintain and secure the minimum required hardware, software and internet connectivity required in the Data Standards released by the Department of Housing and Urban Development. These minimum requirements include the following:

- Microsoft Operating System: Windows XP Professional
- Virus Protection Software: must automatically update and upgrade
- Anti-spy ware Software: must automatically update and upgrade
- Firewall: Can be software or hardware
- Internet Connectivity: must be DSL or higher
- PC: Pentium IV or higher
- PC Access: PC must be password protected with each user having a unique Login ID and Password

**Bandwidth Recommendations:**

The average user will need to sustain a 30-50 Kilobytes/Sec of download throughput to comfortably browse the LSNDCC System. Internet Bandwidth Comparisons
• **56K Modem** – Most users will achieve a connection between 26.4K – 46K depending upon the phone line quality. This will provide at least a 5.0 KB/S transfer rate which is low and not recommended for a single user.

• **SDSL** – 512Kbps/62.5KB/s. Allows eight users to concurrently browse LSNDC System or use the Internet.

• **ADSL** – 1.5-8Mbps/187.5KB/s-1MB/s. Allows 23 – 125 users concurrently to use LSNDC System or the Internet. Distance limited to 18,000 feet.

• **Cable** – 1Mbps/122.1KB/s. Allows 15 users to concurrently use LSNDC System or the Internet.

• **T1** – 1.544Mbps/188.5KB/s. Allows 23 users to concurrently use LSNDC System or the Internet.

• **T3** – 44.763Mbs/5.461MB/s. Allows 682 users to concurrently use LSNDC System or the Internet.

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**Policy 2.7 Training**

**Scope**

This policy establishes requirements to train all authorized personnel gaining access and use of the LSNDC.

**Policy Statement**

1. The Regional LSNDC System Administrator shall provide training to authorized Participating Agency personnel on use of the LSNDC.

2. Where applicable, training may occur across Regional Continua of Care to allow for greater training capacity for Participating Agencies.

3. The Regional LSNDC System Administrator shall utilize standardized training materials and curriculum as defined by the LSNDC Board in order to ensure that training is consistent across all regions.

4. Upon completion of training, the Participating Agency personnel should reasonably understand how each module works.

5. Tests and certifications may be required by the Regional LSNDC System Administrator.

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**Policy 2.8 Contract Termination**

**Scope**

This policy establishes requirements for the LSNDC to terminate a Participating Agency Agreement.

**Policy Statement**

The LSNDC may terminate the Participating Agency Agreement for non-compliance with the terms of the agreement or with the LSNDC Policies and Standard Operating Procedures with written notice to the Participating Agency. The LSNDC may also terminate the Participating Agency Agreement with or without cause with 15 days written notice to the Participating Agency and according to the terms specified in the Participating Agency Agreement. The termination of the Participating Agency Agreement may affect other contractual relationships with the local Continuum of Care or with funding agencies (HUD).
While the LSNDC may terminate the Participating Agency Agreement with the Participating Agency, all data entered into the LSNDC System will remain a part of the LSNDC System. This is necessary for the database to provide accurate information over time and information that can be used to guide planning for community services in Louisiana. The termination of the Participating Agency Agreement may affect other contractual relationships with Continuum of Care or with funding agencies (HUD).

Many Participating Agencies are required to participate in the LSNDC System as a condition of specific funding. When terminating the Agency Agreement, the Executive Director of the regional continuum of care will notify the person from the Participating Agency who signed the Agency Agreement (or a person in the same position within the agency) 15 days or more prior the date of termination of contract, unless the termination is due to non-compliance with the LSNDC Policies and Standard Operating Procedures. Willful neglect or disregard of the LSNDC Policies and Standard Operating Procedures may result in immediate termination of a Participating Agency from the LSNDC System. The CoC Executive Director will also notify the Regional LSNDC System Administrator.

In all cases of termination of Participating Agency Agreements, the Regional LSNDC System Administrator will inactivate all users from that Participating Agency on the date of termination of contract.

### Policy 3.0 Security and Access

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<th>Responsible:</th>
<th>Regional LSNDC System Administrator</th>
<th>Effective Date: April 17, 2008</th>
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<td>Authorized:</td>
<td>LSNDC Board</td>
<td>Last Revision: Jan. 22, 2010</td>
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**Scope**

This policy establishes requirements for implementing and maintaining security and access to the LSNDC.

**Policy Statement**

The State LSNDC System Administrator, Regional LSNDC System Administrators, and LSNDC Participating Agencies will apply the user access privilege conventions set forth in the LSNDC Policies and Standard Operating Procedures, Policy 2.5 Users Agreement and 3.8 User ID and Password.

### Policy 3.1 Security of Data on File Server

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<tr>
<th>Responsible:</th>
<th>Regional LSNDC System Administrator</th>
<th>Effective Date: April 17, 2008</th>
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**Scope**

This policy establishes requirements to secure access to data on the Network Server and Bowman Systems.

**Policy Statement**

LSNDC Board shall establish and maintain controls to keep secure all client data in the LSNDC System. This shall prohibit access by individuals who are not registered with a Regional LSNDC System Administrator, and therefore, are unauthorized to receive Participating Agency and client data information through any and all means, including telephone, mail, and computer. All registration and addition of Participating Agency staff to the LSNDC System will be handled solely through the Regional LSNDC System Administrator. The Regional LSNDC System Administrator is responsible for assigning security codes and providing accessibility to the LSNDC System to only those authorized individuals designated by the Executive Director of the Participating Agency. Regional LSNDC System Administrator shall not be held liable for any breach in security related to any changes in authorized Participating Agency personnel if the Participating Agency has not notified the Regional LSNDC System Administrator; notification must be
documented through e-mail, or postmarked through postal mail, within one business day of the personnel changes.

Policy 3.2 Back Up of Data on File Server
Responsible: Regional LSNDNC System Administrator Effective Date: April 17, 2008
Authorized: LSNDNC Board Last Revision: May 3, 2013
Scope
This policy establishes requirements to back up data to ensure continuity of access to data.
Policy Statement
The LSNDNC Board shall contract with the software vendor to provide for the back-up of all information housed on the network server. Back up will be made each business day. The Fiscal Agency and Bowman Systems will provide documentation regarding back up procedures and disaster recovery.

Policy 3.3 Updates/Upgrades to LSNDNC
Responsible: Regional LSNDNC System Administrator Effective Date: April 17, 2008
Authorized: LSNDNC Board Last Revision: Jan. 22, 2010
Scope
This policy establishes requirements to update/upgrade the LSNDNC System.
Policy Statement
The Regional LSNDNC System Administrator shall notify the Participating Agency of all updates and/or upgrades to the LSNDNC System through email to the Executive Director and posting notice in the “System Wide News” of the LSNDNC System homepage. All updates and/or upgrades to will occur no sooner than one business day after the notice.

Policy 3.4 Data on File Server
Responsible: Regional LSNDNC System Administrator Effective Date: April 17, 2008
Authorized: LSNDNC Board Last Revision: Jan. 22, 2010
Scope
This policy establishes requirements of data access upon termination of the Participating Agency entering data into the LSNDNC System.
Policy Statement
Upon termination of the Agency Partner Agreement, and at the Participating Agency’s request, the Regional LSNDNC System Administrator may assist the Participating Agency with generating a final global report of their data within a reasonable time frame. Notwithstanding anything in the agreement to the contrary, the Regional LSNDNC Lead Agency and agencies using the Louisiana Services Network Data Consortium System shall have the continuing right after the termination of this agreement to retain and use a copy of the Participating Agency’s data which was shared during the course of this agreement in furtherance of the Louisiana Services Network Data Consortium System programs and subject to any restrictions on use imposed by the clients to whom such data pertains and/or set forth in the provision hereof which, by their terms, survive termination of the agreement.

Policy 3.5 Data Collection
Responsible: Participating Agency Effective Date: April 17, 2008
Authorized: LSNDNC Board Last Revision: May 3, 2013
Scope
This policy establishes the LSNDC adherence to data collection and data integrity requirements.

**Policy Statement**
The Participating Agency shall enforce with their staff the importance, quality, and accuracy of entering all data into the LSNDC System, as required in the Department of Housing and Urban Development Data Standards. After training of agency staff by the Regional LSNDC System Administrator, the Participating Agency has the responsibility to implement and manage a system for entering client data; the Regional LSNDC System Administrator will provide assistance with project management if requested by the Participating Agency. The Participating Agency must ensure that all selected personnel are trained on these procedures and adhere to the regulations as stated in the LSNDC Data Quality Plan, Appendix B.

**Policy 3.6 User Access**
Responsible: Regional LSNDC System Administrator  
Authorized: LSNDC Board  
Effective Date: April 17, 2008  
Last Revision: May 3, 2013

**Scope**
This policy establishes requirements to appropriately add users of the LSNDC System as well as designate system use restrictions.

**Policy Statement**
User Access levels will be deemed by the Executive Director of the Partner Agency in consultation with the Regional LSNDC System Administrator. These levels should be reflective of the access a user has to client-level paper records and should be need-based. The Regional LSNDC System Administrator will generate usernames and passwords within the administrative function of the LSNDC System. User ID and Passwords are to be assigned to individuals who have passed the Regional LSNDC System training and who have understood and signed all appropriate LSNDC user agreements and related documents.

Access to the software system will only be allowed from computers and networks meeting HUD Technical Standards and specifically identified by the Executive Director and Site Administrator of the Participating Agency. Access to the LSNDC System from unauthorized locations will be grounds for termination of the LSNDC user rights.

**Policy 3.7 User Changes**
Responsible: Participating Site Administrator  
Authorized: LSNDC Board  
Effective Date: April 17, 2008  
Last Revision: Jan. 22, 2010

**Scope**
This policy establishes requirements to appropriately modify or delete users of the LSNDC System.

**Policy Statement**
The Agency’s Executive Director, or the employee’s immediate supervisor, must notify the Regional LSNDC System Administrator of a user’s termination from the agency, placement on disciplinary probation, or upon any change in duties not necessitating access to LSNDC System information within one business day of the occurrence. If a staff person is to go on leave for a period of longer than 45 days, their password should be inactivated within 24 hours of the start of their leave.

**Policy 3.8 User ID and Passwords**
Responsible: Regional LSNDC System Administrator  
Authorized: LSNDC Board  
Effective Date: April 17, 2008  
Last Revision: Jan. 22, 2010
Scope
This policy establishes requirements to create and disseminate User IDs and passwords.

Policy Statement
Authorized users will be granted a unique user ID and password. Each user will be required to enter a User ID with a Password in order to logon to the system. User ID and Passwords are to be assigned to individuals. The User ID will be the first initial and full last name of the user. If a user has a first initial and last name that is identical to a user already in the system, the User ID will be the first initial and last name plus the numbers “01”.

The initial, temporary password will be automatically generated by the LSNDC System and will be issued to the User by the Regional LSNDC System Administrator. These passwords may be communicated in written or verbal form only. After logging in to the system for the first time with the temporary password, the new password the User selects must be no less than eight and no more than sixteen characters in length and must include at least two numbers.

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

Policy 3.9 Password Recovery
Responsible: Participating Agency Administrator Effective Date: April 17, 2008
Authorized: LSNDC Board Last Revision: Jan. 22, 2010

Scope
This policy establishes requirements to reset create and communicate a new user password.

Policy Statement
If a User unsuccessfully attempts to log onto the system four times, the User ID will be “locked out,” access permission will be revoked, and the User will be unable to gain access until their password is reset.

The reset password will be automatically generated by the LSNDC System and will be issued to the User by the Regional LSNDC System Administrator or Agency Administrator. These passwords will be communicated in written or verbal form.

Policy 3.10 Use and Disposal of Exported Data
Responsible: Participating Agency Effective Date: February 3, 2012
Authorized: LSNDC Board Last Revision: February 3, 2012

Scope
This policy establishes requirements for the exported and disposal of exported LSNDC System data.

Policy Statement
Users who have been granted access to the LSNDC Report Writer or Advanced Reporting Tool (ART) have the ability to download and save client level data onto their local computer. Once this information has been downloaded from the LSNDC server in raw format to an agency’s computer, the data then become the responsibility of the agency. A participating Agency must develop a protocol regarding the handling of data downloaded from the Report Writer or ART tool.
The Participating Agencies shall establish internal extracted data protocols. Issues to be addressed include storage, transmission and disposal of the data.

**Policy 4.0 Data Collection, Quality Assurance and Reporting**

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<td>Authorized:</td>
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<td>Last Revision:</td>
<td>Jan. 22, 2010</td>
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**Scope**
This policy establishes Participating Agency requirements for data collection, quality assurance and reporting in the LSNDNC System.

**Policy Statement**
The State LSNDNC System Administrator, Regional LSNDNC System Administrators, and LSNDNC Participating Agencies will apply the data collection, quality assurance and reporting standards set forth in the LSNDNC Policies and Standard Operating Procedures.

**Policy 4.1 Appropriate Data Collection**

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**Scope**
This policy establishes Participating Agency requirements for inputting data into the LSNDNC System.

**Policy Statement**
The purpose of the LSNDNC is to support the delivery of homeless and housing services in Louisiana. The database should only be used to collect or track information related to meeting the client’s needs, the delivery of services and for policy development and planning purposes.

LSNDNC users will only collect client data that is

- relevant to the delivery of services,
- required by funders, or
- mandated by law.

**Procedure**
Agency Administrators will ask the Regional LSNDNC System Administrator for any necessary clarification of appropriate data collection. The State LSNDNC System Administrator, in consultation with the Board of Directors, will make decisions about the appropriateness of data being entered into the database. LSNDNC will periodically audit picklists and agency-specific fields to ensure the database is being used appropriately. This concern targets data elements that can be consistently tracked and reported, and does not specifically target the contents of case management notes or other fields not to be aggregated.

**Policy 4.2 Client Grievances**

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<td>Authorized:</td>
<td>LSNDNC Board</td>
<td>Last Revision:</td>
<td>Dec. 15, 2011</td>
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**Scope**
This policy establishes Participating Agency requirements for managing client grievances related to the LSNDNC System.

**Policy Statement**
Clients shall have the right to an independent, impartial review of any complaints they may have regarding LSNDC data collection, explanations offered for that collection, and policies surrounding the collection. They also have a right to know about this opportunity.

Agencies must make every good faith effort to assure that homeless clients are apprised of our obligation and their right. To that end each agency must adhere to the process for filing a formal grievance with the Regional LSNDC System Administrator should a client determine his LSNDC data privacy rights have been compromised by the Participating Agency.

**Procedure**

Each Agency shall inform their clients of their LSNDC data privacy rights by prominently displaying the LSNDC Public Notice of Privacy wherever LSNDC data is collected, as well as making the LSNDC Privacy Notice available. In the event a client believes his LSNDC data privacy rights have been compromised by the Participating Agency, he should file a formal complaint by submitting a completed LSNDC Grievance Form with the Regional LSNDC System Administrator. It is the responsibility of the Agency to ensure that the grievance form is readily accessible to clients. The Regional LSNDC System Administrator will research the written grievance and determine if there was a violation of LSNDC data privacy rights. Should the Regional Administrator conclude that a breach has been made, he shall provide the Participating Agency with a timely plan of action for

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**Policy 4.3 Required Data Collection**

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**Scope**

This policy establishes Participating Agency data collection requirements to be entered into the LSNDC System.

**Policy Statement**

Providers funded by HUD are required to participate in the LSNDC system to meet the HUD HMIS Data and Technical Standards. Other providers may choose to participate in the LSNDC. All Authorized Agencies that participate in the LSNDC are required to comply with HUD’s HMIS Data and Technical Standards unless those standards are in conflict with local laws. This includes the collection of required data elements.

If client refuses or is unable to provide basic information, providers shall, at a minimum, enter each client as an Anonymous Entry into the LSNDC System. Authorized Agencies may choose to collect more client information for their own case management and planning purposes.

Timeliness of Data Entry: Quality assurance of timeliness is described in the LSNDC Data Quality Plane, Appendix B. All HMIS Participating programs will ensure entry/exits, services, and Universal Data Elements are completed within 5 business days of program entry/exits, with exceptions for emergency Shelters, outreach programs, and legacy data. LSNDC timeliness of data entry policy will not supersede more stringent CoC timeliness of data entry policies. Exceptions to these data collection policies are in place for organizations serving persons fleeing domestic violence; these organizations should request additional instruction from the Regional LSNDC System Administrator.
In order for the data contained within the LSNDC System to be useful for data analysis and reporting to funders, certain minimum data must be consistently collected throughout the system. In addition to the HUD required Data Elements, client level data is expected as well.

**Procedure**

All parties are subject to the LSNDC Data Quality Plan, Appendix B, for determining procedural applications of the data collection policies and monitoring practices.

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<tr>
<th>Policy 4.4 Client Informed Consent</th>
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**Scope**

This policy establishes Participating Agency requirement to obtain client informed consent prior to inputting data into the LSNDC System.

**Policy Statement**

Each agency must post a sign at each intake or comparable location and on its web site (if applicable) explaining the reasons for data collection for those seeking services. Consent for entering of data into the LSNDC System may be inferred when the proper privacy notice is posted and if the client accepts the services offered. The client has the option to opt out of allowing his or her identifying information to be added to the database. In that case, the client's data should be added to the LSNDC System without identifiers as described above, although the record should be tracked internally by the agency to minimize the number of duplicate records for one client. Electronic client data will be shared between agencies in accordance to the policies adopted by the LSNDC Board of Directors and negotiated between the regions. Client data may be shared through other means with written client consent or according to the privacy policy developed by the agency.

Privacy Policies should be in effect for each agency to both inform clients about the uses and disclosures of their personal data and to protect the agency by establishing standard practices for the use and disclosure of data. Each client must give permission for the disclosure and/or use of any client data outside of the privacy policy developed and posted by the agency. Client consent notices must contain enough detail so that the client may make an informed decision. Clients may withdraw permission to have their personal protected information in the LSNDC System, or may make a request to see copies of his or her client record.

**Procedure**

The Regions represented in the LSNDC System shall assume responsibility for monitoring their Agencies’ compliance. The results and the means of determining them will be shared between Regions.

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<tr>
<th>Policy 4.5 Client Release of Information to Share Data</th>
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**Scope**

This policy establishes Participating Agency requirement to obtain client informed consent prior to sharing data in the LSNDC System.

**Policy Statement**
Each agency should include in its privacy policy that data collected by the agency is included in the LSNDC System as part of its administrative responsibility to its Continuum of Care and that aggregate, de-identified data may be used for analysis and reporting purposes. LSNDC will only report aggregate and/or de-identified data as part of its responsibilities, and agrees to maintain the data with the highest level of confidentiality and within the security guidelines set forth in this document.

**Policy 4.6 Data Ownership**  
Responsible: Participating Agency  
Authorized: LSNDC Board  
Effective Date: April 17, 2008  
Last Revision: Jan. 22, 2010

**Scope**  
This policy establishes the requirement and responsibilities connected to data ownership of data within the LSNDC System.

**Policy Statement**  
The LSNDC System, and any and all data stored in the system, is the property of the LSNDC System. The LSNDC Board of Directors has authority over the creation, maintenance, and security of the LSNDC System. Violations of the LSNDC Agency Agreement, the LSNDC Policies and Standard Operating Procedures, the Privacy Policies, or other applicable laws may subject the Authorized Agency to discipline and/or termination of access to the LSNDC System.

In order to ensure the integrity and security of sensitive client confidential information and other data maintained in the database, LSNDC will be responsible for data ownership.

**Policy 4.7 Data Entry Shared Information**  
Responsible: Participating Agency  
Authorized: LSNDC Board  
Effective Date: April 17, 2008  
Last Revision: Jan. 22, 2010

**Scope**  
This policy establishes the requirement and responsibilities connected to sharing client profile information within the LSNDC System.

**Policy Statement**  
From CoC to CoC, there are different policies about sharing information maintained in client records. The LSNDC System has a policy to allow First Name, Last Name, Social Security Number and Social Security Data Quality fields to be shared across providers and regions. Regional CoC may designate profile information as “CLOSED” in accordance to the policy set by the Regional CoC. In any case, a Release of Information form, signed by the client, must be kept on file and indicated in the LSNDC system.

In order to continue building our LSNDC System and the collaboration between CoC’s, the Board is open to the differing needs and sensitivities of each CoC; however, we are supporting an OPEN system.

**Policy 4.8 Data Element Customization**  
Responsible: Participating Agency  
Authorized: LSNDC Board  
Effective Date: April 17, 2008  
Last Revision: Jan. 22, 2010

**Scope**  
This policy establishes the requirement for customization of data fields within the LSNDC System.

**Policy Statement**
Authorized Agencies may have fields available for agency-specific customization.

LSNDC System may include fields that can be customized on the Authorized Agency level to reflect the program-specific data collection needs of its programs. These fields are part of the LSNDC Software and are available at no additional cost. The State LSNDC System Administrator will have the ability to customize these fields.

Agency Administrators may request that their Regional LSNDC System Administrator customize the agency-specific fields.

**Policy 4.9 Data Integrity**

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**Scope**

This policy establishes the requirement to ensure data integrity of the LSNDC System.

**Policy Statement**

LSNDC users will be responsible for the accuracy of their data entry. Authorized Agency leadership will be responsible for ensuring that data entry by users is being conducted in a timely manner and will also develop procedures to evaluate and increase the accuracy of the data entered.

The quality of LSNDC data is dependent on individual users to take responsibility for the accuracy and quality of their own data entry. The Regional LSNDC System Administrators shall work with Agency Executive Directors and/or Agency Administrators in assuming responsibility for and in the monitoring of data quality for their own region or agency. It is in the interest of agencies and the CoC’s that all data collected have integrity since that data may be used for evaluation, reporting, monitoring, or funding purposes. In particular the data will impact funding opportunities during competitive SHP process. LSNDC emphasizes, analyzes, and reports on data quality as a service to member agencies. All parties are subject to standards as determined in the LSNDC Data Quality Plan, Appendix B.

**Procedure**

In order to test the integrity of the data contained in the LSNDC System, the State LSNDC System Administrator, in consultation with Regional LSNDC System Administrators, will devise regular data integrity checks for the LSNDC.

**Policy 4.10 Monitoring and Evaluation**

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**Scope**

This policy establishes the requirement for monitoring and evaluating the LSNDC System.

**Policy Statement**

Accurate and consistent data entry is essential to ensuring the usefulness of the LSNDC. Agencies will provide acceptable levels of timeliness and accuracy. Agencies without acceptable levels of data quality or timeliness may incur any sanctions permissible under the By-laws or negotiated by the Board and Regional CoCs until problems are addressed.
Data quality is an important aspect of the LSNDC System, and must be maintained at the agency level and by users of the system. The Regional LSNDC System Administrators will monitor data quality as part of their management functions.

**Procedure**
The State LSNDC System Administrator will work with Regional LSNDC System Administrators to develop and perform regular data integrity checks and will be required to report on a regular basis.

**Policy 4.11 On-Site Review**

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**Scope**
This policy establishes the requirement for an on-site review of the LSNDC System.

**Policy Statement**
Since the LSNDC is a statewide collaborative, annual review of each contracted agency will be the responsibility of the Regional LSNDC System Administrator, however the LSNDC Board of Directors will develop consistent procedures for the entire state.

Regular reviews enable the LSNDC to monitor compliance with the Standard Operating Procedures Manual and the LSNDC Agency Agreements. However, in the main, this review is more easily facilitated on the regional level with proper oversight.

**Procedure**
The exact procedures for on-site reviews will be determined by the LSNDC Board of Directors on an annual basis.

**Policy 4.12 Client Request for Data**

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**Scope**
This policy establishes the requirement for managing a client’s request for their LSNDC System data.

**Policy Statement**
Any client may request to view, or obtain a printed copy of his or her own records contained in the LSNDC System. The client will also have access to a logged audit trail of changes to those records. No client shall have access to another client’s records in the LSNDC System.

The data in the LSNDC System is the personal information of the individual client. Each client has a right to know what information about him or her exists in the database, and to know who has added, changed or viewed this information, and when these events have occurred. This information should be made available to clients within a reasonable time frame of the request.

**Procedure**
A client may ask his/her case manager or other agency staff to see his or her own record. The case manager, or any available staff person with the LSNDC System access, will verify the client’s identity and print all requested information. The case manager can also request a logged audit trail of the client’s record from the Agency Administrator. The Agency Administrator will print this audit trail; give it to the case
The manager, who will give it to the client. The client may request changes to the record, although the agency can follow applicable law regarding whether to change information based on the client’s request. A log of all such requests and their outcomes should be kept on file in the client’s record.

**Policy 4.13 Release of Data for Public Use**

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<td>Authorized: LSNDC Board</td>
<td>Last Revision: Oct 5, 2009</td>
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**Scope**

This policy establishes the requirement for managing public requests for LSNDC System data.

**Policy Statement**

Any requests for statewide reports or information from an individual or group who has not been explicitly granted access to the LSNDC System will be directed to the LSNDC Reporting Committee. The LSNDC will only address requests for statewide or cross-regional, where it is not otherwise available, data from entities other than Authorized Agencies or clients. Requests for regional data at the Continuum of Care level will be directed to the Regional LSNDC System Administrator. No individual client data will be provided to any group or individual that is neither the Authorized Agency that entered the data or the client him or herself without proper authorization or consent.

LSNDC will release routine aggregate reports for the larger community, which will address, but are not limited to, statewide descriptive and demographical statistics. In instances where the LSNDC is mandated contractually to provide HMIS data, reports will be provided for purposes of monitoring services delivery and/or program evaluation. The content of these reports will reflect a commitment to client confidentiality and ethical data use. No individual client data will be provided to meet these requests without proper authorization or consent as stated in the LSNDC’s Privacy Policy.

**Procedure**

As part of the mission to end homelessness in Louisiana, it is the LSNDC’s policy to provide aggregate data on homelessness and housing issues in this area. LSNDC will also issue periodic routine public reports, which will be published and posted on the LSN’s website, upon final approval of the LSNDC Board. No individually identifiable client data will be reported in any of these documents. Wherein the LSNDC is contractually obligated to provide de-identifed data to funders for program monitoring and evaluation, the State LSNDC System Administrator shall prepare and submit reports to the appropriate bodies.

All requests for data from anyone other than an Agency or Regional LSNDC System Administrator or a client, which cannot be satisfied by either of the aforementioned conditions, will be directed to the LSNDC Reporting Committee for a recommendation to the Board. The Executive Committee may act on behalf of the Board to expedite urgent requests.

**Policy 5.0 Disaster/Emergency Policy**

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**Scope**

This policy establishes requirements for the use and response of the LSNDC Systems in the event of a disaster/emergency.
Policy Statement
The State LSNDC System Administrator, Regional LSNDC System Administrators, and LSNDC Participating Agencies will apply the Disaster/Emergency Policy set forth in the LSNDC Policies and Standard Operating Procedures in the event of a disaster/emergency.

Policy 5.1 Emergency Procedures
Responsible: Regional LSNDC System Administrator Effective Date: April 17, 2008
Authorized: LSNDC Board Last Revision: Jan. 22, 2010

Scope
This policy establishes requirements for each Region to develop and maintain detailed procedures which will be activated in the event of a disaster/emergency.

Policy Statement
Every Regional LSNDC Lead Agency shall develop and maintain a Disaster/Emergency Procedures Manual which shall be activated when a disaster significant enough to cause widespread damage occurs or when an emergency significantly impacts the Regional LSNDC Lead Agency’s services or client population. These procedures will include the following:

1. A detailed evacuation plan and checklist
2. A list of tasks to be taken before, during, or immediately following a disaster/emergency
3. A matrix of functional responsibilities in the acute phase of a disaster
4. An emergency operations roster
5. A list of key external contact phone numbers/email addresses (see Policy 5.3)
6. Staff report-in policies and procedures
7. A list of local, state, and federal emergency numbers
8. Contingency plan for moving agency operations to a non-affected location (see Policy 5.4)
9. A detailed Chain of Command/checklist of key duties which will be assigned to Regional staff following an disaster/emergency (see Policy 5.2)
10. An overall agency task list broken down by phases of a disaster (warning, response, relief, recovery, and mitigation)

The Manual shall contain detailed instructions for coordinating with other Regional LSNDC Lead Agencies and where, when and how to communicate with local, state, and federal emergency entities. Each Regional LSNDC System Administrator will share her/his Manual with the other Regional LSNDC Lead Agencies and will encourage Participating Agencies to develop a similar Disaster/Emergency Procedures Manual.

Policy 5.2 Chain of Command
Responsible: Regional LSNDC System Administrator Effective Date: April 17, 2008
Authorized: LSNDC Board Last Revision: Jan. 22, 2010

Scope
This policy establishes requirements to plan and maintain a Chain of Command in the event of a disaster/emergency.

Policy Statement
Every Regional LSNDC Lead Agency shall develop and maintain a detailed Chain of Command (to be implemented within their Emergency Procedures Manual), which will
follow standard Incident Command System (ICS) language during the acute phase of a disaster. The Chain of Command will include the following Disaster/Emergency positions which will be assigned to Agency staff (and their alternates):

1. Emergency Manager
2. Planning Team Chief
3. Operations Team Chief
4. Logistics Team Chief
5. Finance Team Chief

A detailed checklist and duties description of each Disaster/Emergency position shall be maintained and implemented in the event of a disaster/emergency. All Regional Administrators’ updated Chain of Command list should be submitted to the System Administrator.

**Policy 5.3 Communication**

| Responsible: Regional LSNDC System Administrator | Effective Date: April 17, 2008 |
| Authorized: LSNDC Board | Last Revision: Jan. 22, 2010 |

**Scope**

This policy establishes requirements to plan and maintain a detailed communication flow in the event of a disaster/emergency.

**Policy Statement**

Every Regional LSNDC Lead Agency shall develop a detailed communication plan (to be implemented within their Emergency Procedures Manual). This plan will include an updated contact list of every Regional LSNDC Lead Agency staff member (including cell phone, alternate land line, and easily accessible email address). The communication plan may include a toll-free land line phone number which staff members could call to report in to their supervisor. Communication methods shall include alternate methods of communication, such as text messaging and website news/check-in. All Regional Administrators’ updated contact information (relevant to the LA Statewide HMIS) shall be submitted to the State LSNDC System Administrator.

**Policy 5.4 System Continuity**

| Responsible: Regional LSNDC System Administrator | Effective Date: April 17, 2008 |
| Authorized: LSNDC Board | Last Revision: Jan. 22, 2010 |

**Scope**

This policy establishes requirements of maintaining system-wide continuity of service before, during and following a disaster/emergency.

**Policy Statement**

Every Regional LSNDC Lead Agency shall develop and maintain an agency continuity plan (to be implemented within their Emergency Procedures Manual) in the event of a disaster/emergency. This plan may include signed MOUs with agencies in other Regions and should include specific details about when, how, and where the Regional office should move. All Regional Administrators’ updated System Continuity Plans should be shared with the System Administrator.

**Policy 5.5 Privacy Policy within the LSNDC**

| Responsible: Regional CoC Director | Effective Date: April 17, 2008 |
| Authorized: LSNDC Board | Last Revision: Jan. 22, 2010 |

**Scope**
This policy establishes requirements of maintaining existing privacy standards and defines the procedure for sharing specific client data within the LSNDC in the event of a disaster/emergency.

**Policy Statement**

All Regional LSNDC Lead Agency privacy policies concerning client information entered into the LSNDC shall remain enforced before, during and after an emergency/disaster. The regional Director (or Acting Director) of the affected CoC will make decisions regarding the appropriateness of regional client data shared during a disaster/emergency, strictly honoring all existing client confidentiality and Release of Information policies and documents but reserving the right to share specific confidential client data with another Regional LSNDC member agency if it is deemed that the sharing of such data is critical to the safety or health of the client. Any sharing of data outside of normal procedures must be signed off by the regional Director (or Acting Director) of the affected CoC, and the specific data sharing (specifically what data is shared and with whom) must be documented both electronically and physically.

### Policy 5.6 Public Privacy Policy (Data Sharing with a Third Party)

**Responsible:** Regional CoC Director  
**Effective Date:** April 17, 2008

**Authorized:** LSNDC Board  
**Last Revision:** Jan. 22, 2010

**Scope**

This policy establishes requirements of maintaining existing privacy standards and defines the procedure for sharing specific client data with a Third Party in the event of a disaster/emergency.

**Policy Statement**

All Regional LSNDC Lead Agency privacy policies concerning client information entered into the LSNDC shall remain enforced before, during and after an emergency/disaster. The regional Director (or acting Director) of the affected CoC will make decisions regarding the appropriateness of regional client data shared during a disaster/emergency, strictly honoring all existing client confidentiality and Release of Information policies and documents but reserving the right to extract and share disaster/emergency client data on an individual basis for life or death circumstances (e.g. information such as “where are they now, what is their mental/medical condition, what services are needed”). Any sharing of data outside of normal procedures must be signed off by the regional Director (or acting Director) of the affected CoC, and the specific data extraction must be documented both electronically and physically.

### Policy 5.7 Data Entry

**Responsible:** Regional LSNDC System Administrator  
**Effective Date:** April 17, 2008

**Authorized:** LSNDC Board  
**Last Revision:** Jan. 22, 2010

**Scope**

This policy establishes requirements of data entry into the LSNDC in the event of a disaster/emergency.

**Policy Statement**

In the event of a disaster/emergency that affects one or more Regions in the state, the LSNDC could potentially be utilized as a data interface/receptacle for relief and recovery Information & Referral services in addition to its standard roles. The Regional LSNDC System Administrator, in consultation with the Board of Directors and DTAP staff, will make decisions regarding the appropriateness of data being entered into the database during a disaster/emergency. The State LSNDC System Administrator or a Regional LSNDC System Administrator will ensure that all new users entering in such data will be...
Policy 5.8 Training
Responsible: Regional LSNDC System Administrator Effective Date: April 17, 2008
Authorized: LSNDC Board Last Revision: Jan. 22, 2010
Scope
This policy establishes requirements of training new LSNDC users in the event of a disaster/emergency.

Policy Statement
If the LSNDC is temporarily utilized as a data interface/receptacle for Relief and Recovery Information & Referral during a disaster/emergency, a Regional LSNDC System Administrator shall provide training to disaster/emergency personnel on the use of the LSNDC. Upon completion of training, the new user should reasonably understand how each module works. All existing LSNDC rules, procedures, policies and agreements still apply to the disaster/emergency user. The State LSNDC System Administrator or a Regional LSNDC System Administrator will ensure that all new users entering in disaster/emergency data will be given appropriate security access so that no existing confidentiality policies are breached.
Appendix A

Louisiana Services Network Data Consortium (LSNDC)

Board Membership

Effective Date: May 3, 2013

REGION I AND X - New Orleans/Jefferson Parish CoC
Parishes: Orleans and Jefferson

Ms. Vicki Judice
UNITY of Greater New Orleans
2475 Canal Street. Suite 300
New Orleans, LA 70119
Phone: (504) 821-4496

Mr. Clifton Harris
VIA LINK
2820 Napoleon Avenue
New Orleans, LA 70115
Phone: (504) 897-4877

REGION II - Baton Rouge CoC
Parishes: Ascension, East Baton Rouge, East Feliciana, Iberville, Pointe Coupee, West Baton Rouge, West Feliciana

Mr. Randy Nichols
Capital Area Alliance for the Homeless
5850 Florida Boulevard
Baton Rouge, LA 70806
Phone: (225) 201-0696

Mr. Corey Dyer
Capital Area Alliance for the Homeless
5850 Florida Boulevard
Baton Rouge, LA 70806
Phone: (225) 201-0696

REGION III - Houma-Terrebonne CoC
Parishes: Assumption, Lafourche, St. Charles, St. James, St. John the Baptist, Terrebonne

Mr. Willie Green
Gulf Coast Social Services, Inc.
320 Progressive Boulevard
Houma, LA 70360
Phone: (985) 851-4488

Mr. Brooke Guidry
Start Corporation
420 Magnolia Street
Houma, LA 70360
Phone: (985) 879-3966

REGION IV - Lafayette/Acadiana CoC
Parishes: Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, St. Mary, Vermillion

Mr. Eric Gammons
Acadiana Regional Coalition on Homelessness & Housing, Inc.
P.O. Box 3936
Lafayette, LA 70502
Phone: (337) 235-4972

Mr. Andrew Zegura
Acadiana Regional Coalition on Homelessness & Housing, Inc.
P.O. Box 3936
Lafayette, LA 70502
Phone: (337) 235-4972
REGION V - Lake Charles/Southwestern Louisiana CoC
Parishes: Allen, Beauregard, Calcasieu, Cameron, Jefferson, Davis

Tarek Polite
Lake Charles/Southwest Louisiana Continuum of Care
1011 Lakeshore Drive Suite #606
Lake Charles, LA 70601
Phone: (337)721-3550
Fax: (337)437-3202

Mr. Randall Hebert
Volunteer Center of Southwest Louisiana
1023 Common Street
Lake Charles, LA 70601
Phone: (337) 439-6109

REGION VI - Alexandria/Central Louisiana CoC
Parishes: Avoyelles, Catahoula, Concordia, Grant, La Salle, Rapides, Vernon, Winn

Ms. Renee Brannon
Vernon Community Action Council, Inc.
1307 South Fifth Street
Leesville, LA 71446
Phone: (318) 443-0500

Ms. Kendra Gauthier
Central Louisiana Homeless Coalition
Post Office Box 1303
Alexandria, LA 71309
Phone: (318) 443-0500

REGION VII - Shreveport/Bossier/Northwest CoC
Parishes: Bienville, Bossier, Caddo, Claiborne, De Soto, Natchitoches, Red River, Sabine, Webster

Ms. Christa Pazzaglia
HOPE for the Homeless
762 Austin Street
Shreveport, LA 71101
Phone: (318) 670-4591

Ms. Tosha Stamps
HOPE for the Homeless
762 Austin Street
Shreveport, LA 71101
Phone: (318) 670-4591

REGION VIII - Monroe/Northeast Louisiana CoC
Parishes: Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union, West Carroll

Ms. Lawana Brown
The Wellspring Alliance
1515 Jackson Street
Monroe, LA 71202
Phone: (318) 807-6200

Ms. Kattina Brittan
The Wellspring Alliance
1515 Jackson Street
Monroe, LA 71202
Phone: (318) 807-6200

REGION IX - Slidell/Livingston/Southeast Louisiana CoC
Parishes: Livingston, St. Helena, St. Tammany, Tangipahoa, Washington

Ms. Dee Wild
Volunteers of America, GNO
823 Carroll Street, Suite B
Mandeville, LA 70448
Phone: (985) 674-0488

Ms. Erin Matheny
Northlake HMIS Data Project
Southeastern Louisiana University
SLU Box 10509
Hammond, LA 70402
Phone: (985) 549-5373
Data Quality Plan
Louisiana Service Network Data Consortium

November 2nd, 2012

Developed by:
LSNDC Data Quality Committee
A data quality plan is a document that facilitates the ability of LSNDC to achieve statistically valid reliable data.

**Note:** This plan is subject to change to accommodate new standards released by HUD

The plan will:

- Identify the responsibilities of all parties within LSNDC that affect data quality
- Establish specific data quality benchmarks for timeliness, completeness, and accuracy
- Describe the procedures that the LSNDC will take to implement the plan and monitor progress to meet data quality benchmarks.

**Data Quality 1.1 Timeliness**

<table>
<thead>
<tr>
<th>Responsible: Data Quality Committee</th>
<th>Effective Date: November 2\textsuperscript{nd}, 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorized: LSNDC Board</td>
<td>Last Revision: November 2\textsuperscript{nd}, 2012</td>
</tr>
</tbody>
</table>

All data shall be entered into the HMIS in a timely manner to ensure access to data when it is needed for reporting purposes. To that end, the following timeliness benchmark is set forth:

**General Standard:**
All HMIS participating programs will ensure entry/exits, services, and Universal Data Elements are completed within 5 business days of program entry/exit.

**Exceptions:**
1. *Emergency Shelters:* All HMIS Participating Emergency Shelter programs will ensure entry/exits, services, and Universal Data Elements are completed within 2 business days of initial contact.

2. *Outreach Programs:* All HMIS Participating Outreach Programs will ensure entry of limited basic demographics as provided by client and services within 5 business days of initial contact.

3. *Legacy Data:* There will be a grace period determined on a case by case basis for how quickly the data should be entered into the HMIS. Legacy Data is information stored in an old or obsolete format or computer system that is, therefore, difficult to access or process. This includes implementations running a previous version of ServicePoint.
Complete HMIS data is necessary to fully understand the demographic characteristics and service use of persons in the system. Complete data facilitates confident reporting and analysis on the nature and extent of homelessness, such as:

- Unduplicated counts of clients served at the local level
- Patterns of use of people entering and exiting the homeless assistance system
- Evaluation of the effectiveness of homeless systems

Program Descriptors include information about programs that are required for reporting purposes and enhance the HMIS as a tool for supporting information and referral services.

**General Standard:**

All Program Descriptor Data Elements are required as part of basic administrative setup of programs utilizing the LSNDC, no null/missing Program Descriptor Data Elements are allowed. The PDDE’s should be entered no later than 5 days from the time the Provider is created in the LSNDC. They should also be reviewed annually and any changes should be recorded.

**Program Descriptor Data Elements:**

1. Organization Identifier
2. Organization Name
3. Program Identifier
4. Program Name
5. Direct Service Code
6. Site Information
7. Continuum of Care Number
8. Program Type Code
9. Bed and Unit Inventory Information (Residential Programs Only)
10. Target Population A (Optional)
11. Target Population B (Residential Programs Only)
12. Method for Tracking Residential Program Occupancy (Residential Programs Only)
It is a HUD expectation that all clients receiving homeless assistance will have their service delivery documented in the HMIS.

**General Standard:**
All programs using the HMIS shall enter data on all clients in accordance with the newest relevant HMIS Data and Technical Standards. Anonymous entry is not encouraged but allowed when necessary.

**Exceptions:**
1. Non-HUD Funded Programs are required to have a minimum of 80% of each Universal Data Element on all clients.

2. Homeless Service Providers whose primary target population is victims of domestic violence are currently collecting the data and providing non-identifiable data to the local CoC and are statutorily disallowed from entering client data into the HMIS.

3. If a client refuses to have information input into the HMIS the Homeless Service Provider is not held responsible.

4. When agencies host special events (For Example: Christmas Baskets, Christmas Tree Programs, Easter Baskets, etc.) they are not required to record information on all clients who participate in the event.
Universal Data Elements are necessary to produce an unduplicated count of clients served, to provide accurate counts for various reporting requirements, including HUD CoC APR, QPR/APR, the AHAR, and other reporting requirements.

**General Standard:**
The acceptable percentage of Universal Data Elements with “null/missing” and “unknown/don’t know/refused” for all clients served in Supportive Housing Programs, Emergency Solutions Grant, and HOPWA is less than 5 percent. Please refer to the HMIS Revised Data Standards March 2010 for more detailed information on the UDE's listed below.

**Exceptions:**
1. **Outreach Programs**: Capture and record initial contact and any other contacts along with UDE's they are able to obtain.

**Universal Data Elements:**
1. Name
2. Social Security Number
3. Date of Birth
4. Race
5. Ethnicity
6. Gender
7. Veteran Status
8. Disabling Condition
9. Residence Prior to Program Entry/Length of Stay
10. Zip Code of Last Permanent Address
11. Housing Status
12. Program Entry Date
13. Program Exit Date
14. Personal Identification Number (System Generated)
15. Household Identification Number (System Generated)
Program specific Data Elements are necessary to produce the HUD CoC APR, ESG QPR/APR, and to ensure the LSNDC has sufficient client data to conduct analysis on the extent and characteristics of the population they serve.

**General Standard:**
The acceptable percentage of Program Specific Data Elements with “null/missing” and “unknown/don’t know/refused” for all clients served by a Supportive Housing Program, Emergency Solutions Grant, and HOPWA is less than 5 percent. Please refer to the HMIS Revised Data Standards March 2010 for more detailed information on the PSDE’s listed below.

**Program-Specific Data Elements:**
1. Income and Sources
2. Non-Cash Benefits
3. Physical Disability
4. Developmental Disability
5. Chronic Health Condition
6. HIV/AIDS
7. Mental Health
8. Substance Abuse
9. Domestic Violence (Adult and Unaccompanied Youth)
10. Destination
11. Date of Contact(required for street outreach programs only; optional for other programs)
12. Date of Engagement(required for street outreach programs only; optional for other programs)
13. Financial Assistance Provided(required for HPRP-funded programs only; optional for all other programs)
14. Housing Relocation & Stabilization Services Provided (required for HPRP-funded programs only; optional for all other programs)
Optional Program Specific Data Elements are recommended by HMIS data research groups and are based on best practices being implemented at the local level. **They are optional.** Please refer to the HMIS Revised Data Standards March 2010 for more detailed information for the Optional PSDE’s listed below.

**General Standard:**
These are optional data elements unless recommended by the Local CoC.

**Optional Program Specific Data Elements:**
1. Employment
2. Education
3. General Health Status
4. Pregnancy Status
5. Veteran’s Information
6. Children’s Education
7. Reason for Leaving
8. Services Provided

The purpose of accuracy is to ensure that the data in the LSNDC HMIS is the best possible representation as it relates to clients and the programs that serve them.

**General Standard:**
All data entered into the LSNDC HMIS shall be a reflection of information provided by the client, as documented by the intake worker or otherwise updated by the client and documented for reference. Deliberately recording inaccurate information is strictly prohibited.

The purpose is to ensure that data is understood, collected, and entered consistently across all programs in the HMIS. Consistency directly affects the accuracy of data.
**General Standard:**
All data elements in the LSNDC HMIS shall be collected and entered in a common and consistent manner across all programs.

### Data Quality 1.4 Monitoring

<table>
<thead>
<tr>
<th>Responsible:</th>
<th>Data Quality Committee</th>
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</thead>
<tbody>
<tr>
<td>Authorized:</td>
<td>LSNDC Board</td>
</tr>
<tr>
<td>Effective Date:</td>
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</tr>
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<td>Last Revision:</td>
<td>November 2nd, 2012</td>
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</table>

The purpose of monitoring is to ensure that agencies are following the data quality standards agreed upon by LSNDC and are meeting expected benchmarks as described by the data quality plan.

**General Standard:**
Data Elements will be monitored on a monthly basis to quickly identify and resolve issues that affect the timeliness, completeness, and accuracy of the client record.

### Data Quality 1.5 Incentives

<table>
<thead>
<tr>
<th>Responsible:</th>
<th>Data Quality Committee</th>
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</thead>
<tbody>
<tr>
<td>Authorized:</td>
<td>LSNDC Board</td>
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<td>Effective Date:</td>
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</tr>
</tbody>
</table>

CoC’s are encouraged to develop an incentive program to entice CoC Organizations to adhere to the data quality plan.

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**Acronyms**
- APR – Annual Performance Report
- CoC – Continuum of Care
- HMIS – Homeless Management Information System
- HOPWA – Housing Opportunities for Persons with AIDS
- HPRP – Homeless Prevention and Rapid Re-housing Program
- HUD – Housing and Urban Development
- LSNDC – Louisiana Services Network Data Consortium
- PDDE – Program Descriptor Data Elements
- PSDE – Program Specific Data Element
- QPR – Quarterly Performance Report
- SRO – Single Room Occupancy
- UDE – Universal Data Element
<table>
<thead>
<tr>
<th>Data Standards</th>
<th>Program Applicability</th>
<th>When collected</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Assigned once; reviewed annually</td>
<td>At least annually or more frequently if inventory or coverage changes</td>
</tr>
<tr>
<td>1. Organization Identifier</td>
<td>All CoC Programs</td>
<td>x</td>
</tr>
<tr>
<td>2. Organization Name</td>
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<tr>
<td>3. Program Identifier</td>
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<td>4. Program Name</td>
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<td>5. Direct Service Code</td>
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</tr>
<tr>
<td>6. Site Information</td>
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<tr>
<td>7. Continuum of Care Number</td>
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<td>8. Program Type Code</td>
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<tr>
<td>9. Bed and Unit Inventory Information</td>
<td>Residential CoC Programs Only</td>
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</tr>
<tr>
<td>10. Target Population A (Optional for all programs)</td>
<td>All CoC Programs</td>
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</tr>
<tr>
<td>11. Target Population B</td>
<td>Residential CoC Programs Only</td>
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<tr>
<td>12. Method for Tracking Residential Program Occupancy</td>
<td>Residential CoC Programs Only</td>
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</tr>
<tr>
<td>13. Grantee Identifier</td>
<td>HPRP Programs Only</td>
<td>x</td>
</tr>
<tr>
<td>Data Standards</td>
<td>Program Applicability</td>
<td>Subjects</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>-----------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>1. Name¹</td>
<td>All CoC Programs</td>
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<tr>
<td>2. Social Security Number¹</td>
<td>All CoC Programs</td>
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<tr>
<td>3. Date of Birth¹</td>
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<td>4. Race¹</td>
<td>All CoC Programs</td>
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<td>5. Ethnicity¹</td>
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<tr>
<td>6. Gender¹</td>
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<td>7. Veteran Status</td>
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<td>8. Disabling Condition</td>
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</tr>
<tr>
<td>9. Residence Prior to Program Entry and Length of Stay</td>
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<tr>
<td>10. Zip Code of Last Permanent Address</td>
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<td>11. Housing Status</td>
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<tr>
<td>12. Program Entry Date</td>
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<tr>
<td>13. Program Exit Date</td>
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</tr>
<tr>
<td>14. Personal Identification Number</td>
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</tr>
<tr>
<td>15. Household Identification Number</td>
<td>All CoC Programs</td>
<td>x</td>
</tr>
</tbody>
</table>

¹Note that one or more of these personal identifiers may need to be asked on subsequent visits to find and retrieve the client’s record. However, this information only needs to be recorded in HMIS on an initial program entry.
<table>
<thead>
<tr>
<th>Data Standards</th>
<th>Program applicability</th>
<th>Subjects</th>
<th>When Collected</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>During Client Assessment Near Entry</td>
</tr>
<tr>
<td>1. Income and Sources</td>
<td>CoC/HUD Competitive Programs¹ HPRP Programs HOPWA Homeless Programs</td>
<td>All Clients</td>
<td>x</td>
</tr>
<tr>
<td>2. Non-Cash Benefits</td>
<td>CoC/HUD Competitive Programs HPRP Programs HOPWA Homeless Programs</td>
<td>All Clients</td>
<td>x</td>
</tr>
<tr>
<td>3. Physical disability</td>
<td>CoC/HUD Competitive Programs HOPWA Homeless Programs</td>
<td>All Clients</td>
<td>x</td>
</tr>
<tr>
<td>4. Developmental Disability</td>
<td>CoC/HUD Competitive Programs HOPWA Homeless Programs</td>
<td>All Clients</td>
<td>x</td>
</tr>
<tr>
<td>5. Chronic Health Condition</td>
<td>CoC/HUD Competitive Programs HOPWA Homeless Programs</td>
<td>All Clients</td>
<td>x</td>
</tr>
<tr>
<td>6. HIV/AIDS</td>
<td>CoC/HUD Competitive Programs HOPWA Homeless Programs</td>
<td>All Clients</td>
<td>x</td>
</tr>
<tr>
<td>7. Mental Health</td>
<td>CoC/HUD Competitive Programs HOPWA Homeless Programs</td>
<td>All Clients</td>
<td>x</td>
</tr>
<tr>
<td>8. Substance Abuse</td>
<td>CoC/HUD Competitive Programs HOPWA Homeless Programs</td>
<td>All Clients</td>
<td>x</td>
</tr>
<tr>
<td>9. Domestic Violence</td>
<td>CoC/HUD Competitive Programs HOPWA Homeless Programs</td>
<td>Adults and Unaccompanied Youth</td>
<td>x</td>
</tr>
<tr>
<td>10. Destination</td>
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¹CoC/HUD Competitive Programs include the Supportive Housing Program (SHP), Shelter Plus Care, and the Section 8 Moderate Rehabilitation for Single Room Occupancy Dwellings (SRO) Program.

²Only collected at least once every three months if the period between program entry and exit exceeds three months.

³Only collected at least once annually if the period between program entry and exit exceeds one year.
### Additional Program-Specific Data Elements: Optional Data Elements

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| 15A. Employment | x | x | x | x | x | Every Exit |
| 15B. Education | x | x | x | x | x | Every Exit |
| 15C. General Health Status | x | x | x | x | x | Every Exit |
| 15D. Pregnancy Status | x | x | x | x | x | Every Exit |
| 15E. Veteran's Information | x | x | x | x | x | Every Exit |
| 15F. Children's Education | x | x | x | x | x | Every Exit |
| 15G. Reasons for Leaving | x | x | x | x | x | Every Exit |
| 15H. Services Provided | x | x | x | x | x | Every Exit |

¹ Only collected at least once annually if the period between program entry and exit exceeds one year.
HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS) GOVERNANCE CHARTER of the NEW ORLEANS-JEFFERSON PARISH-KENNER CONTINUUM OF CARE (CoC)

PURPOSE

UNITY of Greater New Orleans (UNITY), the lead organization and coordinating body for the LA-503 New Orleans-Jefferson Parish-Kenner Continuum of Care (CoC), manages and maintains a subsection of the state-wide Homeless Management Information System (HMIS) database operated by the Louisiana Service Network Data Consortium (LSNDC). The HMIS database is used to record and store the client-level demographic and service data of participating service agencies so it can be aggregated to discern patterns and trends about the extent and nature of homelessness over time, produce unduplicated counts of homeless persons, discern and explain patterns of service usage, and measure the effectiveness of participating projects. The purpose of this document is to serve as a Governance Charter for the oversight of the HMIS system.

DESIGNATION

- The designated Regional HMIS Lead Agency is VIA LINK (HMIS Lead Agency), a private not-for-profit corporation operating in New Orleans who is a member of the CoC.

- The designated HMIS software tool is ServicePoint™ by WellSky of Overland Park, Kansas.

- The CoC has contracted with the Louisiana Service Network Data Consortium (LSNDC) to participate in a state-wide HMIS database in order to improve delivery of HMIS-related services and enable participating agencies to better comply with federal regulations and the expectations of the US Department of Housing and Urban Development (HUD).

RESPONSIBILITIES OF THE CONTINUUM OF CARE

On behalf of the New Orleans-Jefferson Parish-Kenner Continuum of Care (CoC), UNITY shall:

- Work with the HMIS Lead Agency and the LSNDC to read and interpret any and all regulations, notices and other communications issued by HUD, and to annually review and, as necessary, revise any and all policies, procedures and plans related to the HMIS Project and the CoC Program.

- Identify and designate an HMIS Software tool for use by the participating agencies. The designated HMIS software tool is ServicePoint™ by WellSky of Overland Park, Kansas.

- Designate a non-profit or public legal entity to serve as the Regional HMIS Lead Agency. Once designated, the Regional HMIS Lead Agency will abide by the terms and conditions outlined in this governance charter. The designated Regional HMIS Lead Agency is VIA LINK, a private not-for-profit corporation operating in New Orleans who is a member of the CoC.

- Contract with any organizations that will improve delivery of HMIS-related services and enable participating agencies to better comply with federal regulations and the expectations of the U.S. Department of Housing and Urban Development (HUD). The CoC has contracted with the Louisiana
HMIS Policies and Procedures, as well as all applicable state and federal regulation regarding HMIS.

**RESPONSIBILITIES OF THE HMIS LEAD AGENCY**

The HMIS Lead Agency shall:

- Obtain and maintain all grants supporting the HMIS project, provide staffing, and purchase the required licenses, equipment and software for the CoC. As well, the HMIS Lead Agency will ensure that all participating agencies have the basic equipment needed to fulfill all HUD HMIS requirements.

- Provide technical support for the CoC and all participating agencies, including assisting participating agencies with technical issues related to the HMIS project.

- Work with the vendor to ensure that data is collected, stored and reported in compliance with all HUD regulations; and determine if a different vendor should be selected to provide the regional HMIS if the current vendor fails to conform to HUD regulations.

- Provide training to all HMIS end users within the participating agencies through general training meetings held during the monthly CoC participating agencies meeting, and through individual training either in a classroom setting or in a one-on-one setting at either the HMIS Lead Agency offices or at the requesting agency’s offices. Introductory trainings will be offered at the discretion of the HMIS Lead System Administrator, while general training will be offered at the monthly CoC meeting, and any additional training sessions will be offered at the HMIS Lead System Administrator’s discretion. Training may include: Client privacy and confidentiality, Release of Information, CoC system performance measurement, HMIS documentation protocols, HMIS Policies and Procedures, etc.

- Promote use of the HMIS through regular contact with HMIS Agency Administrators, HMIS End Users, participating agencies and similar organizations, such as the Department of Veterans Affairs, whose participation would benefit the CoC and/or the HMIS Lead Agency itself.

- Execute a written HMIS Participation Agreement and HMIS End User Agreements with each participating agency which delineates the obligations and authority of the HMIS Lead Agency, the LSNDC state-wide system and the participating agency. This agreement will include, directly or referenced, the requirements of the LSNDC Standard Operating Procedures and any future regulatory documents set forth by HUD and the LSNDC; and discuss possible sanctions for violating the agreement. This agreement will also require that the HMIS Lead Agency, LSNDC, and the participating agency will process protected identifying information in a manner consistent with this agreement.

- Monitor and verify data collection from all recipients of CoC Program and Emergency Solutions Grant (ESG) Program grants through the chosen HMIS platform, ensuring that data is being entered by all such agencies and working with the CoC and the participating agencies to address any deficiencies in data collection.

- Develop policies and procedures for all participating agencies in accordance with applicable HUD
- Sheltered Point-in-Time (PIT) count
- Housing Inventory Count (HIC)
- Annual Homeless Assessment Report (AHAR)
- Annual Performance Reports (APR’s) for HMIS projects
- HUD System Performance Measures

- Maintain an updated HMIS Lead Agency Organizational Chart available to UNITY and to the CoC general membership.

**RESPONSIBILITIES OF HMIS PARTICIPATING AGENCIES**

The HMIS participating agencies are responsible for:

- Complying with all HMIS Policies and Procedures approved by the CoC, and all appropriate federal regulations regarding HMIS.

- Complying with all federal, state and local laws regarding client and data privacy, security and confidentiality concerns. Should there be a conflict between such standards and other federal, state or local laws which the participating agency is required to obey, the participating agency must contact the HMIS Lead System Administrator for direction and to appropriately revise/adjust the impacted LSNDC regulatory document.

- Providing reports to the CoC Lead Agency for measurement against established benchmarks.

- Working with the HMIS Lead Agency staff to maintain complete and correct data in the ServicePoint™ system.

- Designating an Agency HMIS Administrator who is the primary point of contact between the HMIS Lead Agency and the Participating Agency. The Agency HMIS Administrator will be responsible for communicating with the HMIS Lead Agency and authorizing personnel and security changes for HMIS End Users. This shall include notifying the HMIS Lead Agency when an End User leaves the participating agency and/or no longer needs, or is authorized to possess, HMIS access. The Agency HMIS Administrator will also ensure Agency HMIS End Users are using current HMIS processes, procedures, forms, and protocols.
IN WITNESS THEREOF, the parties hereto have acknowledged their responsibilities and have caused this agreement to be executed and delivered by their duly authorized representatives as of the date of last signature.

**Continuum of Care Lead Organization: UNITY of Greater New Orleans**

Martha J. Kegel  
Executive Director

Name of Authorized Representative  
Title

[Signature]

Date: 9/27/19

**HMIS Lead Agency: VIA LINK**

Clifton Harris  
HMIS Director

Name of Authorized Representative  
Title

[Signature]

Date: 9/27/19
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Housing Authority of New Orleans

Housing Choice Voucher Program
Administrative Plan

Approved: May 28, 2019 by HANO Board of Directors

*Excerpt from HANO 2019 Administrative Plan demonstrating homeless preference.*
Quick Reference

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If HUD awards HANO program funding that is targeted for families living in specified units, HANO must use the assistance for the families living in these units. Families who qualify are placed on the waiting list. When a specific type of funding becomes available, the waiting list is searched for the first available family meeting the targeted funding criteria. HANO must maintain records showing that the family was admitted with HUD-targeted assistance or via special admission. Special admissions may include:

- A family displaced because of demolition or disposition of a public housing project;
- A family residing in a multifamily rental housing project when HUD sells, forecloses or demolishes the project;
- For housing covered by the Low Income Housing Preservation and Resident Homeownership Act of 1990 (41 U.S.C. 4101 et seq.);
- A non-purchasing family residing in a project subject to a homeownership program (under 24 CFR 248.173);
- A family displaced because of mortgage prepayment or voluntary termination of a mortgage insurance contract (as provided in 24 CFR 248.165);
- A family residing in a project covered by a project-based Section 8 HAP contract at or near the end of the HAP contract term;
- Previously assisted PBV families;
- Project-based Section 8 HAP contract vouchers at or near end of HAP contract term that convert to tenant-based vouchers; or
- Any family in good standing that has had its voucher rescinded or has been terminated from the HCV program due to insufficient program funding subject to the policies in the section on Order of Selection from the Waiting List.

### 5.9 Local Preferences

HANO has established local preferences for the HCV program as described below.

#### 5.9.1 Homeless, Disabled and Victims of Domestic Violence

**24 CFR 982.202(a); 24 CFR 982.207(a); PIH Notice 2013-15**

In an effort to reduce the homeless population and the population at-risk of homelessness in New Orleans, and to affirmatively further the goals of fair housing, based on funding availability, HANO may provide vouchers to eligible families who are homeless, disabled and/or victims of domestic violence. Upon approval of vouchers, for this local preference, HANO will enter into a Memorandum of Understanding (MOU) by and between HANO and each partner agency. The MOU will define the criteria for eligibility for this local preference; however, to ensure compliance with HUD regulation 24 CFR 982.202(a) and 207(a), the parameters of each MOU will be added to the plan. HANO has two current MOUs with UNITY of Greater New Orleans and the New Orleans Family Justice Center.

HANO’s current MOU with UNITY of Greater New Orleans is also in association with the New Orleans Equity and Inclusion Initiative and is valid through November 10, 2019 with the possibility of an extension of one year. To operate this MOU, HANO has established a local preference for one-hundred (100) chronically homeless individuals and twenty (20) vulnerable homeless families with children who are referred by UNITY of Greater New Orleans. This preference for chronically homeless and homeless families with children is limited to families who are referred to HANO by UNITY of Greater New Orleans.

HANO’s MOU with the New Orleans Family Justice Center is targeted at serving survivors of domestic violence and is valid through July 21, 2020, with the possibility of an extension of one year. To operate this MOU, HANO has established a local preference for fifty (50) eligible families who are survivors of domestic violence, dating violence, stalking, or sexual assault and are homeless or at risk of becoming homeless. This local preference is limited to survivor households who are referred to HANO by the New Orleans Family Justice Center.

Once an MOU has expired, HANO will remove the applicable local preference from its Administrative Plan.
5.9.2 **Preference for Non-Elderly Persons with Disabilities**

HANO will provide a local preference for up to 99 non-elderly persons with disabilities who are:

- Transitioning out of institutional and segregated settings;
- At serious risk of institutionalization;
- Homeless; or
- At risk of becoming homeless.

To meet this preference the applicant household must have at least one family member who is a non-elderly person with a disability and fall into one of the categories above, which are further defined in the glossary.

A household where the sole member is an emancipated minor would not be eligible under this preference.

5.9.3 **Public Housing Residents Who Have Completed First Time Homebuyer Training and Are Lender Ready**

Subject to funding availability, HANO will provide a local preference to the Housing Choice Voucher program for up to 25 HANO public housing residents per fiscal year who have completed first time homebuyer training and financial fitness courses and are lender ready. Prior to admission, applicants claiming this preference will be subject to the following requirements:

- Verification of the completion of first time homebuyer training courses and financial fitness courses is required.
- Application for the Housing Choice Voucher Program must be made within 30 days of the completion of lender readiness.
- The family must meet all eligibility criteria for admission to the Housing Choice Voucher Program. Households who qualify for this Preference are placed on the Waiting List.

If there is more than one household on the waiting list for this preference, household will be selected from the Waiting List based on date and time of application. The HCVP waiting list will remain open at all times for clients claiming this preference unless HANO specifically states otherwise through a public notice.

5.10 **INCOME TARGETING**

24 CFR 982.201(b)(2)

For HCV program vouchers, HANO will ensure that at least 75 percent of the families assisted are extremely low-income families, as defined in section 3(b)(2) of the 1937 Housing Act [24 CFR 982.4(b)].

Extremely low-income families are those with annual incomes at or below 30% of the area median income. To ensure this requirement is met, HANO may skip non-extremely low-income families on the waiting list in order to select an extremely low-income family.

Certain low-income families admitted to the program are not counted for income targeting [24 CFR 982.201(b)(2)(iv)]:

- Families that are “continuously assisted” under the 1937 Housing Act; and
- Low-income or moderate-income families admitted to the program that are displaced as a result of the prepayment of the mortgage or voluntary termination of an insurance contract on eligible low-income housing.

5.11 **NOTIFICATION OF SELECTION**

HANO will notify the family when it is selected from the waiting list. The notice will inform the family of:

- The date, time, and location of the scheduled application interview, including any procedures for rescheduling the interview;
The HAP for an assisted occupant in an SRO facility is the lower of the SRO payment standard amount minus the TTP or the gross rent for the unit minus the TTP.

21.4 **Veterans Affairs Supportive Housing (VASH)**

The Housing and Urban Development - Veterans Affairs Supported Housing (HUD-VASH) Program provides permanent housing and ongoing case management for eligible homeless veterans who would not be able to live independently without the support of case management. This program allows eligible veterans to live in veteran-selected housing units with a “Housing Choice” voucher. These vouchers are portable to support the veteran’s choice of housing in communities served by their VA medical facility where case management services can be provided. HUD-VASH services include outreach and case management to ensure integration of services and continuity of care. This program enhances the ability of VA to serve homeless women veterans, and homeless veterans with families.

Through the Supportive Services for Low-Income Veterans Program, VA aims to improve very low-income Veteran families’ housing stability by providing supportive services to very low-income Veteran families in or transitioning to permanent housing. VA funds community-based organizations to provide eligible Veteran families with outreach, case management, and assistance in obtaining VA and other benefits. Grantees may also provide time-limited payments to third parties (e.g., landlords, utility companies, moving companies, and licensed child care providers) if these payments help the Veteran family.

Generally, the HUD-VASH HCVP is administered in accordance with regular HCV program requirements (24 CFR part 982); however, the Act allows HUD to waive or specify alternative requirements for any provision of any statute or regulation that HUD administers in connection with this program in order to effectively deliver and administer HUD-VASH voucher assistance. The HUD-VASH Operating Requirements (including the waivers and alternative requirements from HCV program rules) were published in the Federal Register on May 6, 2008.

- VASH vouchers must be identified in PIC with the VASH voucher coding and retain this coding throughout the family’s participation in the program;
- Eligible veterans for VASH vouchers will be referred by the VAMC with written documentation of the referral maintained in the file;
- Screening will include income eligibility and sex offender screening only. EIV prior debt and adverse termination screening do not apply to VASH families;
- Other VASH family members should be screened and denied if they have a lifetime sex offender registration requirement;
- The initial voucher term for a VASH voucher will be 120 days;
- Initial leases may be less than one year if a shorter lease term would improve housing opportunities for the tenant;
- VASH voucher holders may use their voucher to live on the grounds of a VAMC in units owned by the VAMC;
- VASH participants may only reside in jurisdictional areas that are accessible to case management services as determined by the partnering VAMC. In all cases of portability, the initial VA facility must be consulted prior to the move and provide written confirmation that case management will continue to be provided in the family’s new location;
- If the receiving PHA does not administer a HUD-VASH program, it must always bill the initial PHA;
- If the receiving PHA does administer HUD-VASH vouchers, it may only absorb the family if a HUD-VASH voucher is available and case management can be provided through a VA facility that partners with the receiving PHA;
LOUISIANA HOUSING AUTHORITY
SECTION 8 HOUSING CHOICE VOUCHER
ADMINISTRATIVE PLAN

*Excerpt from LHC's 2019 Administrative Plan demonstrating homeless preference.*
*Excerpt from LHC’s 2019 Administrative Plan demonstrating homeless preference.*

Administrative Plan Adopted November 2008

<table>
<thead>
<tr>
<th>Revisions Adopted</th>
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<tbody>
<tr>
<td>1. September 2009</td>
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<td>2. July 2010</td>
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<td>6. June 2012</td>
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<td>11. November 2014</td>
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<td>13. February 2017</td>
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<td>14. January 2018</td>
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<td>15. January 2019</td>
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3.8 Cost Savings and Terminations of HAP Contracts
In the event appropriated funds are insufficient to fund all vouchers administered by the LHA, the PHA will implement cost-saving measures found in Notice PIH 2011–28 (“Cost-Saving Measures in the Housing Choice Voucher (HCV) Program”) or subsequent notices. If the LHA implements all of these cost-saving measures and still has insufficient funds to cover its housing assistance payments, then the LHA may choose to terminate payments under the program.

CHAPTER 4 APPLICATIONS AND TENANT SELECTION

4.1 General

4.1.1 Overview and Program Goals
The Administrative Plan implements the PSH Program contemplated in the Road Home Plan and the Louisiana Housing Corporation Qualified Allocation Plan (QAP). The PSH Program has two overarching goals: (1) the reduction and prevention of homelessness of people with disabilities, and (2) the reduction and prevention of inappropriate institutionalization of low-income people with disabilities.

The policies and procedures in this plan are designed to further these goals by:

- Promoting fairness and uniformity in tenant selection while meeting the policy priorities of the program.
- Overcoming barriers to accessing housing typically faced by persons prioritized for this program.
- Promoting efficiencies in the application and referral process.
- One of the challenges in developing the PSH tenant selection procedures which meet these goals is to ensure a “dynamic” list of applicants seeking units through a system that is fair and reasonable but not overly bureaucratic. After significant consultation with key stakeholders in the program including homeless and disability advocates, human services representatives, and disability and legal services attorneys, the State developed the tenant selection approach described herein.

4.1.2 Waiting Lists
The LHA and LDH and its designee will maintain project-based waiting lists. Applicants may sign up for any waiting lists they choose. Applicants who reject three offers of housing shall be removed from all waiting lists but may reapply. LDH and its designees will ensure that applicants understand this system and will encourage them to sign up for only those locations at which they believe they are willing to reside. Rejections by landlords for good cause or as reasonable accommodation, as determined by LHA, shall not count toward the three rejections.

4.1.3 PSH Tenant Selection Approach
LHA shall form initial waiting lists as required below.

From time to time as needed, LHA shall initiate a “PSH open application period” during which they will accept applications for PSH units. Opening of the waiting lists will be advertised as
The LDH or designee may choose whether to verify preferences at initial application or only in preparation for selecting households to refer to an available unit.

LDH in consultation with stakeholders have determined certain priority populations for the PSH Program. These populations and their prioritization are discussed below.

4.6.1 Specific Preferences
Applicants who meet one of the preference criteria will be assigned the number of points associated with that preference as illustrated in the chart below. Persons displaced by Hurricanes Katrina, Rita or Other Disaster Displacees will receive the points corresponding to that preference, in addition to points for absolute preferences as indicated on the chart and for one of the other preference categories. Persons may not receive points for more than one of the other categories. The maximum number of points that an applicant may be assigned is forty-four (44) points. Notwithstanding the preference points, LHA may transfer households among PBV units authorized by this Administrative Plan.

The Tenant Selection database will assign applicants the appropriate points. This assignment will affect the application position on the waiting list.

<table>
<thead>
<tr>
<th>Preference</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Applicants in Tax Credit or other units designated for PSH under the Road Home Program.</td>
<td>15 - Absolute preference</td>
</tr>
<tr>
<td>2. Applicants with incomes not exceeding 30% AMI, or exceeding 30% of AMI only because two persons in the household receive Supplemental Security Income</td>
<td>15 - preference</td>
</tr>
<tr>
<td>3. Permanent Supportive Housing Service Participant</td>
<td>9</td>
</tr>
<tr>
<td>4. Persons inappropriately institutionalized</td>
<td>8*</td>
</tr>
<tr>
<td>5. Homeless persons age 18-24</td>
<td>8**</td>
</tr>
<tr>
<td>6. Chronically homeless persons</td>
<td>7</td>
</tr>
<tr>
<td>7. Veterans</td>
<td>7</td>
</tr>
<tr>
<td>8. Persons displaced by Hurricanes Katrina or Rita or Other Disaster Displacees</td>
<td>5</td>
</tr>
<tr>
<td>9. Persons at risk of homelessness or living in transitional housing for persons who are homeless</td>
<td>2</td>
</tr>
<tr>
<td>10. Persons at risk of institutionalization</td>
<td>2</td>
</tr>
<tr>
<td>11. Homeless persons</td>
<td>1</td>
</tr>
<tr>
<td>12. Non-preference or standard applicant (none of the above)</td>
<td>0</td>
</tr>
</tbody>
</table>

All households must be PSH-eligible.

*Persons in this preference category will receive 8 preference points until the total number of persons served in this category reaches 200 participants. At that point, such persons will receive 2 preference points.
4.7.6 Hurricane Displacees
The majority of those displaced by Hurricanes Rita and Katrina have identification numbers from FEMA. This number serves as documentation that an applicant is a Hurricane Displacee. The applicant should provide a copy of a letter from FEMA which includes this number and certifies their status. The applicant may present alternative government agency or other documentation acceptable to LHA that the applicant has had its living situation disrupted by the 2005 hurricanes. See Section 4.2.8.

4.7.7 Homeless
Documentation of homelessness will depend on which of the four categories the applicant falls under. For example, if the applicant is coming from the street, possible documentation includes:
- Written verification from an outreach worker, food pantry/soup kitchen staff, Health Care for the Homeless team member, religious representatives, or other people that may have had contact with the person and could provide information about his/her living situation. The verification should be a signed, dated general certification (on letterhead if possible) verifying that services are going to homeless persons and indicating where the persons reside; and
- Information to demonstrate that the participant has no adequate resources to find other housing.

An information sheet to be provided to LDH or designee provides similar guidance for the three other categories of homelessness.

4.7.8 Chronically Homeless
Documentation of chronic homelessness can be particularly challenging. Examples of third party documentation include letters written and signed by either homeless shelter providers, homeless outreach workers, or other homeless service providers such as Health Care for the Homeless. Alternatively, a local Homeless Management Information System (HMIS) can be called upon to supply a printout of an individual’s history in a local homeless service continuum. This printout may be substituted for a letter from a homeless provider.

A sample letter will be provided to the LDH and designees requesting third party verification of chronic homelessness as well as a checklist the LDH and designees can use to confirm the applicant meets this definition.

4.7.9 At Risk of Homelessness or Living in Transitional Housing for the Homeless
Documentation of at risk of homelessness will depend on which of the six categories the applicant falls under. For example, if the applicant is exiting a hospital or treatment facility, possible documentation would include:

1) Written evidence from the institution staff that the applicant is exiting, mental health and developmental disability facilities, nursing homes, residential addiction treatment programs, and hospitals. The staff person should be qualified and aware of the specific situation to provide written evidence; and

2) Information to demonstrate that the applicant has no adequate resources to find other housing; and
THE HOUSING AUTHORITY OF JEFFERSON PARISH
AND
JEFFERSON PARISH DEPARTMENT OF COMMUNITY DEVELOPMENT
MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding, hereinafter referred to as “MOU,” has been created and entered into on March 19, 2019. This MOU is intended to reflect the mutual understanding between the Housing Authority of Jefferson Parish (“HAJP”) and the Jefferson Parish Department of Community Development (“Department of Community Development”) as a member of the LA-503 New Orleans-Jefferson Parish-Kenner Homeless Continuum of Care (“CoC”), coordinated by UNITY of Greater New Orleans (“UNITY”).

This MOU indicates the understanding of the parties as to serving elderly, disabled, formerly homeless, and currently homeless households through HAJP’s adoption of a limited preference for Project-Based Voucher (PBV) assistance in Jefferson Parish and through the adoption of a local limited preference in HAJP’s Housing Choice Voucher (HCV). These local preferences are created pursuant to U.S. Department of Housing and Urban Development (HUD) Notice PIH 2013-15 (HA), which provides PHAs with guidance on implementing practices to expand housing opportunities through Public Housing and HCV programs.

The local limited preferences shall include a specific preference for formerly homeless individuals and families transitioning, or “moving on” from CoC Permanent Supportive Housing (PSH) and Rapid Rehousing (RRH) programs. These are households that were previously homeless prior to entry into the PSH or RRH program but who are stable in housing and no longer need services to maintain stable, successful housing and who meet HAJP’s screening criteria. Creating such a “move on” preference will contribute significantly to Jefferson Parish’s overall efforts to reduce homelessness by freeing up PSH and RRH slots for those currently homeless. The Continuum of Care will provide housing search assistance as needed and agrees to provide case management services for at least six months for all clients referred for this preference.

I. Purpose

WHEREAS, the HAJP has an interest in meeting the housing needs of elderly and disabled households in Jefferson Parish, affirmatively furthering the goals of fair housing, and reducing homelessness in Jefferson Parish through local preferences pursuant to HUD Notice PIH 2013-15 (HA); and

WHEREAS, the Jefferson Parish Department of Community Development is a member of the LA-503 New Orleans-Jefferson Parish-Kenner Homeless Continuum of Care, receives CoC funding for housing services in Jefferson Parish, and has a responsibility to address housing instability and homelessness across Jefferson Parish through the provision of permanent housing solutions; and

1 U.S. Department of Housing and Urban Development (HUD) Notice PIH 2013-15 (HA)

HAJP Homeless & Moving On
Preference MOU
WHEREAS, the Jefferson Parish Department of Community Development, in order to maintain a competitive status to retain its current CoC funding for housing services throughout Jefferson Parish, must demonstrate adequate program exits to permanent housing placements, such as through the HAJP HCV or Public Housing Programs, and must demonstrate the existence of a homeless preference and “move on” strategy in partnership with HAJP; and

WHEREAS, the LA-503 New Orleans-Jefferson Parish-Kenner Homeless Continuum of Care seeks to reduce homelessness in Jefferson Parish by coordinating services, providing outreach, coordinated entry referral, housing assistance, and supportive services for homeless and formerly homeless households; and

WHEREAS, the HAJP maintains Housing Choice Voucher resources in Jefferson Parish that can further these goals and interests through the administration of a local preference for elderly, formerly homeless, and currently homeless households; and

WHEREAS, the HAJP has agreed to provide 50 HCVs and/or PBVs for households meeting the local preference and screening criteria and referred by the parties to this MOU.

Operational Roles and Responsibilities

- Housing Authority of Jefferson Parish

1. Identify one staff person who shall be responsible for coordinating the implementation of this MOU with the parties and serve as a liaison.

2. Pursuant to HUD Notice PIH 2013-15 (HA), establish a local limited preference for 50 HCVs and/or PBVs in the HAJP Administrative Plan for households who are formerly or currently experiencing homelessness pursuant to HAJP Board of Commissioners Resolution Nos. 1701 and 1715, including a limited “move on” or “move up” preference for CoC PSH graduates.

3. Pursuant to HUD Notice PIH 2013-15 (HA), establish a local limited preference for elderly households, homeless, and formerly homeless households graduating from CoC-funded Permanent Supportive Housing (PSH) in the HAJP Administrative Plan for a set-aside of 20 Project Based Vouchers.

4. Accept referrals for applicants meeting local preferences from the Continuum of Care’s Coordinated Entry System in line with HUD guidance.

5. Commit sufficient staff and resources to ensure that the application, certification, and voucher issuance processes are completed in a timely manner. Review all applications for completeness, and return to the Continuum of Care within 30 days any incomplete applications with a written statement of what is missing. Verify that all applicants meet the income, criminal background guidelines, and citizenship guidelines of the HCV and/or PBV Programs.

6. Inform the Continuum of Care and the applicant in writing within 30 days of receiving a completed application whether that application was accepted or denied. If
THE HOUSING AUTHORITY OF JEFFERSON PARISH
AND
JEFFERSON PARISH DEPARTMENT OF COMMUNITY DEVELOPMENT
MEMORANDUM OF UNDERSTANDING

denied, HAJP shall provide a written explanation of the basis for the denial, and offer an opportunity for an informal review.

7. Commit sufficient staff and resources to ensure that inspections of units are completed in a timely manner, usually within ten working days following the completion of certification.

8. Maintain releases of information for participants referred by the Continuum of Care to ensure open communication between HAJP, the Department of Community Development, and UNITY on behalf of the Continuum of Care.

9. Brief eligible clients on the rules of the program.

10. Provide a list every three months of the all clients leased up under this program.

11. Notify the contact person for the Continuum of Care when a referred participant’s housing is at risk due to non-compliance with the Housing Choice Voucher or Public Housing Programs or their landlord.

12. Coordinate between parties to address any additional matters that may arise in implementation and execution of local preferences.

- Jefferson Parish Department of Community Development

  1. Identify one staff person who shall be responsible for coordinating the implementation of this MOU with the parties and serve as a liaison.

  2. Assess applicant eligibility for the limited local preferences for up to 20 set-aside Project Based Vouchers from HAJP.

  3. In coordination with the Continuum of Care, assess applicant eligibility and make referrals for local homeless and formerly homeless preferences from the Continuum of Care’s Coordinated Entry System.

  4. In coordination with the Continuum of Care, certify that the household meets the eligibility criteria for the local elderly, formerly homeless, or currently homeless preference, including any required proof of homelessness.

  5. Referred households must have household incomes equal to or less than 50% of Area Median Income and meet HBV, PBV, and/or Public Housing Programs.

  6. In coordination with the Continuum of Care, ensure that at least six months of follow-up case management is provided by UNITY as needed to help formerly homeless or homeless households remain in stable housing once referred and housed through a HAJP program.

  7. Coordinate between parties to address any additional matters that may arise in implementation and execution of local preferences.

- Homeless Continuum of Care (CoC), led by UNITY of Greater New Orleans

  1. Identify one staff person who shall be responsible for coordinating the implementation of this MOU with the parties and serve as a liaison.

  2. Assess applicant eligibility and make referrals for applicants meeting HAJP’s local preferences from the Continuum of Care’s Coordinated Entry System, including for
THE HOUSING AUTHORITY OF JEFFERSON PARISH
AND
JEFFERSON PARISH DEPARTMENT OF COMMUNITY DEVELOPMENT
MEMORANDUM OF UNDERSTANDING

up to 10 of the above noted set-aside Project-Based Vouchers, who reside in Jefferson Parish or have a documented history of residence in Jefferson Parish.

3. Certify that the household meets the eligibility criteria for the local elderly, formerly homeless, or currently homeless preference, including any required proof of homelessness.

4. Referred households must have household incomes equal to or less than 50% of Area Median Income and meet HBV, PBV, and/or Public Housing Programs.

5. Help homeless and formerly homeless households gather documents and complete HAJP assistance application(s).

6. Accept referrals from agencies within the Continuum of Care who provide the required documentation for the local preference.

7. Send completed HAJP application packets with a signed cover letter referring households that meet the eligibility criteria to HAJP for HCV, PBV, or Public Housing assistance. The coversheet certifying eligibility will be signed by an authorized representative from UNITY.

8. Provide housing search assistance through Continuum of Care housing search resources, including UNITY staff.

9. Provide at least six months of transitional case management services as needed for formerly homeless households after tenant moves into a HAJP assisted unit to ensure stability.

10. Leverage HAJP assistance to provide more housing assistance to homeless or disabled clients through the Continuum of Care Program.


12. UNITY will provide assistance as needed should households need ongoing help with their annual recertification.

13. Keep records of clients who leased up and maintain stable housing for the purpose of demonstrating the success of the collaboration and leveraging federal dollars for housing.

14. Coordinate between parties to address any additional matters that may arise in implementation and execution of local preferences.

Contacts

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<thead>
<tr>
<th>Administrative Contacts</th>
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<tr>
<td><strong>Housing Authority of Jefferson Parish</strong></td>
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<tr>
<td><strong>Jefferson Parish Department of Community Development</strong></td>
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<tr>
<td><strong>New Orleans-Jefferson Parish-Kenner Continuum of Care</strong></td>
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</tbody>
</table>
Records and Reports
HAJP and UNITY of Greater New Orleans shall maintain records for a period of no less than three years from the date of all individuals referred under the local preference. Upon request by a federal entity with jurisdiction shall make these records available for inspection.

Communication and Media
The parties to this MOU shall acknowledge and coordinate with the others in all public releases of information about the collaboration.

Further Cooperation
The parties hereby commit to cooperating with one another to address these issues as they arise and to resolve them based on the agreements stated in this MOU.

Miscellaneous
The parties shall comply with all applicable laws, rules, and regulations.

Term & MOU Termination
This MOU shall be of unlimited duration, but subject to modification upon agreement of both parties. Any party may terminate this MOU in whole or in part by providing 90 days written notice to all parties when it is in the best interest of that party due to changes in, or lack of, funding or applicable laws. In the event of MOU termination, every effort will be made by the parties to ensure that the housing needs of clients referred to and receiving assistance from HAJP will continue to be met.

The Department of Community Development, as a member of the Continuum of care, and UNITY of Greater New Orleans understand that intentionally providing false information to HAJP, or any attempt to manipulate the distribution of vouchers, is a violation of Federal Law. It may result in the termination of this MOU.

Modification
HAJP, Jefferson Parish Department of Community Development, and UNITY on behalf of the CoC reserve the right to request modification and/or renegotiation of the terms of this MOU in writing with the consent of all parties. Modification of this MOU shall be incorporated in the form of an amendment dated and signed by authorized representatives of the respective parties.

Effective Date
This MOU shall become effective upon execution by all parties. All parties fully understand and agree to the roles and responsibilities outline herein.

In witness WHEREOF, the parties have executed this MOU as follows:
THE HOUSING AUTHORITY OF JEFFERSON PARISH
AND
JEFFERSON PARISH DEPARTMENT OF COMMUNITY DEVELOPMENT
MEMORANDUM OF UNDERSTANDING

Wayne Woods, Executive Director, Housing Authority of Jefferson Parish

Date

Tamithia Shaw, Director, Jefferson Parish Department of Community Development

Date

Martha Kegel, CoC Authorized Representative & Executive Director, UNITY

Date
RESOLUTION NO. 1715

APPROVAL OF AMENDMENT TO JPHA (HCV) and PUBLIC HOUSING POLICIES

Consideration and approval of an amendment to the Local Preference Policies for the HCV Program and the Public Housing Program

Whereas, Jefferson Parish Housing Authority (JPHA) currently has Local Preference Policies related to Disabled and Fire Victims, and

Whereas, JPHA in an effort to reduce the homeless population, and the population at-risk of homelessness in Jefferson Parish; and

Whereas, JPHA HCV Program in an effort to affirmatively further the goals of fair housing, will provide vouchers for homeless, disabled and victims of domestic violence, and

Whereas, JPHA, PH Program in an effort to affirmatively further the goals of fair housing, will provide preferred housing to victims of fires and domestic violence, and

Whereas, to serve the clients, JPHA will partner/work with local nonprofit agencies to refer clients to JPHA that meet certain eligibility criteria for local preference as defined in a Memoranda of Understanding (MOU) with each organization; and

Whereas, JPHA may at its discretion modify these policies based on funding availability, the performance of social service agency partners, or other factors, and

Whereas, each MOU will be approved by the Board of Commissioners of JPHA and;

Whereas, the Executive Director may revise the operating procedures periodically;

NOW THEREFORE, BE IT RESOLVED that the Board of Commissioners of the Jefferson Parish Housing Authority hereby approves the attached amendment to JPHA Policies related to Local Preference for HCV and PH Programs.

Motion to approve Amendment, adopt resolution and authorize execution of Memorandum of Understanding with revised language of last residence in Jefferson Parish:

1718 Betty Street, Marrero, Louisiana 70072 • (504) 347-4381 • Fax (504) 347-9692 • jphaadm@haip.org
TDD/TYY 1-800-947-5277

20
The Resolution was declared adopted on January 15, 2014.

***

I certify that the above and foregoing is a true and correct copy of a resolution adopted by the Housing Authority of Jefferson Parish, at the meeting of the Board of Commissioners on January 15, 2014 at which a quorum was present.

Pamela M. Watson
Secretary

Lynn Giordano
Chair
WHEREAS, The Jefferson Parish Housing Authority (JPHA) currently has Local Preference Policies related to Disabled and Fire Victims; and
WHEREAS, JPHA in an effort to reduce the homeless population, and the population at-risk of homelessness in the Jefferson and Orleans Parishes; and
WHEREAS, JPHA, PH Program in an effort to affirmatively further the goals of fair housing, will provide vouchers for homeless, disabled and victims of domestic violence, and
WHEREAS, to serve these clients, JPHA will partner/work with local nonprofit agencies to refer clients to JPHA that meet certain eligibility criteria for local preference as defined in a Memoranda of Understanding (MOU) with each organization; and
WHEREAS, JPHA, may at its discretion modify these policies based on funding availability, the performance of social service agency partners, or other factors, and
WHEREAS, each MOU will be approved by the Board of Commissioners of JPHA and;
WHEREAS, the Executive Director may revise the operating procedures periodically;

NOW THEREFORE BE IT RESOLVED THAT that the Board of Commissioners of the Jefferson Parish Housing Authority hereby approves the attached amendment to JPHA Policies related to Local Preference for HCV and PH Programs

EXECUTED THIS 24TH DAY OF JULY 2013

[Signature]
CHAIR

ATTEST:

[Signature]
SECRETARY
WHEREAS Moving on is a Strategic Priority for HUD and the Kenner Housing Authority, Contingent upon funding availability, Kenner Housing Authority will make Ten (10) percent of vouchers available for tenant-based assistance through referrals from UNITY of Greater New Orleans of “Moving On” tenants graduating from Permanent Supportive Housing (PSH) and Rapid Re-Housing (RRH) programs. Issuing these households tenant-based vouchers will create vacancies in Continuum of Care programs, which will allow families experiencing homelessness to be served. Tenants referred to Kenner Housing Authority will be selected by UNITY of Greater New Orleans through an assessment process created by UNITY with input from the Kenner Housing Authority and other community stakeholders, to identify stable individuals and families, who do not need wrap around services to maintain housing. Vouchers will be made available to eligible “Moving On” households regardless of whether the family is on the regular voucher waiting list, their place on the list, or if the waiting list is closed, consistent with 24 CFR 982.206 (c).

THEREFORE BE IT RESOLVED the Kenner Housing Authority will accept referrals from Unity of New Orleans for up to ten (10) percent of the KHA’s vouchers providing the Tenants meet the KHA’s requirements. This programs is consistent with 24 CFR 982.206. The KHA will take one (1) tenant from Unity of New Orleans list and one (1) from the regular waiting list, until the ten (10) percent from Unity is meet and then the KHA will continue issuing vouchers with the regular tenants on the waiting list, and to authorize the KHA to update the Section 8 Admin plan as submitted to the Board of Commissioners.

Yea

Nay

Abstained

Absent

Darrell Schneider Chairman

Barry Bordelon Executive Director
## Attachment 1C-4:
### Moving On Multifamily Preference

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This Memorandum of Understanding, hereinafter referred to as “MOU,” has been created and entered into on March 19, 2019. This MOU is intended to reflect the mutual understanding between the Housing Authority of Jefferson Parish ("HAJP") and the Jefferson Parish Department of Community Development ("Department of Community Development") as a member of the LA-503 New Orleans-Jefferson Parish-Kenner Homeless Continuum of Care ("CoC"), coordinated by UNITY of Greater New Orleans ("UNITY").

This MOU indicates the understanding of the parties as to serving elderly, disabled, formerly homeless, and currently homeless households through HAJP’s adoption of a local limited preference for Project-Based Voucher (PBV) assistance in Jefferson Parish and through the adoption of a local limited preference in HAJP’s Housing Choice Voucher (HCV). These local preferences are created pursuant to U.S. Department of Housing and Urban Development (HUD) Notice PIH 2013-15 (HA)1, which provides PHAs with guidance on implementing practices to expand housing opportunities through Public Housing and HCV programs.

The local limited preferences shall include a specific preference for formerly homeless individuals and families transitioning, or “moving on” from CoC Permanent Supportive Housing (PSH) and Rapid Rehousing (RRH) programs. These are households that were previously homeless prior to entry into the PSH or RRH program but who are stable in housing and no longer need services to maintain stable, successful housing and who meet HAJP’s screening criteria. Creating such a “move on” preference will contribute significantly to Jefferson Parish’s overall efforts to reduce homelessness by freeing up PSH and RRH slots for those currently homeless. The Continuum of Care will provide housing search assistance as needed and agrees to provide case management services for at least six months for all clients referred for this preference.

I. Purpose

WHEREAS, the HAJP has an interest in meeting the housing needs of elderly and disabled households in Jefferson Parish, affirmatively furthering the goals of fair housing, and reducing homelessness in Jefferson Parish through local preferences pursuant to HUD Notice PIH 2013-15 (HA); and

WHEREAS, the Jefferson Parish Department of Community Development is a member of the LA-503 New Orleans-Jefferson Parish-Kenner Homeless Continuum of Care, receives CoC funding for housing services in Jefferson Parish, and has a responsibility to address housing instability and homelessness across Jefferson Parish through the provision of permanent housing solutions; and

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1 U.S. Department of Housing and Urban Development (HUD) Notice PIH 2013-15 (HA)

HAJP Homeless & Moving On Preference MOU
THE HOUSING AUTHORITY OF JEFFERSON PARISH
AND
JEFFERSON PARISH DEPARTMENT OF COMMUNITY DEVELOPMENT
MEMORANDUM OF UNDERSTANDING

WHEREAS, the Jefferson Parish Department of Community Development, in order to maintain a competitive status to retain its current CoC funding for housing services throughout Jefferson Parish, must demonstrate adequate program exits to permanent housing placements, such as through the HAJP HCV or Public Housing Programs, and must demonstrate the existence of a homeless preference and “move on” strategy in partnership with HAJP; and

WHEREAS, the LA-503 New Orleans-Jefferson Parish-Kenner Homeless Continuum of Care seeks to reduce homelessness in Jefferson Parish by coordinating services, providing outreach, coordinated entry referral, housing assistance, and supportive services for homeless and formerly homeless households; and

WHEREAS, the HAJP maintains Housing Choice Voucher resources in Jefferson Parish that can further these goals and interests through the administration of a local preference for elderly, formerly homeless, and currently homeless households; and

WHEREAS, the HAJP has agreed to provide 50 HCVs and/or PBVs for households meeting the local preference and screening criteria and referred by the parties to this MOU.

Operational Roles and Responsibilities

- Housing Authority of Jefferson Parish
  1. Identify one staff person who shall be responsible for coordinating the implementation of this MOU with the parties and serve as a liaison.
  2. Pursuant to HUD Notice PIH 2013-15 (HA), establish a local limited preference for 50 HCVs and/or PBVs in the HAJP Administrative Plan for households who are formerly or currently experiencing homelessness pursuant to HAJP Board of Commissioner's Resolution Nos. 1701 and 1715, including a limited “move on” or “move up” preference for CoC PSH graduates.
  3. Pursuant to HUD Notice PIH 2013-15 (HA), establish a local limited preference for elderly households, homeless, and formerly homeless households graduating from CoC-funded Permanent Supportive Housing (PSH) in the HAJP Administrative Plan for a set-aside of 20 Project Based Vouchers.
  4. Accept referrals for applicants meeting local preferences from the Continuum of Care’s Coordinated Entry System in line with HUD guidance.
  5. Commit sufficient staff and resources to ensure that the application, certification, and voucher issuance processes are completed in a timely manner. Review all applications for completeness, and return to the Continuum of Care within 30 days any incomplete applications with a written statement of what is missing. Verify that all applicants meet the income, criminal background guidelines, and citizenship guidelines of the HCV and/or PBV Programs.
  6. Inform the Continuum of Care and the applicant in writing within 30 days of receiving a completed application whether that application was accepted or denied. If
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denied, HAJP shall provide a written explanation of the basis for the denial, and offer
an opportunity for an informal review.
7. Commit sufficient staff and resources to ensure that inspections of units are
completed in a timely manner, usually within ten working days following the
completion of certification.
8. Maintain releases of information for participants referred by the Continuum of Care
to ensure open communication between HAJP, the Department of Community
Development, and UNITY on behalf of the Continuum of Care.
9. Brief eligible clients on the rules of the program.
10. Provide a list every three months of the all clients leased up under this program.
11. Notify the contact person for the Continuum of Care when a referred participant’s
housing is at risk due to non-compliance with the Housing Choice Voucher or Public
Housing Programs or their landlord.
12. Coordinate between parties to address any additional matters that may arise in
implementation and execution of local preferences.

- Jefferson Parish Department of Community Development

1. Identify one staff person who shall be responsible for coordinating the
implementation of this MOU with the parties and serve as a liaison.
2. Assess applicant eligibility for the limited local preferences for up to 20 set-aside
Project Based Vouchers from HAJP.
3. In coordination with the Continuum of Care, assess applicant eligibility and make
referrals for applicants meeting local homeless and formerly homeless preferences
from the Continuum of Care’s Coordinated Entry System.
4. In coordination with the Continuum of Care, certify that the household meets the
eligibility criteria for the local elderly, formerly homeless, or currently homeless
preference, including any required proof of homelessness.
5. Referred households must have household incomes equal to or less than 50% of Area
Median Income and meet HBV, PBV, and/or Public Housing Programs.
6. In coordination with the Continuum of Care, ensure that at least six months of follow-
up case management is provided by UNITY as needed to help formerly homeless or
homeless households remain in stable housing once referred and housed through a
HAJP program.
7. Coordinate between parties to address any additional matters that may arise in
implementation and execution of local preferences.

- Homeless Continuum of Care (CoC), led by UNITY of Greater New Orleans

1. Identify one staff person who shall be responsible for coordinating the
implementation of this MOU with the parties and serve as a liaison.
2. Assess applicant eligibility and make referrals for applicants meeting HAJP’s local
preferences from the Continuum of Care’s Coordinated Entry System, including for
THE HOUSING AUTHORITY OF JEFFERSON PARISH  
AND  
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up to 10 of the above noted set-aside Project-Based Vouchers, who reside in Jefferson Parish or have a documented history of residence in Jefferson Parish.  
3. Certify that the household meets the eligibility criteria for the local elderly, formerly homeless, or currently homeless preference, including any required proof of homelessness.  
4. Referred households must have household incomes equal to or less than 50% of Area Median Income and meet HBV, PBV, and/or Public Housing Programs.  
5. Help homeless and formerly homeless households gather documents and complete HAJP assistance application(s).  
6. Accept referrals from agencies within the Continuum of Care who provide the required documentation for the local preference.  
7. Send completed HAJP application packets with a signed cover letter referring households that meet the eligibility criteria to HAJP for HCV, PBV, or Public Housing assistance. The coversheet certifying eligibility will be signed by an authorized representative from UNITY.  
8. Provide housing search assistance through Continuum of Care housing search resources, including UNITY staff.  
9. Provide at least six months of transitional case management services as needed for formerly homeless households after tenant moves into a HAJP assisted unit to ensure stability.  
10. Leverage HAJP assistance to provide more housing assistance to homeless or disabled clients through the Continuum of Care Program.  
12. UNITY will provide assistance as needed should households need ongoing help with their annual recertification.  
13. Keep records of clients who leased up and maintain stable housing for the purpose of demonstrating the success of the collaboration and leveraging federal dollars for housing.  
14. Coordinate between parties to address any additional matters that may arise in implementation and execution of local preferences.  

Contacts  

<table>
<thead>
<tr>
<th>Housing Authority of Jefferson Parish</th>
<th>Wayne Woods, Executive Director</th>
<th>(504) 347-4381</th>
<th><a href="mailto:wwoods@hajp.org">wwoods@hajp.org</a></th>
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<tbody>
<tr>
<td>Jefferson Parish Department of Community Development</td>
<td>Tamithia Shaw, Director</td>
<td>(504) 736-6260</td>
<td><a href="mailto:tshaw@jeffparish.net">tshaw@jeffparish.net</a></td>
</tr>
<tr>
<td>New Orleans-Jefferson Parish-Kenner Continuum of Care</td>
<td>Martha Kegel, Executive Director of UNITY</td>
<td>(504) 821-4496</td>
<td><a href="mailto:mkegel@unitygno.org">mkegel@unitygno.org</a></td>
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MEMORANDUM OF UNDERSTANDING

Records and Reports
HAJP and UNITY of Greater New Orleans shall maintain records for a period of no less than three years from the date of all individuals referred under the local preference. Upon request by a federal entity with jurisdiction shall make these records available for inspection.

Communication and Media
The parties to this MOU shall acknowledge and coordinate with the others in all public releases of information about the collaboration.

Further Cooperation
The parties hereby commit to cooperating with one another to address these issues as they arise and to resolve them based on the agreements stated in this MOU.

Miscellaneous
The parties shall comply with all applicable laws, rules, and regulations.

Term & MOU Termination
This MOU shall be of unlimited duration, but subject to modification upon agreement of both parties. Any party may terminate this MOU in whole or in part by providing 90 days written notice to all parties when it is in the best interest of that party due to changes in, or lack of, funding or applicable laws. In the event of MOU termination, every effort will be made by the parties to ensure that the housing needs of clients referred to and receiving assistance from HAJP will continue to be met.

The Department of Community Development, as a member of the Continuum of care, and UNITY of Greater New Orleans understand that intentionally providing false information to HAJP, or any attempt to manipulate the distribution of vouchers, is a violation of Federal Law. It may result in the termination of this MOU.

Modification
HAJP, Jefferson Parish Department of Community Development, and UNITY on behalf of the CoC reserve the right to request modification and/or renegotiation of the terms of this MOU in writing with the consent of all parties. Modification of this MOU shall be incorporated in the form of an amendment dated and signed by authorized representatives of the respective parties.

Effective Date
This MOU shall become effective upon execution by all parties. All parties fully understand and agree to the roles and responsibilities outlined herein.

In witness WHEREOF, the parties have executed this MOU as follows:
THE HOUSING AUTHORITY OF JEFFERSON PARISH
AND
JEFFERSON PARISH DEPARTMENT OF COMMUNITY DEVELOPMENT
MEMORANDUM OF UNDERSTANDING

Wayne Woods, Executive Director, Housing Authority of Jefferson Parish

Date

Tamithia Shaw, Director, Jefferson Parish Department of Community Development

Date

Martha Kegel, CoC Authorized Representative & Executive Director, UNITY

Date
WHEREAS  Moving on is a Strategic Priority for HUD and the Kenner Housing Authority, Contingent upon funding availability, Kenner Housing Authority will make Ten (10) percent of vouchers available for tenant-based assistance through referrals from UNITY of Greater New Orleans of “Moving On” tenants graduating from Permanent Supportive Housing (PSH) and Rapid Re-Housing (RRH) programs. Issuing these households tenant-based vouchers will create vacancies in Continuum of Care programs, which will allow families experiencing homelessness to be served. Tenants referred to Kenner Housing Authority will be selected by UNITY of Greater New Orleans through an assessment process created by UNITY with input from the Kenner Housing Authority and other community stakeholders, to identify stable individuals and families, who do not need wrap around services to maintain housing. Vouchers will be made available to eligible “Moving On” households regardless of whether the family is on the regular voucher waiting list, their place on the list, or if the waiting list is closed, consistent with 24 CFR 982.206 (c).

THEREFORE BE IT RESOLVED the Kenner Housing Authority will accept referrals from Unity of New Orleans for up to ten (10) percent of the KHA’s vouchers providing the Tenants meet the KHA’s requirements. This programs is consistent with 24 CFR 982.206. The KHA will take one (1) tenant from Unity of New Orleans list and one (1) from the regular waiting list, until the ten (10) percent from Unity is meet and then the KHA will continue issuing vouchers with the regular tenants on the waiting list, and to authorize the KHA to update the Section 8 Admin plan as submitted to the Board of Commissioners.

Yeas 4
Nays 0
Abstained 0
Absent 2

Darrell Schneider Chairman

Barry Bordelon Executive Director
THE HOUSING AUTHORITY OF NEW ORLEANS  
and  
UNITY of GREATER NEW ORLEANS 
MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding, hereinafter referred to as “MOU,” is intended to reflect the mutual understanding between the Housing Authority of New Orleans (HANO) and UNITY of Greater New Orleans (“UNITY”) to serve non-elderly individuals with disabilities who are homeless or have previously experienced homelessness and are currently a client in a permanent supportive housing or a rapid rehousing project by providing Mainstream Housing Choice Vouchers and supportive services. While not a legally binding document, this MOU indicates the understanding of the Parties to work towards the goals of the Mainstream Voucher program and this MOU, if HANO is awarded Mainstream Vouchers.

I. PURPOSE

WHEREAS, HANO has recognized that roughly half of all individuals with disabilities in Orleans Parish are non-elderly and face housing barriers; and

WHEREAS, UNITY is one of the lead agencies focused on assisting homeless and disabled individuals with achieving and maintaining housing stability and independence in Orleans and Jefferson Parishes; and

WHEREAS, UNITY seeks to reduce homelessness and support client self-sufficiency amongst non-elderly individuals with disabilities by providing outreach, coordinated entry, referral, housing, and supportive services to assist these individuals and households in securing community-based housing; and

WHEREAS, HANO seeks to administer a new award of Mainstream Vouchers that would provide housing assistance to non-elderly disabled individuals who are homeless or have previously experienced homelessness and are currently a client in a Continuum of Care permanent supportive housing or rapid rehousing project.

II. COLLABORATION ACTIVITIES

Housing Authority of New Orleans

If HANO is awarded Mainstream Vouchers by HUD in response to its application to the 2019 Mainstream Voucher Program, HANO will:

• Create a preference within the HANO Administrative Plan for non-elderly individuals with disabilities who are homeless or have previously experienced homelessness and are currently a client in a Continuum of Care permanent supportive housing or rapid rehousing project;
• Accept referrals from UNITY and cross reference HANO’s existing Housing Choice Voucher Program waiting list and, if necessary, open the waiting list so that individuals of this non-elderly disabled group referred by UNITY may apply;
• Determine eligibility of applicants within this group as they reach the top of HANO’s waiting list for the available Mainstream Vouchers;
• Issue vouchers to eligible applicants;
• Perform initial inspections of all housing units to ensure compliance with program housing quality standards;
• Ensure all approved rents with landlords comply with rent reasonableness standards;
• Execute a Housing Assistance Payments contract with the landlord and pay all required rental subsidies and eligible tenant utility allowances;
• Conduct regularly scheduled and special inspections to ensure landlord compliance with property maintenance standards;
• Administer the subject vouchers in accordance with all HANO and HUD program requirements; and
• Update a centralized tracking system with information regarding referrals received, applicant status, vouchers issued, units leased, etc. on an ongoing basis.

UNITY

If HANO is awarded Mainstream Vouchers by HUD in response to its application to the 2019 Mainstream Voucher Program, UNITY will:

☐ Coordinate outreach and referral of persons in institutional and other segregated settings who want to move to community-based integrated settings and persons at serious risk of institutionalization.

☒ Assist persons with disabilities to apply to and obtain acceptance into housing programs, outreaching to and prioritizing those who are experiencing homelessness and have the highest needs, particularly those experiencing unsheltered homelessness.

☒ Assist persons with disabilities to find housing.

☐ Assist persons with disabilities to secure home modification.

☐ Assist persons with disabilities to secure disability-related accommodations.

☒ Assist persons with disabilities to move into units, including physically accessible units where appropriate, on the private rental market.

☒ Refer persons with disabilities to home and community-based services.

☒ Coordinate with persons with disabilities to obtain home and community-based services.
Provide persons with disabilities home and community-based services.

Providing outreach to recruit landlords to participate in the Housing Choice Voucher Program for the program as a whole OR for the Mainstream Voucher Program.

Coordinated with homeless service agencies for client referral and services.

Assist clients to connect with and apply for Medicaid.

III. TERM

This MOU shall be for an initial period of one year, if HANO is awarded Mainstream Vouchers through the current application. If HUD renews any awarded Mainstream Voucher funding, and upon agreement of all parties, this agreement may be extended to match the renewed funding period.

IV. TERMINATION

Any party may terminate this MOU in whole or in part by providing 30 day notice to all parties when it is in the best interest of that party due to lack of funding or changes in applicable law.

In the event of MOU termination or modification, every effort will be made to ensure the housing needs of all clients referred to this program will continue to be met. This MOU reflects a good faith partnership, and is not legally enforceable by any party.

V. MODIFICATION

HANO and UNITY reserve the right to request modification and/or renegotiation of the terms of the MOU at any time in writing and with agreement of all parties. Modification of this document shall be incorporated in the form of an amendment dated and signed by authorized representatives of the respective agencies.

VI. EFFECTIVE DATE

This MOU shall become effective upon execution by both parties.
Both parties herein fully understand and agree to the roles and responsibilities outlined in this MOU.

In Witness WHEREOF, the Parties have executed this MOU as follows:

For the Housing Authority of New Orleans:

[Signature]
Gregg Forner
Executive Director
9/5/2019
Date

For the UNITY of Greater New Orleans:

[Signature]
Martha J. Kegel
Executive Director
8/30/19
Date
September 26, 2019

Martha Kegel
Executive Director
UNITY of Greater New Orleans
2475 Canal Street, Ste. 300
New Orleans, LA 70119

Dear Ms. Kegel,

Jane Place Neighborhood Sustainability Initiative (JPNSI) is pleased to provide this letter of support to UNITY of Greater New Orleans, lead agency for the Continuum of Care (CoC), in support of its “moving on” initiative. Under this initiative, formerly homeless persons who have long been stabilized in CoC-funded Permanent Supportive Housing (PSH) and/or Rapid Rehousing (RRH) programs are given the opportunity to move on to mainstream affordable housing options.

JPNSI can commit to accepting housing referrals from UNITY of Greater New Orleans on behalf of the CoC for the four 3-bedroom units of affordable housing located at our Palmyra Street building in Mid-City. These units are currently occupied, however, when units become available JPNSI will share the application with UNITY of Greater New Orleans. We also plan to continue exploring the possibility of offering a preference for homeless and/or formerly homeless households referred by UNITY of Greater New Orleans for 25% of units that will be located at our upcoming Jane Place Corridor Project which will include up to five 2-bedroom duplexes. This project is currently in pre-development and we hope to break ground on the first homes early next year.

We look forward to further developing this formal partnership and discussing how we can help meet the unique housing needs of tenants in the CoC’s PSH and RRH programs, including those who are graduating or moving on to mainstream affordable housing resources.

We are so pleased to provide this letter of support to UNITY of Greater New Orleans and we look forward to developing a formal Memorandum of Understanding (MOU) that reflects this partnership. Should you have any questions at all, please feel free to contact me at info@jpnsi.org. Thank you!

Sincerely,

Brice White
Acting Board President
Skwala, LLC

September 26, 2019

Pam Callahan
Unity of Greater New Orleans
2575 Canal St, Suite 300
New Orleans, LA 70119

Dear Pam:

May this letter serve as an endorsement of the quality work that you and Unity are conducting to provide quality housing to the segment of the New Orleans population that is most in need.

I currently own two properties in New Orleans that total 170 units. Both of my properties are market rate however we do accept subsidies through vouchers and other supportive housing programs. I am a member of the Greater New Orleans Affordable Housing Committee as a developer. I have made great efforts to improve the quality of the affordable housing stock in New Orleans East by raising the standard of living and reducing crime at my properties. The programs that Unity administers: Rapid ReHousing, Permanent Supportive Housing and Continuum of Care, have been a tremendous asset to us and we are always happy to work with Unity on placing residents of these programs. In fact, when we have available units, Unity is always our preferred agency and we will even hold units for the possibility of working with Unity. In addition to my existing properties, I am looking at several potential acquisitions of other properties in New Orleans where Unity, their partner agencies and tenants will continue to receive preferred consideration for my apartments.
I continue to be extremely impressed by the level of commitment and success that Unity demonstrates in their housing programs. I wholeheartedly endorse and support your work and happy to consider them a partner in my business. Feel free to call me directly to discuss my experience with them in detail – 303.521.2157.

Sincerely,

J. Tucker Brooks

J. Tucker Brooks

Manager Skwala, LLC
September 14, 2018

Pam Callahan
Unity of Greater New Orleans
2475 Canal Street, Suite 300
New Orleans, LA 70119

Re: Letter of Support

Dear Pam:

We are honored and pleased to provide this Letter of Support to Unity of Greater New Orleans and excited to continue working with you on a Memorandum of Understanding to further develop our partnership. We have, particularly, enjoyed the lengthy, informative and fruitful discussions concerning a long-term partnership and the manner in which our two organizations can work together.

As we have discussed, we see several specific fits: the Rapid ReHousing program, Permanent Supportive Housing with Unity agency wraparound services and the Continuum of Care program which will provide a pathway to independence for those graduating from the Permanent Supportive Housing or similar Unity agencies’ programs. As we further discussed, we have had a partnership with Covenant House for graduates of their program and it was encouraging to discover that they are a Unity partner agency. One particular aspect of our partnership is that tenants in our rental units could, potentially, become candidates for our Habitat for Humanity Homeownership program. We currently have an Incubator Program for potential homeowners who do not quite meet the qualifications for the Homeownership program; however, through tenancy in our affordable rental duplexes, they are encouraged to resolve the issues that prevent acceptance to the Habitat homeownership program. While the possibilities for integration with any Unity agency program are there, we may discover that it is particularly adaptable to the Rapid ReHousing clients.

As we discussed, while we are currently in the midst of our fiscal year (7/1-6/30) construction schedule and some of the duplex units are already committed for Incubator housing, we feel comfortable suggesting that we could tentatively commit to four to six duplex units planned for or under construction, largely in the Lower 9th Ward. We anticipate that there could be preference notice for a limited period for other units scattered in other areas of the City as they become vacant or, in the case of foreclosure, as a house becomes available. We further discussed building more of our 3 bedroom/1 bedroom duplex configuration – rather than our standard 2/2 configuration – to provide more flexibility for Unity agencies’ varied programs. I would note
that voucher-supported units will be affordable under the voucher guidelines and that incubator rates are, generally, below market rate.

We anticipate that the Lower 9th Ward units will begin coming on line later this fall and into the spring. However, under the concept that we may make vacated units or foreclosed properties available on a preferential basis to Unity agencies, then we may have units available much sooner. Ideally, we would be interested in developing a long-term relationship that would allow us – Unity and New Orleans Habitat – to develop a more formal plan with a specific number of units to be built under our construction schedule.

Our Habitat Homeownership program provides for the homes to be built in partnership with the future homeowner, volunteers and staff. They are sold at “hard cost” for land, material and licensed subcontractors. Habitat provides the permanent financing at 0% interest and this is the driving economic factor for affordability. At the moment, our average monthly payment for a Habitat 3 bedroom, 1 bath home – including principal (at 0%), real estate taxes, homeowner & flood insurance and an annual termite contract – is around $650 per month to purchase a home. This is roughly half the cost of the rent for a 3-bedroom apartment in Orleans Parish (per HANO guidelines).

New Orleans Habitat for Humanity is a “ban the box” organization – although, we do criminal background checks and sex offender registry checks for potential homeowners and tenants. We are fully aware that our applicants for Habitat homeownership and rental occupancy of our units often do not have good credit, a rental history or criminal record. I would note that we developed the Incubator program, in part, to address the first two issues and that we have worked with previously-incarcerated persons on their road to Habitat homeownership. We are committed to working with Unity and its partner agencies to create and apply criteria that are consistent with these discussions.

Again, we are pleased and excited to be involved with Unity of Greater New Orleans and its partner agencies and delighted to be working on the preparation of a Memorandum of Understanding that is acceptable to all parties. Please do not hesitate to reach out to me if you have further questions or need further information.

Very truly yours,

Jim Pate
Executive Director
New Orleans Area Habitat for Humanity
MEMORANDUM OF UNDERSTANDING (MOU)

Between UNITY of GREATER NEW ORLEANS

and NEW ORLEANS AREA HABITAT for HUMANITY

This Memorandum of Understanding (MOU), is a voluntary and mutual agreement between UNITY of Greater New Orleans ("UNITY"), lead agency for the Homeless Continuum of Care (CoC), and New Orleans Area Habitat for Humanity ("Habitat") to work in partnership to provide enhanced access to affordable housing rental units for households experiencing homelessness or who have previously experienced homelessness and are current clients graduating from a CoC permanent supportive housing (PSH) or rapid rehousing (RRH) project. This agreement shall, upon execution, be effective for a period of one year from September 27, 2019 through September 27, 2020.

I. PURPOSE

WHEREAS, New Orleans Area Habitat for Humanity is a nonprofit organization with the mission of building homes whereby families are empowered to transform their lives and to eliminate substandard housing in the New Orleans area, and

WHEREAS, UNITY of Greater New Orleans is a nonprofit organization with the mission of coordinating community partnerships to prevent, reduce and end homelessness, and

WHEREAS, UNITY of Greater New Orleans in partnership with local services providers coordinates in order to provide supports to homeless and chronically homeless persons and families to ensure housing stability, and

WHEREAS the UNITY of Greater New Orleans as lead agency for the Continuum of Care will identify homeless, chronically homeless, and formerly homeless individuals and families with children in Orleans & Jefferson Parishes, and

WHEREAS, New Orleans Area Habitat for Humanity offers rental units across the City of New Orleans and will work with UNITY and the CoC wherever mutual opportunity and need intersect to provide access to housing opportunities for homeless, chronically, and/or formerly homeless persons identified by UNITY and the Continuum of Care in Habitat rental units.

II. ACTIVITIES

New Orleans Area Habitat for Humanity

- Identify a Habitat staff person who shall be responsible for coordinating the implementation of this MOU with the parties and to serve as a liaison.
MEMORANDUM OF UNDERSTANDING (MOU)
Between UNITY of GREATER NEW ORLEANS
and NEW ORLEANS AREA HABITAT for HUMANITY

- Provide access to housing opportunities for homeless or formerly homeless households referred by UNITY and the Continuum of Care for Habitat’s scattered site rental units, typically duplexes currently planned for construction during Habitat’s 2018 - 2019 fiscal year, as well as additional housing opportunities planned for completion or rental in subsequent years.
- Accept referrals for possible tenants from UNITY and the Continuum of Care and determine rental eligibility.
- Inform the Continuum of Care and the applicant in writing within 30 days of receiving a completed application whether that applicant was accepted or denied.
- Perform initial inspections of all housing units to ensure compliance with program housing quality standards.
- Ensure that rents approved and charged comply with rent reasonableness standards that may be required by the Continuum of Care.
- Keep records of clients who have leased up with Habitat and maintain stable housing for the purpose of demonstrating the success of the collaboration.
- Host and facilitate regular meetings between the parties to review the partnership’s progress toward accomplishing its goals.

UNITY of Greater New Orleans

- Identify one staff person who shall be responsible for coordinating the implementation of this MOU with the parties and serve as a liaison.
- Identify formerly homeless households graduating from a CoC PSH or RRH program and assess applicant eligibility; make referrals for applicants who meet the qualifications for Habitat’s available rental units.
- Identify households experiencing homelessness through the CoC’s Coordinated Entry System (CES), which uses a Master By-Name-List to prioritize homeless persons by length of homelessness, acuity, and service needs who have been found qualified for, and in need of, PSH or RRH and who meet the qualifications for Habitat’s available rental units.
- Work with clients to prepare and submit complete rental applications to Habitat for those who appear eligible.
- To ensure housing stability, provide at least six months of transitional case management services, as needed, to formerly homeless households graduating from a CoC PSH or RRH program once tenant moves into a Habitat unit.
- Ensure that tenants who are current clients of CoC PSH or RRH receive high-quality supportive services designed to ensure their successful tenancy with Habitat for the one-year duration of this partnership, and work to ensure that these services can be
MEMORANDUM OF UNDERSTANDING (MOU)
Between UNITY of GREATER NEW ORLEANS
and NEW ORLEANS AREA HABITAT for HUMANITY

sustained through Medicaid and other community systems of care after the three-year period expires.
- Keep records of clients who have leased up with Habitat and maintain stable housing for the purpose of demonstrating the success of the collaboration.
- Host and facilitate regular meetings between the parties to review the partnership’s progress toward accomplishing its goals.

In carrying out these activities, both parties fully agree to comply with all applicable federal, state and local laws, rules and regulations.

III. TERM & EFFECTIVE DATE

This agreement shall be effective upon executive by all parties for a period of one years from September 27, 2019 through September 27, 2020.

IV. MODIFICATION
UNITY of Greater New Orleans and New Orleans Area Habitat for Humanity reserve the right to request modification and/or renegotiation of the terms of this MOU at any time, in writing, and with the agreement of all parties. Modification of this agreement shall be incorporated in the form of an amendment to the MOU dated and signed by duly authorized representatives of the respective agencies.

V. TERMINATION

Any party may terminate this MOU in whole or in part by providing 30-day notice to all parties when it is in the best interest of that party due to lack of funding or changes in applicable law. In the event of termination or modification to the MOU, every effort will be made to ensure the housing needs of all clients referred to this program will continue to be met. This MOU reflects a good faith partnership, and is not legally enforceable by any party.

All parties fully understand and agree to the roles and responsibilities outlined in this MOU. In Witness WHEREOF, the parties have executed this MOU as follows:

Martha Kegel, Executive Director

9/27/19

Date
MEMORANDUM OF UNDERSTANDING (MOU)

Between UNITY of GREATER NEW ORLEANS

and NEW ORLEANS AREA HABITAT for HUMANITY

Collaborating Partner Agency, UNITY

[Signature]
Margarite Oestreicher, Executive Director
Collaborating Partner Agency, New Orleans Area Habitat for Humanity

[Signature]
9/27/19 Date
## Attachment 1C-7: CE Assessment Tool

<table>
<thead>
<tr>
<th>Document No.</th>
<th>Document Description</th>
<th>Page # of Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Assessment Tool: VI-SPDAT for Individuals</td>
<td>1 - 7</td>
</tr>
<tr>
<td>2.</td>
<td>Assessment Tool: VI-SPDAT for Families</td>
<td>8 - 16</td>
</tr>
<tr>
<td>3.</td>
<td>Assessment Tool: TAY VI-SPDAT for Youth</td>
<td>17 – 22</td>
</tr>
<tr>
<td>4</td>
<td>Assessment Tool: Danger Assessment Tool for DV</td>
<td>23-24</td>
</tr>
</tbody>
</table>
Assessment Tool: VI-SPDAT for Individuals
## VI-SPDAT v1.0

<table>
<thead>
<tr>
<th>Start Date*</th>
<th>09/24/2019 09/24/2019 2019 G</th>
</tr>
</thead>
</table>

### A. HISTORY OF HOUSING AND HOMELESSNESS

1. What is the total length of time you have lived on the streets or shelters?

2. In the past three years, how many times have you been housed and then homeless again?

### B. RISKS

I am going to ask you some questions about your interaction with health and emergency services. If you need any help figuring out when six months ago was, just let me know.

3. In the past six months, how many times have you been to the emergency department/room?

4. In the past six months, how many times have you had an interaction with the police?

5. In the past six months, how many times have you been taken to the hospital in an ambulance?

6. In the past six months, how many times have you used a crisis service, including distress centers and suicide prevention hotlines?

7. In the past six months, how many times have you been hospitalized as an in-patient, including hospitalizations in a mental health hospital?

8. Have you been attacked or beaten up since becoming
### Coordinated Assessment Tool (Individuals)

<table>
<thead>
<tr>
<th>Question</th>
<th>Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>homeless?</td>
<td>G</td>
</tr>
<tr>
<td>9. Threatened to or tried to harm yourself or anyone else in the last year?</td>
<td>G</td>
</tr>
<tr>
<td>10. Do you have any legal stuff going on right now that may result in you being locked up or having to pay fines?</td>
<td>G</td>
</tr>
<tr>
<td>11. Does anybody force or trick you to do things you do not want to do?</td>
<td>G</td>
</tr>
<tr>
<td>12. Ever do things that may be considered risky like exchange sex for money, run drugs for someone, have unprotected sex with someone you don’t really know, share a needle, or anything like that?</td>
<td>G</td>
</tr>
<tr>
<td>13. I am going to read types of places people sleep. Please tell me which one that you sleep at most often.</td>
<td>G</td>
</tr>
<tr>
<td>Other (specify)</td>
<td>G</td>
</tr>
</tbody>
</table>

### C. SOCIALIZATION & DAILY FUNCTIONING

<table>
<thead>
<tr>
<th>Question</th>
<th>Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>14. Is there anybody that thinks you owe them money?</td>
<td>G</td>
</tr>
<tr>
<td>15. Do you have any money coming in on a regular basis, like a job or government benefit or even working under the table, binning or bottle collecting, sex work, odd jobs, day labor, or anything like that?</td>
<td>G</td>
</tr>
<tr>
<td>16. Do you have enough money to meet all of your expenses on a monthly basis?</td>
<td>G</td>
</tr>
<tr>
<td>17. Do you have planned activities each day other</td>
<td>G</td>
</tr>
</tbody>
</table>
than just surviving that bring you happiness and fulfillment?

18. Do you have any friends, family or other people in your life out of convenience or necessity, but you do not like their company?

<table>
<thead>
<tr>
<th>Number</th>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>19.</td>
<td>Do any friends, family or other people in your life ever take your money, borrow cigarettes, use your drugs, drink your alcohol, or get you to do things you really don't want to do?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Number</th>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>20.</td>
<td>Surveyor, do you detect signs of poor hygiene or daily living skills?</td>
</tr>
</tbody>
</table>

**D. WELLNESS**

21. Where do you usually go for healthcare or when you're not feeling well?

<table>
<thead>
<tr>
<th>Number</th>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>22.</td>
<td>Kidney disease/End Stage Renal Disease or Dialysis</td>
</tr>
<tr>
<td>23.</td>
<td>History of frostbite, Hypothermia, or Immersion Foot</td>
</tr>
<tr>
<td>24.</td>
<td>Liver disease, Cirrhosis, or End-Stage Liver Disease</td>
</tr>
<tr>
<td>25.</td>
<td>HIV+/AIDS</td>
</tr>
<tr>
<td>27.</td>
<td>Heart disease, Arrhythmia, or Irregular Heartbeat</td>
</tr>
</tbody>
</table>

Do you have now, have you ever had, or has a healthcare provider ever told you that you have any of the following medical conditions:
### Coordinated Assessment Tool
(Individuals)

<table>
<thead>
<tr>
<th>Question</th>
<th>-Select-</th>
</tr>
</thead>
<tbody>
<tr>
<td>28. Emphysema</td>
<td>G</td>
</tr>
<tr>
<td>29. Diabetes</td>
<td>G</td>
</tr>
<tr>
<td>30. Asthma</td>
<td>G</td>
</tr>
<tr>
<td>31. Cancer</td>
<td>G</td>
</tr>
<tr>
<td>32. Hepatitis C</td>
<td>G</td>
</tr>
<tr>
<td>33. Tuberculosis</td>
<td>G</td>
</tr>
</tbody>
</table>

**OBSERVATION ONLY - DO NOT ASK:**

<table>
<thead>
<tr>
<th>Question</th>
<th>-Select-</th>
</tr>
</thead>
<tbody>
<tr>
<td>34. Surveyor, do you observe signs or symptoms of a serious health condition?</td>
<td>G</td>
</tr>
<tr>
<td>35. Have you ever had problematic drug or alcohol use, abused drugs or alcohol, or told you do?</td>
<td>G</td>
</tr>
<tr>
<td>36. Have you consumed alcohol and/or drugs almost every day or every day for the past month?</td>
<td>G</td>
</tr>
<tr>
<td>37. Have you ever used injection drugs or shots in the last six months?</td>
<td>G</td>
</tr>
<tr>
<td>38. Have you ever been treated for drug or alcohol problems and returned to drinking or using drugs?</td>
<td>G</td>
</tr>
<tr>
<td>39. Have you used non-beverage alcohol like cough syrup, mouthwash, rubbing alcohol, cooking wine, or anything like that in the past six months?</td>
<td>G</td>
</tr>
<tr>
<td>40. Have you blacked out because of your alcohol or drug use in the past month?</td>
<td>G</td>
</tr>
</tbody>
</table>

**OBSERVATION ONLY - DO NOT ASK:**

<table>
<thead>
<tr>
<th>Question</th>
<th>-Select-</th>
</tr>
</thead>
<tbody>
<tr>
<td>41. Surveyor, do you observe signs or symptoms of problematic</td>
<td>G</td>
</tr>
<tr>
<td>Question</td>
<td>Select</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>alcohol or drug use?</td>
<td></td>
</tr>
<tr>
<td>42. Ever been taken to a hospital against your will for a mental health reason?</td>
<td>Select</td>
</tr>
<tr>
<td>43. Gone to the emergency room because you weren't feeling 100% well emotionally or because of your nerves?</td>
<td>Select</td>
</tr>
<tr>
<td>44. Spoken with a psychiatrist, psychologist or other mental health professional in the last six months because of your mental health - whether that was voluntary or because someone insisted that you do so?</td>
<td>Select</td>
</tr>
<tr>
<td>45. Had a serious brain injury or head trauma?</td>
<td>Select</td>
</tr>
<tr>
<td>46. Ever been told you have a learning disability or developmental disability?</td>
<td>Select</td>
</tr>
<tr>
<td>47. Do you have any problems concentrating and/or remembering things?</td>
<td>Select</td>
</tr>
</tbody>
</table>

**OBSERVATION ONLY - DO NOT ASK:**

<table>
<thead>
<tr>
<th>Question</th>
<th>Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>48. Surveyor, do you detect signs or symptoms of severe, persistent mental illness or severely compromised cognitive functioning?</td>
<td>Select</td>
</tr>
<tr>
<td>49. Have you had any medicines prescribed to you by a doctor that you do not take, sell, had stolen, misplaced, or where the prescription was never filled?</td>
<td>Select</td>
</tr>
<tr>
<td>50. Yes or No - Have you experienced any emotional, physical, psychological, sexual or other type of abuse or</td>
<td>Select</td>
</tr>
</tbody>
</table>
Coordinated Assessment Tool
(Individuals)

<table>
<thead>
<tr>
<th>Clinical Question</th>
<th>Scoring Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trauma in your life which you have not sought help for, and/or which has caused</td>
<td></td>
</tr>
<tr>
<td>your homelessness?</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SCORING SUMMARY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GENERAL INFORMATION</strong></td>
</tr>
<tr>
<td><strong>A. HISTORY OF HOUSING AND HOMELESSNESS</strong></td>
</tr>
<tr>
<td><strong>B. RISKS</strong></td>
</tr>
<tr>
<td><strong>C. SOCIALIZATION &amp; DAILY FUNCTIONING</strong></td>
</tr>
<tr>
<td><strong>D. WELLNESS</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>PRE-SCREEN TOTAL</strong></th>
<th>Calculate</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GRAND TOTAL (ADJUSTED FOR v2.0)</strong></td>
<td></td>
</tr>
</tbody>
</table>
Assessment Tool: VI-SPDAT for Families
Coordinated Assessment Tool  
(Families)

**VI-SPDAT for Families**

| Start Date * | 09/24/2019 09/24/2019 | 09/24/2019 |

**BASIC INFORMATION**

1. Is either head of household 60 years of age or older?  
- Select- G

2. How many parents are included in this family?  
- Select- G

**CHILDREN**

1. How many children under the age of 18 are currently with you?  
- Select- G

2. How many children under the age of 18 are not currently with your family, but you have reason to believe they will be joining you when you get housed?  
- Select- G

3. IF HOUSEHOLD INCLUDES A FEMALE: Is any member of the family currently pregnant?  
- Select- G

4. If your family includes children, are any of them...
   4. a) ages 6 or younger?  
   - Select- G
   4. b) ages 11 or younger?  
   - Select- G
   4. c) You may use this area to provide a list of children's names and ages:

**A. HISTORY OF HOUSING AND HOMELESSNESS**

5. Where do you and your family sleep most frequently? (choose one)  
- Select- G

If Other, please specify  
- G
### 6. How long has it been since you and your family lived in permanent stable housing?

- Select -

### 7. In the last three years, how many times have you and your family been homeless?

- Select -

### B. RISKS

8. In the past six months, how many times have you or anyone in your family...

<table>
<thead>
<tr>
<th>8. a) Received health care at an emergency department/room?</th>
<th>- Select -</th>
</tr>
</thead>
<tbody>
<tr>
<td>8. b) Taken an ambulance to the hospital?</td>
<td>- Select -</td>
</tr>
<tr>
<td>8. c) Been hospitalized as an inpatient?</td>
<td>- Select -</td>
</tr>
<tr>
<td>8. d) Used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centers and suicide prevention hotlines?</td>
<td>- Select -</td>
</tr>
<tr>
<td>8. e) Talked to police because they witnessed a crime, were the victim of a crime, or the alleged perpetrator of a crime, or because the police told them that they must move along?</td>
<td>- Select -</td>
</tr>
<tr>
<td>8. 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 offense, or anything in between?</td>
<td>- Select -</td>
</tr>
</tbody>
</table>

### B. RISKS (continued)

9. Have you or anyone in your family been attacked or beaten up since they've become homeless?

- Select -
10. Have you or anyone in your family threatened to or tried to harm themselves or anyone else in the last year?  

11. Do you or anyone in your family have any legal stuff going on right now that may result in them being locked up, having to pay fines, or that make it more difficult to rent a place to live?  

12. Does anybody force or trick you or anyone in your family to do things you do not want to do?  

13. Do you or anyone in your family ever do things that may be considered to be risky, like exchange sex for money, run drugs for someone, have unprotected sex with someone they don't know, share a needle, or anything like that?  

C. SOCIALIZATION & DAILY FUNCTIONING  

14. Is there any person, past landlord, business, bookie, dealer, or government group like the IRS, that thinks you or anyone in your family owe them money?  

15. Do you or anyone in your family get any money from the government, a pension, an inheritance, working under the table, a regular job, or anything like that?  

16. Does everyone in your family have planned activities, other than just surviving, that make them feel happy and fulfilled?
## Coordinated Assessment Tool
(Families)

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>17. Is everyone in your family 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?</td>
<td>-Select- G</td>
</tr>
<tr>
<td>18. Is your family’s current homelessness in any way caused by a relationship that broke down, an unhealthy or abusive relationship, or because other family or friends caused your family to become evicted?</td>
<td>-Select- G</td>
</tr>
<tr>
<td><strong>D. WELLNESS</strong></td>
<td></td>
</tr>
<tr>
<td>19. Has your family ever had to leave an apartment, shelter program, or other place you were staying because of the physical health of you or anyone in your family?</td>
<td>-Select- G</td>
</tr>
<tr>
<td>20. Do you or anyone in your family have any chronic health issues with their liver, kidneys, stomach, lungs, or heart?</td>
<td>-Select- G</td>
</tr>
<tr>
<td>21. 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 or anyone in your family?</td>
<td>-Select- G</td>
</tr>
<tr>
<td>22. Does anyone in your family 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?</td>
<td>-Select- G</td>
</tr>
<tr>
<td>23. When someone in your family is sick or not feeling well, does your</td>
<td>-Select- G</td>
</tr>
</tbody>
</table>
### Coordinated Assessment Tool
(Families)

<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>24. Has drinking or drug use by anyone in your family led your family to being kicked out of an apartment or program where you were staying in the past?</td>
<td>-Select- G</td>
</tr>
<tr>
<td>25. Will drinking or drug use make it difficult for your family to stay housed or afford your housing?</td>
<td>-Select- G</td>
</tr>
<tr>
<td>26. Has your family ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program or other place you were staying, because of:</td>
<td></td>
</tr>
<tr>
<td>26. a) A mental health issue or concern?</td>
<td>-Select- G</td>
</tr>
<tr>
<td>26. b) A past head injury?</td>
<td>-Select- G</td>
</tr>
<tr>
<td>26. c) A learning disability, developmental disability, or other impairment?</td>
<td>-Select- G</td>
</tr>
<tr>
<td>27. Do you or anyone in your family have any mental health or brain issues that would make it hard for your family to live independently because help would be needed?</td>
<td>-Select- G</td>
</tr>
<tr>
<td>28. If the family answered Yes to ANY Physical Health questions 19 through 23, AND Yes to ANY Substance Use questions 24 through 25, AND Yes to ANY Mental Health questions 26 through 27:</td>
<td></td>
</tr>
<tr>
<td>28. a) Does any single member of your household have a medical condition, mental health concern, and experience with problematic substance use?</td>
<td>-Select- G</td>
</tr>
<tr>
<td>29. Are there any medications that a doctor said you or anyone in</td>
<td>-Select- G</td>
</tr>
</tbody>
</table>

D. WELLNESS (continued)
your family should be taking that, for whatever reason, they are not taking?

30. Are there any medications like painkillers that you or anyone in your family don't take the way the doctor prescribed or where they sell the medication?

31. YES OR NO: Has your family's 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 or anyone in your family have experienced?

E. FAMILY UNIT

32. Are there any children that have been removed from the family by a child protection service within the last 180 days?

33. Do you have any family legal issues that are being resolved in court or need to be resolved in court that would impact your housing or who may live within your housing?

34. In the last 180 days have any children lived with family or friends because of your homelessness or housing situation?

35. Has any child in the family experienced abuse or trauma in the last 180 days?

36. IF THERE ARE SCHOOL-AGED CHILDREN: Do your
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>children attend school more often than not each week?</td>
<td></td>
</tr>
<tr>
<td>37. Have the members of your family changed in the last 180 days, due to things like divorce, your kids coming back to live with you, someone leaving for military service or incarceration, a relative moving in, or anything like that?</td>
<td>-Select- G</td>
</tr>
<tr>
<td>38. Do you anticipate any other adults or children coming to live with you within the first 180 days of being housed?</td>
<td>-Select- G</td>
</tr>
<tr>
<td>39. Do you have two or more planned activities each week as a family, such as outings to the park, going to the library, visiting other family, watching a family movie, or anything like that?</td>
<td>-Select- G</td>
</tr>
<tr>
<td>40. After school, or on weekends or days when there isn't school, is the total time children spend each day where there is no interaction with you or another responsible adult...</td>
<td></td>
</tr>
<tr>
<td>40. a) 3 or more hours per day for children aged 13 or older?</td>
<td>-Select- G</td>
</tr>
<tr>
<td>40. b) 2 or more hours per day for children aged 12 or younger?</td>
<td>-Select- G</td>
</tr>
<tr>
<td>41. IF THERE ARE CHILDREN BOTH 12 AND UNDER &amp; 13 AND OVER:</td>
<td></td>
</tr>
<tr>
<td>41. a) Do your older kids spend 2 or more hours on a typical day helping their younger siblings(s) with things like getting ready for school, helping with homework, making them dinner, bathing them, or anything like that?</td>
<td>-Select- G</td>
</tr>
</tbody>
</table>

SCORING SUMMARY

PRE-SURVEY ★
| A. HISTORY OF HOUSING AND HOMELESSNESS |  |
| B. RISKS |  |
| C. SOCIALIZATION & DAILY FUNCTIONS |  |
| D. WELLNESS |  |
| E. FAMILY UNIT |  |
| GRAND TOTAL |  |

Calculate

Save Save and Add Another Cancel
Assessment Tool: TAY VI-SPDAT for Youth
## VI-SPDAT for Youth

**Start Date**: 09/24/2019

### A. HISTORY OF HOUSING AND HOMELESSNESS

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Where do you sleep most frequently? (choose one)</td>
<td></td>
</tr>
<tr>
<td>If Other, please specify</td>
<td></td>
</tr>
<tr>
<td>2. How long has it been since you lived in permanent stable housing?</td>
<td></td>
</tr>
<tr>
<td>3. In the last three years, how many times have you been homeless?</td>
<td></td>
</tr>
</tbody>
</table>

### B. RISKS

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. In the past six months, how many times have you...</td>
<td></td>
</tr>
<tr>
<td>4. a) Received health care at an emergency department/room?</td>
<td></td>
</tr>
<tr>
<td>4. b) Taken an ambulance to the hospital?</td>
<td></td>
</tr>
<tr>
<td>4. c) Been hospitalized as an inpatient?</td>
<td></td>
</tr>
<tr>
<td>4. d) Used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centers and suicide prevention hotlines?</td>
<td></td>
</tr>
<tr>
<td>4. 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?</td>
<td></td>
</tr>
</tbody>
</table>
## Coordinated Assessment Tool (Youth)

<table>
<thead>
<tr>
<th>Question</th>
<th>Selection</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. f) Stayed one or more nights in a holding cell, jail, prison, or juvenile detention, whether it was a short-term stay like the drunk tank, a longer stay for a more serious offense, or anything in between?</td>
<td>G</td>
</tr>
<tr>
<td>5. Have you been attacked or beaten up since you've become homeless?</td>
<td>G</td>
</tr>
<tr>
<td>6. Have you threatened to or tried to harm yourself or anyone else in the last year?</td>
<td>G</td>
</tr>
<tr>
<td>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?</td>
<td>G</td>
</tr>
<tr>
<td>8. Were you ever incarcerated when you were younger than age 18?</td>
<td>G</td>
</tr>
<tr>
<td>9. Does anybody force or trick you to do things you do not want to do?</td>
<td>G</td>
</tr>
<tr>
<td>10. Do you ever do things that may be considered to be risky, like exchange sex for money, food, drugs, or a place to stay, run drugs for someone, have unprotected sex with someone you don't know, share a needle, or anything like that?</td>
<td>G</td>
</tr>
</tbody>
</table>

### C. Socialization & Daily Functioning

<table>
<thead>
<tr>
<th>Question</th>
<th>Selection</th>
</tr>
</thead>
<tbody>
<tr>
<td>11. Is there any person, past landlord, business, bookie, dealer, or government group like the IRS, that thinks you owe them money?</td>
<td>G</td>
</tr>
<tr>
<td>Question</td>
<td>Response Options</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>------------------</td>
</tr>
<tr>
<td>12. Do you get any money from the government, an inheritance, an allowance, working under the table, a regular job, or anything like that?</td>
<td>-Select-</td>
</tr>
<tr>
<td>13. Do you have planned activities, other than just surviving, that make you feel happy and fulfilled?</td>
<td>-Select-</td>
</tr>
<tr>
<td>14. 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?</td>
<td>-Select-</td>
</tr>
<tr>
<td>15. Is your current lack of stable housing...</td>
<td>-Select-</td>
</tr>
<tr>
<td>15. a) Because you ran away from your family home, a group home or a foster home?</td>
<td>-Select-</td>
</tr>
<tr>
<td>15. b) Because of a difference in religious or cultural beliefs from your parents, guardians or caregivers?</td>
<td>-Select-</td>
</tr>
<tr>
<td>15. c) Because your family or friends caused you to become homeless?</td>
<td>-Select-</td>
</tr>
<tr>
<td>15. d) Because of conflicts around gender identity or sexual orientation?</td>
<td>-Select-</td>
</tr>
<tr>
<td>15. e) Because of violence at home between family members?</td>
<td>-Select-</td>
</tr>
<tr>
<td>15. f) Because of an unhealthy or abusive relationship, either at home or elsewhere?</td>
<td>-Select-</td>
</tr>
</tbody>
</table>

D. WELLNESS

16. Have you ever had to leave an apartment, shelter program, or other place you were staying because of your physical... | -Select-         |
Coordinated Assessment Tool  
(Youth)

| Question                                                                 | 17. Do you have any chronic health issues with your liver, kidneys, stomach, lungs, or heart? | 18. 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? | 19. 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? | 20. When you are sick or not feeling well, do you avoid getting medical help? | 21. Are you currently pregnant, have you ever been pregnant, or have you ever gotten someone pregnant? | 22. Has your drinking or drug use led you to being kicked out of an apartment or program where you were staying in the past? | 23. Will drinking or drug use make it difficult for you to stay housed or afford your housing? | 24. If you've ever tried marijuana, did you ever try it at age 12 or younger? | 25. 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: | 25. a) A mental health issue or concern? | 25. b) A past head injury? |
|-------------------------------------------------------------------------|------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
|                                                                         | -Select-                                                                                | -Select-                                                                            | -Select-                                                                            | -Select-                                                                            | -Select-                                                                            | -Select-                                                                            | -Select-                                                                            | -Select-                                                                            | -Select-                                                                            | -Select-                                                                            | -Select-                                                                            | -Select-                                                                            | -Select-                                                                            | -Select-                                                                            | -Select-                                                                            |
25. c) A learning disability, developmental disability, or other impairment?

- Select - G

26. Do you have any mental health or brain issues that would make it hard for you to live independently because you'd need help?

- Select - G

27. Are there any medications that a doctor said you should be taking that, for whatever reason, you are not taking?

- Select - G

28. Are there any medications like painkillers that you don't take the way the doctor prescribed or where you sell the medication?

- Select - G

### SCORING SUMMARY

<table>
<thead>
<tr>
<th>Section</th>
<th>Score</th>
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</thead>
<tbody>
<tr>
<td>A. HISTORY OF HOUSING AND HOMELESSNESS *</td>
<td></td>
</tr>
<tr>
<td>B. RISKS *</td>
<td></td>
</tr>
<tr>
<td>C.SOCIALIZATION &amp; DAILY FUNCTIONS *</td>
<td></td>
</tr>
<tr>
<td>D. WELLNESS *</td>
<td></td>
</tr>
<tr>
<td>GRAND TOTAL *</td>
<td></td>
</tr>
</tbody>
</table>

**Calculate**

Save Save and Add Another Cancel
Assessment Tool: Danger Assessment for Survivors of Domestic Violence
Several risk factors have been associated with increased risk of homicides (murders) of women and men in violent relationships. We cannot predict what will happen in your case, but we would like you to be aware of the danger of homicide in situations of abuse and for you to see how many of the risk factors apply to your situation.

Using the calendar, please mark the approximate dates during the past year when you were abused by your partner or ex-partner. Write on that date how bad the incident was according to the following scale:

1. Slapping, pushing; no injuries and/or lasting pain
2. Punching, kicking; bruises, cuts, and/or continuing pain
3. “Beating up”; severe contusions, burns, broken bones
4. Threat to use weapon; head injury, internal injury, permanent injury, miscarriage or choking* (use a © in the date to indicate choking/strangulation/cut off your breathing- example 4©)
5. Use of weapon; wounds from weapon

(If any of the descriptions for the higher number apply, use the higher number.)

Mark Yes or No for each of the following. ("He" refers to your husband, partner, ex-husband, ex-partner, or whoever is currently physically hurting you.)

1. Has the physical violence increased in severity or frequency over the past year?
2. Does he own a gun?
3. Have you left him after living together during the past year?
   3a. (If you have never lived with him, check here: __)
4. Is he unemployed?
5. Has he ever used a weapon against you or threatened you with a lethal weapon? (If yes, was the weapon a gun? check here: __)
6. Does he threaten to kill you?
7. Has he avoided being arrested for domestic violence?
8. Do you have a child that is not his?
9. Has he ever forced you to have sex when you did not wish to do so?
10. Does he ever try to choke/strangle you or cut off your breathing?
   10a. (If yes, has he done it more than once, or did it make you pass out or black out or make you dizzy? check here: __)
12. Is he an alcoholic or problem drinker?
13. Does he control most or all of your daily activities? For instance, does he tell you who you can be friends with, when you can see your family, how much money you can use, or when you can take the car? (If he tries, but you do not let him, check here: __)
14. Is he violently and constantly jealous of you? (For instance, does he say: “If I can’t have you, no one can.”)
15. Have you ever been beaten by him while you were pregnant? (If you have never been pregnant by him, check here: __)
16. Has he ever threatened or tried to commit suicide?
17. Does he threaten to harm your children?
18. Do you believe he is capable of killing you?
19. Does he follow or spy on you, leave threatening notes or messages, destroy your property, or call you when you don’t want him to?
20. Have you ever threatened or tried to commit suicide?

Total “Yes” Answers

Thank you. Please talk to your nurse, advocate, or counselor about what the Danger Assessment means in your situation.
# LA-503
New Orleans-Jefferson Parish-Kenner CoC
FY 2019

## Attachment 1E-1:
Projects Accepted Notification

<table>
<thead>
<tr>
<th>Document No.</th>
<th>Document Description</th>
<th>Page # of Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Evidence of Public Posting of Projects Accepted:&lt;br&gt;• Email to CoC List Serve with link to Preliminary Project Ranking posted on UNITY CoC Website &amp; Screen Shot of Listing Posted on Website on August 30, 2019</td>
<td>1 - 8</td>
</tr>
<tr>
<td>2.</td>
<td>Sample Emails to Renewal Projects with Score Card&lt;br&gt;• Email Volunteers of America&lt;br&gt;• Email to Responsibility House (August 9, 2019)</td>
<td>9 - 13</td>
</tr>
<tr>
<td>3.</td>
<td>Evidence of 15-Day Notification of Projects Accepted:&lt;br&gt;• Email to City of New Orleans Shelter Plus Care Project&lt;br&gt;• Email to Salvation Army TH Project&lt;br&gt;• Email to Tulane University Youth Outreach Coordinated Entry Project&lt;br&gt;• Email to Volunteers of America VOA Case Management Project&lt;br&gt;• Email to Responsibility House Regarding Proposal for RFP #19-6&lt;br&gt;• Email to Start Corporation Regarding Proposal for RFP #19-3&lt;br&gt;• Email to Metro Centers for Community Advocacy Regarding Proposal for RFP #19-4 (August 30, 2019)</td>
<td>14 - 27</td>
</tr>
<tr>
<td>4.</td>
<td>Evidence of Public Posting of Projects Accepted:&lt;br&gt;• Email to CoC List Serve with link to Final Project Ranking posted on UNITY CoC Website &amp; Screen Shot of Listing Posted on Website on September 13, 2019</td>
<td>28 - 38</td>
</tr>
<tr>
<td>5.</td>
<td>Screen shot of Public Posting and Listing posted on UNITY CoC Website on September 13, 2019</td>
<td>39 - 41</td>
</tr>
</tbody>
</table>
Notification to CoC of Preliminary Project Ranking & Public Posting on UNITY CoC web site on 8/30/19
Dear Community Partners,

On Thursday, August 29, 2018, the Continuum of Care (CoC) Evaluation and Project Selection Committee met to review, evaluate, rank and select CoC renewal projects and new bonus or reallocation projects for CoC funding. The CoC Evaluation and Project Selection Committee is comprised of government partners who work with the CoC and CoC-funded agencies.

The CoC Evaluation and Project Selection Committee has approved the Preliminary Project Priority Listing for the 2019 CoC Application for funding for the New Orleans-Jefferson Parish-Kenner Continuum of Care (CoC LA-503). The Preliminary Project Priority Listing also includes any funding amounts that were reallocated due to: a) voluntary request for decreased funding by the project sponsor, or b) pursuant to the CoC's reallocation policy regarding project balances.
The Preliminary Project Priority Listing is available at the following link: https://unitygno.org/wp-content/uploads/2019/08/Preliminary-Rankings-Approved-by-EPSC.pdf

All projects listed have been reviewed for project quality and performance by the Committee. Project performance scoring by the Committee includes evaluation of overall project performance, housing outcomes, the project’s role in system performance of the CoC, sub-populations served, and considers the severity of needs and vulnerabilities of participants in the projects being reviewed. The committee also reviewed renewal project applications for their commitment to using client-centered and evidence-based practices, Housing First and low barrier approaches, and demonstration of commitment to racial equity.


This year, applicants for new Domestic Violence (DV) Bonus funding were evaluated through application of scoring criteria unique to the needs and safety concerns of DV survivors. Additional details can be found in Request for Proposals #19-4 and #19-5 available here. For CoC renewal projects serving survivors, the scoring process utilizes performance data from an HMIS comparable database to maintain the privacy of clients being served. The 2019 Renewal Project Performance Analysis Scoring Key is available here.

Recipients and project sponsors may appeal the Preliminary Project Priority Listing and/or reallocation decisions made by the Committee by submitting an appeal to the Committee via email to Allison Ulrich, Consultant to UNITY, at: aulrichconsulting@gmail.com no later than 12:00 pm noon on Friday, September 6, 2019. Should you choose to appeal, please include the
following information in your email: your name, agency and project name(s), and a brief statement as to why you are appealing the Committee's decision, including a brief statement of facts and relevant information for consideration. Appeals should not exceed two pages in length and must be received by 12:00 pm noon in order to be considered.


For questions regarding the review and scoring process, project priority listing, or the CoC application process, please contact Valerie Coffin, Director of CoC Programs, at vcoffin@unitygno.org.

**Information regarding the 2019 CoC application process can be provided in alternate formats, including in languages other than English.** Requests can be made via email to vcoffin@unitygno.org or by calling (504) 821-4496 ext. 112.

Thank you for your commitment to ending homelessness!

Valerie Coffin  
Director of CoC Programs  
UNITY of Greater New Orleans
Valerie Coffin

From: Mailchimp Support <confirm@mailchimp.com>
Sent: Friday, August 30, 2019 2:29 PM
To: vcoffin@unitygno.org
Subject: Mailchimp Campaign Has Been Sent

Your campaign is on its way to your subscribers!

<table>
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<tr>
<th>Subject Line</th>
<th>2019 CoC Funding Application Preliminary Project Ranking</th>
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<tr>
<td>Send Date</td>
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<tr>
<td>List Used</td>
<td>Service Providers &amp; Professionals Association (SPPA) List</td>
</tr>
<tr>
<td>Emails Sent</td>
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</tr>
</tbody>
</table>

View Report

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675 Ponce De Leon Ave NE • Suite 5000 • Atlanta, GA 30308 USA
Public Posting of Preliminary Project Ranking on UNITY CoC web site on 8/30/19; web link sent to CoC on 8/30/19

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**Preliminary Project Rankings LA-503 2019 HUD CoC Application**

The following projects were approved by the CoC Evaluation and Project Selection Committee on August 29, 2019 for inclusion in the 2019 CoC Application to HUD in the priority order and amounts indicated.

<table>
<thead>
<tr>
<th>Priority</th>
<th>Project Name</th>
<th>Primary Project Sponsor</th>
<th>Project Type</th>
<th>Grant Number</th>
<th>ARA</th>
<th>Reallocation Amount</th>
<th>Renewal Amount</th>
<th>Running Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Permanent Housing &amp; Independent Living Program</td>
<td>NAMI</td>
<td>PSH</td>
<td>LA0072L6H031811</td>
<td>$192,537</td>
<td>$192,537</td>
<td>$192,537</td>
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<tr>
<td>2</td>
<td>Coming Home PSH</td>
<td>DePaul USA/ Harry</td>
<td>PSH</td>
<td>LA0234L6H031804</td>
<td>$140,675</td>
<td>$140,675</td>
<td>$333,212</td>
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<tr>
<td>3</td>
<td>Goodwill PSH</td>
<td>Goodwill</td>
<td>PSH</td>
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<td>$290,349</td>
<td>$623,561</td>
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<tr>
<td>4</td>
<td>Rapid Rehousing for Chronically Homeless Persons Project</td>
<td>DePaul USA/ Harry</td>
<td>RRH</td>
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<td>$200,495</td>
<td>$824,056</td>
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</tr>
<tr>
<td>5</td>
<td>Covenant House Permanent Housing for Youth</td>
<td>Covenant House</td>
<td>PSH</td>
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<td>$109,352</td>
<td>$109,352</td>
<td>$933,408</td>
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<tr>
<td>6</td>
<td>Coordinated Entry Project</td>
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<td>SSO-CE</td>
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<td>$130,559</td>
<td>$1,063,967</td>
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<tr>
<td>7</td>
<td>Day Center Coordinated Entry</td>
<td>Harry Thompson Ctr./Travelers Aid</td>
<td>SSO-CE</td>
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<td>$209,134</td>
<td>$209,134</td>
<td>$1,273,101</td>
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<tr>
<td>8</td>
<td>Home for Good Expansion Project</td>
<td>Ozanam Inn</td>
<td>PSH</td>
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<td>$732,520</td>
<td>$732,520</td>
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<tr>
<td>9</td>
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<td>RRH</td>
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<tr>
<td>10</td>
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<td>RRH</td>
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<td>$375,976</td>
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<tr>
<td>11</td>
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<td>PSH</td>
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<td>$513,239</td>
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<tr>
<td>12</td>
<td>The Transformation Supportive Housing Project</td>
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<td>PSH</td>
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<td>$239,817</td>
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</tr>
<tr>
<td>13</td>
<td>Catholic Charities Voyage House</td>
<td>CCANO</td>
<td>PSH</td>
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<tr>
<td>14</td>
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<td>SH</td>
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<td>$602,987</td>
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<tr>
<td>15</td>
<td>Street Outreach for Coordinated Entry</td>
<td>UNITY-Responsibility House</td>
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<td>Volunteers of</td>
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<td>Tier</td>
<td>Agency/Type</td>
<td>Location</td>
<td>Start Date</td>
<td>Ending Date</td>
<td>Cost</td>
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<td>9</td>
<td>Start Rapid Rehousing</td>
<td>Start</td>
<td>RRH</td>
<td>JPHSA</td>
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<td>$375,976</td>
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<tr>
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<td>The Transformation Supportive Housing Project</td>
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<td>Catholic Charities Voyage House</td>
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<td>Start</td>
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<td>14</td>
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<td>19</td>
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<td>Home At Last - Consolidated</td>
<td>Unity-Start</td>
<td>Start</td>
<td>PSH</td>
<td>LA0162L6H031806</td>
<td>$480,735</td>
<td>$480,735</td>
<td>$11,824,457</td>
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<tr>
<td>28</td>
<td>Pathways PSH</td>
<td>Responsibility House</td>
<td>Start</td>
<td>PSH</td>
<td>LA0070L6H031811</td>
<td>$342,421</td>
<td>$342,421</td>
<td>$12,295,839</td>
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<tr>
<td>29</td>
<td>The Finally Home Project</td>
<td>Nami</td>
<td>Start</td>
<td>PSH</td>
<td>LA0210L6H031805</td>
<td>$144,103</td>
<td>$144,103</td>
<td>$12,439,942</td>
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<tr>
<td>29</td>
<td>New Start Housing</td>
<td>Start</td>
<td>PSH</td>
<td>LA0274L6H031802</td>
<td>$1,043,367</td>
<td>$1,043,367</td>
<td>$13,483,309</td>
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<tr>
<td>31</td>
<td>Rapid Rehousing for Families</td>
<td>Start &amp; Salvation Army</td>
<td>Start</td>
<td>RRF</td>
<td>LA0050L6H031807</td>
<td>$698,361</td>
<td>$698,361</td>
<td>$14,181,670</td>
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<td>31</td>
<td>City of New Orleans Shelter Plus Care</td>
<td>City of New Orleans</td>
<td>Start</td>
<td>PSH</td>
<td>LA0054L6H031811</td>
<td>$603,726</td>
<td>$23,237</td>
<td>$580,489</td>
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<tr>
<td>31</td>
<td>Youth Outreach and Coordinated Entry</td>
<td>Tulane Drop-In &amp; Supportive Housing</td>
<td>Start</td>
<td>SSo-Ce</td>
<td>LA0273L6H031802</td>
<td>$153,338</td>
<td>$11,589</td>
<td>$141,749</td>
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</tbody>
</table>
### Public Posting of Preliminary Project Ranking on UNITY CoC website on 8/30/19; web link sent to CoC on 8/30/19

![Table showing preliminary project rankings](https://unitygno.org/wp-content/uploads/2019/08/Preliminary-Rankings-Approved-by-EP.pdf)

<table>
<thead>
<tr>
<th>Project Description</th>
<th>Organization</th>
<th>Tier</th>
<th>Rank</th>
<th>Category</th>
<th>Score</th>
<th>Tier 1</th>
<th>Tier 2</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth Outreach and Coordinated Entry</td>
<td>Covenant House</td>
<td>31</td>
<td>50</td>
<td>SSO-CE</td>
<td>12,505</td>
<td>$12,505</td>
<td>$12,505</td>
<td>$25,010</td>
</tr>
<tr>
<td>GNO Rapid Rehousing</td>
<td>N.O. Women's &amp; Children's Shelter</td>
<td>34</td>
<td>10</td>
<td>RRH</td>
<td>LA0058L6H031811</td>
<td>$249,686</td>
<td>$249,686</td>
<td>$499,372</td>
</tr>
<tr>
<td>Rapid Rehousing for Youth</td>
<td>Covenant House</td>
<td>35</td>
<td>9</td>
<td>RRH</td>
<td>LA0278L6H031802</td>
<td>$263,274</td>
<td>$263,274</td>
<td>$526,548</td>
</tr>
<tr>
<td>Sponsor Based Rental Assistance Shelter Plus Care (MHSD)</td>
<td>Metropolitan Human Services District</td>
<td>36</td>
<td>8</td>
<td>PSH</td>
<td>LA0086L6H031811</td>
<td>$1,306,907</td>
<td>$1,306,907</td>
<td>$2,613,814</td>
</tr>
<tr>
<td>Salvation Army Family Transitional Housing</td>
<td>Salvation Army</td>
<td>38</td>
<td>6</td>
<td>TH</td>
<td>LA0193L6H031808</td>
<td>$158,768</td>
<td>$39,692</td>
<td>$198,460</td>
</tr>
<tr>
<td>Goodwill Rapid Rehousing</td>
<td>Goodwill</td>
<td>39</td>
<td>5</td>
<td>RRH</td>
<td>LA0279L6H031802</td>
<td>$221,070</td>
<td>$221,070</td>
<td>$442,140</td>
</tr>
<tr>
<td>NO AIDS Task Force Permanent</td>
<td>Crescent Care</td>
<td>40</td>
<td>4</td>
<td>PSH</td>
<td>LA0223L6H031805</td>
<td>$455,849</td>
<td>$455,849</td>
<td>$911,698</td>
</tr>
<tr>
<td>Partners in Health and Housing</td>
<td>Start - Crescent Care</td>
<td>40</td>
<td>4</td>
<td>PSH</td>
<td>LA0250L6H031803</td>
<td>$2,465,632</td>
<td>$2,465,632</td>
<td>$4,931,264</td>
</tr>
<tr>
<td>Reallocation - Problem Solving for Coordinated Entry</td>
<td>Grace at the Greenlight, Ozanam Inn, Start</td>
<td>42</td>
<td>3</td>
<td>SSO-CE</td>
<td>Reallocation</td>
<td>$117,505</td>
<td>$117,505</td>
<td>$235,010</td>
</tr>
<tr>
<td>RRH for Reducing Homelessness</td>
<td>Ozanam Inn</td>
<td>43</td>
<td>2</td>
<td>RRH</td>
<td>CoC Bonus</td>
<td>$551,893</td>
<td>$551,893</td>
<td>$1,103,786</td>
</tr>
<tr>
<td>PSH Dedicated PLUS</td>
<td>Responsibility House &amp; Start</td>
<td>44</td>
<td>2</td>
<td>PSH</td>
<td>CoC Bonus</td>
<td>$514,756</td>
<td>$514,756</td>
<td>$1,029,512</td>
</tr>
<tr>
<td>Project Home RRH</td>
<td>Tulane Drop-In Ctr.</td>
<td>45</td>
<td>1</td>
<td>RRH</td>
<td>LA0251L6H031803</td>
<td>$217,060</td>
<td>$217,060</td>
<td>$434,120</td>
</tr>
<tr>
<td>VOA Case Management</td>
<td>Volunteers of America</td>
<td>46</td>
<td>1</td>
<td>PSH</td>
<td>LA0062L6H031811</td>
<td>$118,007</td>
<td>$58,752</td>
<td>$176,759</td>
</tr>
<tr>
<td>Transitional to Rapid Rehousing for Survivors Joint Component Project</td>
<td>N.O Family Justice &amp; Metro Ctrs. For Comm. Advocacy</td>
<td>47</td>
<td>1</td>
<td>TH-RRH</td>
<td>DV Bonus</td>
<td>$1,025,535</td>
<td>$1,025,535</td>
<td>$2,051,070</td>
</tr>
<tr>
<td>CE for Survivors Expansion Project</td>
<td>N.O. Family Justice Center</td>
<td>48</td>
<td>1</td>
<td>SSO-CE</td>
<td>DV Bonus</td>
<td>$123,264</td>
<td>$123,264</td>
<td>$246,528</td>
</tr>
</tbody>
</table>

**Total Ranked Projects**: $22,825,106

**Tier 1**: $19,531,357
Sample Email with Score Card sent to Renewal Projects on 8/9/19
Thank you for submitting a project application to the CoC to be considered for renewal funding in the local funding competition. Projects which pass the threshold review by the CoC will be included in the application to HUD for funding through the Continuum of Care program. As part of project application process, the CoC is required to prioritize projects for funding.

The CoC Governing Council has established local funding priorities and a project performance scoring matrix as part of the prioritization process. Project Performance scores are used by the CoC Project Evaluation and Selection Committee to then rank projects in order of funding priority for each project submitted to HUD in the New Orleans-Jefferson Parish – Kenner CoC using the criteria adopted by the CoC Governing Council after input and discussion at the Executive Directors Committee and SPPA.

The lowest performing projects are placed in a lower priority “Tier 2” category which places the project in greater risk of not being funded by HUD for the 2020-2021 operating year.

Below are scores calculated for your project. Please review carefully, particularly if your project score is below 432, the median score of all projects, which places the project at greater risk of being placed in Tier 2. The largest source of information to calculate scores is the Project Application submitted to the CoC, including the HMIS generated APR report.

Additional information about the CoC’s scoring and ranking criteria and the CoC application process can be found at UNITY’s website: https://unitygno.org/2019-coc-funding-competition/.

### Continuum of Care Project Rankings Score Card

| Sub-Recipient(s): Volunteers of America | Project Name: LA0076L6H031810 |
| Expiring Grant Number: Permanent Housing for Homeless Persons with Disabilities |

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Length of Time Homeless</td>
<td>50</td>
<td>50</td>
<td>50</td>
<td>50</td>
<td>50</td>
<td>50</td>
<td>13 days</td>
</tr>
<tr>
<td>Returns to Homelessness</td>
<td>25</td>
<td>50</td>
<td>50</td>
<td>50</td>
<td>25</td>
<td>25</td>
<td>11%</td>
</tr>
<tr>
<td>Reduce the Total Number of Homeless Persons</td>
<td>25</td>
<td>25</td>
<td>25</td>
<td>25</td>
<td>100</td>
<td>5</td>
<td>33%</td>
</tr>
<tr>
<td>Increase in Total Income</td>
<td>25</td>
<td>50</td>
<td>50</td>
<td>25</td>
<td>N/A</td>
<td>15</td>
<td>50%</td>
</tr>
<tr>
<td>Increase in Employment Income</td>
<td>25</td>
<td>50</td>
<td>50</td>
<td>25</td>
<td>N/A</td>
<td>15</td>
<td>9%</td>
</tr>
<tr>
<td>Permanent Housing Placement/Retention</td>
<td>125</td>
<td>75</td>
<td>75</td>
<td>100</td>
<td>125</td>
<td>125</td>
<td>98%</td>
</tr>
<tr>
<td>Clients Obtain Insurance within 3-months</td>
<td>50</td>
<td>25</td>
<td>25</td>
<td>50</td>
<td>25</td>
<td>50</td>
<td>100%</td>
</tr>
<tr>
<td>Clients exit with Non-Cash Mainstream Benefits</td>
<td>25</td>
<td>25</td>
<td>25</td>
<td>25</td>
<td>25</td>
<td>10</td>
<td>46%</td>
</tr>
<tr>
<td>SPPA Meeting Attendance</td>
<td>15</td>
<td>15</td>
<td>15</td>
<td>15</td>
<td>15</td>
<td>15</td>
<td>92%</td>
</tr>
<tr>
<td>HMIS Data Quality</td>
<td>50</td>
<td>50</td>
<td>50</td>
<td>50</td>
<td>50</td>
<td>50</td>
<td>99%</td>
</tr>
<tr>
<td>HMIS Data Timeliness</td>
<td>25</td>
<td>25</td>
<td>25</td>
<td>25</td>
<td>25</td>
<td>5</td>
<td>31%</td>
</tr>
<tr>
<td></td>
<td>75</td>
<td>75</td>
<td>75</td>
<td>75</td>
<td>15</td>
<td>15</td>
<td>44%</td>
</tr>
</tbody>
</table>
If you have any questions about the score, please contact Valerie Coffin, Director of CoC Programs at vcoffin@unitygno.org as soon as possible. You may also contact Jeff Kiemen at jkiemen@unitygno.org or Kenya Morris-Landry kmorris-landry@unitygno.org. We can also be reached at 504-821-4496.

If you believe there was an error made when calculating your project score, you may send a formal score correction request in writing no later than August 16th, 2019 via email to proposals@unitygno.org with documentation that the score was calculated incorrectly.

After the CoC application is submitted, the UNITY contract management team would be happy to discuss opportunities for your program to improve so we can reach our common goal to make the homeless experience brief, rare, and non-recurring.


Preliminary Project Rankings will be distributed on Friday, August 30, 2019.

Appeals of project rankings should be submitted to the CoC Project Evaluation and Selection Committee no later than Friday, September 6, 2019 by sending an email to proposals@unitygno.org and aulrichconsulting@gmail.com.

Final notification of project rankings will be made Friday, September 13, 2019.

Jeff Kiemen
jkiemen@unitygno.org
504-821-4496 ext. 101
Contracts Manager
UNITY of Greater New Orleans
2475 Canal Street, Suite 300
New Orleans, LA 70115
Thank you for submitting a project application to the CoC to be considered for renewal funding in the local funding competition. Projects which pass the threshold review by the CoC will be included in the application to HUD for funding through the Continuum of Care program. As part of project application process, the CoC is required to prioritize projects for funding.

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<table>
<thead>
<tr>
<th></th>
<th>125</th>
<th>75</th>
<th>75</th>
<th>100</th>
<th>125</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permanent Housing Placement/Retention</td>
<td>125</td>
<td>75</td>
<td>75</td>
<td>100</td>
<td>125</td>
<td>100%</td>
</tr>
<tr>
<td>Clients Obtain Insurance within 3-months</td>
<td>50</td>
<td>25</td>
<td>25</td>
<td>50</td>
<td>25</td>
<td>10</td>
</tr>
<tr>
<td>Clients exit with Non-Cash Mainstream Benefits</td>
<td>25</td>
<td>25</td>
<td>25</td>
<td>25</td>
<td>25</td>
<td>25</td>
</tr>
<tr>
<td>SPPA Meeting Attendance</td>
<td>15</td>
<td>15</td>
<td>15</td>
<td>15</td>
<td>15</td>
<td>12</td>
</tr>
<tr>
<td>SPPA Dues</td>
<td>25</td>
<td>25</td>
<td>25</td>
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<td>25</td>
<td>25</td>
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<tr>
<td>HMIS Data Quality</td>
<td>50</td>
<td>50</td>
<td>50</td>
<td>50</td>
<td>50</td>
<td>50</td>
</tr>
<tr>
<td>HMIS Data Timeliness</td>
<td>25</td>
<td>25</td>
<td>25</td>
<td>25</td>
<td>25</td>
<td>5</td>
</tr>
<tr>
<td>Serving Priority Populations</td>
<td>75</td>
<td>75</td>
<td>75</td>
<td>75</td>
<td>75</td>
<td>75</td>
</tr>
<tr>
<td>Addressing Racial Disparities</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Increasing Safety for Victim(s) of Domestic Violence</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>5</td>
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<tr>
<td>Deploying Additional Resources</td>
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<td>2</td>
<td>2</td>
<td>2</td>
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<table>
<thead>
<tr>
<th></th>
<th>Project Total Score</th>
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<tbody>
<tr>
<td>Maximum Score</td>
<td>552</td>
</tr>
</tbody>
</table>

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After the CoC application is submitted, the UNITY contract management team would be happy to discuss opportunities for your program to improve so we can reach our common goal to make the homeless experience brief, rare, and non-recurring.

Complete CoC Application Timeline is available at: https://unitygno.org/2019-coc-funding-competition/2019-coc-funding-competition-nofa-calendar/

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Jeff Kiemen
jkiemen@unitygno.org
504-821-4496 ext. 101
Contracts Manager
UNITY of Greater New Orleans
2475 Canal Street, Suite 300
Notification Outside e-snaps of Projects Accepted and Ranked on 8/30/19
Dear Mary Claire,

Thank you for submitting proposals for the recent RFPs issued by the CoC for:

- **RFP 19-4 DV Coordinated Entry Expansion**
- **RFP 19-5 DV TH/RRH Joint Component**

We really value the work of New Orleans Family Justice Center and your important role in ending homelessness for survivors of domestic violence.

This email serves to provide information about the decisions of the Evaluation and Project Selection Committee and to provide specific information regarding the reason for approval or denial of funding for each proposal that was received in response to the RFPs.

**Congratulations** on being selected by the committee as a project sponsor for:

- **RFP 19-4 DV Coordinated Entry Expansion** $119,232
- **RFP 19-5 DV TH/RRH Joint Component** $711,000

New Orleans Family Justice Center was selected for the demonstrated record of performance in current CoC projects and for the key role in coordinated entry.

We will contact you soon to finalize the 2019 CoC Project Application regarding this project. This is not guaranteed funding from HUD. We hope to receive notification from HUD sometime in the beginning of 2020 regarding funding with the expected start date late summer or fall 2020. Do not expend any funds on this project until notified by UNITY regarding an official start date which will be indicated in our subrecipient agreement.

I encourage you to submit a proposal for future RFPs. Please contact me if you would like a debriefing about your proposals to receive feedback about proposal strengths and opportunities for improvement that were noted by the committee.
Valerie Coffin

*Director of CoC Programs*

UNITY of Greater New Orleans

2475 Canal Street Suite 300, New Orleans, LA 70119

504-821-4496 x112
Dear Mike,

Thank you for submitting proposals for the recent RFPs issued by the CoC for:

   - RFP 19-6 Problem Solving Housing Crisis Resolution
   - RFP 19-2 PSH Dedicated PLUS Project

We really value the work of Responsibility House and your important role in ending homelessness and serving vulnerable populations.

This email serves to provide information about the decisions of the Evaluation and Project Selection Committee and to provide specific information regarding the reason for approval or denial of funding for each proposal that was received in response to the RFPs.

Congratulations on being selected by the committee as a project sponsor for

   - RFP 19-2 Dedicated PLUS PSH Project $257,378

Start was selected for the demonstrated record of performance in current PSH projects and for the key role in coordinated entry at the Low Barrier Shelter. The committee was impressed by your organizational ability to leverage experience from existing programs and the ability to adapt programs to improve effectiveness.

We will contact you soon to finalize the 2019 CoC Project Application regarding this project. This is not guaranteed funding from HUD. We hope to receive notification from HUD sometime in the beginning of 2020 regarding funding with the expected start date late summer or fall 2020. Do not expend any funds on this project until notified by UNITY regarding an official start date which will be indicated in our subrecipient agreement.

The committee did not select your organization for:

   - RFP 19-6 Problem Solving Housing Crisis Resolution
It was a difficult decision for the Evaluation Committee because of the quality of proposals that were received. While your proposal exceeded the threshold review, the committee made decisions based on the strengths of the organizations that applied.

Should you choose to appeal a decision of the Committee, send an email to aulrichconsulting@gmail.com which includes: a brief statement as to why your project is appealing the Committee's decision, a brief statement of facts and relevant information. Appeals should not exceed one page in length and must be received by Friday, September 6, 2019.

Attached is the relevant RFPs and the 2019 CoC Funding Priorities which include the detailed scoring criteria that was used by the Evaluation and Project Selection Committee in the review of the proposals.

- Organizational Experience
- Housing First/Low Barrier Approach
- Plan for Effective Case Management and Supportive Service
- Staff Experience
- Implementation Timeline
- Financial Capacity
- Cultural Competence and Equity
- Program Enhancement
- Other- Outcome Performance, Contract Compliance, Coordination with Coordinated Entry

I encourage you to submit a proposal for future RFPs. Please contact me if you would like a debriefing about your proposals to receive feedback about proposal strengths and opportunities for improvement that were noted by the committee.

Valerie Coffin

Director of CoC Programs

UNITY of Greater New Orleans
Dear Casey,

Thank you for submitting proposals for the recent RFPs issued by the CoC for:

- RFP 19-6 Problem Solving Housing Crisis Resolution
- RFP 19-3 Rapid Rehousing to Reduce Homelessness Project
- RFP 19-2 PSH Dedicated PLUS Project

We really value the work of Start Corp., and your important role in ending homelessness and serving vulnerable populations.

This email serves to provide information about the decisions of the Evaluation and Project Selection Committee and to provide specific information regarding the reason for approval or denial of funding for each proposal that was received in response to the RFPs.

Congratulations on being selected by the committee as a project sponsor for:

- RFP 19-6- Problem Solving Housing Crisis Resolution $56,656
- RFP 19-2 Dedicated PLUS PSH Project $257,378

Start was selected for the demonstrated record of performance in current PSH projects and for the key role in coordinated entry at the Low Barrier Shelter. The committee was impressed by your organizational ability to leverage experience from existing programs and the ability to adapt programs to improve effectiveness.

We will contact you soon to finalize the 2019 CoC Project Application regarding this project. This is not guaranteed funding from HUD. We hope to receive notification from HUD sometime in the beginning of 2020 regarding funding with the expected start date late summer or fall 2020. Do not expend any funds on this project until notified by UNITY regarding an official start date which will be indicated in our subrecipient agreement.

The committee did not select your organization for:
It was a difficult decision for the Evaluation and Project Selection Committee because of the quality of proposals that were received. While your proposal exceeded the threshold review, the committee made decisions based on the strengths of the organizations that applied and the desire to build broader capacity in the community by continuing to mentor organizations with a diverse board and staff which are in the process of expanding their capacity.

Should you choose to appeal a decision of the Committee, send an email to aulrichconsulting@gmail.com which includes: a brief statement as to why your project is appealing the Committee's decision, a brief statement of facts and relevant information. Appeals should not exceed one page in length and must be received by Friday, September 6, 2019.

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- Organizational Experience
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- Program Enhancement
- Other- Outcome Performance, Contract Compliance, Coordination with Coordinated Entry

I encourage you to submit a proposal for future RFPs. Please contact me if you would like a debriefing about your proposals to receive feedback about proposal strengths and opportunities for improvement that were noted by the committee.

Valerie Coffin

Director of CoC Programs
Dar Sarah,

Thank you for submitting proposals for the recent RFPs issued by the CoC for:

RFP 19-6 Problem Solving Housing Crisis Resolution

We really value the work of Grace at the Green Light and appreciate your expanding role to assist the homeless.

This email serves to provide information about the decisions of the Evaluation and Project Selection Committee and to provide specific information regarding the reason for approval or denial of funding for each proposal that was received in response to the RFPs.

Congratulations on being selected by the committee as a project sponsor for

RFP 19-6- Problem Solving Housing Crisis Resolution $56,656

Grace at the Green Light was selected due to the demonstrated record of similar work assisting the homeless and for your leadership role in the Problem Solving Pilot Project.

The Evaluation and Project Selection Committee made the selection based on the following condition: Project sponsor must hire additional staff for the project to allow for services to be provided at emergency shelter locations.

We will contact you soon to finalize the 2019 CoC Project Application regarding this project. This is not guaranteed funding from HUD. We hope to receive notification from HUD sometime in the beginning of 2020 regarding funding with the expected start date late summer or fall 2020. Do not expend any funds on this project until notified by UNITY regarding an official start date which will be indicated in our subrecipient agreement.

I encourage you to submit a proposal for future RFPs. Please contact me if you would like a debriefing about your proposals to receive feedback about proposal strengths and opportunities for improvement that were noted by the
*Notification Outside e-snaps of Projects Accepted and Ranked on 8/30/19

committee.

Valerie Coffin
Director of CoC Programs

UNITY of Greater New Orleans

2475 Canal Street Suite 300, New Orleans, LA 70119
504-821-4496 x112
Dear Darlene,

Thank you for submitting proposals for the recent RFPs issued by the CoC for:

- **RFP 19-4 DV Coordinated Entry Expansion**
- **RFP 19-5 DV TH/RRH Joint Component**

We really value the work of Start Corp. and your important role in ending homelessness and serving vulnerable populations.

This email serves to provide information about the decisions of the Evaluation and Project Selection Committee and to provide specific information regarding the reason for approval or denial of funding for each proposal that was received in response to the RFPs.

**Congratulations** on being selected by the committee as a project sponsor for

- **RFP 19-5 DV TH/RRH Joint Component** $238,460

Metropolitan Centers for Community Advocacy was selected for the capacity to provide temporary housing and rapid rehousing for survivors of domestic violence in Jefferson Parish.

We will contact you soon to finalize the 2019 CoC Project Application regarding this project. **This is not guaranteed funding from HUD.** We hope to receive notification from HUD sometime in the beginning of 2020 regarding funding with the expected start date late summer or fall 2020. Do not expend any funds on this project until notified by UNITY regarding an official start date which will be indicated in our subrecipient agreement.

The committee did not select your organization for:

- **RFP 19-4 DV Coordinated Entry Expansion**
It was a difficult decision for the Evaluation Committee because of the quality of proposals that were received. While your proposal exceeded the threshold review, the committee made decisions based on the strengths of the organizations that applied.

Should you choose to appeal a decision of the Committee, send an email to aulrichconsulting@gmail.com which includes: a brief statement as to why your project is appealing the Committee's decision, a brief statement of facts and relevant information. Appeals should not exceed one page in length and must be received by Friday, September 6, 2019.

Attached is the relevant RFPs and the 2019 CoC Funding Priorities which include the detailed scoring criteria that was used by the Evaluation and Project Selection Committee in the review of the proposals.

- Organizational Experience
- Housing First/Low Barrier Approach
- Plan for Effective Case Management and Supportive Service
- Staff Experience
- Implementation Timeline
- Financial Capacity
- Cultural Competence and Equity
- Program Enhancement
- Other- Outcome Performance, Contract Compliance, Coordination with Coordinated Entry

I encourage you to submit a proposal for future RFPs. Please contact me if you would like a debriefing about your proposals to receive feedback about proposal strengths and opportunities for improvement that were noted by the committee.

Valerie Coffin

Director of CoC Programs

UNITY of Greater New Orleans
Dear Clarence,

Thank you for submitting proposals for the recent RFPs issued by the CoC for:

**RFP 19-6 Problem Solving Housing Crisis Resolution**

**RFP 19-3 Rapid Rehousing to Reduce Homelessness Project**

We really value the work of Ozanam Inn and appreciate your expanding role to assist the homeless to become permanently housed.

This email serves to provide information about the decisions of the Evaluation and Project Selection Committee and to provide specific information regarding the reason for approval or denial of funding for each proposal that was received in response to the RFPs.

**Congratulations** on being selected by the committee as a project sponsor for

- **RFP 19-6- Problem Solving Housing Crisis Resolution** $56,656
- **RFP 19-3 Rapid Rehousing to Reduce Homelessness Project** $551,893

Ozanam Inn was selected for the demonstrated record of performance in current projects and for your leadership role in the Problem Solving Pilot Project.

We will contact you soon to finalize the 2019 CoC Project Application regarding this project. This is not guaranteed funding from HUD. We hope to receive notification from HUD sometime in the beginning of 2020 regarding funding with the expected start date late summer or fall 2020. Do not expend any funds on this project until notified by UNITY regarding an official start date which will be indicated in our subrecipient agreement.

I encourage you to submit a proposal for future RFPs. Please contact me if you would like a debriefing about your proposals to receive feedback about proposal strengths and opportunities for improvement that were noted by the
*Notification Outside e-snaps of Projects Accepted and Ranked on 8/30/19

committee.

Valerie Coffin

*Director of CoC Programs*

UNITY of Greater New Orleans

2475 Canal Street Suite 300, New Orleans, LA 70119

504-821-4496 x112
Revised Amount for Bonus RRH Project

Valerie Coffin <vcoffin@unitygno.org>
To: Clarence Adams <cadams@ozanaminn.org>
Cc: Martha Kegel <MKegel@unitygno.org>

Clarence,

As I explained on the phone, there was a mistake in the amounts listed in the RFPs posted for the few of the bonus projects. Added together, they totaled more than the amount in which the CoC is eligible to apply for.

The subrecipient amount for Ozanam Inn for the RRH to Reduce Homelessness Project is $501,699, a little less than the amount stated in the RFP. Thank you for your understanding.

We are hopeful the project will be funded through the competition to provide much needed resources to our community.

Valerie Coffin

Director of CoC Programs

UNITY of Greater New Orleans

2475 Canal Street Suite 300, New Orleans, LA 70119

504-821-4496 x112
Announcement & Distribution of 2019 Final Project Priority Listing
Announcement of 2019 CoC Final Priority Listing, including:
*Notification Outside e-snaps of Projects Accepted and Ranked &
*Notification Outside e-snaps of Projects Rejected or Reduced.

Announcement: 2019 CoC Final Project Priority Listing

Martha J. Kegel, Executive Director <mkegel@unitygno.org>
Reply-To: "Martha J. Kegel, Executive Director" <mkegel@unitygno.org>
To:

Dear Community Partners,

Thank you for your commitment to ending homelessness in our community! Attached here please find the 2019 CoC Final Project Priority Listing to be included with the 2019 CoC application to HUD for CoC LA-503 for New Orleans, Jefferson Parish, Kenner. The Final Project Priority Listing was approved by the CoC Governing Council on September 12, 2019.

The Final Project Priority Listing is available on the UNITY website at the following link:
www.unitygno.org/2019-coc-funding-competition/

The CoC Evaluation and Project Selection Committee of the Governing Council previously met on September 9, 2019 to consider any appeals to the preliminary project ranking that was publicly distributed on August 30, 2019. The committee thoroughly discussed the
appeal received, and after a lengthy discussion about the project and the established criteria, the committee voted to deny the appeal and maintain the existing ranking of projects consistent with the CoC’s funding priorities and review criteria. The CoC Governing Council discussed the project ranking and appeals decisions recommended by the CoC Evaluation and Project Selection Committee and subsequently voted to approve the priority listing without changes. The CoC Governing Council also voted to approve UNITY of Greater New Orleans to submit the 2019 CoC consolidated application on behalf of the CoC and to approve the updated HMIS Governance Charter with ViaLink as HMIS Administrator.

Project rankings were developed from the objective threshold review, rating and ranking criteria approved by the CoC Evaluation and Project Selection Committee. All projects listed have been reviewed for project quality and performance by the Committee. Project performance scoring by the Committee includes evaluation of overall project performance, housing outcomes, the project’s role in system performance of the CoC, sub-populations served, and considers the severity of needs and vulnerabilities of participants in the projects being reviewed. The committee also reviewed renewal project applications for their commitment to using client-centered and evidence-based practices, Housing First and low barrier approaches, trauma-informed care, and their demonstration of commitment to racial equity.


For questions regarding the review and scoring process, project priority listing, or the CoC application process, please contact Valerie Coffin, Director of CoC Programs, at vcoffin@unitygno.org.

Information regarding the 2019 CoC application process can be provided in alternate formats, including in languages other than English. Requests can be made via email to vcoffin@unitygno.org or by calling (504) 821-4496 ext. 112.
Announcement of 2019 CoC Final Priority Listing, including:
* Notification Outside e-snaps of Projects Accepted and Ranked &
* Notification Outside e-snaps of Projects Rejected or Reduced.

Thank you for your ongoing commitment to ending homelessness!

Sincerely,

Martha J. Kegel
Executive Director
UNITY of Greater New Orleans
Your campaign is on its way to your subscribers!

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<tr>
<th>Subject Line</th>
<th>Announcement: 2019 CoC Final Project Priority Listing</th>
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</table>

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675 Ponce De Leon Ave NE • Suite 5000 • Atlanta, GA 30308 USA
Contact Us • Terms of Use • Privacy Policy
Project Priority Listing for 2019 HUD CoC Application

Attached below is the 2019 CoC Final Project Priority Listing to be included with the 2019 CoC application to HUD for CoC LA-503 for New Orleans, Jefferson Parish, Kenner. The Final Project Priority Listing was approved by the CoC Governing Council on September 12, 2018.

LA-503 Final Project Priority Listing 2019

The CoC Evaluation and Project Selection Committee of the Governing Council previously met on September 9, 2019 to consider any appeals to the preliminary project ranking that was publicly distributed on August 30, 2019. The committee thoroughly discussed the appeal received, and after a lengthy discussion about the project and the established criteria, the committee voted to deny the appeal and maintain the existing ranking of projects consistent with the CoC's funding priorities and review criteria. The CoC Governing Council discussed the project ranking and appeals decisions recommended by the CoC Evaluation and Project Selection Committee and subsequently voted to approve the priority listing without changes.

The CoC Governing Council also voted to approve UNITY of Greater New Orleans to submit the 2019 CoC consolidated application on behalf of the CoC to
For questions regarding the review and scoring process, project priority listing, or the CoC application process, please contact Valerie Coffin, Director of CoC Programs, at vcoffin@unitygno.org.

Information regarding the 2019 CoC application process can be provided in alternate formats, including in languages other than English. Requests can be made via email to vcoffin@unitygno.org or by calling (504) 821-4496 ext. 112.

Web Links to Rating & Ranking Documents

2019 CoC Project Threshold Review
2019 Renewal Project Performance Analysis Scoring Key
2019 APPROVED Update to the Evaluation and Project Selection Committee Operating Procedures
2019 CoC Funding Priorities Approved 30July2019
Levels of review for project ranking and tiering
2019 RFP FAQ’s
Preliminary Project Rankings Approved by Evaluation and Project Selection Committee August 29, 2019
The CoC Governing Council also voted to approve UNITY of Greater New Orleans to submit the 2019 CoC consolidated application on behalf of the CoC and to approve the updated HMIS Governance Charter with ViaLink as HMIS Administrator.

Project rankings were developed from the objective threshold review, rating and ranking criteria approved by the CoC Evaluation and Project Selection Committee. All projects listed have been reviewed for project quality and performance by the Committee. Project performance scoring by the Committee includes evaluation of overall project performance, housing outcomes, the project’s role in system performance of the CoC, sub-populations served, and considers the severity of needs and vulnerabilities of participants in the projects being reviewed. The committee also reviewed renewal project applications for their commitment to using client-centered and evidence-based practices, Housing First and low barrier approaches, trauma-informed care, and their demonstration of commitment to racial equity.


For questions regarding the review and scoring process, project priority listing, or the CoC application process, please contact Valerie Coffin, Director of CoC Programs, at vcoffin@unitygno.org.

Information regarding the 2019 CoC application process can be provided in alternate formats, including in languages other than English. Requests can be made via e-mail to vcoffin@unitygno.org or by calling (504) 821-4496 ext. 112.
Final Project Priority Listing

Projected Posting on UNITY CoC Website on 9/13/19

LA-503 Project Priority Listing for 2019 HUD CoC Application

The following projects were approved by the CoC Evaluation and Project Selection Committee on Aug. 29, 2019 for inclusion in the 2019 CoC Application to HUD in the priority order and amounts indicated. Approved by the CoC Governing Council Sept. 12, 2019.

<table>
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<th>CoC Priority</th>
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<th>Project Name</th>
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**TOTAL RANKED PROJECTS**

Maximum Amount Allowed for Tier 1 = $19,531,357. Total Amount Requested for Ranked Projects $22,825,106.

Requested $23,434,413 includes $620,052 CoC Planning Funds.

The application to HUD does not allow the CoC to indicate tied scores with identical ranking numbers on the CoC project priority listing. As a result, projects with the same CoC ranking number must have a sequential ranking number in the application submitted to HUD.

*Amounts corrected from the Preliminary Project Listing to accurately reflect the total CoC Bonus, DV Bonus, & Reallocation amounts available in the CoC Competition. Correction approved and ratified by the CoC Governing Council as of September 13, 2019.
<table>
<thead>
<tr>
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Final Project Priority Listing Posted on UNITY CoC Website on 9/13/19
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**Tier One**

- **Permanent Housing & Independent Living Program**
- **Coming Home PSH**
- **Goodwill PSH**
- **Rapid Rehousing for Chronically Homeless Persons Project**
- **Covenant House Permanent Housing for Youth**
- **Coordinated Entry Project**
- **Day Center Coordinated Entry**
- **Home for Good Expansion Project**
- **Bridges to Self Sufficiency**
- **Start Rapid Rehousing**
- **JPHSA Supportive Housing for Persons with Disabilities - Consolidated**

**Tier Two**

- **Permanent Housing for Homeless Persons with Disabilities**
- **The Journey Home**
- **Welcome Home Outreach**
- **New Keys Expansion Project**
- **VIA LINK HIMS**
- **RRH to Reduce Unsheltered Homelessness**
- **Rapid Rehousing for Survivors**
- **Coordinated Entry for Survivors**
- **Odyssey House Samartian**
- **Gara Permanent Housing**
- **Home At Last - Consolidated**
- **New Orleans Women's Shelter TH**
- **Pathways PSH**
- **The Finally Home Project**
- **New Start Housing**
- **Rapid Rehousing for Families**
- **City of New Orleans Shelter Plus Care**
- **Youth Outreach and Coordinated Entry**
- **GND Rapid Rehousing**
- **Rapid Rehousing for Youth**
- **Sponsor Based Rental Assistance Shelter Plus Care (MHS)**
- **Shelter Plus Care Program (Jefferson Parish)**
- **Salvation Army Family Transitional Housing**
- **Goodwill Rapid Rehousing**
- **NO AIDS Task Force Permanent Housing**
- **Partners in Health and Housing**
- **Problem Solving for Coordinated Entry Reallocation Project**
- **RRH for Reducing Homelessness**
- **ReStart PSH**
- **Project Home RRH**
- **VOA Case Management**
- **Turning Point Joint Component Project**
- **CF for Survivors Expansion Project**

**Total Ranked Projects $22,814,361**

Maximum Amount Allowed for Tier 1 = $19,531,357. Total Amount Requested for Ranked Projects $22,825,106. Total Amount Requested $23,434,413 includes $620,052 CoC Planning Funds. The application to HUD does not allow the CoC to indicate tied scores with identical ranking numbers on the CoC project priority listing. As a result, projects with the same CoC ranking number must have a sequential ranking number in the application submitted to HUD. Amounts corrected from the Preliminary Project Listing to accurately reflect the total CoC Bonus, Dv Bonus, & Reallocation amounts available in the CoC Competition. Correction approved and ratified by the CoC Governing Council as of September 13, 2019.
Website Accessibility Features
Project Priority Listing for 2019 HUD CoC Application

Attached below is the 2019 CoC Final Project Priority Listing to be included with the 2019 CoC application to HUD for CoC LA-503 for New Orleans, Jefferson Parish, Kenner. The Priority Listing was approved by the CoC Governing Council on September 12, 2019.

LA-503 Final Project Priority Listing 2019

The CoC Evaluation and Project Selection Committee of the Governing Council previously met on September 9, 2019 to consider any appeals to the preliminary project ranking that was publicly distributed on August 30, 2019. The committee thoroughly discussed the appeal received, and after a lengthy discussion about the project and the established criteria, the committee voted to deny the appeal and maintain the existing ranking of projects consistent with the CoC’s funding priorities and review criteria. The CoC Governing Council discussed the project ranking and appeals decisions recommended by the CoC Evaluation and Project Selection Committee and subsequently voted to approve the priority listing without changes.
Web Accessibility Features
## Attachment 3A-5b:
State or Local Workforce Agreement

<table>
<thead>
<tr>
<th>Document No.</th>
<th>Document Description</th>
<th>Page # of Document</th>
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<tbody>
<tr>
<td>1.</td>
<td>Memorandum of Understanding (MOU) with New Orleans Workforce Development Board (NOWDB)</td>
<td>1 - 4</td>
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</table>
I. Background

This Memorandum of Understanding, hereinafter referred to as “MOU,” has been created and entered into on September 26, 2019. This MOU is intended to reflect the mutual understanding between UNITY of Greater New Orleans (“UNITY”), lead agency for the New Orleans-Jefferson Parish-Kenner Homeless Continuum of Care (CoC), and the New Orleans Workforce Development Board (“NOWDB”).

This MOU indicates the understanding of the parties as to the establishment of a partnership prioritizing enrollment in NOWDB’s JOB1 workforce development programs and access to employment opportunities for people experiencing homelessness in the CoC’s geographic area. Creating improved access to workforce development resources for people currently or formerly experiencing homelessness will contribute significantly to the City of New Orleans’ overall efforts to reduce and prevent homelessness. Implementing such prioritized access aligns with the parties’ mutual goal of linking disadvantaged job seekers to employment which will lead to improved self-sufficiency and housing stability for those served by the Homeless Continuum of Care. This MOU is established in alignment with and pursuant to the United States Department of Housing and Urban Development (HUD)’s Continuum of Care Program priorities as described by the in the 2019 HUD Continuum of Care Notice of Funding Availability.¹

II. Purpose

WHEREAS, UNITY and the New Orleans-Jefferson Parish-Kenner Homeless Continuum of Care seek to reduce homelessness in Orleans and Jefferson Parishes by improving employment outcomes and self-sufficiency for those currently or formerly experiencing homelessness through the coordination of services, outreach, coordinated entry referral, housing assistance, and supportive services; and

WHEREAS, the NOWDB was established under the guidance of the Workforce Innovation and Opportunity Act to provide oversight to public workforce development programs and convenes JOB1, a partnership of public and/or private workforce development agencies and organizations linking job seekers to employment that leads to self-sufficiency; and

WHEREAS, the NOWDB has agreed to provide prioritized access to Job1 program enrollment and employment opportunities for people currently or formerly experiencing homelessness referred by UNITY and the New Orleans-Jefferson Parish-Kenner Continuum of Care through execution and implementation of this MOU.

III. Operational Roles and Responsibilities

A. UNITY of Greater New Orleans shall:

1. Identify one or more UNITY staff people who shall be responsible for serving as a liaison to the New Orleans Workforce Development Board and Job1 and for coordinating the implementation of this MOU;
2. Work with NOWDB and JOB1 to establish and implement specific policies or practices prioritizing access to employment opportunities and enrollment in workforce development programs for people currently or formerly experiencing homelessness and referred by UNITY and the Homeless Continuum of Care;
3. Assess applicant eligibility and make referrals, directly or through CoC partner agencies, for applicants currently or formerly experiencing homelessness who appear to meet workforce development program criteria as shared by NOWDB and JOB1;
4. Communicate regularly with identified NOWDB representatives regarding CoC resources and coordinated entry system criteria;
5. Provide information regarding workforce development program criteria as shared by NOWDB and JOB1 to CoC partner agencies; and
6. Meet with identified the NOWDB representative(s) at least annually to discuss the implementation of this MOU and the associated partnership between UNITY and the NOWDB.

B. New Orleans Workforce Development Board shall:

1. Identify one or more NOWDB representatives who shall be responsible for serving as a liaison to UNITY and the Homeless Continuum of Care and for coordinating the implementation of this MOU;
2. Establish and implement specific policies or practices prioritizing access to employment opportunities and enrollment in workforce development programs for people currently or formerly experiencing homelessness and referred by UNITY and the Homeless Continuum of Care;
3. Accept and prioritize program referrals for applicants meeting NOWDB and JOB1 workforce development program criteria;
4. Communicate regularly with UNITY regarding employment opportunities and resources, including changes related to JOB1 Business and Career Solutions Centers; and
5. Meet with identified UNITY representative(s) at least annually to discuss the implementation of this MOU and the associated partnership between UNITY and the NOWDB.

IV. Communication and Media

The parties to this MOU shall acknowledge and coordinate with the others in all public releases of information about the collaboration.

V. Further Cooperation

The parties hereby commit to cooperating with one another to address these issues as they arise and to resolve them based on the agreements stated in this MOU.

VI. Miscellaneous

The parties shall comply with all applicable laws, rules, and regulations.

VII. Term & MOU Termination

This MOU shall be of unlimited duration, but subject to modification upon agreement of both parties. Any party may terminate this MOU in whole or in part by providing 90 days written notice to all parties when it is in the best interest of that party due to changes in, or lack of, funding or applicable laws.

VIII. Modification

Parties to this MOU reserve the right to request modification and/or renegotiation of the terms of this MOU in writing with the consent of all parties. Modification of this MOU shall be incorporated in the form of an amendment dated and signed by authorized representatives of the respective parties.
IX. Effective Date

This MOU shall become effective upon execution by all parties. All parties fully understand and agree to the roles and responsibilities outlined herein.

In witness WHEREOF, the parties have executed this MOU as follows:

Martha J. Kegel, CoC Authorized Representative & Executive Director, UNITY

Date

Gregory Curtis, Board Chair, New Orleans Workforce Development Board

Date
## Attachment 4A-7a:
**Project List-Homeless under Other Federal Statutes**

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<th>Document No.</th>
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