

Application to DHCD Submitted through CAMS

City of Portsmouth/City Manager's Office

Virginia Homeless Solutions Program 2024-2025

Application ID: 109402262024163043

Application Status: Pending

Program Name: HSNH 2024-26 Application

Organization Name: City of Portsmouth/City Manager's Office

Organization Address: 801 Crawford Street
Portsmouth, VA 23704

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Project Name: Virginia Homeless Solutions Program 2024-2025

Project Contact Name: Deanna Valentine

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Project Location: 1701 High Street
Portsmouth, VA 23704-3103

Project Service Area: Portsmouth City

Total Requested Amount: \$608,104.00

Required Annual Audit Status: No Current Audits Found

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Budget Information:

Cost/Activity Category	DHCD Request	Other Funding	Total
Outreach	\$33,880.00	\$0.00	\$33,880.00
Outreach	\$33,880.00	\$0.00	\$33,880.00
Centralized or Coordinated Assessment/Entry	\$109,027.00	\$0.00	\$109,027.00
Centralized or Coordinated Assessment/Entry	\$109,027.00	\$0.00	\$109,027.00
Targeted Prevention	\$81,322.00	\$0.00	\$81,322.00
Targeted Prevention	\$81,322.00	\$0.00	\$81,322.00
Emergency Shelter Operations	\$143,822.00	\$0.00	\$143,822.00
Emergency Shelter Operations	\$143,822.00	\$0.00	\$143,822.00
Rapid Re-housing	\$180,227.00	\$0.00	\$180,227.00
Rapid Re-housing	\$180,227.00	\$0.00	\$180,227.00
CoC Planning	\$5,000.00	\$0.00	\$5,000.00
CoC Planning	\$5,000.00	\$0.00	\$5,000.00
HMIS	\$27,413.00	\$0.00	\$27,413.00
HMIS	\$27,413.00	\$0.00	\$27,413.00
Administration	\$27,413.00	\$0.00	\$27,413.00
Administration	\$27,413.00	\$0.00	\$27,413.00
Total VHSP Funding Request	\$608,104.00	\$0.00	\$608,104.00
HOPWA	\$0.00	\$0.00	\$0.00
HOPWA	\$0.00	\$0.00	\$0.00
Total:	\$608,104.00	\$0.00	\$608,104.00

Budget Narrative:

PHAC is requesting \$608,104 to provide the following homeless services eligible under the Virginia Homeless Solutions Program. There are no proposed projects for HOPWA funding. Outreach = \$33,880 (PSO and PDSS) Coordinated Assessment = \$109,027 (PSO) Targeted Prevention = \$81,322 (ForKids and PDSS) Emergency Shelter Operations = \$143,822 (HER and PVH) Rapid Rehousing = \$180,227 ((HER) Base Request = \$548,278 CoC Planning = \$5,000 (PDSS) HMIS = \$27,413 (all applicants) Administration = \$27,413 (all applicants) Total Request = \$608,104

Questions and Responses:

1. Part I Community Analysis and Processes

1. Based on data from PIT Counts, HMIS/HGIS, and other data sources, who is experiencing or at risk of experiencing homelessness or at risk of homelessness in the CoC/LPG? Include details regarding target population demographics, increases/decreases, and/or those who are especially vulnerable in the service area.

Answer:

Trends in homelessness. According to the 2023 Portsmouth Homeless Action Consortium (PHAC) Point in Time (PIT) Count, 117 unduplicated persons were counted. This is a slight decrease from 120 persons counted in 2022. Based on the PIT Count, the rate of homelessness also decreased slightly, from 124 per 100,000 in 2022 to 121 per 100,000 in 2023. By comparison, the 2023 rate of homelessness for Virginia was 79 per 100,000. Of the 117 persons counted in 2023, 68 (58%) were in Emergency Shelter, 9 (8%) were in Transitional Housing and 40 (34%) were unsheltered.

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Household Type. Fifty-six percent (56%) of persons counted were Single Adults (aged 18 and older), and 44% were in Households with Children. In 2023, there was one (1) Parenting Youth Household (a parent aged 18-24, which is a subset of Households with Children) and two (2) in 2022. In 2023, there was one (1) Unaccompanied Youth and none in 2022. In 2023, there were 40 Unsheltered Adults compared to 21 in 2022. There were no Unsheltered Children in 2023 or in 2022.

Target Population Demographics. The number of Veterans slightly increased from six (6) in 2022 to eight (8) in 2023. The number of Chronically Homeless individuals slightly decreased from 27 in 2022 to 22 in 2023. The number of adults fleeing Domestic Violence decreased from 17 in 2022 to 15 in 2023. The number of adults reporting a Serious Mental Illness decreased from 27 in 2022 to 22 in 2023. Those reporting a Substance Abuse problem decreased from 17 in 2022 to 14 in 2023. There was one (1) adult report both 2022 and 2023.

Race. Between October 1, 2022, and September 30, 2023, Black/African American persons comprised 53% of Portsmouth's general population but 80% of those experiencing homelessness in Portsmouth. While 40% of Portsmouth's general population identify as White, just 12% experienced homelessness. A comparison of these percentages highlights that Black/African American persons are disproportionately represented among those experiencing homelessness in the Portsmouth.

Program Enrollment. During a 12-month program year, there were 2,240 unduplicated persons in HMIS for Portsmouth. The greatest number of households were recorded in the Coordinated Entry project, which tracks all at imminent risk and literally homeless households as they interact with the CoC programs. Enrollment in the following programs was:

- Coordinated Entry: 1,972 persons
- Support Services: 185 persons
- Permanent Supportive Housing: 135 persons
- Emergency Shelter: 80 persons
- Rapid Rehousing: 65 persons
- Other Permanent Housing: 63 persons
- Street Outreach: 55 persons
- Prevention: 21 persons
- Transitional Housing: 17 persons

Housing Inventory Count. In 2023, there were 403 beds available for persons experiencing homelessness. This reflects a net increase of 15 beds despite the loss of 24 Emergency Shelter overflow beds and the loss of nine (9) Rapid Rehousing beds. Bed increases included:

- 29 additional Other Permanent Housing beds
- 19 additional Permanent Supportive Housing beds

In addition, the CoC analyzed call data from the Housing Crisis Hotline for the calendar year 2023. The Hotline data includes HUD's Category 1 definition of Homeless and HUD's Category 2 definition of Imminent Risk of Losing Housing (will be homeless within 14 days or fewer and no supports or resources).

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In 2023, there were 554 unduplicated Homeless callers identifying from Portsmouth, which is nearly five times the number of persons counted in the 2023 PIT Count. This number also represents a 10% increase in the number of Homeless callers from 2021. There were an additional 566 unduplicated Portsmouth identified callers that reported being at Imminent Risk of becoming homeless, which is a 77% increase over 2021.

Together, the Hotline assisted a total of 1,120 Portsmouth callers. Of these, 36% were in Adult Only Households, 35% were in Households with Children, and 29% of callers did not provide household information. By contrast, in the 2023 PIT Count, 56% of persons were in Adult Only Households and 44% of persons were in Households with Children.

2. Describe in detail the CoC/LPG's Crisis Response System from outreach to permanent housing placement. Include how households access services (phone, walk-in, etc.), after-hours access for emergency services, and how referrals are made. If applicable, how is HOPWA included in the coordinated entry process?

Answer:

Access/Diversion – The Housing Crisis Hotline serves as a universal Access Point, connecting households seeking services to appropriate Crisis Response Systems. Other agencies also act as Access Points, including outreach staff and shelters. PHAC members collaborate to provide services for the service area. Diversion is completed by all Access Points for households requesting prevention or shelter ensuring all alternatives have been exhausted prior to referral. Access Points coordinate referrals to ensure households are connected to the resources necessary to meet their basic health and safety needs. When emergency shelter is not readily available, callers are connected to outreach services and assisted with the development of a safety plan. ForKids maintains a database of housing-related resources in addition to CoC resources and callers can also access a 24-hour self-service directory of available shelter options.

Targeted Prevention – ForKids operates this program within PHAC. The two highest needs reported by the nearly 2,400 callers to the Hotline in 2023 were financial assistance with rent or utilities. When households are presented as eligible for Targeted Prevention, ForKids staff help households find affordable housing, physical and mental health providers, meaningful employment, and provide financial assistance to ensure stability. Financial assistance is planned on an as-needed basis, and households are re-certified every three months.

Outreach and Engagement – Through canvassing, referrals and partnerships, outreach workers identify and assist literally homeless households who are in places not meant for human habitation and/or exiting institutions, as well as emergency shelters. The Portsmouth Department of Behavioral Health Services (PDBHS) PATH outreach worker provides services to adults with serious mental illness who are experiencing homelessness or who are at risk. The Portsmouth Centralized Intake Specialist receives referrals from the Hotline and provides case management services. Additional homeless service providers may act as Access Points to assess and connect households to services.

Coordinated Assessment – The Portsmouth Coordinated Assessment Network (PCAN) is a biweekly meeting to review assessments of individuals and families identified as homeless and match them to appropriate and available housing options and services. Data used to determine the order of priority includes a variety of assessment tools. PCAN functions and responsibilities are outlined in the CoC's Written Coordinated Entry System Standards that meet the federal requirements for operation. An ongoing review to adjust how all services are provided and recorded

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is also part of the system that works to adhere to new data standards as they are released.

Emergency Shelters (ES) – PVH operates an emergency shelter for adult singles with 20 beds. The PVH shelter includes day services through their Services Center where households receive basic services, coaching and referrals to a variety of services, such as Legal Aid. PVH can scale up to temporarily shelter unsheltered individuals overnight during inclement weather events.

The Restore Emergency Shelter, operated by Help and Emergency Response (H.E.R.), has 25 beds that serve families experiencing homelessness. H.E.R. also operates a 30-bed ES that serves households fleeing DV, sexual assault, stalking, and sex-trafficking.

Transitional Housing (TH) – Portsmouth Christian Outreach Ministries (PCOM) maintains 10 transitional housing units for homeless individuals. Supportive services are offered to assist each household to obtain benefits and/or employment, secure necessary mental and physical health care, find stable permanent housing, and more.

Rapid Rehousing (RRH) – H.E.R. aims to serve 38 households each year. Program participants receive case management and housing location services and establish and maintain a housing stabilization plan to reach self-sufficiency. Stabilization coordinators ensure they have applied or are receiving all benefits participants are eligible for and are working toward increasing their income. Additionally, H.E.R. provides aftercare services up to 24 months.

Virginia Beach Community Development Corporation (VBCDC), and STOP Inc. also operate SSVF rapid rehousing programs for veteran households.

Permanent Supportive Housing (PSH) – Portsmouth Area Resource Center (PARC) operates three PSH programs consisting of 2 units for chronically homeless families, 14 units for single adults and households with children dedicating 9 beds for chronic participants, and 4 units serving single adults and households with children dedicating two beds to chronic participants.

PCOM manages 4 units for chronically homeless and disabled individuals.

PDBHS operates the Shelter Plus Care program, which can assist 65 participants within 48 units, to support those with mental illness, substance use, intellectual disabilities, and chronic homelessness.

Virginia Supportive Housing (VSH) maintains 12 units for chronically homeless individuals.

Lastly, HUD VASH vouchers are allocated to 9 homeless veteran families and 34 individuals.

Other Permanent Housing (OPH) – VSH manages several 60-unit SRO programs that, in total, offer 60 units dedicated to homeless individuals with on-site case management and property management services. Additionally, Portsmouth Redevelopment & Housing Authority (PRHA) has incorporated a homeless preference into their selection methods for programs. PRHA maintains 60 housing vouchers for non-elderly disabled citizens and 14 vouchers assisting youth aging out of foster care.

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CoC partnerships – Other organizations and partner agencies support the at-risk and homeless households through provision of direct assistance, capacity building, coordination, and advocacy, such as Legal Aid, Firm Foundation, Oasis Social Ministries, Endependence Center, and Senior Services of Southeastern Virginia.

3. Identify where gaps exist within the CoC/LPG Crisis Response System to include access to services via coordinated entry and capacity of necessary service interventions such as shelter, prevention, and rapid rehousing. What is the CoC/LPG doing to address these gaps?

Answer:

The largest housing service gaps identified within PHAC are for Permanent Supportive Housing followed by Rapid Rehousing, particularly for non-Veterans who have less resources. These gaps are supported by the review of the CoC-wide housing inventory and the data demonstrating the length of time households wait for appropriate housing options through PCAN. Additional data includes requests made through calls to the Housing Crisis Hotline.

Emergency shelter for individuals remains a vital gap in services. The PIT Count and Hotline data are used to demonstrate this need. PVH is consulting with the City of Portsmouth in the construction of a permanent, year-round residential shelter. This facility will expand available shelter beds and offer comprehensive wrap-around support services onsite.

The Coordinated Entry Committee regularly reviews the processes and demand for all types of services, sharing these needs during Policy and Planning and Executive Committee meetings where funding opportunities and other collaborations are discussed. Although no additional PSH has been funded since 2020, this application does include requests to increase RRH options for families.

Prevention program funding remains limited and is not readily available for all at-risk households that qualify. Funding for households above 30% AMI is not often available. In Portsmouth, 556 callers to the Hotline were at imminent risk of becoming homeless. Currently, ForKids receives Prevention funds to assist six (6) households and is applying to increase that number to 12.

The greatest service delivery need in Portsmouth is currently for single households, followed by families, as demonstrated in the data collected and reported to HUD each year. Outreach remains limited for the number of households experiencing homelessness and this application includes a proposal to create a new position to address the need for connection to mainstream benefits, resources, and other services.

Housing and service gaps in the system are discussed through ongoing data collection during the monthly Executive Committee and Policy and Planning Committee meetings. Discussion amongst all partner agencies also takes place at the Coordinated Entry System meetings where providers meet to discuss system gaps and process improvements. At PCAN, households are assessed for appropriate housing options and are often placed on the 'waiting list' until housing programs have capacity to provide services. The data from the Housing Crisis Hotline is also available and demonstrates the number of unduplicated callers and the variety of stated needs. Agencies discuss any noted trends in unmet needs, by subpopulation, throughout the year and identify agencies that may have the capacity to address them. Growing service programs and expanding housing units remains a big challenge for a smaller CoC with limited funding options.

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Executive Committee members review funding charts by program type along with the amount and type of units/beds made available across the CoC and discuss the unmet needs determined at the various committee meetings. Materials for review include the Housing Inventory Count and the Point in Time Count as well as summary charts of funded projects. The results of these ongoing data reviews are summarized and highlighted when funding applications are made available to solicit qualified agencies to address the biggest needs when putting forth project applications. The final review and vote for putting applications forward for funding is made by non-conflicted CoC members that also participate on the Executive Committee and decide if gaps are being met or not by each project application.

Youth-centered housing and programs remain a gap even as data reveals that there is an increase in youth ages 18-24 accessing homeless services in Portsmouth as well as across the region. ForKids assists parenting youth households, but many disconnected youths are left without any focused housing programs and resources, which only exist in neighboring Virginia Beach. To improve efficiency around client assessments and intakes, this application includes a new proposal to add Coordinated Assessment at the Portsmouth Sheriff's Office to assist an additional 2,300 households.

PHAC members apply for every state and federal funding opportunity to increase affordable/supportive housing options in Portsmouth for those served by homeless provider agencies. This includes regular competitive applications through the Community Development Block Grant, HOME, Virginia Homeless Solutions Program, the Virginia Housing Trust Fund, and the Continuum of Care Homeless Assistance grants through HUD. Additionally, CoC members discuss and coordinate applications for opportunities such as HOME ARP that are offered periodically.

In addition to increased assistance through this application, the Redevelopment and Housing Authority received both Mainstream and Emergency Housing vouchers to provide more subsidized, permanent housing units. PRHA has incorporated a homeless preference into their selection methods for housing programs.

For this application, most existing applicants request an increase in funding to serve additional households and expand services in Outreach, Coordinated Assessment, Rapid Rehousing, Prevention, and year-round Emergency Shelter programs. There are also new projects being proposed: the CoC Lead Agency – Portsmouth Department of Social Services (PDSS) is applying to provide direct Outreach and Targeted Prevention assistance, and the Sheriff's Office is applying to provide Coordinated Assessment and expand Outreach.

Furthermore, the City of Portsmouth recognized the CoC's need to expand the number of year-round emergency shelter beds and access to services. The City is currently developing a new year-round emergency shelter program with wrap around services and access to social service and behavioral health services on-site.

4. Describe the CoC/LPG's coordinated entry process to include: how households access services (phone, walk-in, etc.), after-hours access for emergency services, and how referrals are made. If applicable, how is HOPWA included in the coordinated entry process?

Answer:

The Coordinated Entry System (CES) is a centralized, community-wide process designed to

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identify, engage, and assist all households experiencing or at risk of experiencing, homelessness; coordinate the intake, assessment, and referral for services that meet the level of assistance that is most appropriate for resolving their housing crisis; and prioritize the household with the most severe service need for assistance in a timely manner.

Households in the community can access the CES by calling the Housing Crisis Hotline, staying in local emergency shelters, through designated homeless service providers, and/or engaging with outreach workers who canvas known places where individuals who are experiencing homelessness congregate. PHAC has seven designated Access Points that all utilize the same access procedure. Providers that are not designated to serve as Access Points direct households to the Housing Crisis Hotline for screening and referrals to community resources. The number has been shared with all the agencies within the CoC and is also listed in the 2-1-1 Virginia database.

Additionally, survivors of domestic violence, sexual assault, sex trafficking, dating violence, and stalking can call the DV hotline for connection to the CES. Households are advised of their right to refuse consent to share information and that their refusal will not prevent them from receiving services.

The first level of the screening process at Access Points is identifying if the household self-reports as literally homeless or at imminent risk of becoming homeless. Data for households that meet either literal homeless or at imminent risk of becoming homeless is recorded in the PHAC CE Project in HMIS to populate the By Name List. Access Points also secure client consent and provide information related to the Coordinated Entry System.

Literally homeless households are referred to a designated Assessment Point within the CoC. The receiving agency's designated point-of-contact completes an assessment to determine the most appropriate housing resource. A standardized assessment tool is used to identify the household's vulnerability and to help guide decisions around the appropriate level of services and housing. Literally homeless households are then prioritized based on their assessment score as well as a prioritization tool that identifies additional vulnerabilities or barriers not captured by the assessment tool.

Households that are identified as imminent risk of becoming homeless are screened to determine eligibility for diversion and prevention programs and assessed for prioritization. Referrals for targeted homelessness prevention are made to agencies as resources are available. The CoC continues to discuss methods to refine the Prevention screening and referral process.

Coordinated Entry Committee and PCAN meetings provide an opportunity for project staff to share their feedback on challenges and successes with assessment processes. Additionally, participating members can suggest new procedures and assist with problem-solving for other service providers.

Accessing the CES after Hours - Households in need of emergency shelter after regular business hours may leave a message for the Housing Crisis Hotline and they will be contacted the next business day. During the months of November through April, callers will get an automated option after-hours that will direct them to winter shelter services. The DV Hotline operated by H.E.R. has 24/7 coverage. Households in the DV emergency shelter are connected to housing and support services through the CES. Outside of the DV Hotline, there is no other 24-hour service to call for emergency intakes and assessment.

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In severe inclement weather conditions, individuals who are unsheltered can use the non-emergency police number to receive help in reaching the nighttime shelter. The staff at the Family or DV shelter will offer accommodation if space is available, and the household is population appropriate.

Referrals - Referrals to Family Shelters are conducted through the Hotline, while referrals for single households are directed to PVH for shelter and day services. The PCAN committee manages case conferencing and prioritization to determine the next eligible household when program openings are available. Additionally, PCAN facilitates an off-week referral process to provide immediate access to resources in case of emergencies between scheduled meetings.

Per DHCD's guidelines, eligibility and screening criteria for each provider's program are used to ensure that households are being appropriately referred. Providers are required to submit their respective program criteria to the PCAN committee. The Portsmouth CoC strives to use available resources effectively and efficiently to serve the most vulnerable in the homeless community.

When a potential housing resource has been identified, the case manager or another designated point-of-contact (navigator, client specialist or advocate) will notify the household. The receiving agency should contact the household within seven business days to schedule an appointment. After meeting with the household, the receiving agency has seven days to provide a disposition of the referral into HMIS.

Referrals may be denied if the agency is unable to contact the household after several attempts or the household does not meet the program's eligibility criteria within the designated timeframe. The agency is asked to notify the household. The household is then returned to the prioritization list for consideration of another housing resource.

5. Describe the CoC/LPG's coordinated entry system's prioritization process for prevention assistance, emergency shelter placement, and permanent housing placement. How were these prioritization criteria developed? Were these criteria informed by the communities' needs? If applicable, include any DHCD-funded HOPWA services in this discussion.

Answer:

PHAC has developed guidelines to prioritize the most vulnerable households. To achieve this practice, PHAC also observes guiding principles that include a commitment to the following:

A "Housing First" Approach: this client-focused approach is centered on getting individuals into permanent housing first and then providing supportive services, as needed, to help obtain and maintain their housing status. Supportive services could include employment, mental health and/or substance abuse treatment, coaching and counseling.

Fair Housing: as recipients of federal and state funding, PHAC providers comply with all applicable laws related to housing, including: the Fair Housing Act, prohibiting housing discrimination based on race, color, gender (sex), national origin, disability or familial status; Title VI of the Civil Rights Act, prohibiting discrimination based on race, color or national origin; Title II of the Americans with Disabilities Act, prohibiting discrimination based on disability; Title III of the Americans with Disabilities Act, prohibiting discrimination from private entities that own, lease and operate places of public accommodation from discriminating based on disability and covers shelters, social service providers; and Section 504 of the Rehabilitation Act prohibiting discrimination based on disability

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under any program or activity receiving federal financial assistance.

Prevention- Households that are eligible for prevention assistance must meet the following definition: Person will imminently lose primary nighttime residence within 14 days and meets both of the following circumstances. No appropriate subsequent housing options have been identified and household lacks the financial resources and support networks needed to obtain immediate housing or remain in its existing housing. This is inclusive of persons who are fleeing domestic violence who are at imminent risk of homelessness. All households eligible for prevention assistance are assessed using a local screening tool that evaluates the household's vulnerability. The Prevention screening tool was established utilizing data describing households that fall into literal homelessness to target resources toward households with the highest barriers and highest likelihood of requiring emergency shelter services to stabilize. Some of the factors that are considered include: income, household composition/special populations, homeless/housing history, disabilities, and criminal history. Households are scored on the tool and those with the highest scores who meet funding criteria are prioritized.

Emergency Shelter Placement- Because of the COVID-19 pandemic, the emergency shelter operated by PVH implemented a process to prioritize persons based on severity of need, focusing on factors such as literal homelessness, homeless chronicity, medical fragility, mental health conditions and/or disability. The Restore family shelter continues to prioritize homeless families regardless of their composition. Furthermore, the H.E.R. Domestic Violence shelter focuses on singles and families experiencing literal or imminent risk of homelessness who are fleeing or attempting to flee domestic violence.

Transitional Housing – PCOM receives referrals through CES, maintains a transitional housing project that prioritizes homeless singles. They provide stabilization support for up to 12 months to assist them to successfully move to and maintain permanent housing.

Permanent Housing- The CES makes referrals to permanent housing resources within the CoC through bi-weekly case conferencing meetings. The CoC uses assessment tools along with case conferencing discussions to identify the most vulnerable households based on their history of housing and homelessness and severity of need.

- First priority is identified as chronically homeless families with a disability with extended periods of episodic homelessness and severe service needs. If there are no chronic families, chronic singles are identified as a first priority based on the highest VI-SPDAT score.
- Second Priority is identified as Non-Chronic homeless households and families with the highest VI-SDAT score.
- Third priority is homeless households and families with a disability coming from places not meant for human habitation, Safe Haven, or Emergency Shelter without severe service needs.
- Fourth Priority is homeless households and families with a disability coming from transitional housing.

Vulnerability Prioritization is implemented, ensuring that all decisions are made based on vulnerability in HUD Notice CPD-016-11. This also includes prioritizing Veterans and the Chronically Homeless and the length of time a household in on the prioritization list.

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Additionally, the Portsmouth Redevelopment and Housing Authority (PRHA) engages with CoC leadership in several manners, including collaborating on the applications for available voucher programs (such as Non-Elderly Disabled), as well as the issue of preference for homeless admission when housing units are available.

6. 6. How is the length of financial and supportive services for households in Rapid Rehousing and Targeted Prevention determined? Is the process determined at the CoC/LPG level or by the individual service provider(s)?

Answer:

The length of financial assistance and support services are planned individually by each service provider for Rapid Rehousing and Targeted Prevention. Service providers first estimate length and amount of assistance based on the assessment tool scores - which includes details such as disabilities - and experience with households who have varying acuity levels. The planned assistance is adjusted as needed when individual circumstances present themselves.

Program enrollment is not denied due to any previous assistance received by the household. Upon entering an assistance program, service providers establish housing stabilization with each household and include the realistic expectations of the length of time it may take to obtain employment and/or numerous benefits, and pay debts associated with maintaining current housing (such as utilities).

By reviewing case files and data on a regular basis, agencies and the CoC can determine the real-time overall trends and needs of homeless and at-risk populations, while also sharing successful methods to address them. The review of System Performance Measures helps focus the CoC-wide discussion on how to target efforts for successful placements into housing, options for increasing both benefits and earned income, and numbers of households returning to homelessness within two years. These discussions all filter down to each agency's planning efforts to provide financial assistance and services for Rapid Rehousing and Prevention programs.

7. 7. Are homeless assistance services available to the entire community? Include how the CoC/LPG ensures services for: 1. Households located in all areas of the CoC/LPG service area; 2. Singles/families, men/women, and the following harder to serve populations: sex offenders, large families, medically fragile, LGBTQ+, unaccompanied youth; 3. Households with accessibility concerns including language and mobility; 4. Households with limited or no personal phone or internet access.

Answer:

Homeless assistance services are available without bias to the community. Portsmouth is a smaller city of just 47 square miles with a population of approximately 98,000 yet has a high rate of individuals and families experiencing homelessness. Homeless assistance services provided for both individuals and families include outreach, diversion and prevention, emergency shelter, transitional housing, Domestic Violence programs, Rapid Rehousing, Permanent Supportive Housing, Single Room Occupancy, employment services, and intensive and mental health case management. Additionally, PDSS manages the Re-Entry Program for former offenders as well as the Fatherhood Initiative and Motivating Mother's outreach and education programs within the City. City departments are not limited in scope or service delivery to a selected population and are legally required to offer and provide services without bias and non-discriminately.

For single adults there are also Day Shelter services, and for families – educational programs and after school care for children. Large families are usually accommodated with both housing options and services with the help of PDSS and their complementary assistance programs. Medically fragile

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individuals and households are prioritized at PCAN and assisted within case management programs. Sex offenders can be accommodated with Emergency Shelter, Transitional Housing, and Permanent Supportive Housing options.

Prevention services are open to individuals and families. Sex offenders can be served in Prevention. When searching for housing, staff take family size into account and search for units with the appropriate number of rooms. Individuals with mobility limitations are assisted in searching for accessible housing. A toll-free Hotline number is available for people calling from outside the local calling area, remote parts of the region, and for persons with limited phone access. Tele-interpreter services are available. Households with no phone access may request services in person at any Access Point or service provider location.

The needs of LGBTQ+ households are met either by PHAC agencies or by connecting them to the regional LGBT Life Center, which provides a variety of housing, medical and support services for this population. The disconnected and homeless youth (age 18-24) population face the most challenges in Portsmouth as there are no specific youth-centered housing programs in place. However, all service providers can serve youth in their programs, including parenting youth. Public schools, juvenile justice programs and social services collaborate on a regular basis to avoid discharging youth into homelessness and connect them with appropriate accommodations. The Portsmouth Redevelopment and Housing Authority, in partnership with PDSS, maintains housing vouchers for youth aging out of foster care and at risk of experiencing homelessness to help address this need.

All PHAC agencies work to offer additional assistance for households with challenges such as no access to internet or phones by providing access for them through intensive outreach and case management programs. Households are connected with Federal Lifeline Assistance phone and Internet providers (through Assurance Wireless and Cox). Likewise, language barriers are addressed by reaching out to PDSS or agencies that utilize Language Line or other interpretive services. H.E.R. provides access to GLOBO, which is a single platform that provides translators for over 200 languages. Several city agencies, such as PDBHS and PDSS, as well as non-profit agencies such as Eggleston, and Endependence Center, offer a variety of supportive services and resources for those with mobility issues or intellectual disabilities.

Through the Housing Crisis Hotline, there is citywide access to community resources to help divert households from homelessness whenever possible. The Hotline utilizes Language line for non-English speaking callers. A Prevention & Diversion Specialist works closely with households to determine their best housing stabilization strategy. Every effort is made to keep people in their current housing, including diversion to family or friends long-term, offering financial assistance to prevent eviction, or locating affordable housing in the community.

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8. Does the CoC/LPG have any requirements to access services (i.e. birth certificate or photo ID, residency requirement)? What is the purpose of the requirements and what efforts does the CoC/LPG make to assist households in need of services that do not or cannot meet these requirements?

Answer:

All agencies applying under this grant application confirm that they do not discriminate based on race, gender, sexual orientation, criminal records, credit issues, employment status, family size, language, disability, and/or substance use.

Additionally, no specific requirements for assistance are in place at agencies that would present barriers to households accessing services once referrals are received. Each agency is available in the community to meet households wherever most convenient, and they can identify language assistance/interpretation through partner agencies quickly, when needed. PHAC partners work with available community programs to assist households with getting vital documents such as birth certificate, social security card, and photo ID. Lack of these documents is not a barrier into programs for housing or other assistance.

9. Are there any existing barriers in the community that would prevent a household from accessing services or permanent housing? What is the CoC/LPG doing to address these barriers?

Answer:

There continues to be barriers for placing households into rental housing units as the property owners/landlords often require a good credit score, double deposit and/or do not allow for recent or serious convictions in their criminal background. Portsmouth recently ranked #5 in highest eviction rates around the country with an eviction rate of 15.07%. Landlords will often not rent to persons with recent evictions. PHAC members continuously work with landlords to reduce or eliminate these barriers by building strong relationships and ensuring ongoing case management that is visible and consistent, in addition to financial assistance when needed. Regardless of these efforts, these barriers exist and can often delay placement into a housing unit.

To address some of these issues, ForKids was awarded funding in the past year to implement a Virginia Eviction Reduction Pilot (VERP) program in Portsmouth. The grant has been renewed for 2024. Prior to launching, the VERP team used publicly available eviction data to identify apartment complexes, property management companies and owners with the highest number of evictions. Data was further analyzed to determine those areas with high serial filing rates, where tenants get multiple filing per year to maximize the impact of a limited resource.

The program uses an efficient progressive engagement model, moving households from initial contact at a scheduled clinic to resolution within two weeks. Households are referred to the program through the Housing Crisis Hotline, landlords, court navigators and Targeted Outreach. The first step is attendance at a clinic or meeting the Court Navigator at an unlawful detainer hearing. If the self-help knowledge presented is not enough to resolve the housing crisis, participants schedule an Individualized Assessment that occurs within three business days. If the participant is eligible and going to need additional support to prevent the eviction, an application is sent. A quick and final determination and resolution are the last steps.

VERP was able to operate for 9 months in its first year and was able to serve 123 households in Portsmouth, resulting in an impact significantly greater than the program's financial input. Compared to the estimated \$25,000 to provide shelter for a family of three, VERP has an excellent return on investment.

Virginia's lack of affordable housing inventory remains the largest barrier along with the consistent rises in rent prices throughout Virginia. Combined they place an unrealistic burden on households

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with little or no income. Service providers are sometimes successful in negotiating rent or Security Deposit decreases, but it is a rare occurrence.

The availability of housing vouchers from the Portsmouth Redevelopment and Housing Authority (PRHA) has traditionally been a barrier for those households who need an ongoing subsidy due to their circumstances. While the successful awards of Mainstream and Emergency Housing Vouchers in the past two years have increased that availability, the lack of affordable housing units where these vouchers are accepted remains another barrier. There are now households with vouchers secured who continue to search for an available permanent housing unit. Once a unit is secured, PRHA can make a direct referral to ForKids for deposit only assistance utilizing the HOME TBRA funding.

Establishing primary care and seeing a provider in a timely manner continues to be a barrier for household stabilization efforts. The expansion of Medicaid in Virginia allows for many homeless households to be eligible for Medicaid; however, the additional patient load for clinics has also lengthened the time for appointments and much needed care. Service providers work with a variety of medical establishments, such as the Community Health Center or private practices that donate services or offer reduced payments to get their households treated. Likewise, there remains a significant shortage of free mental health services in the community although more private agencies are now available that can bill Medicaid for homeless households. An increase in residential substance use treatment options is also needed in Portsmouth.

10. 10. Identify membership of the CoC/LPG (list the nonprofit homeless service providers, faith-based organizations, governments, businesses, advocates, school districts, hospitals, law enforcement, etc. that participate in the CoC/LPG). For each entity listed, provide their participation rate in CoC/LPG general meetings over the past calendar year (January 1, 2023 – December 31, 2023). If applicable, what efforts are being made by the CoC/LPG to recruit new members and/or increase participation of existing members?

Answer:

Attendance is recorded and calculated for all PHAC committee meetings. The following demonstrates the rate of attendance for agencies at the PHAC Community meetings, which are held on a bimonthly basis for general membership and the public.

1. Eggleston – 20%
2. Endependence Center – 100%
3. Firm Foundation – 60%
4. ForKids - 100%
5. Hampton Roads Community Health Center – 20%
6. Hendricks Living – 40%
7. H.E.R. – 100%
8. Veterans Affairs Medical Center – 80%
9. Legal Aid – 20%
10. Matriarch Foundation -20%
11. Portsmouth Area Resource Coalition – 100%
12. Portsmouth Community Outreach Ministries – 100%
13. Portsmouth Dept of Behavioral Healthcare Services – 80%
14. Portsmouth Dept of Social Services – 100%
15. Portsmouth Probation & Parole – 100%
16. Portsmouth Redevelopment & Housing Authority – 40%

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17. Portsmouth Sheriff's Office – 100%
18. Portsmouth Volunteers for the Homeless – 100%
19. Safe Harbor – 20%
20. Senior Services – 60%
21. STOP Inc. – 20%
22. Virginia Beach Community Development Corporation – 100%
23. Virginia Supportive Housing – 100%

The Executive Committee regularly discusses the importance of increasing capacity and having a diverse membership within PHAC. The EC meets monthly to discuss strategies that will enhance the CoC's network, establish new partnerships, and share resources. The Portsmouth CoC announces meetings and events through its listserv and website, which offers information for interested persons to join the CoC, attend meetings, or email CoC leadership for more information. Service providers regularly invite agencies and individuals to join, and presentations are given at PHAC Community meetings every other month to share resources and pinpoint any gaps in information that could aid in the CoC's efforts to prevent and eliminate homelessness more effectively. The CoC advertises on its website, as well as through the City's website, and attends several events throughout the year where the work of PHAC is highlighted. The CoC website provides updates on the Point in Time Count, System Performance Measures, Housing Inventory Count, HUD NOFO competition, data trends, and other events that frequently spark discussions and initiatives within the local community. Additionally, PHAC Co-Chairs organize virtual meet and greet sessions with new agencies to assist in recruitment efforts.

During meetings, materials are presented visually and explained verbally to facilitate effective communication. The CoC can access Telecommunications Devices for the Deaf (TDD) and American Sign Language resources to accommodate individuals with hearing impairments. If individuals require information in languages other than English, they can simply request it, and the CoC will provide access to the Language Line service. The CoC encourages members to refer agencies and community partners for support services and to engage with ongoing initiatives.

Organizations that work with specific cultural groups actively participate in CoC meetings and events. The CoC collaborates with agencies like Eggleston, STOP Inc, and various other organizations that prioritize adult education and enhancing life skills for households with disabilities. People who are currently homeless or have experienced homelessness are also welcome to attend meetings and events and are encouraged to engage in the community gatherings organized by the CoC.

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11. 11. How does the CoC/LPG examine its programs and systems for racial disparities? Detail any disparities, how changes that have been put in place to ensure those disparities are not perpetuated, and who participated in the process.

Answer:

Each year, PHAC conducts a Racial Disparity Assessment to examine its program and system for racial and ethnic disparities. The most recent report was for the period of October 2022 to September 2023 and examined data from HUD's Equity Analysis Tool 3.0 (from the 2017-2019 American Community Survey), PHAC's Homeless Management Information System, the 2023 Point in Time Count and PHAC partner agencies. The assessment compared the racial and ethnic composition of PHAC's general population to the racial and ethnic populations within the homeless system. According to U.S. Census data, persons identifying as Black/African American represent 53% of Portsmouth's general population, 71% of those in poverty and, according to HMIS, 80% of those experiencing homelessness. This data indicates that those identifying as Black or African American are disproportionately represented among the poor and homeless. By comparison, White individuals represent 40% of the population, 23% of those in poverty, and just 12% of those experiencing homelessness. Those identifying as Hispanic or Latinx comprise 4% of Portsmouth's general population, 5% of those in poverty but just 2.5% of those in HMIS. In addition to demographics, the report also assessed Exits to Permanent Housing, Returns to Homelessness, and Program Enrollment by race and ethnicity.

Despite the disparities that occur in the community, the assessment indicated that the PHAC homeless system provides equitable assistance to all as needed, regardless of race or ethnicity. However, while Black/African American households (80%) were represented proportionally in most programs, they represented just 65% of Emergency Shelter enrollment and 60% of Street Outreach enrollment. White households (12%) represented 27% of Street Outreach. The CoC will examine these findings to better understand if there are disparities in the provision of Emergency Shelter and Street Outreach services, or if this simply represents who needed those services during the year.

There were 57 persons identifying as Hispanic or Latinx in HMIS (2.5% of HMIS population). The majority of these were enrolled in Coordinated Entry (55 persons). The number of Hispanic or Latinx persons enrolled in other programs ranged from 0 to 3, and the percentages were too small to draw conclusions.

PHAC asked all homeless services agencies to provide the racial composition of front-line staff as well as management and Boards. The goal was to see if the direct services staff as well as decision-makers were representative of the populations served. The results indicate that direct services housing staff more closely reflect the racial populations they serve (75% Black or African American and 22% White) while management and boards are less racially diverse overall. Direct services housing staff, management, and boards were comprised of 2% Hispanic or Latinx persons which mirrors Hispanic and Latinx persons in HMIS.

The CoC is committed to fair and equal housing opportunities and service provision, regardless of race or ethnicity, and works to identify and correct any racial disparities discovered. The data is reviewed by the Executive Committee.

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12. 12. Discuss the process to determine service providers included in this application. Provide details on any providers who were not selected to be included in this application, including the reason they were not included.

Answer:

The announcement of the competitive VHSP-HOPWA funding application was shared with the Executive Committee and PHAC membership via email, at Community meetings, and posted on the PHAC website. The Policy and Planning Committee developed a timeline for all application activities, as well as a Supplemental Application for each applicant, which were then approved and adopted by the Executive Committee.

Letters of Intent were first submitted by interested agencies in February and discussed at both Policy and Planning and Executive committees. They were also distributed to both committees for review.

Next, Supplemental Applications and supporting documents were submitted by applicants to allow time for review and discussion. They were subsequently distributed to both committees, as well, to review and prepare for group discussion in March meetings. Past performance, outcomes achieved, and expenditure rates were weighed for existing projects, along with the need for project expansion for new applicants.

Through the peer review process, the Policy and Planning Committee developed a recommendation for the slate of applicants and budget request. Once the peer review was completed, applications were revised to include any feedback or to clarify any outstanding questions. The updated applications, recommended slate of applicants, and Year One budget were presented at the April Executive Committee meeting to vote to approve or oppose the recommendation from the Policy and Planning Committee. Five non-conflicted members voted to allow all applications to be forwarded to DHCD as part of the collaborative application from Portsmouth. No applications were rejected.

The draft narrative was shared with PHAC members in March for review and input. Time was allotted for feedback from Executive Committee members to be received and added to the application and sent it out for one final review by the full PHAC membership. Final comments were reviewed and incorporated into the final application, as appropriate, with a target date of submission before the deadline of April 5, 2024.

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13. 13. Describe the level of oversight the CoC/LPG has over the implementation of VHSP- and HOPWA-funded project activities by the service providers. Has the CoC/LPG adopted a formal monitoring process to ensure quality of program service provision and adherence to HSNH and program-specific guidelines? How does the CoC/LPG regularly review the expenditure rates of each service provider to ensure grant funds are used in a timely and efficient manner?

Answer:

The Policy and Planning Committee conducts regular monitoring and review of local, state, and federal grant-funded projects as part of the peer review process. A quarterly report template is utilized, which captures targeted goals, outcomes, expenditure rates, program changes, and challenges. These are presented every three months to ensure transparency and allow agencies time to discuss problems that may occur.

All PHAC members that receive VHSP fund participate in the quarterly calls with DHCD to learn about under-spending or over-spending issues and the proposed action by the agencies in question. Additionally, the grantees also discuss options for reallocation if funds are needed for a housing or service category and there are available funds from another agency or CoC within the state. The results of these quarterly calls are also shared as part of peer review.

HUD distributes quarterly expenditure reports to the CoCs to demonstrate progress with drawdowns by project, as well as any funds recaptured by HUD. This is now included in the review of projects at the Executive Committee level. During the HUD application period, a scorecard is utilized that highlights the performance outcomes of each agency, including their participation in HMIS and the quality of their data. The scorecard provides a total score which helps prioritize and rank projects for the HUD collaborative application. Agencies must also discuss organizational issues, such as any findings during monitoring and audits and their overall financial and programmatic standing with funders.

HMIS audits are conducted annually by the HMIS Lead Agency to ensure the privacy and confidentiality of all data, as well as provide technical assistance to agencies utilizing the system. This audit is a pass/fail and if any section is failed, agencies are offered the opportunity to correct any issues and have a second audit. This final information is included in the scorecard for funded agencies. In conjunction with HMIS audits, site visits are conducted with each funded agency to verify the accuracy of information regarding their participation level within the Coordinated Entry System, HUD-required policies are in place, and discuss agency goals and any barriers that the CoC can address. The review processes continue to be improved upon and formalized in collaboration with CoC input as there are changes to reporting on outcomes and performance, or new data standards are implemented. A formal plan for corrective action to be taken if an agency is failing to implement its program effectively has yet to be finalized and adopted.

The Policy and Planning Committee reports to the Executive Committee, which also discusses progress on project goals and expenditures and recommends changes if needed.

14. Part II + III Proposed Grantees (VHSP and HOPWA)

1. List the proposed grantees and project types for VHSP and HOPWA funding.

Answer:

PHAC is requesting \$608,104 to provide the following homeless services eligible under the Virginia

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Homeless Solutions Program. There are no proposed projects for HOPWA funding.

Outreach = \$33,880

Coordinated Assessment = \$109,027

Targeted Prevention = \$81,322

Emergency Shelter Operations = \$143,822

Rapid Rehousing = \$180,227

Base Request = \$548,278

CoC Planning = \$5,000

HMIS = \$27,413

Administration = \$27,413

Total Request = \$608,104

1. **ForKids:**

Targeted Prevention – 49,822

households assisted – 12

HMIS – \$2,491

Admin - \$2,491

Total VHSP request - \$54,804

Total Match - \$13,701

Prevention services reduce the number of individuals and households that become homeless. If Prevention services are not sufficient to maintain housing stability, participants may be referred to other ForKids housing programs for extended support, shortening the length of time that they are homeless. Prevention services encourage participants to take stock of available resources and utilize them to prevent future instability, therefore reducing the number of participants who return to homelessness.

2. **Help and Emergency Response:**

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Shelter Operations - \$46,635

households assisted - 150

Rapid Rehousing - \$180,227

households assisted - 30

HMIS - \$11,343

Admin - \$11,343

Total VHSP request - \$249,548

Total Match - \$62,387

H.E.R.'s RRH program does not have any barriers to entry and works to quickly rehouse individuals while providing wrap-around services to ensure long-term success. H.E.R. strives to shorten the length of time individuals are homeless by quickly connecting them to housing and stabilization services. By continuing to work with households for up to a year once they are in safe housing, H.E.R. can connect them to community resources, help them increase and maintain their income, and work with them to help them navigate emergent needs. Building a community of support around a household is an important part of reducing the number of individuals that return to homelessness.

3. **Portsmouth Volunteers for the Homeless:**

Shelter Operations - \$97,187

households assisted – 50

HMIS – \$4,859

Admin - \$4,859

Total VHSP request – \$106,905

Total Match - \$26,726

PVH's night shelter provides adult singles with a more stable night residence. This allows guests to shift their focus and efforts to working with partner providers in identifying permanent housing options. Evidence demonstrates that when people can focus on basic needs, including food, shelter, and clothing, they can better address other needs. With minimal forced exit requirements, households can focus on stable permanent options. By assisting households with strategies to overcome barriers identified at intake (substance use, mental

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wellness, employment/income, health concerns), individuals are better prepared to enter and sustain permanent housing. As an Access Point, PVH is an effective referral entry for adult singles needing CoC assistance, including mental health, substance use, rental assistance, and housing. Hosting the PCI position provides a CoC Assessment point resource for individuals not connected to any provider. PCI presents individuals for case counseling, assists in completing applications for housing and conducts general housing searches.

4. **Portsmouth Sheriff's Office:**

Outreach - \$2,380

households assisted - 50

Coordinated Assessment - \$109,027

households assisted – 2,340

HMIS - \$5,570

Admin - \$5,570

Total VHSP request – \$122,547

Total Match - \$30,637

The Portsmouth Sheriff's Office (PSO) Project as a dedicated Assessment Point will triage callers from any Access Point using HMIS referrals and/or respond to calls for assistance from community partners. Once contact has been made, staff will utilize project criteria as reported by PHAC partners to determine Diversion, Prevention, and/or needs of the household same-day or within 24 hours. On-call staff will provide after-hour assistance when resources are available. Prompt responses will enhance the households' experience with the CES and will reduce the length of time between first contact and a positive referral outcome to community partners. By collaborating and communicating with PHAC stakeholders, the project hopes to reduce the instances of returns to homelessness.

5. **Portsmouth Department of Social Services:**

Outreach - \$31,500

households assisted – 60

Targeted Prevention - \$31,500

households assisted – 60

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CoC Planning - \$5,000

HMIS – \$3,150

Admin - \$3,150

Total VHSP request - \$74,300

Total Match - \$18,575

The funding for this program will be geared specifically toward providing services to divert households. This outreach staff member will be responsible for identifying, assessing, and assisting persons experiencing

homelessness with alternative options to homelessness.

15. 2. For each proposed project listed, including HOPWA, describe in detail how the organization implements a Housing First approach. Include specific examples of how the organization implements a Housing First approach such as organizational or programmatic policies, procedures, guidelines, etc.

Answer:

- ForKids programs closely adhere to the principles of Housing First. Policies and procedures require that programs do not have any “housing readiness” requirements. Participants do not undergo drug testing, nor do participants need to have income before enrollment. Participants cannot be expelled from programming for involvement in the criminal justice system or for failing to follow through on voluntary treatment plans. Participants are treated as partners in services and maintain self-sufficiency by setting their own goals and choosing which support services to partake in. Case managers are trained to support and guide participants in a variety of ways from medical case management to job hunting to financial wellness. Staff encourage participants to build a safety net of supports that can remain long after leaving ForKids services.
- H.E.R. employs a trauma informed housing first approach. There are no requirements to access their housing resources. They work with an empowerment focused client support system with two principal areas of focus on housing and stabilization. They offer a multitude of services which include groups, activities, empowerment events, and community education which all households are encouraged, but not required, to take part in. Their goal is to stabilize households quickly and efficiently in housing by arranging, coordinating, and delivering services. They connect households to mainstream resources to ensure they have a robust support system that will allow them to thrive. While working with households they connect them to other agencies, social services, community resources, and support networks. It is their goal that once they become permanently housed that they have the support they need by having a multitude of resources connected to them. H.E.R. understands that until a person feels safe and secure, they cannot focus on other goals. H.E.R. works efficiently to ensure households have access to all resources and can move quickly from homelessness to safe housing. H.E.R. begins the housing process as soon as a household enters the shelter. There are no requirements that must be reached before households begin the housing process (i.e., income threshold, sobriety, etc.). They work diligently with PHAC to identify housing options, assist with searches, and provide self-sufficiency case management.

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- Portsmouth Volunteers for the Homeless adheres to and implements a housing first model approach. Sheltering an individual is the priority. Paid and leadership volunteer staff who conduct intakes have been oriented to the housing first approach. Intake instructions provide background on purpose of each question asked to enforce expectation of objective interviewing. The intake conversation and forms open with getting guests to consider their housing needs and any barriers or obstacles. This documents their needs/concerns and becomes the road map used for coaching support and for making appropriate CoC/community referrals. Volunteers are provided with a PVH overview that includes discussing housing first, low barrier operations, client rights and anti-discrimination policies. The team handling entry meets daily to review intakes and decisions are made by the group to avoid any biases in decision-making. Individuals are not declined based on any mental wellness, substance use, income, or identification barriers.
- As Chair of the Coordinated Entry System, the Portsmouth Sheriff's Office consistently reviews guidance and guidelines related to housing first. All households will be evaluated and referred to the agency(s) that best fits the needs of the household without regard to income, substance use or mental health disorder. Housing First guidelines are reviewed annually at the Coordinated Entry Committee and policies are regularly discussed during case conferencing to ensure agencies providing services follow the established rule as mandated by HUD.
- Portsmouth DSS utilizes a holistic approach to housing and service delivery. This will be a new program for the Department and if approved for funding policies, procedures and guidelines will be drafted that utilize the Housing First approach.

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16. 3. For each direct service proposed grantee, does the organization as a whole or specific program for which funding is requested have any rules or requirements for assistance that could act as a barrier to services (i.e. birth certificate or photo ID, residency requirement, participation requirement)? What is the purpose of the requirement(s) and what efforts does the organization make to assist households in need of services that do not or cannot meet the requirement(s)?

Answer:

- ForKids seeks to eliminate any barriers to services and believes that all participants have a right to housing regardless of background. Prevention services have no requirements for documentation or other criteria that would limit eligible households' acceptance into programs. Participation in housing programs is voluntary and staff assist households with obtaining any documentation that would be needed to get approved for a housing unit with a landlord.
 - H.E.R. serves the cities of Portsmouth and Chesapeake. Outside of that, there are no requirements for assistance. They do not require any documentation of residency; it is self-reported.
 - PVH's Emergency Shelter is open to any single adult who is literally homeless, with priority to individuals with a preference for Portsmouth. PVH practices client choice and updates HMIS data accordingly. For client and staff safety, the preferred form of identification is a photo. When a photo is not available, they explore other options to verify identity, including mail received from Social Services, or verification from Portsmouth Sheriff's Department. The individual can be admitted to shelter while attempts to verify identity are underway. PVH maintains a low barrier approach throughout all operations. They do not breathalyze; individuals are permitted shelter whether intoxicated or under the influence of alcohol or other drugs, seeking treatment or not seeking treatment. Individuals with mental health diagnoses can enter shelter, medicated or not medicated, with no income requirements. The focus is on behavior. Volunteers are provided with a PVH overview that reviews housing first and low barrier operations.
 - It is the purpose and intent of the Portsmouth Sheriff's Office proposed project to assist with and identify any barriers that would impede the household's connection to services. While waiting for housing related resources, project staff will continue to assist the households in obtaining or identifying items that could jeopardize a successful housing outcome such as homeless history, ID's, rental history, employment, educational needs, etc. Soft hand offs to community partners with the identified needs will help to reduce the length of time to positive housing outcomes. Consistent and accurate documentation of need will ensure that even those households who disappear or fall off have the best chances of success should they reengage with the CoC.
 - The Department of Social Services has regulatory and federal requirements that require certifiable documents for certain state and federal programs. However, the Department also helps with securing necessary documents for application and acceptance for program eligibility. This includes access to the DMV and other state and federal verification systems.
17. 4. For each proposed grantee, does the agency have the capacity to administer the requested funding? Will project activities be ready to begin on July 1? If not, please detail an expected timeline for activities to begin. If any portion of the funding request is to pay for a new staff position, how will the agency ensure position is filled in a timely manner?

Answer:

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- ForKids has been administering housing programs since 1988 and offers ongoing emergency shelter, prevention, and rapid rehousing services as well as coordinated entry/assessment through the Housing Crisis Hotline. ForKids has successfully managed multiple federal, state, and local government grants for well over 20 years. Financial policies and procedures for the organization are updated annually to ensure compliance with grant requirements. ForKids undergoes monitoring by government funding partners and an independent contractor conducts an annual audit of financials, compliance, and internal controls in accordance with 2 CFR part 200, Uniform Administrative Requirements. ForKids has had clean OMB audits for the past 31 years. CEO Thaler McCormick oversees ForKids activities and reports directly to the Board of Directors. COO Sarah Johnson oversees fiscal management with accounting expertise from Danyale Campbell, Finance Director, tracking compliance with the agency budget. Monthly financial statements are reviewed by the CEO, the Finance Committee of the Board, and the full Board for final approval. All project activities will be ready on July 1.
- Help and Emergency Response does have the capacity to administer the requested funds and will be ready to begin on July 1st. No portion of the funding requested is to pay for a new staff position. H.E.R. has been serving Portsmouth Virginia since 1985 and works with a team of 25 staff. The leadership team consists of the Executive Director, the Program Director, the Crisis Services Manager, and the Housing Program Manager. H.E.R. uses Pathways, which is a component of sage intact for accounting purposes. It is an outsourced form of accounting that allows the Accounting Assistant who is employed by H.E.R. to work in tandem with a Pathways team to oversee the accounting. H.E.R. conducts a yearly organizational audit with no findings.
- PVH is a 501(c)3 non-profit in good standing with all required entities. PVH continues to maintain the organizational and financial capacity to administer the requested funding and begin activities on July 1st. Funding is being requested to support positions already in place. PVH has successfully coordinated night shelter services for 30+ years. PVH is guided by a volunteer Board of Directors (BoD), comprised of 15 members from various sectors. The BoD is led by Executive Committee positions including--President, Vice President, Treasurer and Secretary. Remaining individuals are general Board Members, some serving as liaisons to program operations, fundraising, membership, and communications and marketing. PVH utilizes QuickBooks™ for daily accounting, recording, tracking, and reporting all financial actions relevant to maintaining funds, expenditures, and budgets. PVH uses ADP® as the payroll service provider and FORVIS for annual taxes and Financial Statement review preparation.
- The PSO has demonstrated both the organizational capacity and expertise to successfully implement the proposed project through its successful management of the Comprehensive Community Corrections Act & Pretrial Services Act grant, AFA Project Lifesaver International Grant, School Resource Officer Incentive Grant, and Reentry Grant. The Project Manager is fully knowledgeable of all aspects of the project and expects to be completely staffed and operational once funding has been secured.
- Portsmouth Department of Social Services is currently the lead agency for the Portsmouth Homeless Action Consortium. The Department will be using this funding for a new position that will primarily be responsible for homeless outreach activities. The Department has an internal HR department and partners with the City HR department for recruitment and HR management including benefits. The Department employs a staff of nearly 200 people who are responsible for providing a variety of human services programs. The department is governed by federal, state, and local policies and laws that provide guidance for the programs administered. The Department is involved in multiple audits and reviews for the plethora of programs administered. This includes audits from the City's contracted auditors.

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18. 5. For each proposed grantee, discuss the capacity of the organization to implement VHSP or HOPWA-funded activities. Provide a list of the applicable certificates of training for direct program staff.

Answer:

- ForKids has extensive experience administering VHSP grants and the programs they fund in three different CoCs. ForKids employees have a variety of degrees and experience, most often including social work and human services. Additionally, staff are required to complete at least 20 hours of training each year to remain up to date on best practices for service delivery. ForKids is committed to offering trainings on Healing Centered Engagement and Trauma Informed Care annually as they are pillars of ForKids' service models. Other trainings this year includes suicide prevention, social determinants of health, ACEs, and Growth Mindset. ForKids invites CoC members to join trainings where feasible. Staff have degrees or experience in social work, human services, property management, or other nonprofit experience. In Prevention services, there are 12 participants to every 1 staff member. Michelle Plaster leads the Prevention team with 5 years of experience at ForKids and a Bachelor of Science in Human Services from Old Dominion University.
- H.E.R. employs the following staff to carry out their programs:
 - Crisis Services Manager- Provides case management, referrals, and resources to individuals experiencing homelessness. Provides supportive services and oversees the hotline process and staff to ensure easy access to shelter.
 - Program Director- Provides oversight and management to program managers and supportive staff. Works directly with the households to ensure their needs are being met and provides supportive services to the Executive Director as needed. Provides day to day guidance and training to staff.
 - Housing Program Manager- Provides oversight of housing advocates, works with the community to increase landlords and available units, provides education to the community, provides supportive services to households
 - Stabilization Coordinators- Focuses on connecting individuals with resources and benefits to increase their income. This could include employment or additional hours, social service connection, VIEW, TANF, unemployment benefits, etc. Continues to work with individuals for up to a year after exiting shelter to ensure they remain stable and housed.
 - Housing advocates and housing focused case manager- Works with landlords to assist client with barriers to gain and maintain market rate rentals. Provides referrals to open housing program slots, assists with wrap around services once housed, provides assessments and surveys to place people in open vacancies, attends coordinated entry meetings. Provides supportive services for up to a year after shelter. Increases landlord and housing options in the surrounding areas. All have certifications in HSQ.All program staff have degrees in human services, a comparable degree, or meet the experience requirements. H.E.R. offers on-going training through a multitude of partnerships and require staff to participate in yearly trainings.

On average, the in-shelter housing advocate and stabilization coordinator have a case load of 15 families. Aftercare housing and stabilization advocates have a case load of 25-40.
- PVH program staff include the Executive Director (FTE), Service Center Coordinator (PT), Client Specialist (PT), Shelter Attendant (PT) and Overnight Shelter Attendant (PT). Executive Director has 35+ years of non-profit leadership and management experience from the American Red Cross, managing budgets of up to \$5M and decentralized teams of 60 members across the country. The ED currently participates in a "Strengthening YOUR Non-

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City of Portsmouth/City Manager's Office

Virginia Homeless Solutions Program 2024-2025

Profit” cohort sponsored by the Hampton Roads Community Foundation focused on building stronger, more effective non-profits. Paid and volunteer staff professional development: HMIS Trainings, Low-Barrier Shelter Models for People Who Use Drugs, Taking a Client Centered Approach to Collecting Data, Outreach and Housing Support for Individuals with Psychotic Disorders, How the Justice System & Addiction Treatment Are Tackling Overdose Deaths. Staff members have lived experience in various areas of client assistance, including formerly homeless, substance use addiction, incarceration, mental health diagnosis.

- PSO has been an active member of PHAC since 2020. The PSO has provided unfunded support to PHAC and dedicated PSO staff currently participate in the roles of CES Chair and HMIS Chair. These roles provide all administrative support and training when requested in both the CES project as well as HMIS related to CES for community partners in need. Staff is fully understanding of the CES project and is currently facilitating the evaluation of same since the mandated HUD launch in 2020. PSO expects to be fully operational once funding has been announced and fully staffed with 3 PTE within 60 days of launch based on current CES access reporting. The project will be supervised by the Undersheriff and/or his designee.
- The new position will be housed within the community resources and family stability unit of the Portsmouth Department of Social Services. The staff will report directly to the Resiliency Officer, who reports to the Director. This identified staff will have experience in homeless outreach, including case management, motivational interviewing, HMIS, and community resources. Training will be provided as needed to acclimate the staff to the needs of the position.

19. 6. For fiscal agents and service coordinators only, detail the sub-contracted agencies that will be administering the VHSP- or HOPWA-funded activity(s). Include a discussion of their capacity to carry out the project in adherence with HSNH and program-specific guidelines. How will the agency monitor the funded activities provided by the sub-contracted agencies?

Answer:

N/A

20. 7. Proposed HOPWA-providers only, what safeguards and provisions are in place to protect clients' HIV/AIDS statuses from landlords and other third parties?

Answer:

N/A

21. 8. Proposed HOWPA-providers only, detail the other funding sources the agency has access to for housing individuals with HIV/AIDS and which community services are leveraged for HOPWA project participants.

Answer:

N/A

Attachments:

CoC/LPG Level Policies and Procedures/Services Standards

PHACCESPolicyProcedureGuidelineswAddendumcombined328202422442.pdf

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City of Portsmouth/City Manager's Office

Virginia Homeless Solutions Program 2024-2025

CoC/LPG Governance Charter/By-Laws

PHACBylaws1072021328202411530.pdf

CoC/LPG HMIS Policies and Procedures

HMISPoliciesandProcedures2022328202411545.pdf

Job Description (case managers and housing locator positions)

PHACJobDescriptions45202495147.pdf

Homeless Services Flow Chart

PHACHomelessServicesFlowChart328202411551.pdf

Board of Directors Listing

PHACBoardofDirectorLists45202494932.pdf

Organizational Certification and Assurances (DHCD document)

PHACOrganizationCertifications452024110013.pdf

CoC Certification and Assurances (DHCD document)

SignedPHACContinuumofCareCertificationandAssurances44202434644.pdf

Year One Request: proposed grantees and activities (DHCD document)

PHACVA507YearOneRequest44202434630.xlsx

VHSP Proposed Match Form

PHACProposedMatch45202495237.pdf

CoC/LPG Name: VA-507 Portsmouth Homeless Action Consortium

VIRGINIA HOMELESS SOLUTIONS PROGRAM (fiscal year 2024-2025) - Year one request												
Organization	ENTER REQUEST FOR YEAR ONE ONLY. Request must be in whole dollars with no \$ sign. Totals will autocalculate.										HOPWA (Autofilled - Rows 17 & 18)	GRAND TOTAL
	Outreach	Centralized or Coordinated Assessment / Entry	Targeted Prevention	Emergency Shelter Operations	Rapid Re-housing	BASE REQUEST	CoC/LPG Planning (up to 10%)	HMIS (up to 5%)	Administration (up to 5%)	TOTAL REQUEST (excluding HOPWA)		
ForKids			49,822			49,822		2,491	2,491	54,804		54,804
Help and Emergency Response				46,635	180,227	226,862		11,343	11,343	249,548		249,548
Portsmouth Volunteers for the Homeless				97,187		97,187		4,859	4,859	106,905		106,905
Portsmouth Sheriff's Office	2,380	109,027				111,407		5,570	5,570	122,547		122,547
Portsmouth Dept. of Social Services	31,500		31,500			63,000	5,000	3,150	3,150	74,300		74,300
						0				0		0
						0				0		0
						0				0		0
						0				0		0
						0				0		0
						0				0		0
						0				0		0
HOPWA Request (Autofilled from HOPWA section below)												
0	Intentionally left blank										0	0
0	Intentionally left blank										0	0
Total	33,880	109,027	81,322	143,822	180,227	548,278	5,000	27,413	27,413	608,104	0	608,104

HOPWA Request (fiscal year 2024-2025) - Year one request							
Organization	Enter request in whole dollars with no \$ sign. Totals will autocalculate.						HOPWA Total
	TBRA	STRMU	SS	PHP	HIS	Admin	
							0
							0
Total	0	0	0	0	0	0	0



BREAKING THE CYCLE OF HOMELESSNESS AND POVERTY FOR FAMILIES & CHILDREN

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Starr Motors Inc.



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Greg Bergethon- Director
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23708 757-338-5549
DOB- 11/7/59

Claudine Baggett- Secretary
Director of learning and development
Browns Advisory
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Norfolk VA 23464
757-961-5200
DOB-8/30/82

Amber Egyud- Director
Chesapeake Regional Hospital
Chief operating and Nursing officer
736 N. Battlefield Blvd
Chesapeake VA 23320
304-670-7533 DOB 2/27/71

Portsmouth Volunteers for the Homeless, Inc. | 2023-24 Board of Directors*

<p>Mr. Dwayne Rex, Retired 1012 Clay Street Portsmouth, VA 23701 (757) 295-1824 – C bigrexsr@yahoo.com</p>	<p>* We have one Board Member who is a member of the local judicial system and their name cannot appear on fundraising efforts.</p>
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BYLAWS

As revised October 7, 2021

ARTICLE I: ORGANIZATION

Section 1: Organization Name

The name of this Continuum of Care (CoC) shall be called the Portsmouth Homeless Action Consortium, also referred to as PHAC.

Section 2: Geographic Area

The geographic area served by the Portsmouth Homeless Action Consortium CoC is the City of Portsmouth in Virginia.

Section 3: Address

Portsmouth Homeless Action Consortium, 1701 High Street 4th Floor, Portsmouth, VA 23704

ARTICLE II: MISSION AND PURPOSE

Section 1: Mission

To help decrease homelessness and enhance the quality of life of persons at risk of or experiencing homelessness in Portsmouth by fostering their levels of self-sufficiency through housing assistance and a supportive network of community services.

Section 2: Purpose:

The primary purpose of the Portsmouth Homeless Action Consortium (PHAC) is to carry out the responsibilities of a Continuum of Care as defined by the U.S. Department of Housing and Urban Development (HUD), which includes but is not limited to the following duties:

- 1) To establish and operate a coordinated entry system that provides an initial, comprehensive assessment of the needs of individuals and families for housing and services
- 2) To establish and consistently follow fair, equitable written standards for screening, evaluating eligibility and administering assistance for individuals and families who are homeless or at risk of being homeless across the defined geographic area
- 3) To designate a Homeless Management Information System (HMIS) and an eligible PHAC member agency or organization in good standing to manage this system
- 4) To effectively coordinate and implement a system to meet the needs of homeless populations and subpopulations within the defined geographic area, including:
 - Plan for and conduct point-in-time counts of individuals who are homeless within the defined geographic area
 - Conduct an annual gaps analysis of homeless needs and services available within the defined geographic area

- Consult with the state and local government Emergency Solutions Grants (ESG) program recipients within the PHAC CoC on the plan for allocating these designated funds
 - Report on and evaluate the performance of grants' recipients and sub-recipients
- 5) To prepare and oversee an application for federal funds targeted to homelessness which includes establishing priorities for funding projects within the defined geographic area; determining which applications can be received for consideration and selecting the applications being submitted for funding
 - 6) To prepare, review and/or coordinate CoC funds with ESG and other federal funds as well as state and local funding dedicated to homelessness or to benefit the homeless services system
 - 7) To ensure homeless resources are invested efficiently and effectively in programs that meet the needs of the community and are high performing
 - 8) To monitor program and system performance metrics established by HUD
 - 9) To select a Collaborative Applicant or eligible agent to submit an application (enter into a legal agreement with HUD on behalf of PHAC

ARTICLE III: MEMBERSHIP

Section 1: Membership Composition

All Members shall be in agreement with the stated purpose of this CoC. General membership shall be unlimited and consistent with the eligibility standards set forth.

PHAC membership will be comprised of individuals and agencies concerned with the development and coordination of homeless assistance programs. Not less than 51% of these individuals and agencies should include but are not limited to the following:

- | | |
|---|---|
| * Nonprofit Homeless Providers | * Mental Health Agencies |
| * Victim Services Providers | * Hospitals |
| * Faith-based Organizations | * Universities |
| * Governments | * Affordable Housing Developers |
| * Businesses | * Law Enforcement |
| * Advocates | * Social Service Providers |
| * Organizations Serving Homeless Veterans | * School Districts |
| * Public Housing Agencies | * Homeless and Formerly Homeless
Individuals |

The CoC categorizes membership as described below. These will be defined by the current membership and updated in the Bylaws as needed:

- A. Associations/Agencies- human services agencies, departments of local government, businesses, faith-based organizations, education organizations and other public agencies
- B. Individuals- any single person, not related to or employed by either of the aforementioned member associations. Those who are homeless or formerly homeless are welcome to join as individual members regardless of their affiliations

Section 2: Active Membership

Membership for the PHAC CoC will be available through an open registration process. Individuals or agencies residing in the Hampton Roads area who are interested in becoming a member of the PHAC CoC must contact the Collaborative Applicant Portsmouth Department of Social Services and complete a Registration of Applicant Membership Form. Based on designations, active members are further required to:

A: Individual Active Member: must participate in 50% of the Bi-Monthly Community meetings and participate in 50% of at least one (1) standing committee meeting(s).

B. Agency Active Member: must designate at least one (1) Active Member and a substitute member. The designated member (or substitute) must attend 75% of Bi-Monthly Community meetings and 75% of at least one (1) standing committee meeting(s). Committee meetings excluding Executive Committee must be attended by the program representative or his/her designee.

Active Members are entitled to vote. Agency Active members are allowed only one vote per agency. When multiple members of an Active Agency attend meetings, they will only be allowed one official vote. Committee meetings should be attended by the designated member or his or her designee. Designee is to disclose whether they have authority to act on behalf of the member agency. Active members are entitled to request and receive letters indicating their length membership and description of their participation for grant purposes. Members with excused absences will be given an opportunity to vote or comment on the handling of the official business of PHAC. Members with excused absences may vote on the business of PHAC with written or pre-selected representation (proxy) if received on the day of the vote. Members with excused absences may also vote prior to the meeting through email sent directly to the CoC Co-Chairs.

Section 3: Conflict of Interest

Members of the CoC and its' Committees shall comply with federal, state and local laws and related regulations. The business of the CoC should be conducted in a manner so as to avoid all conflicts of interest. The program standards for conflicts of interest described by the U. S. Department of Housing and Urban Development's Interim Rule for the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act, found at 24 CFR Part 578.95 (available at www.hudexchange.info/) is outlined below:

- A. No CoC board member may participate in or influence discussions or resulting decisions concerning the award of a grant or other financial benefits to the organization that the member represents.
 - 1. **Organizational Conflict-** An organizational conflict of interest arises when, because of activities or relationships with other persons or organizations, the recipient or sub-recipient is unable or potentially unable to render impartial assistance in the provision of any type or amount of assistance under this part, or when a covered person's objectivity in performing work with respect to any activity assisted under this part is or might be otherwise impaired. Such an organizational conflict would arise when a board member of an applicant participates in the decision of the applicant concerning the award of a grant, or provision of other financial benefits, to the organization that such member represents. It would also arise when an employee of a recipient or sub-recipient participates in making rent reasonableness determinations under 24 CFR Part 578.49(b)(2) and 24 CFR Part 578.51(g) and housing quality inspections of property under 24 CFR Part 578.75(b) that the recipient, sub-recipient, or related entity owns.
 - 2. **Other Conflicts-** For all other transactions and activities, the following restrictions apply:
 - i. No covered person, meaning a person who is an employee, agent, consultant, officer, or elected or appointed official of the recipient or its sub-recipients and who exercises or has exercised any functions or responsibilities with respect to activities assisted under this part, or who is in a position to participate in a decision-making process or gain inside information with regard to activities assisted under this part, may obtain a financial interest or benefit from an assisted activity, have a financial interest in any contract, subcontract, or agreement with respect to an assisted activity, or have a financial interest in the proceeds derived from an assisted activity, either for him or herself or for those with whom he or she has immediate family or business ties, during his or her tenure or during the one-year period following his or her tenure.

- B. On issues in which a CoC Member has a conflict of interest as described above, neither the Member nor his/her delegate may vote. Members may not participate in discussions regarding funding allocation decisions while they are an applicant for that funding. The Chairs of the CoC will be responsible for monitoring the disclosure of members' conflicts of interest.
- C. In the event that a matter, which raises a potential conflict of interest, comes before the CoC, the CoC Board, or its' Committees or workgroups for consideration, recommendation, and decision, the Member shall disclose the conflict of interest as soon as he or she becomes aware of it, and the disclosure shall be recorded in the minutes of the meeting.
- D. Members found violating the conflict-of-interest policy or federal regulations will be referred to the CoC Governance Committee. The Governance Committee shall investigate all allegations of failure to comply with this conflict-of-interest policy. If a PHAC CoC Member is found to have violated the letter or intention of this conflict-of-interest policy, the Governance Committee will be responsible for recommending an appropriate response to this breach of policy to the PHAC CoC Board. The Governance Committee may recommend any action, including but not limited to a statement of reprimand recorded in the board minutes or removal from the board or other action. The PHAC CoC Board will consider the recommendations of the Governance Committee and vote on corrective or punitive actions to be administered.
- E. Members of the PHAC CoC who also serve on other CoC's will honor the confidentiality of each individual CoC, specifically related to funding strategies and tactics.
- F. All Active Members of the CoC agree to sign an agreement of confidentiality at initial membership. Confidentiality Agreements may be amended as needed.

Section 4: Dues

There are no membership dues for the PHAC CoC.

ARTICLE IV: VOTING

Section 1: Voting

Decisions subject to a vote may be taken by a majority of the Active Members (As described in Article III, Section 2).

Section 2: Voting Representation

Prior to a CoC vote and the compilation of the list of Active Members, each Active Member organization or institution will select one representative as their voting representative. The Collaborative Applicant will compile a list of eligible voters prior to any vote. Questions or disputes about Active Membership will be resolved by the Governance Committee. Voting will occur in person unless otherwise determined by the Executive Committee or Co-Chairs.

- A. Associations/Agencies: Each association/agency shall have at least one representative who attends meetings. Each association/agency that is an Active Member with the CoC has one vote. A single person may only serve as the voting representative of one association/agency.
- B. Individuals: Homeless or formerly homeless persons and other single persons who are not associated with a Member Association may join as individuals. Each individual who is an Active Member with the CoC has one vote. Homeless or formerly homeless individuals currently employed by or serving on the Board of Directors of an Association that is an Active Member may serve as the voting representative of that Association however may not vote on behalf of the Association, in addition to another designated voting representative of that Association.

Section 3: Quorum

A. Quorum of Members

The presence of a simple majority of the CoC's Active Members (As defined in Article II, Section 2) will be a quorum and sufficient to conduct a vote at a general or special meeting.

B. Quorum of Officers

A minimum of fifty percent (50%) of the Executive Committee shall constitute a quorum for the transaction of business.

Section 4: Parliamentary Procedure

In the absence of the consensus of the Active Members, the rules contained in the current edition of "Robert's Rules of Order, Newly Revised", shall be the parliamentary authority for all matters of procedures unless specifically addressed in the Bylaws.

ARTICLE V: MEETING

Section 1: General Meetings

A meeting of the PHAC CoC membership is considered the Community Meeting. The PHAC CoC will meet at least six times per year. The meeting schedule will be approved by the Board and disseminated to all the PHAC CoC members within 30 days of the beginning of the operating fiscal year (July-June). Special meetings may be called to address state or federal deadlines, imperatives or other business. Agendas and notices of Community Meetings will be distributed by email five days prior to the meeting. CoC Community meetings are open to the public.

Section 2: Special Meetings

Special Meetings of the PHAC CoC or its Board may be called by the Co-Chairs or by written and signed request of one-third of the Board or by one-third of the Active Members. Request must specify the date and objectives of the proposed meeting and only items specified in the notice will be considered. Special Meetings that will require a vote or the handling of official business of the PHAC CoC require at least three (3) business day's prior notice via e-mail by the Collaborative Applicant. The Secretary or Substitute Secretary will be responsible for notification of said meeting. Written notifications of the meeting shall be sent via mail, e-mail or fax and will specify the date, time, location and purpose of the scheduled meeting.

Section 3: Community Meeting

The CoC election and installation of the new Executive Committee Officers shall take place every two years in the month of November at the Community meeting. Advanced notice of the slate presented by the Nominating Committee will be provided ten (10) days prior to the meeting to all committee members.

Section 4: Executive Committee Meetings

Regular meetings of the Executive Committee may be called by the Co-Chairs or by the resolution of the Executive Committee as determined. The Secretary or designee shall notify each Officer seven (7) days prior to the meeting and shall specify the date, time and location of the meeting. Special meetings of the Executive Committee may be called by the Co-Chairs or at the written request of two (2) Executive Committee Officers at any time. Such a meeting shall have a requirement of a three-day prior notice unless waived by the majority or if a quorum is present. Attempts shall be made to contact all Executive Committee Officers regarding the request for a Special Meeting. Any actions taken during such a meeting shall be deemed valid.

Section 5: Missed Executive Committee Meetings

Each Executive Committee Officer is to notify one of the Co-Chairs, if he/she is unable to attend a regular meeting. Failure to attend at least three (3) consecutive regular meetings, unless there are extenuating circumstances that are acceptable to the Executive Committee, shall constitute grounds for removal from the Executive Committee.

Section 6: Attendance and Participation for Funding:

A. Continuum of Care Funding:

Agency Directors or program decision makers of CoC funded projects are required to be an “Active Member” of PHAC (As defined in Article II, Section 2). Active members seeking to request funding for projects must have attended 75% of the PHAC meetings throughout the previous year. Agencies seeking to submit a new project application for CoC funding should refer to the Collaborative Applicant for additional guidance.

B. State and Federal Funding:

Certain state and federal programs require a signed CoC Participation Certification as part of the application process. Grantees desiring to submit state and/or federal applications for funding are required to be an Active Member of PHAC and attend 75% of required meetings throughout the previous year (As defined in Article II, Section 2).

C. New Agencies:

New Agencies seeking to apply for funding opportunities that do not meet the attendance requirements may submit a letter of Good Faith from a CoC Lead where they do receive funding as well as a letter of Intent explaining how the applicant proposes to provide services or housing within the City of Portsmouth. The Portsmouth CoC leadership will review the letters and approve a waiver (if applicable) to the funding application attendance requirement. Furthermore, the Agency if applying agrees to fulfill all participation requirements of PHAC as defined in Article II, Section 2.

Section 7: Committee Reports

Minutes or notes of meetings of the PHAC CoC Bi-Monthly Community meetings, Executive Committee meetings and Committee Meetings shall be kept. Minutes of the Community Meetings shall be the responsibility of the Secretary or the agreed upon designee. The minutes or notes shall be forwarded to and reviewed by the PHAC CoC Co-Chairs and emailed to committee members no later than ten (10) days following the last CoC meeting. Minutes will include, at a minimum, the date, time and place of the meeting, the names of all individuals in attendance, the topics discussed, votes recorded and any follow up action items with the person(s) assigned to complete it. All committee reports presented or submitted shall be noted with a summary of its content and any other information deemed necessary by the Chairs.

The Collaborative Applicant will keep electronic and hard copies of the minutes and other meeting materials for a minimum of five years or to HUD standards if longer. Committee minutes will be kept by each Committee Chair, or their designee and all committee minutes will be submitted to the Board Chairs seven to ten business days following each meeting.

ARTICLE VI: GOVERNANCE

Section 1: Purpose

The purpose of the Portsmouth Homeless Action Consortium (PHAC) Continuum of Care (CoC) governance structure is to ensure the orderly operations of the Continuum. The governance structure applies to the two main bodies, the full membership and the CoC Executive Committee.

Section 2: CoC Governance and Structure

The leadership of the PHAC CoC is the Executive Committee and is formally designated by vote of PHAC members and is active in the duties and structure set forth by this document. The PHAC CoC Executive Committee shall have the power to act on behalf of and in the best interest of the Continuum of Care.

The CoC Executive Committee will meet at least quarterly. The presence of a simple majority of the Executive Committee will be a quorum and a sufficient manner to conduct business at any meeting of the Committee. Conference calls or the use of other telecommunications or video equipment systems are acceptable ways to conduct committee business. The Executive Committee shall keep regular minutes of its proceedings and report such proceedings at the next scheduled meeting.

No more than one-third of the CoC executive members will be current recipients of funding from the coordinated funding process. Other executive members will represent constituent groups and individuals supporting the systems-level coordination of federal, state, and other funds and resources targeted to ending homelessness. If an individual elected to fulfill a required position on the Executive Committee subsequently leaves that agency, the committee shall determine how to best address such action and ensure the CoC remains in compliance with HUD regulations.

Responsibilities of the Executive Committee include but are not limited to:

1. Attend regularly held PHAC Executive Committee Meetings
2. Actively participate in a minimum of one committee or workgroup with the exception of the Executive Committee Chairs
3. Ensure federal/state applications for funding and required submissions are on time and of good quality.
4. Ensure all new and renewal projects are evaluated annually, including the implementation of a process to improve performance, where needed

5. Ensure the CoC and projects funded are in compliance with HUD, HEARTH Act, and other relevant regulations
6. Ensure that all CoC affiliated funding applications are based on recommendations from the PHAC CoC Executive Committee
7. Internally monitor CoC funded programs for compliance
8. Ensure CoC and other public funds are being efficiently and effectively used to end homelessness in the region.
9. Approve selection process for program inclusion on CoC affiliated collaborative requests

Section 3: Executive Committee and Elected Officer Positions

The Executive Committee is made up of Elected Officers, Committee Chairs and one representative from all agencies or collaborative entities that are recipients of federal or state CoC grant funds. Elected positions consist of two Co-Chairs, and Secretary. These positions are elected bi-annually, and each officer serves a two-year staggered term or until his or her successor is subsequently elected. The two Co-Chairs will provide leadership for PHAC. One Co-Chair will be elected from a nonprofit organization, and the other Co-Chair will be designated from a City Department. The Nominating Committee will select a slate of candidates for the Community Meeting in November. At the Community Meeting, nominations may also be accepted from the floor. These officers shall perform the duties prescribed within this Governance and within parliamentary authority as described by Robert's Rules of Order.

Section 4: Duties of Officers

Co-Chairs:

1. Preside at the PHAC CoC Membership Meetings and Executive Committee Meetings
2. Provide direction and leadership, along with the PHAC Executive Committee to ensure that all functions of the CoC are carried out
3. Provide reports and timely updates to the PHAC CoC
4. Appoint committee chairs for membership of the Executive Committee.
5. Publicly represent the PHAC CoC
6. Commence meetings
7. Set meeting agendas

Secretary:

1. Responsible for accurate written records of all meetings of the Executive Committee and Community meetings.
2. Responsible for the distribution of all meeting minutes from the Executive and General Membership meetings the Monday prior to the next scheduled meeting
3. Prepare correspondence and ensure proper filing of all Executive Committee and General Membership documentation
4. Record the adoption or revision of any policy

5. Perform other appropriate duties as assigned by the Co-Chairs or General Membership

Section 5: Power to Appoint Other Officers and Agents

The Executive Committee shall have the power to appoint such other officers and agents as the Executive Committee may deem necessary for the transaction of CoC business. The Executive Committee shall have the power to fill any vacancy in any office as needed.

Section 6: Removal or Resignation of Officers and Agents

Any Officer or Agent may be removed by the Executive Committee through majority vote, when in violation of the Conflict-of-Interest Policy (Bylaws: Article III, Section 3) or for other violations of the policies and procedures of the PHAC CoC.

Section 7: Delegation of Powers

The Executive Committee may delegate the duties of any office to any other office as needed, however no officer shall execute, acknowledge or verify any instrument in more than one capacity.

Section 8: Role of the Collaborative Applicant

The Collaborative Applicant for the PHAC CoC is the Portsmouth Department of Social Services (PDSS) as determined by vote of the CoC. PDSS's responsibilities include but are not limited to the following:

1. Support the work of the CoC Executive Committee and Standing Committees
2. Maintain a copy of all meeting minutes and notes for the Executive Committee and the Bi-Monthly Community Meetings.
3. Provide notification of meetings and agendas to membership and other community members, in timely manner
4. Maintain an attendance roster of all PHAC related meetings
5. Prepare the list of eligible voters for the PHAC CoC based on the Bylaws
6. Coordinate PHAC monthly meetings
7. Manage the Homeless Management Information System (HMIS) and provide technical assistance as needed
8. Compile and submit all CoC Collaborative Applications, to include HUD NOFA, in coordination with respective member agencies
9. Coordinate the annual Point-In-Time Counts in collaboration with member agencies, volunteers and lead agency staff
10. Complete an annual Housing Inventory Chart
11. Assist and lead efforts in implementing a community plan to prevent and end homelessness
12. Monitor CoC funded community programs

13. Collaborate with the CoC Policy and Planning Committee and Performance/Monitoring and Evaluation subcommittee in developing a clear and fair selection process on program inclusions for CoC collaborative funding request
14. Provide technical assistance for community agencies and work in collaboration with community programs to generate acceptable outcomes that are efficient and effective in reaching the goals set forth in the consolidated plan, 10-year plan, local PHA plan and the CoC plan.

ARTICLE VII: COMMITTEES

Section 1: Standing Committees and Duties *(See attached Portsmouth Homeless Action Consortium Committee Guide for specific committee action items)*

All committees of Portsmouth Homeless Action Consortium are formally organized and must have a signed conflict of interest statement from each committee member on file at the PHAC office and abide by the rules set forth within. The PHAC CoC may establish standing and ad hoc committees and workgroups as the need arises through a simple majority vote in an Executive Committee Meeting, Community Membership Meeting or Special Meeting.

Committees make recommendations to the Executive Committee. Membership of committees must be approved by the Executive Committee. Workgroups serve to coordinate resources, programs, and direct services. Membership in workgroups is determined based on the responsibilities outlined in the specific workgroup's charters and in consultation with the Collaborative Applicant and relevant Committees. Membership in workgroups is open unless confidentiality protocols are necessitated otherwise. Annually, the Executive Committee will publish a list of all active committees and workgroups. The established Committees and responsibilities for the PHAC CoC are as follows:

Executive Committee

- a. Provide direction for PHAC and coordinate activities of the CoC
- b. Act as liaison to the City Council, Consolidated Plan, the 10-Year Plan to End homelessness, and any other related City Projects
- c. Act as liaison to regional and state groups
- d. Review all funding proposal requests prior to submission and authorize letters of support for funding proposals
- e. Schedule and conduct PHAC Executive and General meetings

HMIS Oversight and Management Committee

- a. Provide information and guidance to the PHAC CoC related to the implementation of HMIS.
- b. Ensure that all HUD funded organizations are trained in and fully utilizing HMIS

- c. Provide input, oversight and guidance on the development of HMIS policies and procedures and ensure that the PHAC CoC meets or exceeds all related federal and applicable regulations
- d. Conduct appropriate oversight of the HMIS
- e. Ensure HMIS activities are compliant with Data Quality, Security and Standards

Membership, Education and Advocacy Committee

- a. Identify Stakeholder and membership recruitment and communication needs
- b. Set membership goals based on the needs identified PHAC public relations
- c. Work with other committees to coordinate messaging and membership goals and
- d. Implement all education and public training activities for membership and external audiences
- e. Identify the education and advocacy best practices to meet associated needs
- f. Work with other committees to set goals for identified education needs

Resource Development Committee

- a. Link gaps in services to resources
- b. Serves on the Regional Task Force to End Homelessness
- c. Ensure homeless citizens in Portsmouth are a priority
- d. Work towards the enhancement and further coordination/engagement with the public housing system; to include PRHA

Continuum of Care Policy and Planning Committee

Sub-Committees:

1. Performance/Monitoring and Evaluation Committee
2. Rank and Review Committee
 - a. Update relevant data and services for CoC planning purposes
 - b. Review and analyze APR's, PIT Data, and mainstream resources
 - c. Coordinate priorities including the ranking of projects
 - d. Raise match funding for CoC projects
 - e. Coordinate other collaborative activities
 - f. Review newly identified gaps in services
 - g. Develop action plans for the CoC group

Veterans Committee

- a. Liaison between Portsmouth Continuum and regional veterans' homelessness initiatives
- b. Assist Veteran with navigation through the Coordinated Entry Process
- c. Attend and represent the Portsmouth CoC at the SHR Vet Leadership Forums
- d. Provide the CoC with all feedback/concerns regarding Veteran's access to housing services

PHAC Coordinated Entry System (CES) / Portsmouth Coordinated Assessment Network (PCAN)

- a. Responsible for the development and implementation of a coordinated process to coordinate program participant intake assessment and provision of referrals for the City of Portsmouth
- b. Provides assistance to homeless individuals and families in finding services and resources that will aid them in becoming self-sufficient

Section 2: High Risk Agencies

PHAC will strive to work closely with all member agencies in the region. When working with agencies that are considered high risk of failure to respective CoC affiliated programs, PHAC will assist these agencies in capacity building activities by working to identify the weakness, examining the structure, efficiency of the staff, financial accounting GAAP practices, and ability to meet state and federal guidelines. Mentoring and monitoring will take place as well as offering available technical assistance opportunities. In the event an agency is found in violation of federal/state regulations, the Executive Committee will work with the Collaborative Applicant, the respective committee(s) to investigate and determine the corrective action plan, up to the reallocation of funds.

Section 3: Donations

The Executive Committee may accept on behalf of the CoC any contribution, gifts, grant or bequest for the general or special purpose of the CoC. A record shall be kept of all gifts and their disposition. Financial gifts shall be received by the Treasurer and the record be made available (or reported) to the Executive Committee and General Membership. Gifts in-kind (non-financial but material or services) shall be recorded by the Treasurer with receipt. Disposition information shall be available (or reported) to the membership.

Section 4: Conflict of Interest

Grantees and Sub-grantees will maintain a written code of standards of conduct governing the performance of their employees engaged in the award and administration of contracts. No employee, officer or agent of the grantee or sub-grantee shall participate in the selection, award or administration of a contract supported by Federal funds, if a conflict of interest, real or apparent, would be involved. Such a conflict would arise when (1) an employee, officer or agent or (2) an immediate family member, partner or organization is being hired by or has other financial interests in an agency or business selected for an award.

A grantees or sub-grantee's officers, employees or agents will neither solicit nor accept gratuities, favors, or anything of monetary value from contractors, potential contractors, or parties to sub-agreements in exchange for or in an attempt to influence decisions.

ARTICLE VIII: AMENDMENTS

Section 1: Amendments

These Bylaws and governance may be amended at a regular or special meeting of the CoC by simple majority vote of the Active Members present at a meeting called for that purpose.

Amendments must be in written form, reviewed by the Executive Committee, and distributed to the Active Members of the CoC at least two weeks prior to presentation and vote. There is only one vote per agency.

ARTICLE IX: APPLICABILITY

Section 1: Applicability

If there is any conflict between applicable Federal and/or State statutes, rules, or regulations and these Bylaws, such statutes, rules, or regulations will prevail. If any provision of these Bylaws is held invalid, the remainder of the Bylaws will not be affected thereby.

ARTICLE X: HOLD HARMLESS

Section 1: Hold Harmless

Members of the PHAC CoC agree to indemnify, defend, and hold harmless the PHAC COC Executive Committee, committees and workgroups against all losses, expenses, damages and costs arising out of participation in the PHAC CoC, excluding incidents of negligence and willful malfeasance.

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**PORTSMOUTH HOMELESS ACTION CONSORTIUM
COMMITTEE GUIDE**

Executive Committee		<p><u>Action Items:</u></p> <ul style="list-style-type: none"> • Referral systems development – develop process to make referral to other programs/agencies; • Increase committee participation;
Membership, Education and Advocacy Committee		<p><u>Action Items:</u></p> <ul style="list-style-type: none"> • Outreach and recruitment of new members to enhance the CoC membership to include mainstream partners • ID high value stakeholders/individuals in the Portsmouth Community • Set membership goals based on the needs identified by PHAC public relations • Work with other committees to coordinate messaging and membership goals • Solicit annual feedback from participants involved in the Coordinated Entry Process • Identify the public needs related to education and advocacy best practices • Implement education and public trainings as needed for membership and external audiences • Work with other Committee’s to set goals for identified education needs
Resource Development Committee		<p><u>Action Items:</u></p> <ul style="list-style-type: none"> • Link gaps in services to resources; • Serves on the Regional Task Force to End Homelessness • Ensure homeless citizens in Portsmouth are a priority • Work towards the enhancement and further coordination/engagement with the public housing system; to include PRHA

<p>CoC Policy and Planning Committee</p> <ul style="list-style-type: none"> ❖ Performance/Monitoring and Evaluation sub-committee ❖ Ranking and Review Committee 		<p><u>Action Items:</u></p> <ul style="list-style-type: none"> • Adopt a written CoC Plan/CoC Application; • Create the following policies: <ul style="list-style-type: none"> ○ ESG and CoC monitoring – should use the same process; ○ Program and performance monitoring and evaluation of all CoC funded programs ○ Provide leadership guidance for the ranking and review committee ○ Provide annual report for gap analysis ○ Set priorities regarding identified gaps ○ Prioritize goals and resources
<p>HMIS Oversight and Management Committee</p>		<p><u>Action Items:</u> <i>(Refer to HMIS Interim Rule and follow standards)</i></p> <ul style="list-style-type: none"> • Provide report on client level data associated with the Coordinated Entry Process • Aligns and interacts with the Lead Agency on HMIS issues
<p>Coordinated Entry System</p>		<p><u>Action Items:</u></p> <ul style="list-style-type: none"> • Develop written policies and procedures that align with the HUD Coordinated Entry Process • Ensure that the Coordinated Entry Process and the standardized prioritization for referrals is well publicized for local, regional and state federal partners • Ensure the use of standardized access points • Ensure the completion of a preliminary screening for referral determination • Collect comprehensive needs assessment and compile agenda for bi-weekly case coordination • Manage and maintain a centralized by-name lists of all homeless persons that have presented for services • Ensure that all client information is safeguarded

<p>❖ Portsmouth Coordinated Assessment Network (PCAN)</p>		<ul style="list-style-type: none"> • Provide or facilitate annual training related to the Coordinated Entry Process or systems utilized • Ensure those that are actively involved in the Coordinated Entry Process use culturally and linguistically competent practices <p><u>Action Items:</u></p> <ul style="list-style-type: none"> • To assist homeless individuals and families in Portsmouth in obtaining safe and affordable housing • Provide ongoing support to designated service providers as necessary • Ensure that all client information is safeguarded • Ensure those that are actively involved in the service coordination process use culturally and linguistically competent practices • Ensure that all housing referrals are prioritized based on their vulnerability • Make appropriate SRO referrals to PRHA • Ensure SRO referrals are document ready prior to making a referral to PRHA • Notify the case manager once the referral has been made to PHRA • Announce housing program openings or housing funds available at PCAN meetings and other related PHAC meetings.
<p>❖ Veterans Committee</p>		<p><u>Action Items:</u></p> <ul style="list-style-type: none"> • Assist Veteran with navigation through the Coordinated Entry Process • Attend and represent the Portsmouth CoC at the SHR Vet Leadership Forums • Provide the CoC with all feedback/concerns regarding Veteran’s access to housing services



Portsmouth Homeless Action Consortium (PHAC)

Coordinated Entry System (CES)

Policy & Procedure Guidelines

PHAC Adopted 7/2/2020

Homelessness for whatever reason has pervasive adverse effects on the individual and communities.¹

Ending homelessness in Portsmouth depends on a comprehensive, coordinated approach that recognizes that housing, in and of itself, is the keystone to any plan. In order to effectively combat and end homelessness, a plan must address all its various categories: chronic, family, domestic violence victims, youth, mentally ill persons, substance abusers, and those being discharged from institutions.¹

The collection of homeless service providers in the City partnering under the umbrella of the Portsmouth Homeless Action Consortium (PHAC) work together to help decrease homelessness and enhance the quality of life of persons at risk of or experiencing homelessness in Portsmouth by fostering their levels of self-sufficiency through housing assistance and a supportive network of community services.

Overview

The purpose of this document is to outline the Portsmouth (VA) Continuum of Care (CoC) Coordinated Entry System (CES) policies and procedures.

The Portsmouth Continuum of Care (CoC) is named the Portsmouth Homeless Action Consortium (PHAC) and Portsmouth Department of Social Services (PDSS) serves as the collaborative partner and primary point of contact for the Portsmouth CoC. PHAC and its provider agencies serve the geographical boundaries of the city of Portsmouth, VA.

PHAC is committed to having a process that aligns with the Department of Housing and Urban Development's (HUD) guidelines and provides a fair, standardized and transparent system that facilitates equal access to housing resources for individuals and families who are "literally homeless" as (as defined by HUD) or at risk of becoming homeless.

¹ "A Ten-Year Plan to End Homelessness in Portsmouth, VA, The Planning Council 2008

All PHAC providers that receive HUD funding, which includes CoC Programs or Emergency Solutions Grants (ESG) and/or Virginia Department of Housing and Community Development (VDHCD) funds are required per HUD guidance to participate in the CES. Those projects may include transitional housing, permanent supportive housing (PSH), rapid rehousing (RRH) or homeless prevention services.

Coordinated Entry is defined by HUD’s CoC Program interim rule at 24 CFR 578.3 as, “ a centralized or coordinated process designed to coordinate program participant intake assessment and the provision of referrals. A centralized or coordinated assessment system covers a specific geographic area, is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool. The coordinated entry system provides a consistent and standardized assessment of individuals that are literally homeless, as defined by HUD, or at risk of becoming homeless.

Individuals experiencing a housing crisis gain access to services by calling the Regional Housing Crisis Hotline (HCH). The HCH is the central access point of contact housing emergencies throughout the Greater Hampton Roads area, covering 13 jurisdictions. The HCH has a local (757) 966-2107 and toll-free number (866) 750-4431, which can be accessed throughout the region. The number has been shared with all the agencies within the CoC and is listed in the 2-1-1 Virginia data base. Staff at the HCH complete a basic intake and then refer clients based on self-reported needs. The caller’s information is entered into the Homeless Management Information System (HMIS), a secure database that updates in real time. Due to the sensitive nature, domestic violence information is stored in a separate database managed by the domestic violence service providers. *Individuals experiencing domestic violence who call the HCH are given the Help & Emergency Response (H.E.R.) 757- 485-3384 for services.*

Guiding Principles

PHAC follows defined guidelines in prioritizing housing for the most vulnerable. To achieve this practice, PHAC also observes guiding principles that include a commitment to the following—

A “Housing First” Approach: this client-focused approach is focused on getting individuals into permanent housing first and then providing supportive services, as needed to help sustain and maintain their housing status. Supportive services could include employment, mental health, substance abuse treatment, coaching and counseling.

Fair Housing: as recipients of federal and state funding, PHAC providers comply with all applicable laws related to housing, including—

- A. Fair Housing Act, prohibiting housing discrimination based on race, color, gender (sex), national origin, disability or familial status.
- B. Title VI of the Civil Rights Act, prohibiting discrimination based on race, color or national origin.
- C. Title II of the Americans with Disabilities Act, prohibiting discrimination based on disability
- D. Title III of the Americans with Disabilities Act, prohibiting discrimination from private entities that own, lease and operate places of public accommodation from discriminating based on disability and covers shelters, social service providers.
- E. Section 504 of the Rehabilitation Act prohibits discrimination on the basis of disability under any program or activity receiving federal financial assistance.

Vulnerability Prioritization: ensuring that all decisions are made based on vulnerability in accordance with HUD Notice CPD-016-11. This also includes prioritizing Veterans and Chronic Homeless.

Low Barrier Access: meaning we will continually seek to reduce barriers to accessing sheltering and housing, which could include requirements of sobriety, income, employment and/or absence of criminal record.

Access

Accessing the CES is made by contacting the Regional Housing Crisis Hotline. Households may contact the **Regional Housing Crisis Hotline (HCH)** by calling **(757) 966-2107** or Toll Free at **(866) 750-4431** for an initial screening and referral to eligible services and other community resources including diversion, homeless prevention, shelter or outreach. A household can be one or more individuals.

Assessment

The CES assessment process is used to determine housing needs, vulnerability and the most appropriate resources.

The CoC has agreed to the use of one assessment tool city wide along with case conferencing discussions (PCAN) to identify the most vulnerable households. For single individuals, the Vulnerability Index-Service Prioritization Decision Assistance Tool (VI-SPDAT) and for families, the F-VI-SPDAT , the Y-VI-SPDAT for youth who are 18-24 will be used. All VI-SPDAT assess vulnerability in 5 areas:

1. history of housing and homelessness
2. risks
3. socialization and daily functioning
4. wellness – including chronic health conditions, substance usage, mental illness, and trauma and
5. family unit (if applicable).

Once a referral is received, the agency or another designated point-of-contact (navigator, case manager, client specialist or advocate) will conduct a complete assessment to determine the most appropriate housing resource. Homeless households are prioritized based on their VI-SPDAT score. Referrals for housing resources are made through the Portsmouth Coordinated Assessment Network (PCAN).

During the SPDAT assessment, the tool is explained and consent is secured before the assessment can be conducted. Individuals are advised of their right to refuse consent to share information and that their refusal will not prevent them from receiving services.

Individuals are presented at Portsmouth Coordinated Assessment Network (PCAN), a provider forum where cases are discussed for prioritization and available housing resources.

Housing Programs: Eligibility and Prioritization

There are a variety of housing programs (projects) supported by PHAC provider agencies. Each housing program may have specific requirements and availability as well as funding levels. At any given time, these programs are available based on vacancies and funding.

Permanent Supportive Housing (PSH) - housing for individuals with disabilities or a family in which a child or adult has a disability. Financial assistance is provided as long as needed along with supportive services. Chronically homeless households are eligible and prioritized for PSH.

Rapid Rehousing (RRH) - moves households from homelessness into permanent housing by offering short term rent assistance. Household eligibility criteria will be based on VI-SPDAT score and length of homelessness. *The amount of rent each program participant must pay is determined by the household's budget and will be the least amount of financial assistance necessary based on household needs and housing barriers.*

Transitional Housing (TH) - is temporary housing for up to (12) twelve months that provides housing and supportive services. TH helps bridge households to independence and permanent housing. Homeless households with notable housing barriers (i.e. multiple evictions) are eligible and prioritized for TH.

Referrals

The CES makes referrals to all programs (projects) within the Portsmouth CoC. The referrals are routed through the PCAN committee for case conferencing and prioritization to identify the next eligible household when programs have openings. Eligibility and screening criteria for each provider's program are used to ensure that clients are being appropriately referred. Providers are required to submit their program criteria updates/ changes to the CES through Central Intake a repository for all information related to the Coordinated Entry System and to Portsmouth Department of Social Services (PDSS) as the collaborative agency. In addition Providers will also send the updates to the Housing Crisis Hotline to keep the information current for callers seeking assistance. The Portsmouth CoC strives to use available resources effectively and efficiently to serve the most vulnerable in the homeless community.

When a potential housing resource has been identified through PCAN, the case manager or another designated point-of-contact (navigator, client specialist or advocate) will notify the household. The receiving agency should contact the household and (navigator, client specialist or advocate) within seven (7) business days to schedule an appointment. After meeting with the household, the receiving agency has seven (7) business days to provide a disposition of the referral into HMIS. Non-PHAC agencies or non-HMIS participating agencies, case managers or client advocates desiring to present a household to PCAN *must* collaborate with Central Intake for presentation at PCAN.

Referrals may be declined if the household is unable to be reached or does not meet the program's eligibility criteria. The agency is asked to notify the household with disposition entered into HMIS within (7) seven business days, as well as notifying the referring agency and PCAN. The household is then returned to their previous prioritization order or until they are determined to be inactive.

PCAN referrals Off-week: Should a housing resource become available during the off- week of PCAN then the housing resource information would be emailed to Central Intake who would then identify the next eligible household based on prioritization. Central Intake would then send an email with HMIS number only to participating agencies asking for approval of referral. Update on response and status would be reported at next regular PCAN meeting.

After- Hours Access

Households in need of emergency shelter after regular business hours (7 p.m.) may leave a message with the Regional Housing Crisis Hotline and they will be contacted the next business day.

During the months of November through April, callers will get an automated option after-hours that will direct them to winter shelter services. The staff at the shelter will offer accommodation if space is available, and the household is population appropriate. The local police department transports individuals to the winter shelter services after-hours as well.

Client Rights

All households have a choice regarding what housing resource is best for them. If a household declines a referral they will be returned to their prioritization order until a future housing resource becomes available or they are deemed inactive. The CES strives to meet the needs of the households it serves.

Grievance

PHAC and its providers through the CES seek to help decrease homelessness and enhance the quality of life of individuals at risk of or experiencing homelessness in Portsmouth. We seek to operate with integrity and fairness.

Housing program grievances related to a specific provider should be directed to that provider for resolution within their defined organizational process. The agency must respond within 14 business days

after receipt of a complaint. If the issue is not resolved to the client's satisfaction, the client may consider contacting the provider's governing board.

CES grievances, those related to policies and/or procedures, should be directed to PHAC in care of Portsmouth Area Resources Coalition, Inc., (PARC), as the collaborative agency. PHAC must respond within 14 business days after receipt of a complaint.

CES grievances can be submitted electronically via email or by hard copy to:

Portsmouth Homeless Action Consortium
C/O Portsmouth Department of Social Services
1701 High Street, 4th Floor
Portsmouth, VA 23705
phac@portsmouthva.gov

Fair Housing Grievances related to discrimination can be directed as follows below.

Department of Professional and Occupational Regulation (DPOR)

www.dpor.virginia.gov
Regulatory Programs and Compliance Section
Department of Professional and Occupational Regulation
9960 Mayland Drive, Suite 400
Richmond, Virginia 23233-1463
Phone: (804) 367-8504
FAX: (866) 282-3932
Email: ComplaintAnalysis@dpor.virginia.gov

For additional information on Fair Housing laws, contact:

**Housing Discrimination Hotline or Virginia Fair Housing
Office 1-800-669-9777 1-888-551-3247**

Marketing

The Regional Housing Crisis Hotline (HCH) number is marketed through each of our provider agencies. Information on accessing housing information and resources via the HCH is also posted on the City of Portsmouth's official website. The number is also listed in the 2-1-1 Virginia data base.

An informational brochure is also available and each provider agency has an electronic copy to use as they deem appropriate.

Future plans include launching a PHAC Facebook page with CES content.

Training

PHAC and its provider agencies are committed to delivering quality and timely services.

Assessment training is provided for current and new staff, including volunteers annually and as needed by PDSS as the collaborative agency for PHAC. All provider HMIS users are also required to participate in training prior to being able to access the database.

System Evaluation

The CES system will be evaluated on an annual basis to help ensure efficient and effective operations.

The CoC will conduct an annual online survey (i.e. Survey Monkey) to secure feedback from community providers. That input will be analyzed and used to inform future process improvements.

Data Management

The CES utilizes the Hampton Roads Homeless Management Information System (HMIS) to track and manage data. HMIS Policies and Procedures ensure adequate privacy protections of all participant information per the HMIS Data and Technical Standards at 24 CFR 578.7(a)(8). All users of HMIS participate in mandatory training on the privacy rules associated with collection, management, and reporting of client data and sign agreements to adhere to these policies and practices. The same privacy protections and rules associated with the use of HMIS are applied in the handling and managing other client confidential and personal information.

Definitions

Assessment – A series of standardized questions administered uniformly within the CES to determine a household’s current housing situation, housing and service needs, risk of harm, acuity level, risk of future and continued homelessness, and other adverse outcomes

Homeless:

Chronic

Has been homeless for at least one year continuously or on at least four separate occasions in the last three years, where the cumulative total of the four occasions is at least one year (**Stays in institutions of 90 days or less will not constitute a break in homelessness, but such stays are included in the cumulative total**) in a place not meant for human habitation, a safe haven, or an emergency shelter; **AND** Has a head of household (or a minor head of household if no adult is present in the household) with a diagnosable substance use disorder, serious mental illness, developmental disability, post-traumatic stress disorder, cognitive impairments resulting from a brain injury, or chronic physical illness or disability, including the co-occurrences of 2 or more of those conditions.

Literal (Rapid Rehousing Eligible)

A: Persons living on the street or sleeping in a place not designed for or ordinarily used as a regular sleeping accommodation OR

B: Persons living in a shelter designed to provide temporary living arrangements (congregate/scattered site emergency shelters, transitional housing, hotel/motel paid for by a charitable organization or government program) OR

C: Persons exiting an institution where they resided for 90 days or less **AND** resided in a place not meant for human habitation immediately before entering institution **OR**

D: Persons fleeing domestic violence. ***Must meet one of the homeless status categories listed above.***

Imminent Risk (Prevention/Diversion Eligible)

A: Person will imminently lose primary nighttime residence within 14 days and meets **BOTH** of the following circumstances. No appropriate subsequent housing options have been identified **AND** household lacks the financial resources and support networks needed to obtain immediate housing or remain in its existing housing. **B:** Persons fleeing domestic violence *** Must also be imminently homeless***

****** (All information cited came directly from Virginia DHCD Homeless Certification as updated December 2015 and is in alignment with HUD)*

Household -- A person living alone or a group of related or unrelated people sharing a housing unit (living space).

VI-SPDAT (Vulnerability-Index Service Prioritization Decision Assistance Tool) – A survey administered both to individuals and families to determine risk and assist in prioritization decision-making when providing assistance to homeless and at-risk of homelessness persons.



Coordinated Entry System (CES)

Policy & Guidelines:

Addendum 1

All agencies that participate in the PHAC Coordinated Entry System (CES) must have a *signed Confidentiality Agreement on file with the PHAC Lead Agency as outlined in the PHAC By-Laws. Agencies who participate in the PHAC Community Meetings that are not a part of the PHAC Executive Committee will be considered by the CES Committee and presented to the PHAC Executive Committee identifying the services that address a gap in the community. Upon approval from Executive Committee, Agency Leadership will be sent all currently adopted CES Policy & Guidelines and documents as well as the participation agreement by the CES Committee Chair(s). Once received the executed document will be reported on and retained as part of the official record.*

This document will be identified as Addendum #1 and is in addition to *the adopted PHAC CES Policy & Procedure Guidelines*, and shall be used to clarify the roles and responsibilities of agencies that act as Access Point Providers, Assessment Point Providers, and/or Housing Providers. In accordance with the standards set forth by the U.S. Department of Housing and Urban Development (HUD), all Access Point, Assessment Point, and Housing Providers shall follow the Coordinated Entry System as adopted by the PHAC Executive Committee.

The MOU between the PCI Host Agency, PHAC and the Housing Crisis Hotline will be considered as Addendum #2 and will be kept on file by the PHAC Lead and Host Agencies.

ACCESS POINT ROLES:

Access Point providers will be the first point of contact for most households experiencing homelessness. Agencies that are a household's first point of contact but cannot fulfill all of the Access Point responsibilities should refer household to an appropriate Access Point. CoC Access Points will be available on the Lead Agency website under the Homeless Providers Tab.

Access Point Providers may choose to service all persons experiencing homelessness, or one or more of the HUD designated subpopulations:

- Adults without children
- Adults with children
- Unaccompanied youth (under 25)
- Households fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions (including human trafficking)
- Persons at imminent risk of literal homelessness for purposes of administering homelessness prevention assistance

Responsibilities

- Triage households experiencing a housing crisis to determine if they meet HUD homeless category 1, 2, or 4 AND household City of Origin.

- If a household does not meet these categories, the Access Point should provide other community resource information and/or refer household to the Housing Crisis Hotline (HCH) for additional assistance.
- Explain to household the CES process and the participant rights as adopted
- Execute verbal or written HMIS and PHAC Releases of Information (ROI) and enter the release information for the Head of Household (HOH) in HMIS.
- Attempt Diversion
- Create a project entry in the PHAC CES project in the CoC's designated Homeless Management Information System (HMIS) to include:
 - Updating household member(s)
 - Entering Universal Data Elements
 - Recording household Current Living Situation
 - Recording Coordinated Entry Crisis Needs Assessment
 - Recording any new CES Events (such as referrals, attempted diversion, etc.)
 - Exiting household from the CES project if a household diverts, self-resolves, or is out of contact for over 45-days
- Screen and refer household to appropriate emergency shelter or HCH for additional assistance if DV or Family shelter is needed.
- Screen and refer household to Assessment Point.
- Update PHAC Co-Chairs, CES Chairs and HCH of any program changes.

ASSESSMENT POINT ROLES

Assessment Point Providers must follow the CoC's adopted assessment process and will be required to enter a response to the ACCESS referral within 72 business hours with the understanding that if the Agency is unable to accept the Assessment referral that the household is promptly referred to another Assessment Point Provider within a reasonable amount of time not to exceed the 72 business hours as previously established. Assessment Point providers shall gather additional information about each household experiencing homelessness and shall enter the information into HMIS the same day as the household may be in need of additional services within the continuum. Assessment Points will also follow a standardized process to assess a household's barriers and needs to end their homelessness. PHAC CES adopted assessment tools based on the specific HUD-designated populations.

All households **At Imminent Risk** of becoming homeless shall be referred to HCH for Prevention assistance.

Literally Homeless single adult households shall be assessed with the VI-SPDAT.

Literally Homeless single youth (18-24) households shall be assessed with the VI-TAY-SPDAT.

Literally Homeless households with minor children shall be assessed with the VI-F-SPDAT.

Responsibilities

- Attempt Diversion
- Administer the appropriate VI-SPDAT (Family, Single Adult, or Transition Aged Youth)
- Administer Prioritization Scoring Tool
- Assist household with obtaining documentation related to their homeless history
- Assist household with obtaining documentation of disability if applicable
- Update household's HMIS CES project entry to include: **(ENSURE NO DUPLICATE CLIENT EXISTS)**
 - Recording the Coordinated Entry Assessment
 - Ensuring completion of all Uniform Data Elements (UDEs)
 - Recording Current Living Situation.

- Recording any new and subsequent CES Events (such as contacts, conversations, referrals, attempted diversion, etc.)
- Exit household from the CES project if a household diverts, self-resolves, or is out of contact for over 45-days
- Execute written HMIS and PHAC Releases of Information,
- Upload VI-SPDAT, Executed HMIS and PHAC ROIs, Homeless History Documentation and Documentation regarding Disability (if applicable) to Head of Household (HOH) HMIS profile only
- Provide case management services, at a minimum to include :
 - Present household at (PCAN) Case Conferencing
 - Contact household if they are referred to a housing resource
 - Exit household at 45-day mark if no-contact has been made
- If an Assessment Point comes into contact with a household that has not been triaged, the Assessment Point will refer to an appropriate Access Point and facilitate as needed.

PORTSMOUTH COORDINATED ASSESSMENT NETWORK (PCAN)

PCAN is governed by the Portsmouth Coordinated Entry System (CES) Policy & Guidelines as adopted by the PHAC Executive Committee. PCAN Policy & Guidelines are in accordance with all applicable HUD Guidelines at time of adoption. PCAN meetings are closed and has adopted the use of non-identifying ID (HMIS number or other acceptable non-identifiable method for DV), to ensure household neutrality and the confidentiality of information discussed during the meeting.

PCAN Meeting are bi-weekly and participating agencies are required to attend case conferencing meetings currently held every other Mondays at 1:00PM except in the case of Federal or State holidays and then the meeting will move to Tuesday following the holiday. In addition to date, time and place, PCAN meeting agendas will include the following:

- New Household(s) Presentations
- Existing Household Updates
- Housing Vacancies and Type
- Households Deemed Inactive
- Report on any Off Week Referrals

Prioritization List (PL)

Reports generated from HMIS are based on data recorded the previous day by 11:59 p.m. EST. The PL will be sorted according to the CoC's prioritized populations in preparation for the Portsmouth Coordinated Assessment Network (PCAN) meeting agendas.

The PL is made of the following 4 categories and will include additional information as adopted for determining prioritization.

- Active
 - Those households that have been prioritized, and are awaiting available housing resource
- Pending
 - Those households who have been identified as homeless and are awaiting prioritization and those pending exit of a TH program within 90 days.
- Housed
 - Those households who have been housed whether PSH, TH, RRH or Self Resolve
- Inactive
 - Those households who have been identified as Active or Pending and are unable to be located after 45 days and have been declared inactive by the presenting agency or representative.
- All documentation will be the responsibility of the presenting agency. Incomplete documentation could subject the household to being placed on the pending list.

- PHAC CES has adopted that all Homeless Veteran(s) households or Homeless Families with Children who meet the criteria as adopted will receive priority over other households within the CoC.
 - If no Veteran Household or Families with Children are identified then the order of priority will be followed as established.
 - If no chronic household is identified then priority will be given as outlined by HUD Notice CPD-16-11.
- PCAN referrals Off-week:
 - Should a housing resource become available during the off- week of PCAN then the housing resource information would be emailed to PCI who would then identify the next eligible household based on prioritization. PCI would then send an email with HMIS number only to participating agencies asking for approval of referral. Update on response and status would be reported at next regular PCAN meeting.

HOUSING PROVIDERS

PHAC follows defined guidelines in prioritizing housing for the most vulnerable. To achieve this practice, PHAC also observes guiding principles that include a commitment to the following—

A “Housing First” Approach: this client-focused approach is focused on getting households into permanent housing first and then providing supportive services, as needed to help sustain and maintain their housing status. Supportive services could include employment, mental health, substance abuse treatment, coaching and counseling.

Fair Housing: as recipients of federal and state funding, PHAC providers comply with all applicable laws related to housing, including—

- Fair Housing Act, prohibiting housing discrimination based on race, color, gender (sex), national origin, disability or familial status.
- Title VI of the Civil Rights Act, prohibiting discrimination based on race, color or national origin.
- Title II of the Americans with Disabilities Act, prohibiting discrimination based on disability
- Title III of the Americans with Disabilities Act, prohibiting discrimination from private entities that own, lease and operate places of public accommodation from discriminating based on disability and covers shelters, social service providers.
- Section 504 of the Rehabilitation Act prohibits discrimination on the basis of disability under any program or activity receiving federal financial assistance.

Responsibilities

- The receiving agency will contact the household within seven (7) business days to schedule an appointment.
- After meeting with the household, the receiving agency has seven (7) business days to provide a disposition of the referral into HMIS.
- Referrals may be declined by the agency if the household is unable to be reached or does not meet the program’s eligibility criteria.
- The agency is asked to notify the household and PCI with disposition entered into HMIS within three (3) business days. The household is then returned to their previous prioritization order or until they are determined to be inactive.

CES CODE OF CONDUCT

Members are expected to adhere to professional code of conduct consistent with any and all applicable laws, regulations, guidelines, or generally accepted practices, established by any Local, State, or Federal agency or department.

RESPONSIBILITIES

- **CES Co-Chair, Portsmouth Central Intake (PCI), In accordance with the PHAC Hotline MOU, shall:**
 - Generate PL Reports from HMIS Friday morning prior to the next scheduled PCAN meeting
 - Sort PL by CoC adopted priorities
 - Prepare and communicate the PCAN agenda to CES and PCAN Chair(s) by 3:00 PM Friday prior to next scheduled PCAN meeting
 - Assist PCAN Chair(s) with meeting facilitation
 - Update household's HMIS CES project for those agencies without HMIS (or DV) to include:
 - Adding in any new CES Events (such as referrals, attempted diversion, etc.)
 - Enter outgoing referrals into HMIS within 48 hours of the PCAN meeting
- PCI host agency will provide administrative support as necessary to insure continuity of obligation to CES process.
- CES Co-Chair will assist when needed
- **PCAN Chair(s) shall:**
 - Email completed meeting agenda by COB Friday prior to next scheduled meeting
 - Facilitate the meeting according to the prepared agenda
 - Ensure attendance is collected
 - Take notes about household barriers, needs, recommended actions, and referrals
 - Identify highest prioritized household for housing vacancies
 - Ensure meetings flow without distraction to value the meeting attendee's time.
 - Lead discussion about referrals and voting as necessary
 - Notify CES Chair(s) of Agency Case Management non-participation.
- **Assessment Point Providers shall:**
 - Update PHAC Co-Chairs, CES and HCH of any program changes.
 - Notify CES & PCAN Chairs of staffing turnovers
 - Provide updates on any active households and ensure updates are entered into HMIS
 - Provide information about household barriers and needs
 - Advocate for household to be considered for appropriate housing vacancies
 - Notify households when they are referred to a housing resource and enter disposition into households HMIS file
 - Coordinate with Housing Provider to complete a warm hand off and smooth case management transition
 - Exit household at 45-days if no contact has been made
- **Housing Providers shall:**
 - Update PHAC Co-Chairs, CES and HCH of any program changes.
 - Notify PCI of any program vacancies prior to or during PCAN meeting
 - Ask clarifying questions to determine if household is eligible for their project
 - Take note of referrals made during the meeting in anticipation of the official HMIS Referral from PCI
 - Notify PCI if the referral has not been received by the end of the 7th business day
 - Notify PCI if the household is denied or if the household declines the housing resource and enter disposition into HMIS.

CLIENT RIGHTS

All households have a choice regarding what housing resource is best for them. If a household declines a referral they will be returned to their prioritization order until a future housing resource becomes available or they are deemed inactive. The CES strives to meet the needs of the households it serves.

ACRONYMS:

HUD - U.S. Dept. of Housing and Urban Development

CoC- Continuum of Care

PHAC- Portsmouth Homeless Action Consortium

CES- Coordinated Entry System

PCAN- Portsmouth Coordinated Assessment Network, (a case conferencing committee of CES)

PCI- Portsmouth Central Intake

PL- Prioritization List

HCH- Housing Crisis Hotline

HOH- Head of Household

HMIS- Homeless Management Information System

MOU- Memorandum Of Understanding

VI-(F) SPDAT - Vulnerability Index Family Service Prioritization and Decision Assistance Tool

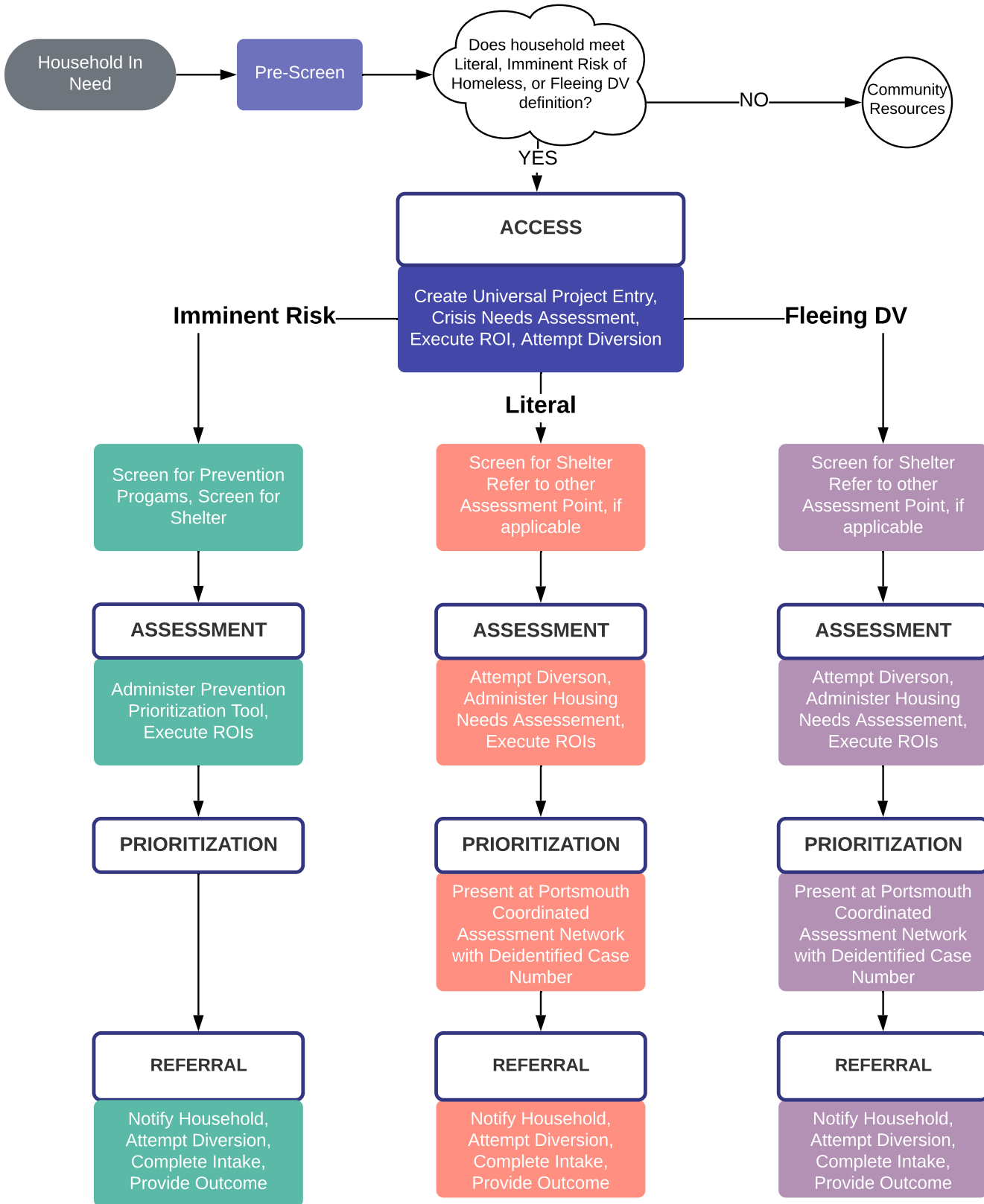
VI-SPDAT - Vulnerability Index Service Prioritization and Decision Assistance Tool

VI-(Y) SPDAT- Vulnerability Index Youth Service Prioritization and Decision Assistance Tool

EST- Eastern Standard Time

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PHAC Coordinated Entry System Flow Chart



Exit from Universal CES Project
Households may exit due to one of the following circumstances:

- Successful Diversion
- Household self-resolves
- Household enters a Permanent Housing Project (and moves into a unit)
- Household obtains housing outside of the CoC
 - Household leaves the CoC
- Household lost to contact over 45 days
 - Episode of Homelessness is Broken
 - Deceased
- No Resources Available



Prevention & Diversion Specialist Job Description

Job Title: Prevention & Diversion Specialist

Department: Services

Reports to: Crisis Response Director

Classification: Full-time; Non-exempt

The Prevention & Diversion Specialist provides rapid, mobile response to families at imminent risk of homelessness, providing creative, safe and effective short-term solutions. The Prevention & Diversion Specialist connects families in crisis to appropriate resources, programs and services in the community to facilitate long-term solutions to homelessness. Where applicable, the Prevention & Diversion Specialist facilitates financial assistance as per appropriate grant guidelines. The Prevention & Diversion Specialist works a flexible schedule, including evenings and weekends as necessary.

RESPONSIBILITIES

Prevention & Diversion:

- Connect with, and assess the needs of households identified by the Housing Crisis Hotline as at imminent risk of homelessness and meeting any additional eligibility criteria for the program(s).
- Assess the needs of households in crisis, focusing on those that require immediate attention to alleviate the risk of immediate homelessness and to divert the household from having to access the emergency shelter system.
- Use diversion strategies to identify potential informal supports and resources to alleviate the crisis and maintain housing for at least 60 days.
- Once diversion opportunities have been exhausted, use financial assistance funds as needed to facilitate immediate housing stability.
- Establish a long-term plan for housing stability for the affected household.
- Connect households in crisis with appropriate community services and programs for long-term solutions to housing instability.
- Complete home/field visits and provide transportation as necessary to assist with housing stabilization.
- Complete all necessary documentation for HMIS, Collaborate and monthly/quarterly reporting.
- Attend staff meetings and in-service training as needed or necessary.
- Establish a good working relationship with other public and private agencies/services, and interact collaboratively.
- Participate in outreach and community resource events as directed and in cooperation with the Housing Crisis Hotline

Housing:

- Develop and cultivate relationships with local property management agencies to seek housing for clients and to encourage property managers to modify tenant selection criteria to accommodate clients facing homelessness.
- Assist clients in becoming familiar and identifying financial concerns that could cause possible housing placement barriers.
- Assist clients in developing realistic housing expectations, ensuring that the cost of identified housing is within client's means to maintain after graduating from the program and that it is reasonable and within local fair market rent.
- Encourage and assist clients through training and coaching activities in housing/tenant relations and other relevant topics.
- Coordinate transportation services and/or transport families to meet housing stability goals.
- Complete Housing Habitability Inspections and Lead-Based Paint inspections to ensure identified housing is safe and adequate. Engage in direct communication with clients regarding housing inspections and safe housing standards.
- Other duties as assigned.

Customer Service:

- Provide service to internal and external customers according to standards as outlined in ForKids Customer CARE Manual.

Financial Management:

- Use agency resources (financial and non-financial) prudently.
- Acknowledge and follow financial policies of the agency.

Grants Data Management:

- Accurately complete all required data reporting in accordance with established guidelines.
- Participate in all scheduled data collection trainings.

Community Engagement:

- Participate in development and fundraising activities as needed and requested (ex: meeting with donors, providing tours, attending fundraising events).
- Regularly engage, support and collaborate with volunteers to provide meaningful experience.

QUALIFICATIONS

Education and Experience:

Bachelor's degree from an accredited four-year college or university with a degree in social work, human services, or associated field is required. Must have a minimum of one year of crisis counseling and/or homeless shelter or other relevant work experience.

Essential Functions, Knowledge, Skills and Abilities:

- Considerable knowledge of social, economic and health problems as they relate to homeless households.
- Ability to be objective and calm in a stressful environment.
- Knowledge of community and social agencies and resources.
- Ability to communicate effectively, verbally and in writing.
- Ability to work with a diverse population.

- Ability to make sound judgments within the framework of existing policies and procedures.
- Knowledge of the use of personal computers and standard office software.
- Ability to accurately track and report data.
- Ability to establish and maintain effective working relationships with consumers, co-workers and with representatives of other agencies and programs.
- Ability to work regular evening hours as scheduled.
- Ability to plan daily activities to achieve identified goals.
- Valid driver's license with no more than two at-fault accidents, three minor moving violations or four nonmoving violations in the past three years and no major moving violations in the past four years.
- Ability to drive personal vehicle for agency-related business as needed.



Family Case Manager Job Description

Job Title: Family Case Manager

Department: Services

Reports to: Program Manager at designated site

Classification: Full time, Non-Exempt

Location(s):

____ Norfolk (____ hpw) ____ Chesapeake (____ hpw) ____ WT (____ hpw)

The Family Case Manager serves as service coordinator for all adult and children's needs, completing strengths-based assessments, making referrals and monitoring provision of internal and external service delivery necessary to obtain and maintain housing stability.

Family Case Managers work with families who have experienced periods of homelessness and/or are experiencing significant risks of homelessness. Utilizing a housing-first approach, the Family Case Manager focuses efforts on any areas that directly impact obtaining and maintaining permanent housing, and ensures the appropriate documentation and reports are completed in a thorough and up-to-date manner. The Family Case Manager uses the Critical Time Intervention model to prevent recurrent homelessness and other adverse outcomes as a family transitions into the community, while identifying and strengthening their long-term formal and informal support systems.

RESPONSIBILITIES

Family Case Management:

- Encourage and assist families with training and coaching activities in areas such as: problem solving, goal setting, child development and health care, budgeting, job readiness, substance-abuse prevention, housing/tenant relations and education, and other topics which may impact long-term housing stability.
- Develop, provide, and monitor individualized service plans (ISPs) to achieve the primary goal of obtaining and maintaining permanent housing.
- Support adult participants in coordinating medical appointments and immunizations, along with meeting the basic needs of their children.
- Collaborate with ForKids Family Wellness Coordinator and Mental Health Specialist and/or external clinical service providers to monitor attendance and treatment progress in reference to scheduled psychological evaluations, medication management appointments, therapy appointments, etc.
- Perform child development screenings and refer to providers for follow up if necessary
- Complete HMIS documents and quarterly reports in a timely and accurate manner.
- Attend staff meetings and in-service training as needed.

- Provide individual, housing-focused case management for participants, serve as coordinator of services, and provide assessment, referral and follow-up to address any needs that impact housing stability.
- Coordinate with Economic Mobility team to connect clients with vocational training programs and other opportunities to build a pathway out of poverty.
- Create, update, and implement all facets of budgeting.
- Establish collaborative partnerships with other public and private agencies/services and establish ongoing linkages and supports for individual clients.
- Establish professional, supportive relationships with all participants.
- Ensure that all participants understand program guidelines and remain focused on housing stability goals.
- Conduct intake interviews including case history and assessment of needs.
- Educate family members regarding existing community services, and act as an advocate to connect family members to these services.
- Regularly evaluate activities and accomplishments of participants with respect to their established goals in order to ensure continued program fulfillment.
- Document files consistently, completing all relevant forms, including intakes, assessments, and all required documents within the timeframes allotted.
- Coordinate transportation services and/or transports families for their initial health care and other business-related appointments as needed.
- Coordinate exit plans and move-out process as per individual household needs to include safety planning if necessary.
- Educate participant regarding tenant rights and responsibilities and maintain communication with the landlord, advocating regarding client needs and rights where applicable.
- Complete regular case consultations to review service delivery quality.
- Participate in peer groups or other task-oriented work groups as assigned.
- Other duties as assigned.

Customer Service:

- Provide service to internal and external customers according to standards as outlined in ForKids Customer CARE Manual.

Financial Management:

- Use agency resources (financial and non-financial) prudently.
- Acknowledge and follow financial policies of the agency.

Grants Data Management:

- Accurately complete all required data reporting in accordance with established guidelines.
- Participate in all scheduled data collection trainings.

Community Engagement:

- Participate in development and fundraising activities as needed and requested (ex: meeting with donors, providing tours, attending fundraising events).
- Regularly engage, support and collaborate with volunteers to provide a meaningful experience.

QUALIFICATIONS

Education and Experience:

Bachelor's degree from an accredited college or university in a social-services related field. Minimum of three years of experience in case management or related field experience is preferred but not required.

Essential Functions, Knowledge, Skills and Abilities:

- Knowledge of crisis intervention and family case management.
- Knowledge of the various community-based family service programs and activities.
- Knowledge of child development, positive parenting, mental health and related subjects.
- Knowledge of non-violent parenting and discipline strategies for children.
- Knowledge of conflict resolution strategies.
- Knowledge of basic counseling skills and techniques, including conflict resolution.
- Knowledge of child protection standards and procedures.
- Knowledge of the use of personal computers and standard office software.
- Effective oral and written communication skills.
- Basic knowledge of principles, procedures, techniques, trends, and literature of strengths-based and participant driven program models.
- Basic knowledge of principles of community organizing, service coordination, and advocacy to initiate/coordinate service delivery and follow-up services.
- Ability to accurately track and report data.
- Ability to maintain meticulous and up-to-date case files.
- Ability to correctly assess situations within scope of responsibility and to make sound judgments within existing laws, policies and regulations.
- Ability to establish and maintain effective working relationships with parents, children, co-workers and with representatives of other agencies and programs.
- Ability to train participating families on basic parenting skills and related topics.
- Ability to plan daily activities to achieve identified goals.
- Ability to teach goal planning process.
- Ability to independently solve problems and provide guidance to other team members.
- Valid driver's license with no more than three minor moving violations and/or accidents combined within the last 3 years, and no major moving violations in the past five years.

Print Name

Date

Signature

Date

ForkKids

Housing Specialist Job Description

Job Title: Housing Specialist

Department: Services

Reports To: Program Manager at designated site

Classification: Full time; Non-Exempt

The Housing Specialist uses a housing first approach to reduce the length of time families are homeless. Works with families residing in emergency shelter, or in other homeless or at-risk situations to assess barriers, identify appropriate long-term housing solutions and facilitate placement. Assures that data collected from clients is thoroughly and accurately reported in a timely manner according to established standards and deadlines.

RESPONSIBILITIES

Housing Stabilization:

- Complete Housing Assessments as per agency policy, developing housing stabilization plans to address identified housing barriers and needs and begin to identify an appropriate housing placement.
- Use a housing first approach to rapidly re-house families to address or eliminate barriers to maintaining and sustaining housing
- Develop and cultivate relationships with local property management agencies to seek housing for clients and to encourage property managers to modify tenant selection criteria to accommodate clients facing homelessness.
- Assist clients in identifying financial concerns primarily pertaining to utility and rental barrier debt that could cause possible housing placement barriers.
- Assist clients in developing realistic housing expectations, ensuring that the cost of identified housing is within clients means to maintain after graduating from the program and that it is reasonable and within local fair market rent.
- Encourage and assist clients by training and coaching activities in housing/tenant relations and other relevant topics.
- Coordinate transportation services and/or transport families to meet housing stability goals.
- Monitor status of waiting lists for subsidized housing and inform all relevant case managers of opportunities available to clients.

- Provide ongoing mediation between landlords and clients as needed. Support staff with housing related matters pertaining to RRH clients.
- When applicable, identify housing units that fall within grant guidelines, including communicating with landlords, facilitating execution of leases and following up regarding any tenant/landlord concerns.
- Complete Housing Habitability, Housing Quality Standards and Lead-Based Paint Inspections to ensure identified housing is safe and adequate. Engage in direct communication with clients regarding housing inspections and safe housing standards.
- As needed, coordinate with other shelter or housing providers to facilitate housing placement following community referrals.
- Participate in internal landlord recruitment and retention initiatives.
- Participate in regular housing priority meetings to assist with leveraging of available units.
- Other duties as assigned

Customer Service:

- Provide service to internal and external customers according to standards as outlined in ForKids Customer CARE Manual.

Financial Management:

- Use agency resources (financial and non-financial) prudently.
- Acknowledge and follow financial policies of the agency.

Grants Data Management:

- Accurately complete all required data reporting in accordance with established guidelines.
- Participate in all scheduled data collection trainings.

Community Engagement:

- Participate in development and fundraising activities as needed and requested (ex: meeting with donors, providing tours, attending fundraising events).
- Regularly engage, support and collaborate with volunteers to provide a meaningful experience.

QUALIFICATIONS

Education and Experience: Bachelor's degree from an accredited four-year college or university with a degree in social work, human services, or associated field preferred. Minimum of two years of experience in human services and/or homeless shelter, leasing, property management, or other relevant work experience is preferred but not required.

Essential Functions, Knowledge, Skills, and Abilities:

- Considerable knowledge of social, economic and health problems as they related to homeless families.
- Ability to be objective and calm in a stressful environment.
- Knowledge of community and social agencies and resources.
- Ability to communicate effectively, verbally and in writing.
- Ability to work with a diverse population.
- Ability to make sound judgments within the framework of existing policies and procedures.
- Knowledge of the use of personal computers and standard office software.
- Ability to accurately track and report data.
- Ability to establish and maintain effective working relationships with consumers, co-workers and with representatives of other agencies and programs.
- Ability to work outside of regular business hours as necessary.
- Valid driver's license with no more than three minor driving violations and/or accidents combined within the last three years, and no major moving violations in the past five years.

Print Name

Date

Signature

Date



JOB DESCRIPTION

Title: Housing Advocate
Type: Full-time, Hourly

Department: Programs
Reports To: Housing Program Manager

I. BROAD FUNCTION

The Housing Advocate is responsible for working with in-shelter clients to provide resources and referrals to necessary housing options. They assist with landlord recruitment and community partnership to increase affordable housing opportunities to individuals and families experiencing homelessness.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- 1) Provides client based program support. Will utilize a team approach to ensure client needs are met by focusing on a CTI model that facilitates community integration while carrying a caseload of 20-30 families.
- 2) Conducts outreach to landlords, building relationships to expand affordable housing opportunities for homeless persons as necessary
- 3) Meets regularly with shelter residents in individual and group settings to ensure each client is receiving the support needed.
- 4) Participates in groups and activities
- 5) Negotiates with landlords to facilitate the rental process in a supportive manner for homeless individuals and families.
- 6) Conducts quality-housing inspections to ensure city standards are being met.
- 7) Facilitates the execution of promissory notes between landlords and the agency providing assistance with the approval of a Director.
- 8) Works with clients to determine qualifications for housing options.
- 9) Works with shelter residents and community referrals to apply and submit needed documentation for housing.
- 10) Provides information at weekly client progress meeting on the housing status of individuals and families.
- 11) Ensures the Housing Stabilization/HMIS sections of VADATA are kept up to date.
- 12) Utilizes VI-SPDAT, Lethality Screenings or other scoring systems as needed for assessment and prioritization of vulnerable and/or non-imminent danger victims.
- 13) Participates in weekly/monthly meetings and information exchanges related to the homeless services within jurisdictions.
- 14) Provides ongoing needs assessment of the affordable housing recruitment and inventory process.
- 15) Maintains monthly data reports of all landlord contacts, available properties, client placements, interventions, and evictions as necessary
- 16) As needed, advocates for additional affordable housing resources and adequate human services and community support to reduce and prevent homelessness.
- 17) Stays within budgetary guidelines.
- 18) Trains and supervises student interns and/or volunteers working in the Housing Program and participates in volunteer training workshops.



- 19) Documents all services, activities and incidents using appropriate forms, reports and/or client files.
- 20) Participates in training seminars, staff meetings, program meetings and other agency functions as requested.



- 21) Maintains a growing understanding of domestic violence, sexual assault, homelessness, and mental health issues while utilizing a trauma-informed approach. Develops knowledge of community resources, utilize advocacy skills and teach self-advocacy so households can expand their use of resources in the community as relates to housing services.
- 22) Attends regional collaborative partner meetings for updates, input and collaborative systems design.
- 23) Provides trauma-informed services and maintains confidentiality for all clients.
- 24) Provides excellent customer service to all volunteers, clients, donors and community leaders.
- 25) Provides a rotating On-Call shift as H.E.R. contact for Crisis Services.
- 26) Maintains a professional demeanor with supervisor, co-workers, clients and other organizations. Communicates effectively and courteously. Brings appropriate issues to the supervisor's attention. Adheres to H.E.R. policies and procedures, including Standard of Conduct.
- 27) Adheres to all policies, procedures and protocols related to operating an Essential Business.
- 28) Performs all other duties as assigned.

III. MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

Must have a valid driver's license, good driving record, and ability to pass a background check.

Education and/or Experience: Tenant/property management and/or direct experience with the challenges associated with access to affordable housing required. Bachelor's degree in human services related field and /or property management field preferred. Must be flexible with scheduling. Ability to work independently and in-group forums as well as communicate both positively and effectively in oral and written formats required. Knowledge of domestic violence and homeless issues preferred.

Physical Demands and Work Environment: While performing the duties of this job, the employee is regularly required to sit, talk, hear, and to use hands to finger, handle or feel. The employee is frequently required to operate a motor vehicle. The employee is frequently required to walk and to reach with hands and arms. The employee is occasionally required to stand, climb or balance, and stoop, kneel, crouch, or crawl. The employee is occasionally required to lift and/or move up to 25 pounds.

NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.



ACKNOWLEDGMENT:

I have thoroughly read and agree to adhere to the outlined duties and expectations described in the aforementioned Job Description for the Housing Advocate Position.

Employee Name (Print)

Date

Employee Signature

Date

Witness Signature

Date

Legal Disclaimer: This document is intended for informational purposes only, and does not constitute legal information or advice. This information and all HR Support Center materials are provided in consultation with federal and state statutes and do not encompass other regulations that may exist, such as local ordinances. Transmission of documents or information through the HR Support Center does not create an attorney-client relationship. If you are seeking legal advice, you are encouraged to consult an attorney.

**HELP AND EMERGENCY RESPONSE, INC
PORTSMOUTH, VIRGINIA**

JOB DESCRIPTION

Title: Housing focused Case Manager

Department: Programs

Type: Full-time, hourly

Reports To: Housing Program Manager

Job Summary: Has the primary responsibility for ensuring that homeless families are provided with ready access to an array of housing advocacy, mainstream resources and employment services that will provide long term stabilization. The goal of this position is to assist clients in becoming and remaining stably housed. This position works with in-shelter clients up to 12 months after they have exited emergency shelter.

Responsibilities:

1. Provides client based program support.
2. Outreaches and assesses victims of crimes for assistance with victim fund, mainstream benefits, work readiness, skills, strengths, aptitudes and any potential limitations/barriers to employment, education and long-term stability.
3. Works to address any barriers that may obstruct clients' chances of being successfully housed.
4. Assists participants to become sustainable and work-ready by identifying barriers and offering resources/solutions.
5. Will provide workforce education to both in shelter and community clients.
6. Continues to strive to find and link clients with any and all resources in the area.
7. Fosters relationships within the community that can assist clients with finding housing and employment as quickly as possible.
8. Acts as client advocate to mobilize resources and achieve expected goals/ outcomes of client, and program needs.
9. Works in the community to foster relationships with landlords and housing programs.
10. Participates in meetings and committees as required.
11. Continues to work with clients for 9-12 months after exiting shelter to ensure long-term success.
12. Implement agency policies and procedures, standards of conduct and shelter living guidelines.
13. Provides documentation of all services and activities through required systems
14. Participates in training seminars, staff meetings and program meetings, speaking engagements and other agency functions actively.
15. Maintains a professional demeanor with supervisor, co-workers, clients and other organizations. Communicates effectively and courteously. Brings appropriate issues to the Executive Director's attention. Adheres to H.E.R. policies and procedures, include Standard of Conduct.
16. Performs all other duties as assigned or required.

Requirements:

Undergraduate Degree preferred in human services, psychology, or related field. 2-3 years' experience preferred. Must be flexible

Personal qualifications include:

- Ability to work independently
- Ability to collaborate with other service providers
- Ability to communicate orally and in writing
- Professional and sensitive attitude, which reflects the philosophy of H.E.R.
- Excellent driving record; valid driver's license; certificate of insurance from an insurance



JOB DESCRIPTION

Title: Housing Program Manager
Type: Full-time, salaried

Department: Programs
Reports To: Program Director

I. BROAD FUNCTION

The Housing Program Manager is responsible for working with owners, landlords, and property managers to locate affordable housing options. This includes educating prospective landlords and owners on how assistance/subsidy programs work, what services are provided, and other benefits of the program. Additionally, this position provides support and guidance to landlords and property managers when tenant issues arise. This position will stay invested to ensure clients are successful once entering into aftercare services through working in conjunction with a stabilization aftercare coordinator to assess and provide wrap around services that include but are not limited to continuation of individualized service plans, in-house meetings, groups, events, resource sharing, and crisis intervention. This position strives to ensure clients have access to adequate housing options as well as maintain the ability to stay in said housing and continue on the bridge to self-sufficiency. In addition, the Housing Program Manager is responsible for managing all housing program positions within the agency and is part of the leadership team.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- 1) Identifies homeless individuals and families through domestic violence hotline referrals, PCAN and SCC. Attends all housing meetings as needed.
- 2) Sets up meetings with owners, landlords and property managers to discuss rental assistance, placement programs, and support services.
- 3) Increases housing options available to clients through networking and recruitment.
- 4) Works closely with shelter advocates and the Stabilization and Aftercare Coordinator to provide long-term support to clients exiting the shelter to include, but not limited to: housing literacy, budgeting, crisis intervention, individualized service plans, regular in-home meetings, re-certification, resource development, groups and events.
- 5) Assists assigned clients in mediating with landlords by negotiating with them to find solutions and to help clients avoid eviction.
- 6) Provides information weekly at client progress meeting on the status of individuals and families in the aftercare program.
- 7) Educates landlords on how the rental subsidy (RRH) program works, including timeframes and potential payment breakdown.
- 8) Maintains a Housing Directory that will include documentation of all contacts made with landlords and housing providers, including dates and results of contact with provider and specific information about type of housing available.
- 9) Researches housing topics and organizes, collects and distributes housing information for agency and program participants.
- 10) Develops knowledge of community resources, utilizes advocacy skills and teaches self-advocacy so individuals and families can expand their use of resources in the community as related to housing services.



- 11) Develops or assists in the development of trainings and workshops as needed for agency staff and program participants including communicating with landlords, tenant rights, fair housing and housing discrimination.
- 12) Completes all required internal and external reporting and documentation for program related grants accurately and on time.
- 13) Ensures the housing stabilization/HMIS sections of VADATA are kept up to date. Utilizes VI-SPIDAT, lethality screenings or other scoring systems as needed for assessment.
- 14) Provides ongoing needs assessments of the affordable housing recruitment and inventory process.
- 15) Provides Leadership and over-site to all housing program positions to include but not limited to accomplishing department objectives by managing staff; planning and evaluating department activities, performance reviews, and develops growth plans.
- 16) Will be on-call as needed as part of the leadership team.
- 17) Will be responsible for data reporting to the Executive Director, Program Director, and Data and Systems coordinator as needed for monthly, quarterly, or annual submissions of reports.
- 18) Will have increased access to secured spaces as needed for leadership duties
- 19) Sets a standard of quality care for all staff.
- 20) Trains new hires in the housing program
- 21) Works directly with the Executive Director, Program Director, and Crisis service Manager to lead the agency
- 22) Maintains monthly data reports, keeps electronic case management current, enters VADATA and all notes in a timely manner.
- 23) Participates in training seminars, staff meetings and program meetings, speaking engagements and other agency functions actively.
- 24) Attends regional collaborative partner meetings for updates, input and collaborative systems design.
- 25) Provides trauma-informed services and maintains confidentiality for all clients.
- 26) Provides excellent customer service to all volunteers, clients, donors and community leaders.
- 27) Maintains a professional demeanor with supervisor, co-workers, clients and other organizations. Communicates effectively and courteously. Brings appropriate issues to the Executive Director's attention. Adheres to H.E.R. policies and procedures, include Standard of Conduct.
- 28) Adheres to all policies, procedures and protocols related to operating an Essential Business.
- 29) Performs all other duties as assigned.

III. MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

Must have a valid driver's license, good driving record, and ability to pass a background check.

Education and/or Experience: Undergraduate degree in human services, social work or another closely related field and/or 2-3 years' field experience working with families in crisis preferred. Experience in a trauma-informed field may be considered in lieu of or in combination with a degree. Must be flexible with scheduling. Ability to work independently and in-group forums as well as communicate both positively and effectively in oral and written formats required. Motivated self-starter who takes initiative to get things done preferred. Knowledge of domestic violence and homeless issues preferred.

Required Skills: Knowledge of and adherence to agency mission, policies and procedures, including Code of Conduct and mandatory reporting requirements. Knowledge of dynamics of domestic violence



and homelessness. Knowledge of team model of practice. Knowledge of human development theory across the lifespan. Knowledge and application of group dynamics theory and practice. Knowledge of a wide range of models of practice in counseling and advocacy (feminist, humanist, empowerment models). Skills in establishing non-victimizing rapport with families. Excellent written and oral communication skills with families, staff and interagency professionals. Skills in gathering, interpreting and compiling information about families and resources in the community. Ability to work effectively in crisis situations, utilizing the teamwork model of practice. Ability to plan and manage own work activities as well as seeks and uses supervision effectively to increase skills and knowledge. Ability to represent agency in public speaking. Ability to maintain and keep records current and complete statistical reports in a timely manner.

Physical Demands and Work Environment: While performing the duties of this job, the employee is regularly required to sit, talk, hear, and to use hands to finger, handle or feel. The employee is frequently required to operate a motor vehicle. The employee is frequently required to walk and to reach with hands and arms. The employee is occasionally required to stand, climb or balance, and stoop, kneel, crouch, or crawl. The employee is occasionally required to lift and/or move up to 25 pounds.

NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

ACKNOWLEDGMENT:

I have thoroughly read and agree to adhere to the outlined duties and expectations described in the aforementioned Job Description for the Housing Locator and Aftercare Coordinator Position.

Employee Name (Print)

Date

Employee Signature

Date

Witness Signature

Date

All staff are employed by H.E.R. Operations LLC, a wholly owned subsidiary of Help and Emergency Response.



Legal Disclaimer: This document is intended for informational purposes only, and does not constitute legal information or advice. This information and all HR Support Center materials are provided in consultation with federal and state statutes and do not encompass other regulations that may exist, such as local ordinances. Transmission of documents or information through the HR Support Center does not create an attorney-client relationship. If you are seeking legal advice, you are encouraged to consult an attorney.



Family Services Specialist/Outreach

Class Code:
22421

CITY OF PORTSMOUTH
Revision Date: April 4, 2024

SALARY RANGE

\$51,950-74,808 Annually

GENERAL STATEMENT & ESSENTIAL JOB FUNCTIONS:

GENERAL STATEMENT OF JOB

Under general supervision, performs professional work in the outreach, coordination, and referrals for clients experiencing or at risk of homelessness. Will be responsible for conducting community-based outreach to include interviews, assessments, client advocacy, and case and data management.

ESSENTIAL JOB FUNCTIONS

Performs work that may include, but is not limited to, working with clients and community members, families, and individuals who are or will be experiencing homelessness. Responsible for providing holistic client-centered services and referrals to address services address homelessness, mental health, substance abuse disorder, and parenting skills; conducts visits with community members; develops and implements plans to meet client needs; and establishes stability and/or permanency plans. Makes referrals for eligible programs and maintains HMIS data and other necessary and relevant statistical information for grants and reports.

Performs case management duties to include planning and coordinating services for individuals and families; interviews and identifies barriers; performs assessment of client and family needs; develops and implements service plans to address the nature and the extent of needs for the child/children, adults, the elderly, and disabled; implements services that focus on safety, self-care, family perseverance and family reunification; monitors progress, and completes routine paperwork in timeframes established by the HUD, VHSP, DHCD, Virginia Department of Social Services (VDSS) and PHAC (Portsmouth Homeless Alliance Consortium). Initiates or approves credit authorizations and purchase orders for client needs and services and maintains financial records.

Serves as an advocate for clients' rights. Prepares written reports and coordinates with community partners as necessary. Plans, attends meetings, and works with community partners to meet clients' needs.

Evaluate high-risk situations and take appropriate measures to ensure the safety of children; determine appropriate actions and ensure all state-mandated notifications are completed; arrange for necessary medical examinations; perform detailed assessments to gather family history and strengths, mental capacity, physical developments, and incidents of abuse. Interviews and examines client(s) for possible injuries or life threatening situations. Represents the agency in

both civil and criminal court proceedings.

Performs other duties as assigned. Individual assignments will be determined by supervisor based on current workload and department needs.

KNOWLEDGE, SKILLS & ABILITIES:

PERFORMANCE INDICATORS

Knowledge of Job: Has knowledge of local, state and federal laws, ordinances, rules and regulations pertaining to family services programs. Has knowledge of the forms, documents and manuals associated with programs. Has knowledge of other programs administered through community human services agencies or volunteer groups. Able to use common office machines and audio-visual playback equipment. Able to read and compare works and figures carefully and accurately. Able to maintain accurate participant records and prepare reports from such records. Able to exercise independent judgment in organizing and establishing format. Able to analyze and evaluate programs and to prepare reports on the programs' functioning. Is able to communicate effectively in oral and written form. Able to make oral presentations before large groups of people. Able to explain rules, regulations and policies of programs in terms understood by clients and the general public. Able to exercise considerable tact, courtesy, discretion, firmness and fairness in contact with program clients. Able to exercise considerable discretion in handling confidential files. Able to establish and maintain effective working relationships as necessitated by work assignments.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all co-workers and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Essential Job Functions."

Dependability: Assumes responsibility for doing assigned work and for meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, city policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends work regularly and adheres to city policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and research problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and

objectives of same. Questions such instruction and direction when clarification of results or consequences are justified i.e., poor communications, variance with city policy or procedures, etc.

Relationships with Others: Shares knowledge with supervisor for mutual and city benefit. Contributes to maintaining high morale among all city employees. Develops and maintains cooperative and courteous relationships with department employees, staffers and managers in other departments, to project a good city image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain good will within the city. Emphasizes the importance of maintaining a positive image within the city. Interacts effectively with fellow employees, program clients, supervisor, professionals and the general public.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for appointments, meetings and deadlines.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the city and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

EDUCATION & EXPERIENCE

Bachelor's degree in a human services field (Social Work, Human Services, Sociology, Psychology, Family and Child Development, Counseling, Rehabilitation Counseling, Clinical Psychology, Gerontology or Guidance and Counseling) or a Bachelor's degree in any field and 1- 2 years of related experience.

SPECIAL REQUIREMENTS

An acceptable general background check to include a local, state and federal criminal history and sex offender registry check.

In the event of a declared emergency in the city of Portsmouth, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

A valid driver's license with an acceptable driving record.

PHYSICAL DEMANDS:

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of automated office machines which include computers, calculators, adding machines, copiers, facsimile machines, etc. Must be able to operate a motor vehicle. Must be able to exert up to 50 pounds of force occasionally and up to 20 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Medium work may involve walking, driving, or standing for periods of time.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communications: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving instructions, assignments and/or directions from superiors.

Language Ability: Requires the ability to read a variety of correspondence, reports, records, forms, statistical summaries, etc. Requires the ability to prepare reports, correspondence, records, forms, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak to people with poise, voice control and confidence.

Intelligence: Requires the ability to plan work and develop procedures. Requires the ability to learn and/or evaluate complex information in order to make judgements and decisions.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages, including legal, medical and insurance terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas, to add and subtract, multiply and divide. Must be able to utilize decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment and operating a motor vehicle.

Manual Dexterity: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under varied levels of stress when confronted with persons acting under stress or the influence of substances.

Physical Communication: Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear).

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS

The City of Portsmouth is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This is a class description and not an individual position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.

DRAFT

ORGANIZATIONAL CERTIFICATIONS AND ASSURANCES

I, J. Thaler McCormick, authorized representative of ForKids, inc., on behalf of the organization do hereby certify that, if an award is received, the organization will conform to all programmatic regulations, guidelines and requirements set forth in the application, in the grant agreement, and in the program guidelines while conducting grant activities for the program funded.

To this end, I certify/assure the following: (check all applicable)

1.	<input checked="" type="checkbox"/>	The program supported by grant funds will be delivered on a non-discriminatory basis consistent with the Fair Housing Act of 1988 and the Virginia Fair Housing Law.
2.	<input checked="" type="checkbox"/>	The organization will provide all activities under the program in a manner that is free from religious influence.
3.	<input checked="" type="checkbox"/>	The organization will not require a fee or donation as a condition for receiving assistance.
4.	<input checked="" type="checkbox"/>	The organization operates in a facility that is in compliance with applicable state and local health, building, and fire safety codes, or agrees to make necessary improvements/repairs for code compliance.
5.	<input checked="" type="checkbox"/>	The organization shall maintain and operate under a standardized set of procurement procedures designed to assure efficient and proper expenditure of grant funds.
6.	<input checked="" type="checkbox"/>	The organization will administer a policy to ensure a workplace that is free from the illegal use, possession or distribution of drugs or alcohol by its employees and/or beneficiaries.
7.	<input checked="" type="checkbox"/>	The organization will maintain and operate under a standardized conflict of interest procedure for employees and members of the board.
8.	<input checked="" type="checkbox"/>	The organization will insure the confidentiality of program participants.
9.	<input checked="" type="checkbox"/>	The organization will follow a board approved grievance and termination policy.
10.	<input checked="" type="checkbox"/>	The organization will implement a plan to maximize mainstream resources toward meeting program participant needs.
11.	<input checked="" type="checkbox"/>	The organization will adhere to generally accepted accounting principles, generally accepted auditing standards, State and Local laws.
12.	<input checked="" type="checkbox"/>	The organization will participate in the local CoC (or local planning group) centralized or coordinated assessment system.
13.	<input checked="" type="checkbox"/>	The organization has current HMIS licenses.
14.	<input checked="" type="checkbox"/>	The organization will meet all HMIS data standards.
15.	<input checked="" type="checkbox"/>	The organization agrees to participate in state data collection efforts.
16.	<input checked="" type="checkbox"/>	The organization is free of outstanding DHCD or other findings or issues.
17.	<input checked="" type="checkbox"/>	The organization has no unresolved IRS findings/issues.

Signature of Authorized Representative

3/4/24

Date

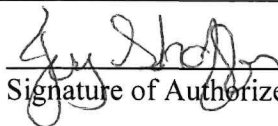
Chief Executive Officer
Title of Authorized Representative

ORGANIZATIONAL CERTIFICATIONS AND ASSURANCES

I, Joy Shaffer, authorized representative of Help and Emergency Response, Inc, on behalf of the organization do hereby certify that, if an award is received, the organization will conform to all programmatic regulations, guidelines and requirements set forth in the application, in the grant agreement, and in the program guidelines while conducting grant activities for the program funded.

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16.	<input checked="" type="checkbox"/>	The organization is free of outstanding DHCD or other findings or issues.
17.	<input checked="" type="checkbox"/>	The organization has no unresolved IRS findings/issues.



 Signature of Authorized Representative

04/04/24
 Date

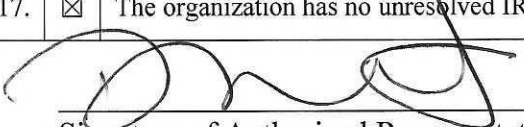
Program Director
 Title of Authorized Representative

ORGANIZATIONAL CERTIFICATIONS AND ASSURANCES

I, DeAnna Valentine, authorized representative of Portsmouth Department of Social Services, on behalf of the organization do hereby certify that, if an award is received, the organization will conform to all programmatic regulations, guidelines and requirements set forth in the application, in the grant agreement, and in the program guidelines while conducting grant activities for the program funded.

To this end, I certify/assure the following: (check all applicable)

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15.	<input checked="" type="checkbox"/>	The organization agrees to participate in state data collection efforts.
16.	<input checked="" type="checkbox"/>	The organization is free of outstanding DHCD or other findings or issues.
17.	<input checked="" type="checkbox"/>	The organization has no unresolved IRS findings/issues.



 Signature of Authorized Representative

03/14/2024
 Date

DeAnna Valentine
 Title of Authorized Representative

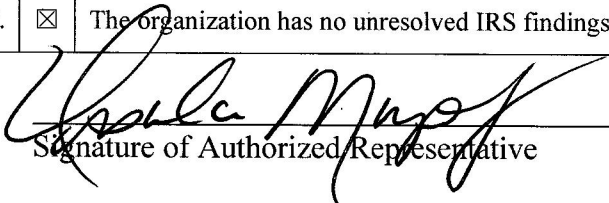


ORGANIZATIONAL CERTIFICATIONS AND ASSURANCES

I, Ursula Murphy, authorized representative of The Portsmouth Sheriff Office, on behalf of the organization do hereby certify that, if an award is received, the organization will conform to all programmatic regulations, guidelines and requirements set forth in the application, in the grant agreement, and in the program guidelines while conducting grant activities for the program funded.

To this end, I certify/assure the following: (check all applicable)

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12.	<input checked="" type="checkbox"/>	The organization will participate in the local CoC (or local planning group) centralized or coordinated assessment system.
13.	<input type="checkbox"/>	The organization has current HMIS licenses. PSO License is Pending
14.	<input checked="" type="checkbox"/>	The organization will meet all HMIS data standards.
15.	<input checked="" type="checkbox"/>	The organization agrees to participate in state data collection efforts.
16.	<input checked="" type="checkbox"/>	The organization is free of outstanding DHCD or other findings or issues.
17.	<input checked="" type="checkbox"/>	The organization has no unresolved IRS findings/issues.



 Signature of Authorized Representative

April 4, 2024
 Date

Project Manager
 Title of Authorized Representative

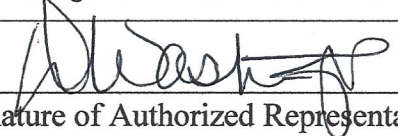


ORGANIZATIONAL CERTIFICATIONS AND ASSURANCES

I, **Darlene Sparks Washington**, authorized representative of **Portsmouth Volunteers for the Homeless, Inc.**, on behalf of the organization do hereby certify that, if an award is received, the organization will conform to all programmatic regulations, guidelines and requirements set forth in the application, in the grant agreement, and in the program guidelines while conducting grant activities for the program funded.

To this end, I certify/assure the following: (check all applicable)

1.	<input checked="" type="checkbox"/>	The program supported by grant funds will be delivered on a non-discriminatory basis consistent with the Fair Housing Act of 1988 and the Virginia Fair Housing Law.
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15.	<input checked="" type="checkbox"/>	The organization agrees to participate in state data collection efforts.
16.	<input checked="" type="checkbox"/>	The organization is free of outstanding DHCD or other findings or issues.
17.	<input checked="" type="checkbox"/>	The organization has no unresolved IRS findings/issues.



 Signature of Authorized Representative

3/11/2024

 Date

Darlene Sparks Washington, DPM
 Title of Authorized Representative



Hampton Roads HMIS Policies and Procedures

*For the cities of: Chesapeake, Franklin, Lynchburg, Norfolk,
Portsmouth, Suffolk, Virginia Beach, Hampton, Newport
News, Williamsburg, and Poquoson; and counties of:
Amherst, Appomattox, Bedford, Campbell, Isle of Wight,
Southampton, York and James City*

2022



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Version History	Notes
December 2022	<ul style="list-style-type: none"> • Data Timeliness – standard decreased from 7 business days for data entry to 5 business days. VB CoC will continue recording exit data within 3 business days. • Data Quality Plan – new section/reminder of requirements outlined in the Data Quality Plan • Implementing HMIS was updated significantly to reflect the current processes in place. Note the CoCs may adopt a policy related to new agencies gaining access to the HMIS. Any CoC Policy adopted will be inserted in this section at the time of adoption. • Participating Agency Agreement minor updates to include statement on participation in data analysis and visualization projects (such as the Homeless Data Integration Project) • HMIS Release of Information minor updates to include check box for documenting verbal consent. • Client Privacy Statement Policy updated to include the following: agencies that utilize any Client Privacy Statement that is not from page 20 of this document will submit a copy of that statement to the HMIS Lead Agency for review. • HMIS Standards of Care (SVHC and GVPHC) <ul style="list-style-type: none"> ○ Standard 4 updated to reflect new data timeliness standard of 5 business days. ○ Standard 11 rewritten in response to digitalization of operations. Agencies are now required to create and maintain a Data Collection and Quality Assurance Plan. ○ Added PHAC-specific Standards of Care • Local Determinations is a new section to track local decisions impacting expectations related to data entry or use of the HMIS.

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Definitions

Client – Any person who is, has been, or will be entered into HMIS.

Community Services (formally known as ServicePoint) –A web-based HMIS that is licensed from WellSky.

Continuum of Care (CoC) - The Continuum of Care is a community plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximum self-sufficiency. It includes action steps to end homelessness and prevent a return to homelessness.

Bi-Monthly – Every other month

HMIS – Homeless Management Information System. An HMIS is a computerized data collection tool used by communities to collect ongoing data on persons who are homeless or receive assistance from the community.

HMIS System Administrator – The person(s) in charge of training and reporting on the HMIS to the Continuum of Care and participating agencies.

HMIS End User – A person from a participating agency that has been fully trained by the HMIS System Administrator. This person is charged with the responsibility to ensure that all data is accounted for and accurate. The quality of this person’s data entry is provided by the HMIS System Administrator.

Participating Agency – Any agency within the CoC that has signed a Participating Agency Agreement and has one or more active licenses to use HMIS.

Program – The HUD funding source providing grant dollars for housing and/or services

Project – A distinct operation within an organization

Provider – A common term used when referring to an Agency and/or Project

ShelterLink – The project at The Planning Council that oversees and implements HMIS.

About HMIS

The Southeastern Virginia Homeless Coalition (SVHC), the Greater Virginia Peninsula Homelessness Consortium (GVPHC), the Bringing an End to All City Homelessness CoC (BEACH), the Portsmouth Homeless Action Consortium CoC (PHAC), and the Central Virginia CoC have merged their HMIS databases, creating the *Hampton Roads HMIS*. The HMIS is the repository for client level data. HMIS data can be reported for individual agencies; across an entire CoC; or for specific project types, such as Emergency Shelter, Transitional Housing, Rapid Rehousing, or Permanent Supportive Housing programs within a CoC. Different geographic areas may also be available, depending on the reporting needs. HMIS data help identify gaps in services and offer a better understanding of the needs of the service population. Participation is required for federally and state funded homeless service providers; other providers voluntarily participate. There are a few non-HMIS participating providers in each region.

Data Management for Coordinated Entry Systems

The Planning Council serves as the HMIS Lead Agency for four of the five CoCs that utilize the Hampton Roads HMIS. As such, The Planning Council functions as the primary liaison between Participating Agencies and WellSky, the HMIS vendor.

The Coordinated Entry System (CES) is a centralized, community-wide process designed to: identify, engage, and assist households experiencing or at risk of experiencing homelessness; coordinate the intake, assessment, and referral for services that meet the level of assistance that is most appropriate to resolving a housing crisis; and to ensure that households with the most severe service needs are prioritized for assistance and receive it in a timely manner.

The Coordinated Entry System (CES) in various CoCs utilize the Hampton Roads HMIS to track and manage all CES data. The HMIS Policies and Procedures ensure adequate privacy protections of all participant information per the HMIS Data and Technical Standards at 24 CFR 578.7(a)(8). All users of HMIS participate in mandatory training on the privacy rules associated with collection, management, and reporting of client data. The same privacy protections and rules associated with the use of HMIS are applied in the handling and management of confidential personal information on the By-Name List and Prioritization List.

HMIS Structure

Continuum of Care (CoC) –The official CoC names for federal and state purposes are known as:

- Southeastern Virginia Homeless Coalition (or VA-501)
- Greater Virginia Peninsula Homelessness Consortium (or VA-505)
- Bringing an End to All City Homelessness (or VA-503)
- Central Virginia CoC (or VA-508)
- Portsmouth Homeless Action Consortium (or VA-507)

HMIS Solution – The vendor supplying the HMIS solution is WellSky. The organization that manages and provides technical assistance for the HMIS is The Planning Council, located in Norfolk, Virginia.

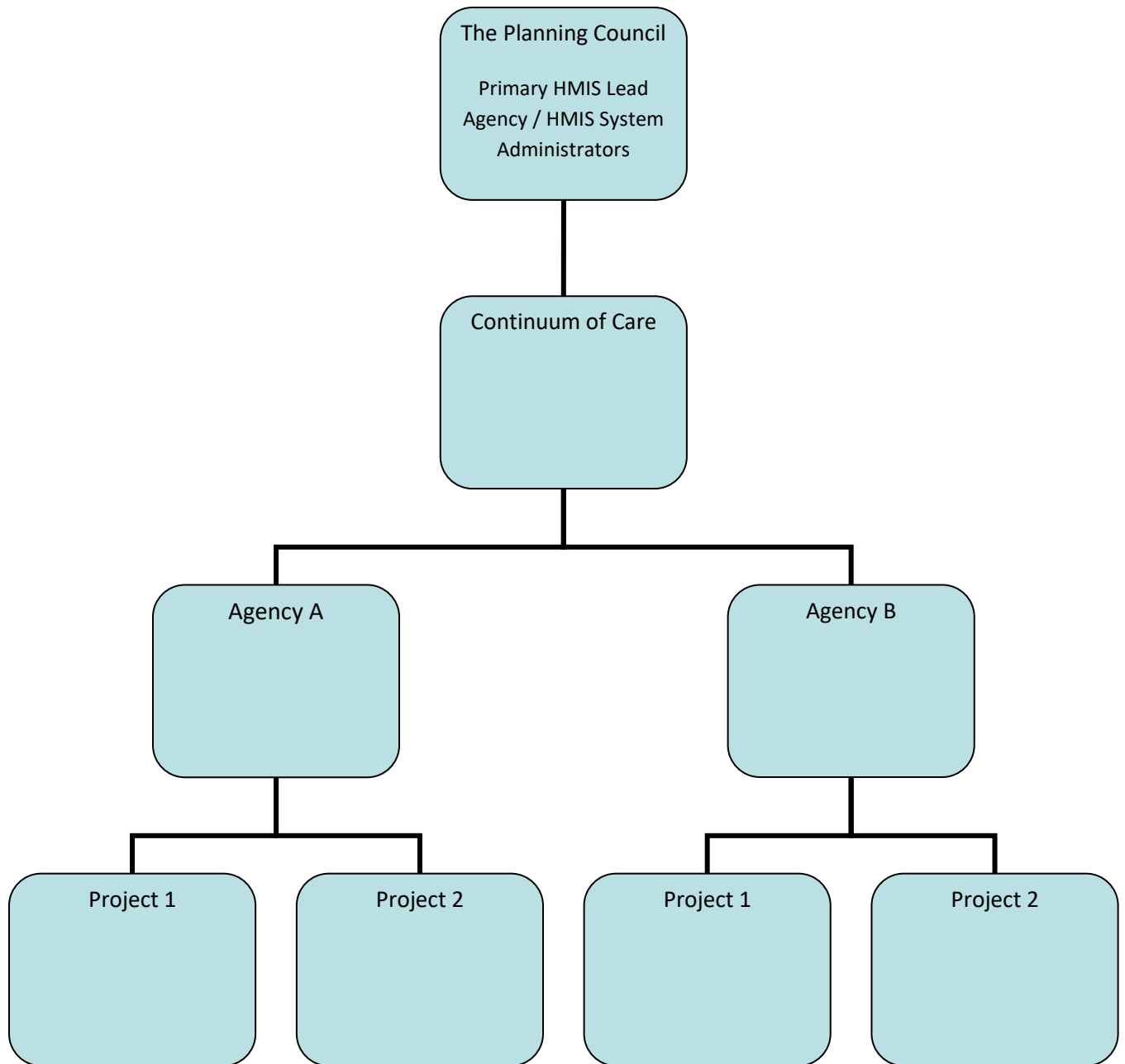
Participating Agency – Participating Agencies are required to have a Participating Agency Agreement signed by their Executive Director (or equivalent) and the CEO/President of The Planning Council. In addition to the Participating Agency Agreement, all Participating Agencies are required to have a representative at the HMIS committee/user group meeting each month/quarter.

Agency Users – HMIS users are required to sign a User Policy, Responsibility Statement & Code of Ethics, commonly referred to as the User Agreement, at the time of their initial training. HMIS users are required to participate in quarterly HMIS trainings throughout the year to maintain access to HMIS (limited exceptions apply and are only granted by the HMIS Lead Agency).

HMIS Committee Meeting – The HMIS Committee is a group of Agency Users that will meet on a regular schedule decided by the committee members. Agency Users will be notified prior to the meeting of any schedule change.

Software Structure

The Community Services (formally known as ServicePoint) database provided by WellSky is structured through a hierarchy by which all visibility, data sharing, user access, etc. is dependent on. Below is an illustration of this structure.



Data Collection

UNIVERSAL DATA ELEMENTS:

HUD Required Universal Identifier Elements – These are fields in HMIS that are required to be collected by all agencies and programs participating in HMIS, regardless of their funding source. These elements are not negotiable for specific programs, although more can be added per agency. Additional information about data collection and entry requirements can be found on the HUD Exchange in the HUD Data Standards manual and Data Dictionary: www.hudexchange.info.

- | | |
|---------------------------|-------------------|
| 1. Name | 5. Ethnicity |
| 2. Social Security Number | 6. Gender |
| 3. Date of Birth | 7. Veteran Status |
| 4. Race | |

HUD Required Universal Project Stay Elements – These are fields in HMIS that are required to be collected by all agencies and programs that utilize HMIS for capturing program Entry/Exits, regardless of their funding source.

- | | |
|------------------------|---------------------------------------|
| 8. Disabling Condition | 12. Relationship to Head of Household |
| 9. Project Start Date | 13. Client Location |
| 10. Project Exit Date | 14. Housing Move-In Date |
| 11. Destination | 15. Prior Living Situation |

PROGRAM SPECIFIC DATA ELEMENTS:

Programs funded by one or more of the HMIS federal partner programs are also required to collect and record the applicable Program Specific Data Elements. Requirements outlined in the current HMIS Data Standards Manual, and the Continuum of Care (CoC), Emergency Solutions Grants (ESG), Housing Opportunities for Persons With AIDS (HOPWA), HUD-VA Supportive Housing (HUD-VASH), Projects for Assistance in Transition from Homelessness (PATH), Runaway and Homeless Youth (RHY), and Veterans Affairs (VA) Programs HMIS Manuals should be upheld for all HMIS Participating Agencies. The HMIS Data Standards Manual and the Federal Partner Program HMIS Manuals for each federal partner can be found by visiting www.hudexchange.info.

TIMELINESS OF DATA ENTRY:

All client data shall be entered consistently and accurately into the Hampton Roads HMIS database, and agencies will strive for real-time, or close to real-time data entry. As a set standard, data should be entered into the system within 5 business days. The Virginia Beach CoC will record program exit data within 3 business days. If there are additional timeliness standards set forth in other CoC-related policies or procedures that exceed this expectation, those requirements take precedence.

The HMIS System Administrator shall review CoC APR data quality reports submitted from each agency monthly. HMIS Agency Users will use these reports to correct errors and to fully enter correct demographic information and entry/exit dates for each client.

DATA QUALITY PLAN:

Participating Agencies are required to adhere to their CoC's adopted *Data Quality Plan*. The *Data Quality Plan* defines standards for data quality and the means by which data quality will be monitored and evaluated. The *Data Quality Plan* can be found on the Hampton Roads Ends Homelessness website at www.hamptonroadsendshomelessness.org on the HMIS landing page.

Implementing HMIS

Step 1: Demo – Every agency interested in participating in the Hampton Roads HMIS must contact the HMIS Lead Agency for a demo session. This session allows the HMIS Lead Agency to gather details on the agency’s specific needs, funder requirements, system-use goals, etc.

Step 2: Signing Agreements – Every participating agency must have their Executive Director (or equivalent) read, agree to terms within, and sign a **Participating Agency Agreement**. Before any training may take place, a signed Participating Agency Agreement must be presented to the HMIS System Administrator. *Additional agreements may also be requested and/or required.*

Step 3: HMIS Setup – The HMIS Lead Agency will begin system setup for the new Participating Agency. Depending on the agency’s intended use of HMIS and/or funder requirements, HMIS Projects may need to be created to maintain client-level records unique to the specific project(s). If this is the case, the Participating Agency will need to submit the required information to the HMIS Lead Agency. This can be submitted using an online submission form.

Step 4: User License(s) – Each person that will need access to the HMIS must obtain their own unique login credentials. The Participating Agency must request to purchase HMIS licenses using an online submission form. This provides the HMIS Lead Agency with the information needed to set up the unique license(s) and serves as documentation of the purchase request if needed for billing purposes. Login credentials will be provided upon completion of training. Login credentials are not permitted to be shared with anyone. Sharing login credentials is grounds for immediate termination from the Hampton Roads HMIS. HMIS Participating Agencies must notify the Hampton Roads HMIS Lead Agency of staff changes that impact HMIS access. These changes must be reported immediately so that the HMIS user accounts are promptly inactivated or otherwise changed to ensure privacy and security standards are maintained.

Step 5: HMIS Training - The HMIS System Administrator must provide privacy and software training to all agency users before they are allowed access to the Hampton Roads HMIS. HMIS users are required to sign a **User Policy, Responsibility Statement & Code of Ethics** form at the time of their initial training.

Step 6: Training Manuals and Forms – Software and privacy training manuals and forms shall be available on the Hampton Roads Ends Homelessness website (www.hamptonroadsendshomelessness.org) or may be requested from an HMIS System Administrator.

Step 7: Technical Assistance / Additional Training – Technical assistance requests and training issues should be limited to contact with an HMIS System Administrator. Requests should be submitting online: <https://www.hamptonroadsendshomelessness.org/technical-assistance-request.html>

HMIS Lead Agency Data Team:

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Participating Agency Agreement

The Hampton Roads Homeless Management Information System (HMIS) is a client information system that provides a standardized assessment of client needs, creates individualized client service plans, and records the client's use of housing and services that communities can use to determine the utilization of services of participating agencies, identify gaps in the local service continuum and develop outcome measures.

The Planning Council is the primary coordinating agency and the system administrator of the Hampton Roads HMIS database. WellSky is the vendor agency providing the Community Services software that has been customized to be the Hampton Roads HMIS database. In this agreement, "Participating Agency" is an agency participating in the Hampton Roads HMIS and "Client" is a client of services.

The signature of the Executive Director/Chief Executive Officer of the Participating Agency indicates agreement with the terms set forth for a Hampton Roads HMIS account for the agency. Changes to this agreement will be provided in writing. Continued use of the system indicates acceptance of the updated terms by the Participating Agency.

I. Confidentiality

The Participating Agency shall uphold relevant federal and state confidentiality regulations and laws that protect client records and the agency shall only release client records with written consent by the client, unless otherwise provided for in the regulation.

- A. The Participating Agency shall abide specifically by federal confidentiality regulations as contained in the Code of Federal Regulations, 42 CFR Part 2 regarding disclosure of alcohol and/or drug abuse client records. In general terms, the federal rules prohibit the disclosure of alcohol and/or drug abuse client records unless disclosure is expressly permitted by written consent of the person to whom it pertains or as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is not sufficient for this purpose. The Participating Agency understands the federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse persons. A copy of 42 CFR Part 2 can be found at <https://www.govinfo.gov/app/details/CFR-2018-title42-vol1/CFR-2018-title42-vol1-part2>.
- B. The Participating Agency shall provide to the client a verbal explanation of the Hampton Roads HMIS database and the terms of consent and shall arrange for a qualified interpreter or translator in the event that a client is not literate in English or has difficulty understanding the consent form.
- C. The Participating Agency agrees not to release any confidential information received from the Hampton Roads HMIS database to any organization or client without proper client consent.
- D. The Participating Agency may not use or disclose protected health information, except either: (1) as the Health Information Privacy and Accountability Act permits or requires, or (2) as the client who is the subject of the information (or the client's personal representative) authorizes in writing.
- E. The Participating Agency shall maintain appropriate documentation of client consent to participate in the Hampton Roads HMIS database.
- F. The Participating Agency shall ensure that all staff, volunteers and other persons issued a User ID and password for Hampton Roads HMIS receive basic confidentiality training and sign a user confidentiality agreement.
- G. The Participating Agency understands that the client data will be encrypted at the server level using encryption technology.

- H. The Participating Agency understands the file server, which will contain all client information, including encrypted identifying client information, will be located with the Hampton Roads HMIS server at WellSky in Iron Mountain, MI.
- I. The Participating Agency shall not be denied access to client data entered by the Participating Agency. Participating Agencies are bound by all restrictions placed upon the data by the client of any Participating Agency. The Participating Agency shall diligently record in the Hampton Roads HMIS all restrictions requested. The Participating Agency shall not knowingly enter false or misleading data under any circumstances.
- J. The Participating Agency will utilize the Hampton Roads HMIS Release of Information/Client Consent form for all clients providing information for the Community Services database. The Hampton Roads HMIS Release of Information/Client Consent form, once signed by the client, authorizes information sharing with Hampton Roads HMIS Participating Agencies as to the extent allowed by the client. If the client does not sign the Hampton Roads HMIS Release of Information/Client Consent form, the client data may still be entered into the Hampton Roads HMIS but is not to be shared outside of the agency providing the service.
- K. If a client withdraws consent for release of information, the Participating Agency remains responsible to ensure that no new information is available to all other Participating Agencies.
- L. The Participating Agency shall keep signed copies of the Hampton Roads HMIS Release of Information/Client Consent forms for the Hampton Roads HMIS for a period of seven years after the last date of client service.
- M. The Hampton Roads HMIS does not require or imply that services must be contingent upon a client's participation in the Hampton Roads HMIS database. Services should be provided to clients regardless of Hampton Roads HMIS participation provided the clients would otherwise be eligible for the services.
- N. If this Agreement is terminated, The Planning Council and remaining Participating Agencies shall maintain their right to the use of all client data previously entered by the terminating Participating Agency. This use is subject to any restrictions requested by the client.
- O. Victim service providers as defined by the Violence Against Women and Department of Justice Reauthorization Act of 2005 (Pub. L. 109-162) (VAWA) should NOT enter data directly in the Hampton Roads HMIS/ShelterLink and must use a "comparable database."

II. Hampton Roads HMIS Use and Data Entry

- A. The Participating Agency shall follow, comply with and enforce the User Policy, Responsibility Statement and Code of Ethics. The User Policy, Responsibility Statement and Code of Ethics may be modified as needed for the purpose of the smooth and efficient operation of the Hampton Roads HMIS.
 - 1. The Participating Agency shall only enter clients in the Hampton Roads HMIS database that exist as clients under the agency's jurisdiction. The Participating Agency shall not misrepresent its client base in the Hampton Roads HMIS database by entering known, inaccurate information.
 - 2. The Participating Agency shall use client information in the Hampton Roads HMIS database, as provided to the agency, to assist the Participating Agency in providing adequate and appropriate services to the client.
- B. The Participating Agency shall consistently enter information into the Hampton Roads HMIS database and will strive for real-time, or close to real-time data entry. As a set standard, data should be entered into the system within 5 business days. The Virginia

Beach CoC will record program exit data within 3 business days. If there are additional timeliness standards set forth in other CoC-related policies or procedures that exceed this expectation, those requirements take precedence.

- C. The Participating Agency shall comply with data quality standards adopted by the local Continuum of Care and participate in the Data Quality Plan.
- D. The Participating Agency will not alter information in the Hampton Roads HMIS database that is entered by another agency with known, inaccurate information (i.e. agency will not purposefully enter inaccurate information to over-ride information entered by another agency). If the Participating Agency discovers inaccurate information entered by another agency, the Participating Agency will contact the HMIS System Administrator to correct the inaccurate information.
- E. The Participating Agency shall not include profanity or offensive language in the Hampton Roads HMIS database.
- F. The Participating Agency shall utilize the Hampton Roads HMIS database for business purposes only.
- G. The HMIS System Administrator will provide initial training and periodic updates to that training to select agency staff on the use of the Hampton Roads HMIS software.
- H. The HMIS System Administrator will be available for technical assistance within reason (i.e. troubleshooting and report generation) related to software operating issues.
- I. The transmission of material in violation of any federal or state regulations is prohibited. This includes, but is not limited to, copyright material, material legally judged to be threatening or obscene, and material considered protected by trade secret.
- J. The Participating Agency shall not use the Hampton Roads HMIS database with intent to defraud federal, state or local government, clients or entities, or to conduct any illegal activity.
- K. The Participating Agency shall immediately notify the HMIS System Administrator of any status changes for agency HMIS users to ensure the timely activation or deactivation of user accounts.
- L. The Participating Agency will comply with all standards as adopted by the local Continuum of Care and as described in the HMIS Policies and Procedures.

III. Reports

- A. The Participating Agency shall retain access to identifying and statistical data on the clients it serves.
- B. The Participating Agency's access to data on clients it does not serve shall be limited to non-identifying and statistical data.
- C. The HMIS System Administrator may make aggregate data available to other entities for funding or planning purposes pertaining to providing services to homeless persons. However, such aggregate data shall not directly identify clients.
- D. The HMIS System Administrator will use only unidentified, aggregate Hampton Roads HMIS data for advising homeless policy and planning decisions, in preparing federal, state or local applications for homelessness funding, to demonstrate the need for and effectiveness of programs, and to obtain a system-wide view of program utilization in the state.
- E. Participating Agencies shall participate in data analysis and visualization projects (such as the Homeless Data Integration Project managed by the Virginia Department of Housing and Community Development) so long as said projects are in compliance with all HMIS data sharing security standards (to include federal and state laws) and, through such participation, shall have access to a common set of tools and agrees to uphold standards of privacy and confidentiality as a condition of continued use.

Agency participation in these projects may require a sharing of client-level data with third parties. Such participation would only occur once a mutually agreed upon document detailing specifics is signed by necessary parties. This document could be a Memorandum of Understanding or a Business Associate Agreement, or other, and is not valid until fully executed, and only within the dates assigned within the agreement. Projects of this kind will be routed through the CoC for approval and/or adoption prior to execution.

IV. Proprietary Rights of WellSky

- A. The Participating Agency shall not give or share assigned passwords and access codes of the Hampton Roads HMIS database with any other agency, business, or client.
- B. The Participating Agency shall not cause in any manner, or way, corruption of the Hampton Roads HMIS database in any manner.

V. Terms and Conditions

- A. Neither ShelterLink nor the Participating Agency shall transfer or assign any rights or obligations without the written consent of the other party.
- B. This agreement shall be in force until revoked in writing by either party.
- C. This agreement may be terminated by either party with 30 days written notice.
- D. Applicable Laws and Courts: This agreement shall be governed in all respects by the laws of the Commonwealth of Virginia, without regard to conflict of law principles, and any litigation with respect thereto shall be brought in the courts. ShelterLink shall comply with all applicable federal, state and local laws, rules and regulations.
- E. Anti-discrimination: By entering into a written contract with the Participating Agency, The Planning Council certifies to the Participating Agency that The Planning Council will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and § 2.2-4311 of the Virginia Public Procurement Act (VPPA). If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the agreement on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (Code of Virginia, § 2.2-4343.1E).
- F. Immigration Reform and Control Act of 1986: By entering into a written agreement with the Participating Agency, The Planning Council certifies that The Planning Council does not, and shall not during the performance of the contract for goods and services in the Commonwealth, knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.
- G. Changes to the Agreement: This agreement constitutes the entire understanding of the parties as to the matters contained herein. Changes to this agreement will be provided in writing. Continued use of the system indicates acceptance of the updated terms by the Participating Agency.
- H. Drug-free Workplace: During the performance of this contract, The Planning Council agrees to (i) provide a drug-free workplace for The Planning Council employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in The Planning Council workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or

advertisements for employees placed by or on behalf of The Planning Council that The Planning Council maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

- I. For the purposes of this section, “drug-free workplace” means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the agreement.
- J. Authorization to Conduct Business in the Commonwealth: A contractor organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law. Any business entity described above that enters into a contract with a public body pursuant to the Virginia Public Procurement Act shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth, if so required under Title 13.1 or Title 50, to be revoked or cancelled at any time during the term of the contract. A public body may void any contract with a business entity if the business entity fails to remain in compliance with the provisions of this section.
- K. Availability of Funds: It is understood and agreed between the parties herein that the Participating Agency shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.

Hampton Roads HMIS Participating Agency Agreement

Agency Name

Street Address	City, State, Zip Code	Mailing Address (if different)
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Printed Name of Executive Director/Chief Executive Officer	Title
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Signature of Executive Director/Chief Executive Officer	Date
---	------

The Planning Council

Printed Name of President & CEO of The Planning Council	Date
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Signature of President & CEO of The Planning Council	Date
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Hampton Roads HMIS

User Policy, Responsibility Statement & Code of Ethics

User Policy

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

Participating Agencies shall at all times have rights to the data pertaining to their clients that was created or entered by them in the Hampton Roads HMIS. Participating Agencies shall be bound by all restrictions imposed by clients pertaining to the use of personal data that they do not formally release.

It is a client's decision about which information, if any, entered into the Hampton Roads HMIS shall be shared with Participating Agencies. The Hampton Roads HMIS Client Consent/Release of Information shall be signed if the client agrees to share information with Participating Agencies.

Minimum data entry on each consenting Client will be:

- All programs are required to complete the HUD Required Universal Data Elements in the assigned assessment(s).
- Programs funded by one or more of the HMIS federal partner programs are also required to enter the applicable Program Specific Data Elements contained in their assigned assessment.

To the greatest extent possible, data necessary for the development of aggregate reports of the homeless services, including services needed, services provided, referrals and client goals and outcomes should be entered into the system.

User Responsibility

Your user ID and password give you access to the Hampton Roads HMIS. Initial each item below to indicate your understanding and acceptance of the proper use of your user ID and password. Failure to uphold the confidentiality standards set forth below is grounds for immediate termination from the Hampton Roads HMIS.

_____ My user ID and password are for my use only and must not be shared with anyone.

_____ I must take all reasonable means to keep my password physically secure.

_____ I understand that the only individuals who can view information in the Hampton Roads HMIS are authorized users and the clients to whom the information pertains.

_____ I may only view, obtain, disclose, or use the database information that is necessary to perform my job.

Hampton Roads HMIS Security Policy

Technological Requirement for Participating Agencies – All participating agencies must adhere to these requirements wherever HMIS will be accessed.

Purpose: This document is designed to establish security standards for Participating Agencies within the Hampton Roads HMIS. The following requirements and recommendations are based on the Security Standards as defined in the HUD HMIS Data and Technical Standards Final Notice of 2004. A goal of ShelterLink is to support and assist agencies in meeting these requirements.

Security Standards: The Hampton Roads HMIS Security Standards are divided into two sections. Security Requirements are minimum standards with which all HMIS participating agencies must comply. Additional Security Recommendations are best practices recommended by the Hampton Roads HMIS System Administrator. The security standards include both technology solutions and protocols for staff use of technology.

Security Audit: The Hampton Roads HMIS System Administrator will conduct a security audit to document compliance with the security requirements. The Hampton Roads HMIS System Administrator will work with agencies to assess and overcome any identified barriers to security compliance.

Security Requirements

<u>Action</u>	<u>Definition</u>
1. Applicability	HMIS Security Requirements apply to all networked computers at HMIS participating agencies as well as all non-networked computers that are used by HMIS participating agencies to access HMIS software. The Security Requirements specifically apply to: <ol style="list-style-type: none">All computers connected to the agency's networkAll computers that access the agency's network via Virtual Private Network (VPN)All other computers, such as employee or volunteer owned computers, used to access HMIS over the Internet
2. Passwords	Computers must be secured by a user password at computer login. Computer passwords and HMIS software passwords must meet the following minimum criteria: <ol style="list-style-type: none">HMIS passwords must contain at least 1 number, 1 symbol, both capital and lower-case letters, and must be changed every 45 days.Written information pertaining to passwords must not be displayed in any publicly accessible location. Password recording must be disabled at each computer. (Do not use the "Remember Password" feature of applications.)
3. Anti-virus	All computers must have anti-virus software installed. <ol style="list-style-type: none">Anti-virus software must be updated regularly.
4. Firewall	All computers must be protected by a firewall.
5. System Updates	All computers must be regularly updated for protection against security threats and must have the latest service packs installed.
6. Computer Locking	Computers must be locked when unstaffed to prevent unauthorized access to the HMIS. Computers must be secured via locking screensavers or by logging off.
7. Anti-spyware	All computers must have anti-spyware/anti-malware software installed. <ol style="list-style-type: none">Anti-spyware/anti-malware software must be updated regularly.
8. Wireless Access Points (WAP)	All wireless LAN devices must utilize WPA or WPA2 security protocols and strong passwords of at least 14 random characters or must utilize a corporate-approved Virtual Private Network (VPN) configured to drop all unauthenticated and unencrypted

traffic.

9. Electronic Data Storage

All HMIS data is classified as confidential and must be handled discreetly.

- a. Electronic copies shall be stored only on an encrypted device where a password is required to access the data.
- b. Electronic copies shall be stored only where the appropriate staff can access the data.

Additional Security Recommendations

<u>Action</u>	<u>Definition</u>
1. Computer and HMIS Passwords	<p>Computer passwords should routinely change at a rate of no less than three times a year.</p> <ol style="list-style-type: none">a. Computer and HMIS passwords within an agency department should be changed immediately upon personnel changes within that department.b. HMIS software user passwords should be different from users' passwords for other non-HMIS accounts.c. HMIS software passwords should not be disclosed to anyone else. All passwords should be treated as sensitive, confidential information. Follow these precautions:<ul style="list-style-type: none">● Do not reveal a password over the phone to anyone● Do not reveal a password in an email message● Do not reveal a password to the boss● Do not talk about a password in front of others● Do not hint at the format of a password (e.g., "my family name")● Do not reveal a password on questionnaires or security forms● Do not share a password with family members● Do not reveal a password to co-workers while on vacation● If someone demands a password, refer them to this document or have them contact the Hampton Roads HMIS System Administrator.
2. Avoid Unsafe Behavior	<p>Computers used to access HMIS should never be used for downloading files offered through various file sharing services such as music sharing services, as such behavior increases the risk of contracting viruses or spyware/malware.</p>

**Hampton Roads HMIS
Release of Information
Client Consent / Authorization for Release of Information Form**

Agency Name _____ Program Name _____

Client Name _____

Dependent children, if any (first and last names and date of birth)

I know that this agency is part of the Hampton Roads Homeless Management Information System (HMIS). The HMIS uses computers to collect information about homelessness in order to help pay for services to people who are homeless.

With this written consent, HMIS Participating Agencies may share, see, and update information about me and my children including, but not limited to, name, social security number, gender, and birth date. No restricted information about my health, medical needs, mental health or domestic violence can be shared unless I sign a separate agreement. A current list of HMIS Participating Agencies is available on The Planning Council website at www.theplanningcouncil.org and on the Hampton Roads Ends Homelessness website at www.hamptonroadsendshomelessness.org (under the **HMIS** tab).

Other agency staff members who have signed the HMIS confidentiality agreement will be allowed to see or use information kept in the HMIS. This agency will never give information about a person to anyone outside this system without the person's written consent, or as required by law through a court order.

Information in this system may not be used to deny outreach, shelter or housing. My decision to sign or not sign this consent document will not be used to deny outreach, shelter or housing services. I may revoke my consent at any time, in writing, and no *new* information will be shared.

This consent will end three years from today. Verbal consent expires in one year.

Check this box if you are receiving verbal consent.

I have a right to see my HMIS record, ask for changes, and to have a copy of my record from this agency upon written request.

I authorize this agency to share my information with other agencies on the Hampton Roads HMIS.

I do not authorize this agency to share my information with other agencies on the Hampton Roads HMIS.

Client Signature

Date

Agency Witness

Date

Sample HMIS Client Consent Form Authorization for Release of Confidential Information

Agency Name _____ Program Name _____

Client Name _____

Dependent children, if any (first and last names and date of birth)

I know that this agency is part of the Hampton Roads HMIS (Homeless Management Information System.) The HMIS is a system that uses computers to collect information about homelessness in order to help pay for services to people who are homeless.

With this written consent, the HMIS agencies listed on page two of this agreement may share, see and update restricted information about me and my children including health, medical needs, mental health and domestic violence information. The purpose of the disclosure authorized in this consent is to coordinate services.

Other agency staff members who have signed the HMIS confidentiality agreement will be allowed to see, enter, or use information kept in the HMIS. This agency will never give information about a person to anyone outside this system without the person's written consent, or as required by law through a court order.

- I understand that my treatment records are protected under state and federal regulations governing confidentiality of patient records.
- The regulations are the Federal Law of Confidentiality for Alcohol and Drug Abuse Patients, (42 CFR, Part 2) and the Health Insurance Portability and Accountability Act of 1996 (HIPAA), 45 CFR, Parts 160 & 164.
- The records cannot be shared without my written consent except as provided for in the regulations.
- I also understand that I may end this consent and no *new* information will be shared.
- I understand that there may have been information shared and services provided based on this consent when it was in effect. Ending this consent cannot change that.
- I understand that any notice to end this consent must be in writing.
- This consent will end three years from today.

Information in this system may not be used to deny outreach, shelter or housing. My decision to sign or not sign this consent document will not be used to deny outreach, shelter or housing services. I have a right to see my HMIS record, ask for changes, and to have a copy of my record from this agency upon written request.

I authorize this agency to share my restricted information with the following agencies on the Hampton Roads HMIS:

- Program 1
- Program 2
- Program 3
- Program 4

I do not authorize this agency to share my restricted information with other agencies on the Hampton Roads HMIS.

Client Signature

Date

Agency Witness

Date

Client Privacy Statement Policy

Privacy Statement Requirements - A requirement for participation in a Homeless Management Information System (HMIS) is the collection of Protected Personal Information (PPI) from Clients. Homeless service organizations must collect PPI by “lawful and fair means and, where appropriate, with the knowledge or consent of the individual.”

To meet this requirement, homeless service organizations must post a **Client Privacy Statement** at each intake desk that explains the reasons for collecting this information. A copy of the Client Privacy Statement must be posted on each participating agency’s public website, if applicable. The posted statement refers to the **Notice of Privacy Practices** which should be given to all Clients. If your agency already has a privacy notice, please submit it to The Planning Council so that we may review it for compliance.

A Client Privacy Statement is provided in the Hampton Roads HMIS Policies and Procedures on page 20. If your agency has your own Client Privacy Statement, please submit a copy of that statement to the HMIS Lead Agency for review.

Client Privacy Statement

We collect personal information directly from you for the reasons that are discussed in our **Notice of Privacy Practices**. We may be required to collect some personal information by law or by organizations that give us money to operate this program. Other personal information that we collect is important to run our programs, to improve services for homeless persons, and to better understand the needs of homeless persons. We only collect information that we consider to be appropriate.

The collection and use of all personal information is guided by strict standards of confidentiality. A copy of our **Notice of Privacy Practices** is available to all Clients upon request.

NOTICE OF PRIVACY PRACTICES

Purpose of This Notice

The Hampton Roads Homeless Management Information System (HMIS) is a Community Services software product that is a centralized case management system that allows authorized participating agency personnel to collect Client data, produce statistical reports, and share information with other Participating Agencies.

This notice tells you about how we use and disclose your private personal information. It tells you about your rights and our responsibilities to protect the privacy of your private personal information. It also tells you how to complain to us or the government if you believe that we have violated any of your rights or any of our responsibilities.

We must follow the terms of this notice that are currently in effect. We reserve the right to change this Notice at any time and amendments may affect information obtained before the date of the amendment. This Notice is not a legal contract. If this Notice is changed, a copy of the revised Notice will be available upon request or posted at our location or on our website

Our Legal Duty

We are required by applicable federal and state law to maintain the privacy of your private personal information. We are also required to make this Notice about our privacy practices, our legal duties, and your rights concerning your private personal information available upon request. We must follow the privacy practices that are described in this Notice while it is in effect. This Notice takes effect immediately and will remain in effect until we replace it.

We reserve the right to change our privacy practices and the terms of this Notice at any time, provided such changes are permitted by applicable law. We reserve the right to make the changes in our privacy practices and the new terms of our Notice effective for all private personal information that we maintain, including private personal information we created or received before we made the changes. Before we make a significant change in our privacy practices, we will change this Notice and make the new Notice available upon request.

You may request a copy of our Notice at any time. For more information about our privacy practices, or for additional copies of this Notice, please contact us using the information listed at the end of this Notice.

How We Use or Disclose Your Private Personal Information

Uses or Disclosures That Are Required or Permitted by Law

- **To provide or coordinate services** – We may use or disclose your private personal information to provide you with or connect you to services. We may share this information with members of our staff or with others involved in your support.
- **For functions related to payment or reimbursement for services**

- **To carry out administrative functions** – We may use or disclose your private personal information for operational purposes such as, but not limited to, legal, audit, personnel, oversight, and management functions. For example, to evaluate our services, including the performance of our staff in caring for you. We may also use this information to learn how to continually improve the quality and effectiveness of the services that we provide to you.
- **For creating de-identified from personal identifying information (PII)**
- **As required by law** – We may use or disclose information about you when we are required to do so by law.
- **To avert a serious threat to health or safety** – We may disclose private personal information about you if the HMIS user or developer, in good faith, believes that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of a person or the public and is made to a person or persons reasonably able to prevent or lessen the threat, including the target of the threat.
- **Victims of abuse, neglect, or domestic violence** – We may disclose private personal information about you to a government agency if we believe you are the victim of abuse, neglect, or domestic violence.
- **For research purposes** - We may use or disclose protected personal information to individuals performing research who have a formal relationship with ShelterLink.
- **For law enforcement purposes** – We may disclose private personal information about you to law enforcement officials for law enforcement purposes:
 - In response to a court order, subpoena or other legal proceeding
 - To identify or locate a suspect, fugitive, material witness or missing person
 - When information is requested about an actual or suspected victim of a crime
 - To report a death as a result of possible criminal conduct
 - To investigate allegations of misconduct that may have occurred on our premises
 - To report a crime in emergency circumstances
- **Funeral Directors, Coroners and Medical Examiners** – We may disclose protected personal information about you as necessary to allow these individuals to carry out their responsibilities.
- **National Security and Intelligence** – We may disclose protected personal information about you to authorized federal officials for national security and intelligence activities.
- **Protective Services for the President and Others** – We may disclose protected personal information about you to authorized federal officials for the provision of protective services to the President of the United States or other foreign heads of state.

Uses or Disclosures That Require Your Authorization

Other uses and disclosures will be made only with your written authorization. You may cancel an authorization at any time by notifying our Complaint Officer in writing of your desire to cancel it. If you cancel an authorization, it will not have any effect on information that we have already disclosed.

Examples of uses or disclosures that may require your written authorization include the following:

A request to provide your private personal information to an attorney for use in a civil lawsuit.

Your Rights

The information contained in your record maintained by ShelterLink is the physical property of ShelterLink. The information in it belongs to you. You have the following rights:

- **Right to request restrictions** – You have the right to ask us not to use or disclose your private personal information for a particular reason related to our services or our operations. That request must be made in writing to our Complaint Officer.

We do not have to agree to your request. If we agree to your request, we must keep the agreement, except in the case of a medical emergency. Either you or ShelterLink can stop a restriction at any time.

- **Right to inspect and copy your protected personal information** – You have the right to request to inspect and obtain a copy of your private personal information. You must submit your request in writing to our Complaint Officer. If you request a copy of the information or that we provide you with a summary of the information we may charge a fee for the costs of copying, summarizing and/or mailing it to you.

If we agree to your request, we will tell you. We may deny your request under certain limited circumstances. If your request is denied, we will let you know in writing and you may be able to request a review of our denial.

- **Right to request amendments to your protected personal information** – You have the right to request that we correct your private personal information. If you believe that any private personal information in your record is incorrect or that important information is missing, you must submit your request for an amendment in writing to our Complaint Officer.

We do not have to agree to your request. If we deny your request, we will tell you why. You have the right to submit a statement disagreeing with our decision.

- **Right to an accounting of disclosures of private personal information** -You have the right to find out what disclosures of your private personal information have been made. The list of disclosures is called an accounting. The accounting may be for up to six (6) years prior to the date on which you request the accounting but cannot include disclosures before July 1, 2004.

We are not required to include disclosures for services, payment, or operations or for National Security or Intelligence purposes, or to correctional institutions and law enforcement officials. The right to have an account may be temporarily suspended if it will impede the agency's activities. The notice of suspension should specify the time for which such a suspension is

required. Requests for an accounting of disclosures must be submitted in writing to our Complaint Officer. You are entitled to one free accounting in any twelve (12) month period. We may charge you for the cost of providing additional accountings.

- **Right to obtain a copy of the notice** – You have the right to request and get a paper copy of this notice and any revisions we make to the notice at any time.

Complaints

You have the right to complain to us and to the United States Secretary of Housing and Urban Development if you believe we have violated your privacy rights. There is no risk in filing a complaint.

If you are concerned that we may have violated your privacy rights, you disagree with a decision we made about access to your private personal information or in response to a request you made to amend or restrict the use or disclosure of your private personal information, or have us communicate with you by alternative means or at alternative locations, you may complain to us using the contact information listed in this notice.

To file a complaint with us, contact by phone or by mail:

Julie Dixon, Senior Director of Planning and Program Development
The Planning Council
2551 Eltham Ave., Suite I
Norfolk, VA 23513
Phone (757) 622-9268

Questions and Information

If you have any questions or want more information about this Notice of Privacy Practices, please contact:

Julie Dixon, Senior Director of Planning and Program Development
The Planning Council
2551 Eltham Ave., Suite I
Norfolk, VA 23513
Phone (757) 622-9268

A written request for information is defined under the **Your Rights** section of this notice. Complaints or questions may be made by phone or in writing. We support your right to protect the privacy of information. We will not retaliate in any way if you choose to file a complaint with us.

HMIS Standards of Care

SVHC, GVPHC, and Central Virginia CoC

The following standards apply to all SVHC, GVPHC, and Central Virginia CoC HMIS End Users of the Hampton Roads HMIS and will be subject to a compliance audit by the HMIS Lead Agency.

Data Collection and HMIS

Standard F1: The agency does not share HMIS data with any unauthorized entity.

Guideline F1: The agency has a policy that precludes unauthorized data sharing. The policy and Release of Information is available for review.

Standard F2: The agency upholds all relevant federal and state confidentiality regulations and laws that protect client records, and the agency shall only release client records with written/verbal consent by the client, unless otherwise provided for in the regulation.

Guideline F2: Release of Information / Confidential Information is signed by the client or there is documentation of verbal consent within the client's file.

Standard F3: The agency collects, enters, and extracts only HMIS data that are relevant to the delivery of services.

Guideline F3: The agency has a policy regarding data collection, entry and extraction that specifies appropriate use of data. The policy is available for review.

Standard F4: The agency accurately enters all the required HMIS data within 5 business days of providing services to the client.

Guideline F4: The agency has a Quality Assurance plan in place and a monthly verification that data was entered accurately within the required time frame. A file review confirms that this has been completed.

Standard F5: The agency has completed a "Hampton Roads HMIS User Policy, Responsibility Statement & Code of Ethics" agreement for each authorized system user and has provided a copy to The Planning Council.

Guideline F5: User agreements are up-to-date and on file at the agency and The Planning Council for each user. Agency user agreements are available for review and match the Hampton Roads HMIS user list.

Standard F6: The agency limits access to information provided by the HMIS database to its own employees specifically for verifying eligibility for service, entering data for services provided, tracking client services, monitoring data quality, and evaluating programs.

Guideline F6: The agency has a policy regarding access to the HMIS database that is available for review. The policy prohibits employees from using HMIS data in an unethical or unprofessional manner.

Standard F7: All staff entering/viewing HMIS data in the Hampton Roads HMIS must be appropriately trained and have an individual user license with a unique username and password (exceptions must be authorized by the HMIS Lead Agency/System Administrator).

Guideline F7: The HMIS System Administrator(s) can describe training provided to staff and the process for ensuring that each user has a license with a unique name and password (unless an exception applies as authorized by the HMIS Lead Agency/System Administrator). Relevant documentation or tracking system is available for review.

Standard F8: As staff members no longer require access to the HMIS, their HMIS user accounts are immediately inactivated or changed to accommodate their change in status. The agency must contact the HMIS System Administrator to make these changes within 24 hours.

Guideline F8: The agency has a written procedure for handling HMIS account activation and deactivation as a user's status changes. The written procedure is available for review.

Standard F9: Technical assistance requests and training issues should be limited to contact with the HMIS System Administrator.

Guideline F9: The HMIS System Administrator can describe how technical assistance requests are handled internally and how technical assistance and training needs are communicated to ShelterLink.

Standard F10: The "Hampton Roads HMIS Client Release of Information" forms or documentation of verbal consent from clients are kept on file for a period of seven years.

Guideline F10: The agency has a Quality Assurance Plan in place and monthly process that verifies that consent was obtained. Relevant documentation is available for review.

Standard F11: Data is collected and recorded in alignment with all applicable HUD Data Standards and all Federal Partner Program Standards.

Guideline F11: The agency has a Data Collection and Quality Assurance Plan in place and a process for verifying that data is being collected and recorded as expected. The agency can produce a copy of their Data Collection and Quality Assurance Plan for the CoC and/or HMIS Lead Agency.

Standard F12: The agency has a written policy that requires that staff inform clients of the purpose for data collection and explain client rights concerning the collection and use of their private information,

Guideline F12: Signs informing clients of the "purpose for data collection" and the agency privacy policy are posted and easily viewable in each area where intakes are completed. Intake staff can explain how they inform clients of these rights.

Standard F13: Agency computers used for accessing the HMIS are located in a secure location where access is restricted to authorized staff and employ screen and software security and access restriction measures.

Guideline F13: The agency has written security procedures that includes the use of the following: for each workstation -- locking screen savers, virus protection with auto-update, individual or network firewalls, software password recording features disabled; for digital data files and storage disks: encryption and password protections.



HOMELESS MANAGEMENT INFORMATION SYSTEM
(HMIS)
STANDARDS OF CARE

PHAC Adopted 12-1-2022

Purpose: This document serves to provide members of Portsmouth Homeless Action Consortium (PHAC) with guidance pertaining to Homeless Management Information System (HMIS) standards and activities unique to PHAC in addition to those addressed in the Hampton Roads HMIS Policies and Procedures. The Hampton Roads HMIS Policies and Procedures are included in brevity to provide a more complete picture of the PHAC Standards of Care. Please refer to the Hampton Roads HMIS Policies and Procedures for clarification on those standards.

Participating Agencies: Any agency operating and/or recording data for a PHAC project including but not limited to Emergency Shelter, Transitional Housing, Rapid Rehousing, Permanent Supportive Housing Other Permanent Housing, Homeless Supportive Services, Prevention or Diversion Services for Portsmouth.

HMIS Participation:

Standard: Participating Agencies who operates and/or enters data for a PHAC project will be required to maintain active participation as defined by PHAC Membership requirement. All System Users are welcome to attend.

Standard: HMIS Lead Agency will work to expedite requests from new agencies to establish HMIS access once the agency has been vetted at Executive Committee.

Standard: HMIS Lead Agency will provide the HMIS Committee Chair(s) with a current list semi-annually in March and September of all PHAC HMIS Participating Agencies who enter data related to PHAC projects and/or PHAC Reports.

Standard: Participating Agencies shall designate a System User and Alternate System User to participate in PHAC HMIS Committee Meetings. These individuals will be responsible for communicating the outcomes of Committee meetings or other forms of communications to their Agency System Users and their Executive Committee designee.

Standard: Participating Agencies shall notify the HMIS Lead Agency immediately of staffing changes.

Standard: Participating Agencies agree to ensure all System Users complete the mandated quarterly training videos within the time frame stated with each video.

Standard: PHAC HMIS Committee Meetings will be held bi-monthly on the third (3rd) Wednesday of each odd month (Jan, Mar, May, July, Sept, Nov.) for any calendar year ending December 31. Items of an urgent nature will be communicated via email by the HMIS Committee Chair(s).

Standard: Any Participating Agency that misses 2 consecutive HMIS Committee meetings will be contacted by the PHAC HMIS Committee Chairs and then to the Participating Agencies Executive Committee designee, for resolution, if unsuccessful to PHAC Executive Committee for determination of continued support.

Standard: Any Participating Agency that fails to uphold the Standards of Care (SoC) as established for PHAC shall be subjected to a compliance audit by the HMIS Lead Agency with the reporting of outcomes to PHAC HMIS Committee Chair(s).

PHAC Adopted 12-1-2022

Data Quality & Collection of Data:

Standard: The Participating Agency does not share HMIS data with any unauthorized entity.

Standard: The Participating Agency has a policy that precludes unauthorized data sharing.

Standard: The Participating Agency upholds all relevant federal and state confidentiality regulations and laws that protect client records, and the Agency shall only release client records with written consent from the client, unless otherwise provided for in the regulation.

Standard: The Participating Agency is responsible for ensuring accurate and complete data entry within 5 business days regardless of project.

Standard: The Participating Agency collects, enters, and extracts only HMIS data that are relevant to the delivery of services for their agencies.

Standard: The Participating Agency is responsible for ensuring that all HUD required Universal Data Elements are collected for any Coordinated Entry System participation.

Standard: All HMIS System Users may submit Technical Assistance (TA) requests to the HMIS Lead Agency as needed, but are encouraged to review the Ongoing WellSky Issues list available at <https://www.hamptonroadsendshomelessness.org/ongoing-wellsky-issues.html> to confirm whether the TA has already been addressed. The HMIS Lead Agency will monitor TA requests and provide a quarterly report of TA requests by type; if the same errors continue to occur the HMIS Lead Agency may report to the PHAC HMIS Committee members outside of the usually scheduled report, may suggest a training at an upcoming PHAC HMIS Committee meeting to remedy system-wide trends, and will report issues to WellSky if the issue is software-related.

Standard: All Technical Assistance (TA) requests submitted to the HMIS Lead Agency shall be acknowledged and/or responded to within 2 (two) business days.

Standard: All Participating Agency staff entering/viewing HMIS data in the Hampton Roads HMIS must be appropriately trained and have an individual user license with a unique username and password. Login credentials are not to be shared with anyone. Sharing Login credentials is grounds for immediate termination of the System Users access.

Standard: The Participating Agency has a Quality Assurance plan in place and that data is entered accurately within the required time frame.

Standard: The Participating Agency agrees to a Data Quality standard of less than 5% error rates on HUD required Universal Data Elements for their Agency's projects. Participating Agencies will strive to achieve a less than 10% error rate on Universal Data Elements related to the PHAC Coordinated Entry project.

Standard: The HMIS Lead Agency will communicate to PHAC HMIS Committee Chairs any and all data challenges, changes or updates as reported to or by WellSky (the identified HMIS Solution vendor) and such information will be communicated by the HMIS Committee to identified Participating Agencies System User.

PHAC Adopted 12-1-2022

Confidentiality, Release of Information and Privacy

Standard: The Participating Agency must uphold all relevant federal and state confidentiality regulations and laws that protect client records, and the Participating Agency shall only release client records with written consent from the client, unless otherwise provided for in the regulation, or as required by law through a court order.

Standard: The Participating Agency has the HMIS and PHAC specific Release of Information(s) signed by the client, or there is documentation of verbal consent within the client's file. A separate signed Release of Information may be required by Victim Service Providers that state consent has been given if the client is to be entered into the PHAC Coordinated Entry project.

Standard: The Participating Agency shall keep signed copies of the Hampton Roads HMIS Release of Information/Client Consent forms for the Hampton Roads HMIS for a period of seven years after the date of client services.

Standard: The Participating Agency must have a written and posted policy that requires staff to inform clients of the purpose for data collection and explains client's rights concerning the collection and use of their private information.

Standard: Participating Agency computers used for accessing HMIS are located in a secure location where access is restricted to authorized staff and employ screen and software security. Computers must be locked when unstaffed to prevent unauthorized access to the HMIS. Computers must be locked via locking screensavers or by logging off. All HMIS data is classified as confidential and must be handled discreetly. Electronic copies shall be stored only on an encrypted device where a password is required to access the data.

Sharing of PHAC HMIS Data & Requests for Data

Standard: The Participating Agency does not share HMIS data with any unauthorized entity.

Standard: The Participating Agency must have a posted policy that precludes unauthorized data sharing.

Standard: The HMIS Lead Agency may make aggregate data available to other entities once the request has been approved by the PHAC Executive Committee with explanation as to why the entity is requesting the information. Requests for information should only relate to PHAC funding or planning purposes or pertaining to providing services to homeless persons in Portsmouth. However, such aggregate data shall not directly identify clients.

Standard: All inquiries/requests received by the HMIS Lead Agency regarding PHAC Data shall be directed to the PHAC Co-Chairs who shall determine the appropriateness of the request. PHAC Co-Chairs will respond in a timely manner in order to ensure the appropriateness of the request as it relates to confidentiality, system performance or any federal or state laws prohibiting such release of information.

System Performance Measures, LSA, HIC, PIT and STELLA P

Standard: All Participating Agencies who operates and/or enters data for a PHAC project are subject to System Performance Measures that will be reviewed by PHAC HMIS Committee in collaboration with the HMIS Lead Agency to ensure accuracy and project compliance.

Standard: All Participating Agencies who operates and/or enters data for a PHAC project are subject to a review of the LSA, HIC, PIT and STELLA P data relevant to the agency's performance and outcomes and the impacts of same on PHAC reports.

Standard: Outcomes of data quality relating to SPM, LSA, HIC, PIT and STELLA P and prepared by the HMIS Lead Agency will be reviewed and discussed with HMIS Committee members to ensure accuracy ahead of any deadlines proposed for distribution.

HMIS Audits

- All PHAC Participating Agencies regardless of location who operates and/or enters data for a PHAC project will be subjected to an annual HMIS Audit that will consist of the following elements.
 - Compliance with the Hampton Roads HMIS Policies and Procedures Security Policy
 - Compliance with the Hampton Roads HMIS Policies and Procedures as they relate to the User Policy, User Responsibility Statement and Code of Ethics
 - Compliance with Confidentiality and Client Consent

- All PHAC Participating Agencies regardless of location who operates and/or enters data shall maintain compliance with the HMIS Standards as set forth by HUD and other Federal Partners

- All PHAC Participating Agencies regardless of location who operates and/or enters data shall maintain compliance with the Hampton Roads HMIS Policies and Procedures as adopted.

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Local Determinations

CoC Decisions on HMIS Standards Open to Local Determinations

The following standards derive from decisions made by one or more local CoCs. Each standard has been formally adopted by the CoC's listed under the Standard. These standards will be subject to a compliance audit by the HMIS Lead Agency.

Coordinated Entry System "Fall-Off" Timeframe

VA-501, SVHC – Adopted **03/17/2021**

*Clients that have not had contact with the CES system in **45 calendar days** will be exited from the CE project in HMIS.*

VA-503, BEACH – Adopted **12/03/2020**

*Clients that have not had contact with the CES system in **30 calendar days** will be exited from the CE project in HMIS.*

VA-505, GVPHC – Adopted **12/15/2020**

*Clients that have not had contact with the CES system in **45 calendar days** will be exited from the CE project in HMIS.*

VA-507, PHAC – Adopted **9/9/2020**

*Clients that have not had contact with the CES system in **45 calendar days** will be exited from the CE project in HMIS.*

Street Outreach "Fall-Off" Timeframe

VA-501, SVHC – Adopted **03/17/2021**

*Clients that have not had contact with the project's street outreach worker(s) in **90 calendar days** will be exited from the Street Outreach project in HMIS. This standard was determined in alignment with the State's PATH Street Outreach standard.*

VA-503, BEACH – Adopted **12/03/2020**

*Clients that have not had contact with the project's street outreach worker(s) in **30 calendar days** will be exited from the Street Outreach project in HMIS. This standard was determined in alignment with the CoC's CES Fall-Off Timeframe standard.*

VA-505, GVPHC – Adopted **12/15/2020**

*Clients that have not had contact with the project's street outreach worker(s) in **45 calendar days** will be exited from the Street Outreach project in HMIS. This standard was determined in alignment with the CoC's CES Fall-Off Timeframe standard.*

VA-507, PHAC – Adopted **09/09/2020**

*Clients that have not had contact with the project's street outreach worker(s) in **45 calendar days** will be exited from the Street Outreach project in HMIS. This standard was determined in alignment with the CoC's CES Fall-Off Timeframe standard.*