

Before Starting the CoC Application

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

The Collaborative Applicant is responsible for:

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

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

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

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

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

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

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

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

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

1A. Continuum of Care (CoC) Identification

Instructions:

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

1A-1. CoC Name and Number: FL-501 - Tampa/Hillsborough County CoC

1A-2. Collaborative Applicant Name: Tampa Hillsborough Homeless Initiative

1A-3. CoC Designation: CA

1A-4. HMIS Lead: Tampa Hillsborough Homeless Initiative

1B. Continuum of Care (CoC) Engagement

Instructions:

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

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

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

1B-1a. Describe in detail how the CoC solicits and considers the full range of opinions from individuals or organizations with knowledge of homelessness or an interest in preventing and ending homelessness in the geographic area. Please provide two examples of organizations or individuals from the list in 1B-1 to answer this question.

The Tampa/Hillsborough County CoC has been in existence for over 20 years. In an effort to solicit and consider the full range of opinions from individuals or organizations, committees were established from persons that had knowledge of homelessness and/or were willing to give input. There are over 60 members of the CoC. Membership in the Tampa/Hillsborough County CoC is open to any individual or organization – nonprofit, for profit, or governmental – that is committed to ending homelessness or assisting people who are at risk of becoming homeless. For example, the Outreach Committee includes law enforcement, non-profit agencies, and advocates. This provides a full range of members with knowledge of the un-sheltered population. The Outreach Committee is critical for those living on the streets to access housing and services. Also, the Consumer Advisory committee is made up of homeless and formerly homeless individuals to provide input to the CoC related to service delivery.

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

Youth Service Provider (up to 10)	RHY Funded?	Participated as a Voting Member in at least two CoC Meetings between July 1, 2015 and June 20, 2016.	Sat on CoC Board as active member or official at any point between July 1, 2015 and June 20, 2016.
Miracles Outreach, Inc.	No	Yes	Yes
Starting Right Now, Inc.	No	No	No
Camelot Community Care	No	Yes	No
Alpha House of Tampa	No	Yes	Yes
Ybor Youth Clinic	No	Yes	No
Eckerd Community Alternatives/Hillsborough	No	Yes	No
Tampa Bay Academy of Hope	No	Yes	No
Metropolitan Ministries, Inc.	No	Yes	No

1B-1c. List the victim service providers (CoC Program and non-CoC Program funded) who operate within the CoC's geographic area.

Then select "Yes" or "No" to indicate if each provider is a voting member or sits on the CoC Board.

Victim Service Provider for Survivors of Domestic Violence (up to 10)	Participated as a Voting Member in at least two CoC Meetings between July 1, 2015 and June 30, 2016	Sat on CoC Board as active member or official at any point between July 1, 2015 and June 30, 2016.
The Spring of Tampa Bay	Yes	Yes
Mary & Martha House	Yes	No
Crisis Center of Tampa Bay (APPLE)	Yes	No
Bay Area Legal Services	Yes	No
The Salvation Army - Tampa Area Command	Yes	Yes

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

The CoC makes subawards using open solicitation methods to request proposals, such as outreach to faith-based groups, responding to public inquiries, letters/emails to the community via weekly announcements, newspaper notices, announcements at other meetings, and announcements at CoC meetings. However, active entities of the CoC will receive priority for any funding opportunity over a nonactive entity and those that demonstrate the willingness to serve populations as prioritized by HUD will receive priority according to its importance as outlined in the NOFA. Additionally, non-CoC funds are also made available to entities that have not previously received funds in prior CoC competitions.

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

1C. Continuum of Care (CoC) Coordination

Instructions:

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

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

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

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

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

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

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

The Tampa Hillsborough Homeless Initiative (THHI), as the CoC Lead Agency and the CEO being the CoC Chair, is closely involved with the City of Tampa and Hillsborough County ESG programs, Action Plan, CAPER, and Consolidated Plan for at least the past 10 years. The City and County each have representation on the Board of THHI and as a result of that involvement, there is a higher percentage of ESG funds allocated to Rapid Rehousing. Plans developed by the County and the City are presented at the CoC meetings for additional input. Data collected by the CoC is used to evaluate performance and make funding adjustments as appropriate.

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

THHI, representing the CoC, works closely with the City of Tampa and Hillsborough County in determining local ESG funding decisions and performance standards. Beyond the ESG recipients having members on the Board of THHI, they include THHI in their review process for ESG sub-recipients and solicit feedback and recommendations from THHI on funding decisions. In March 2014, THHI, along with the City and County developed policies and procedures for ESG sub-recipients funded activities. Additionally, beginning in 2016, Hillsborough County has contracted with the CoC lead entity, THHI, to administer its ESG funds. This allows for better coordination of the community's homeless strategy.

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

The Spring of Tampa Bay is the only certified domestic violence center serving Hillsborough county. The Chief Executive Officer of The Spring of Tampa Bay is a member of the Board of Directors for the CoC lead entity. Services range from prevention to crisis intervention and 110 emergency beds and 40 transitional beds. The Spring has operated in Hillsborough County for 36 years and anyone reporting domestic violence to police can be assisted in getting to the shelter. Additionally, information related to the domestic violence agency is not maintain in the HMIS; however, data is collected on an aggregate basis.

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

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program from 7/1/15 to 6/30/16 who were homeless at entry	PHA has General or Limited Homeless Preference
Tampa Housing Authority	14.00%	Yes-Both
Plant City Housing Authority	0.00%	Yes-Both

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

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

The CoC works closely with local and national tax-credit developers to provide housing for those exiting homelessness, such as ELI/LINK – SAIL (The State Apartment Incentive Loan Program) were apartment complexes financed by Florida Housing Finance set aside a minimum of 20% of the units for Extremely Low Income (ELI). A percentage of those are set aside for special needs households such as: homeless persons, survivors of domestic violence, persons with a disability and youth aging out of foster care. The CoC works very closely with Hillsborough County to ensure that projects they support through funding has the same set aside requirement associated with tax-credits. The lead entity will serve as the clearinghouse for those units. A service provider will be assigned to each new housing development. This will ensure that persons emerging from homelessness are actually placed in the units, that service providers have access to the units and landlords have a single point of contact.

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

Engaged/educated local policymakers:	
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	<input checked="" type="checkbox"/>
Engaged/educated law enforcement:	<input checked="" type="checkbox"/>
Implemented communitywide plans:	<input checked="" type="checkbox"/>
No strategies have been implemented	<input type="checkbox"/>
Other:(limit 1000 characters)	
13th Judicial Circuit Civil Court Outreach program to connect individuals to homeless services instead of jail time for minor offences.	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

1D. Continuum of Care (CoC) Discharge Planning

Instructions:

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

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

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

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

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

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

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

N/A

1E. Centralized or Coordinated Assessment (Coordinated Entry)

Instructions:

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

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

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

The CoC is engaged in aggressive & comprehensive outreach as part of the coordinated entry process. Since August 2015, the CoC outreach committee uses iPad units to make housing & services more accessible to unshelter persons. Outreach efforts first try to divert (reconnect with family, mainstream housing opportunities, access shared housing resources) from shelter system, offer available field assistance (Mental & Physical Health screening, shelter referral). For those not diverted, a VI-SPDAT & referral to the Coordinated Entry Priority List for Housing Programs is completed. Service providers use the list to determine most vulnerable eligible persons for screening & enrollment. The CoC continues to work to launch a dedicated homeless hotline & Community Services App that persons/families can call/search online to access the nearest & most appropriate homeless or prevention service.

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

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

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

Instructions

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

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

How many renewal project applications were submitted in the FY 2016 CoC Program Competition?	13
How many of the renewal project applications are first time renewals for which the first operating year has not expired yet?	3
How many renewal project application APRs were reviewed by the CoC as part of the local CoC competition project review, ranking, and selection process for the FY 2016 CoC Program Competition?	9
Percentage of APRs submitted by renewing projects within the CoC that were reviewed by the CoC in the 2016 CoC Competition?	90.00%

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

Performance outcomes from APR reports/HMIS:	
% permanent housing exit destinations	<input checked="" type="checkbox"/>
% increases in income	<input checked="" type="checkbox"/>

Monitoring criteria:	
Utilization rates	<input checked="" type="checkbox"/>
Drawdown rates	<input checked="" type="checkbox"/>
Frequency or Amount of Funds Recaptured by HUD	<input checked="" type="checkbox"/>

Need for specialized population services:

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

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

Our CoC recognizes that an array of housing and services are needed to effectively end homelessness for all homeless persons; those with the highest vulnerabilities and service needs are prioritized. Our overall CoC Coordinated Entry process includes the VI-SPDAT and Priority List for Housing Programs, which projects are required to use to select those with the highest VI-SPDAT score that are eligible for their program when filling openings. Persons that are chronically homeless and/or hard to serve (no income, 2 or more mental/physical health conditions) are most vulnerable with high service needs. In our CoC project priority process, our Renewal Performance Scorecard included points for projects that demonstrated, through HMIS generated APR data for their most recently ended grant term, serving a high percentage of chronic persons with no income at entry and/or with 2 or more mental/physical health conditions.

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

All CoC's local competition review, ranking, and selection criteria was publicly made available by posting on THHI's website, email to THHI's 1,300+ email list, and announcements at CoC and other community meetings. The initial original RFP with the CoC's New and Renewal Application Process was released via these methods on 5/13/16. An RFP addendum specific to the details of HUDs FY2016 NOFA CoC competition was released in the same manner on 6/10/16. At the time the process was established and published, no reallocation was planned therefore there was no published reallocation strategy. The reallocation that did occur was voluntarily and from only projects which THHI is the grantee.

1F-4. On what date did the CoC and Collaborative Applicant publicly post all parts of the FY 2016 CoC Consolidated Application that included the final project application ranking? (Written documentation of the public posting, with the date of the posting clearly visible, must be attached. In addition, evidence of communicating decisions to the CoC's full membership must be attached). 09/14/2016

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

1F-5a. If the CoC rejected project application(s), on what date did the CoC and Collaborative Applicant notify those project applicants that their project application was rejected? (If project applications were rejected, a copy of the written notification to each project applicant must be attached.) 08/29/2016

1F-6. In the Annual Renewal Demand (ARD) Listing equal to or less than the ARD on the final HUD-approved FY2016 GIW? Yes

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

Instructions

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

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

Of the 13 renewal CoC funded programs, THHI as the CoC/HMIS Lead Agency, is not the grantee for 61% (8) of these programs. Performance monitoring has focused on APR data reviews at the end of each grant term for these projects and providing reporting tools that the projects can use internally to monitor their data and performance. For programs THHI is the grantee, there has been more frequent tracking of performance. HMIS does conduct annual site visits. Moving forward, THHI has hired additional staff and will be providing a quarterly review of all CoC program performance and data as well as providing technical assistance; as well as system level performance reviews to ensure adherence to HUD and CoC HMIS compliance. As part of the FY16 CoC ranking process, a review of all programs eLOCCS reports was completed for timeliness and expenditure of funds.

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

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

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

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

2A-1a. Include the page number where the roles and responsibilities of the CoC and HMIS Lead can be found in the attached document referenced in 2A-1. In addition, in the textbox indicate if the page number applies to the CoC's attached governance charter or attached MOU/MOA. Page 4

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

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

2A-4. What is the name of the HMIS software ServicePoint Software

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

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

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

Instructions

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

2B-1. Select the HMIS implementation coverage area: Single CoC

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

2B-2.1 Funding Type: Federal - HUD

Funding Source	Funding
CoC	\$238,843
ESG	\$0
CDBG	\$0
HOME	\$0
HOPWA	\$0
Federal - HUD - Total Amount	\$238,843

2B-2.2 Funding Type: Other Federal

Funding Source	Funding
Department of Education	\$0
Department of Health and Human Services	\$0
Department of Labor	\$0
Department of Agriculture	\$0
Department of Veterans Affairs	\$0
Other Federal	\$0
Other Federal - Total Amount	\$0

2B-2.3 Funding Type: State and Local

Funding Source	Funding
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City	\$0
County	\$9,711
State	\$0
State and Local - Total Amount	\$9,711

2B-2.4 Funding Type: Private

Funding Source	Funding
Individual	\$0
Organization	\$60,000
Private - Total Amount	\$60,000

2B-2.5 Funding Type: Other

Funding Source	Funding
Participation Fees	\$0
Other - Total Amount	\$0

2B-2.6 Total Budget for Operating Year	\$308,554
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2C. Homeless Management Information System (HMIS) Bed Coverage

Instructions:

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

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

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

Project Type	Total Beds in 2016 HIC	Total Beds in HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ESG) beds	733	132	585	97.34%
Safe Haven (SH) beds	10	0	10	100.00%
Transitional Housing (TH) beds	513	37	423	88.87%
Rapid Re-Housing (RRH) beds	638	0	638	100.00%
Permanent Supportive Housing (PSH) beds	1,534	0	1,424	92.83%
Other Permanent Housing (OPH) beds	79	0	7	8.86%

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

The OPH beds consist of non COC or ESG funded projects. It is our plan to continue to try to engage these projects and encourage HMIS participation by demonstrating the value of tracking their beds through the system.

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

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

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

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

Instructions:

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

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

Universal Data Element	Percentage Null or Missing	Percentage Client Doesn't Know or Refused
3.1 Name	0%	0%
3.2 Social Security Number	1%	0%
3.3 Date of birth	1%	0%
3.4 Race	2%	0%
3.5 Ethnicity	1%	0%
3.6 Gender	1%	0%
3.7 Veteran status	2%	0%
3.8 Disabling condition	1%	0%
3.9 Residence prior to project entry	1%	0%
3.10 Project Entry Date	0%	0%
3.11 Project Exit Date	0%	0%
3.12 Destination	7%	28%
3.15 Relationship to Head of Household	7%	0%
3.16 Client Location	0%	0%
3.17 Length of time on street, in an emergency shelter, or safe haven	6%	0%

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

CoC Annual Performance Report (APR):	<input checked="" type="checkbox"/>
ESG Consolidated Annual Performance and Evaluation Report (CAPER):	<input checked="" type="checkbox"/>
Annual Homeless Assessment Report (AHAR) table shells:	<input checked="" type="checkbox"/>
	<input type="checkbox"/>

None	<input type="checkbox"/>
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2D-3. If you submitted the 2016 AHAR, how many AHAR tables (i.e., ES-ind, ES-family, etc) were accepted and used in the last AHAR?

12

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

Quarterly

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

Both Project and CoC

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

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

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

N/A

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

Instructions:

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

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

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

2E-2. Indicate the date of the most recent sheltered PIT count: (mm/dd/yyyy) 02/25/2016

2E-2a. If the CoC conducted the sheltered PIT count outside of the last 10 days of January 2016, was an exception granted by HUD? Yes

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

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

Instructions:

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

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

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

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

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

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

Our CoC extracted information for the PIT from the HMIS for all providers that entered data into the HMIS. For the ES, SH, and TH projects that did not enter information into the HMIS, we sent surveys to the housing/shelter projects to

capture the PIT data. Data was extrapolated for any project that refused to participate in the PIT. Our CoC felt that this methodology would return the most accurate results for our 2016 PIT Count.

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

No changes were made in methodology between 2015 and 2016.

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

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

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

Instructions:

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

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

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

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

No changes were made in methodology between 2015 and 2016.

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

Instructions:

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

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

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

2H-2. Indicate the date of the most recent unsheltered PIT count (mm/dd/yyyy): 02/25/2016

2H-2a. If the CoC conducted the unsheltered PIT count outside of the last 10 days of January 2016, or most recent count, was an exception granted by HUD? Yes

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

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

Instructions:

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

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

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

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

Our CoC PIT volunteers canvassed the majority of the CoC geography to using locations where unsheltered persons were likely to be on the day/night of the count as starting points and then fanning out from those areas. The information used for the PIT is gathered from daily, year-round canvassing by our outreach team with included eight law enforcement officers that are specifically assigned to homeless outreach. There were a few areas of our large CoC geographical area that were not included based on data collected over a period of 1 year showing no unsheltered persons had been encountered around those areas. These were mostly extreme rural and high remote areas in our CoC. Our CoC also included service based counts at locations where persons go for service (non-shelters), and utilized HMIS data when possible from some service locations. Using this methodology would yield the most accurate results for the 2016 PIT Count.

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

No changes were made in methodology between 2015 and 2016.

2I-4. Has the CoC taken extra measures to identify unaccompanied homeless youth in the PIT count? No

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

Our CoC is currently in the draft-review stage of developing a five year strategic plan on homelessness, which details the strategies that will help identify unaccompanied homeless youth and connect them with appropriate services within our CoC. Our CoC recognizes that the population of unaccompanied youth who are experiencing homelessness have a variety of special needs and considerations. The strategies detailed in the five year strategic plan include steps to engage and train our law enforcement to serve as expert first responders for our homeless youth, develop task forces to address the special needs for LGBTQ youth and victims of trafficking, and offer a range of housing options to meet the needs homeless youth. Our CoC has also partnered with the Yankees to develop a network of peer advocates and staff liaisons within the local high schools to provide a safe and comfortable environment for the homeless youth to be identified and connected with services.

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

Instructions:

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

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

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

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

No changes were made in methodology between 2015 and 2016.

3A. Continuum of Care (CoC) System Performance

Instructions

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

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

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

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

	2015 PIT (for unsheltered count, most recent year conducted)	2016 PIT	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	1,931	1,817	-114
Emergency Shelter Total	669	631	-38
Safe Haven Total	9	10	1
Transitional Housing Total	497	407	-90
Total Sheltered Count	1,175	1,048	-127
Total Unsheltered Count	756	769	13

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

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

	Between October 1, 2014 and September 30, 2015
Universe: Unduplicated Total sheltered homeless persons	4,523
Emergency Shelter Total	3,732
Safe Haven Total	51
Transitional Housing Total	1,096

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

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

(limit 1000 characters)

The CoC’s first line of defense to reduce first time homelessness is that the majority of the CoC members that are system entry points (emergency shelters, rapid rehousing) have trained staff at their agencies to intervene and prevent homelessness, when possible, by quickly referring households to prevention assistance available through 5 County Community Resource Centers, Metropolitan Ministries and other entities and/or trying to assist persons to reconnect with other supports (family/friends) to avoid becoming homeless. The CoC’s Outreach partners also strive to divert persons they encounter that are not yet literally homeless. These entities also often try to referral to other needed resources employment and healthcare the person may benefit. Recognizing that the need for prevention assistance usually exceeds the systems current capacity, the CoC 5-year strategic plan will include strategies to increase the amount and availability of prevention assistance within our community.

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

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

(limit 1000 characters)

The CoC has increased access to programs through a multi-door CE process and increased Outreach efforts to more quickly identify/engage persons that become homeless. A focus on increasing community capacity over the past 2-3 years has resulted in over 300 new shelter beds, 4 new RRH, added 158 PSH chronic and we are currently transitioning TH programs to shelter with RRH vouchers for rapid exits is underway. An effective process for a by-name list (BNL) for Veterans and focused engagement effort will be expanded in the next year to include BNLs for chronic, unaccompanied youth & families. The 5-year plan calls for the production of at least 400 units, and homeless preferences in new locally funded housing units and we are working closely with City, County and State government funders & affordable housing developers to achieve (and exceed) this goal as our area’s rental market has a vacancy rate of just 3% which does affect the rate at which persons can be moved out of homelessness.

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

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

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

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Fill in the chart to indicate the extent to which projects exit program participants into permanent housing (subsidized or non-subsidized) or the retention of program participants in CoC Program-funded permanent supportive housing.

	Between October 1, 2014 and September 30, 2015
Universe: Persons in SSO, TH and PH-RRH who exited	340
Of the persons in the Universe above, how many of those exited to permanent destinations?	222
% Successful Exits	65.29%

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

	Between October 1, 2014 and September 30, 2015
Universe: Persons in all PH projects except PH-RRH	1,240
Of the persons in the Universe above, indicate how many of those remained in applicable PH projects and how many of those exited to permanent destinations?	1,153
% Successful Retentions/Exits	92.98%

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

The CoC's Coordinated Entry process includes the majority of the CoC members that are system entry points (emergency shelters, rapid rehousing) have trained staff at their agencies to intervene and prevent homelessness, when possible prevention and diversion, including efforts to mediate and negotiate payment plans with landlords, identifying family members willing to assist in keeping the individual or family from returning to homelessness. The CoC also encourages projects to connect participants to mainstream benefit supports needed to increase a participant's housing stability after exit. Connections to non-cash benefits, as well as income increases are scoring criteria for funding consideration. The CoC's 5-year plan, currently in draft form, includes the development of processes and tracking through HMIS of exit destinations, housing stability, and returns to homelessness at the project level to augment the system level reports currently available.

3A-6. Performance Measure: Job and Income Growth. Performance Measure: Job and Income Growth. Describe the CoC's

**specific strategies to assist CoC Program-funded projects to increase program participants' cash income from employment and non-employment non-cash sources.
(limit 1000 characters)**

The CoC has been actively educating CoC members on utilizing SOAR for submitting successful SSI/SSDI applications to assist homeless persons in receiving benefits. The CoC has also formed strong partnerships with the Hillsborough County Veterans Reintegration program, who assists homeless Veterans in obtaining additional VA benefits and employment. Several CoC members have specific employment assistance programs for homeless persons, even those with multiple barriers to employment. THHI, the CoC lead agency, is currently developing a Five Year Strategic Plan on Homelessness that will provide additional strategies for increasing the rate by which homeless individuals and families increase their income from employment and nonemployment sources. THHI will oversee the implementation of Five Year Strategic Plan on Homelessness.

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

THHI, as the lead agency for the CoC, currently sits on the CareerSource Tampa Bay One-Stop Consortium (called the One-Stop Committee) and CareerSource is a community collaborator of the CoC.

In order to increase income, each person seeking employment should register with CareerSource Tampa Bay (Workforce Alliance). This provides them access to career consulting; computers, phones and fax machines; internet access to Employ Florida Marketplace, the statewide system for local job openings; training opportunities for those who qualify, work assessments, etc. Staff assures that homeless individuals also participate in job fairs hosted by CareerSource, who offers a bonding program. Persons with disabilities, through CareerSource Tampa Bay and the Ticket to Work program receives more intensive support services in their job search. Also, agencies of the CoC also provide job skills training programs and social security benefits counseling(SOAR) for homeless individuals.

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

The CoC used knowledge based experts, dedicated law enforcement and geotagging information from the homeless outreach teams to identify areas that do not have a history of encampments or known homeless persons living in those areas.

3A-7a. Did the CoC completely exclude geographic areas from the the most recent Yes

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PIT count (i.e., no one counted there and, for communities using samples the area was excluded from both the sample and extrapolation) where the CoC determined that there were no unsheltered homeless people, including areas that are uninhabitable (e.g. disasters)?

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

Yes.

**3A-8. Enter the date the CoC submitted the system performance measure data into HDX. The System Performance Report generated by HDX must be attached.
(mm/dd/yyyy)** 08/12/2016

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

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

Objective 1: Ending Chronic Homelessness

Instructions:

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

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

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

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

	2015 (for unsheltered count, most recent year conducted)	2016	Difference
Universe: Total PIT Count of sheltered and unsheltered chronically homeless persons	315	254	-61
Sheltered Count of chronically homeless persons	98	61	-37
Unsheltered Count of chronically homeless persons	217	193	-24

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

When comparing the total number of sheltered and unsheltered chronically homeless persons between the 2015 and 2016 PIT, we notice a decrease in the overall number, the sheltered number, and the unsheltered number. This decrease can be partly attributed to the 158 additional permanent supportive housing beds that are dedicated to serve chronically homeless persons. These beds have helped chronically homeless persons resolve their homelessness. In addition to this, our Coordinated Entry System and incentives for PSH projects who prioritize serving chronically homeless persons have helped decrease the number of chronically homeless individuals in our CoC.

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

	2015	2016	Difference
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homelessness persons identified on the HIC.	247	405	158

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

Since August of 2014, the new leadership of THHI and the CoC has been aggressively working to not only end Veteran homelessness by the end of 2015, but also end Chronic homelessness by 2017 by increasing the number of PSH beds available and by encouraging providers to dedicate new and existing beds to serving chronically homeless persons. Between the 2015 and 2016 HIC, the number of beds dedicated to serving chronically homeless persons in our CoC increased by 158. The increase includes 3 under development projects - More HEART (11), PHAME (13) and Tampa Housing Authority (THA) Chronic Preference 2016 (40); 2 projects increasing the number of existing beds dedicated to serving chronic (11); a THA Chronic Preference using HCV turnover began in 2015 (36) and the merger of 2 projects increased HOME3's dedicated beds by 33. The 2016 HIC also corrected the chronic beds for the Sandra Prince project which should of had 14 reported on the 2015 HIC.

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

3B-1.3a. If “Yes” was selected for question 3B-1.3, attach a copy of the CoC’s written standards or other evidence that clearly shows the incorporation of the Orders of Priority in Notice CPD 14-012 and indicate the page(s) for all documents where the Orders of Priority are found. p2 July CoC Mtg

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

This question will not be scored.

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

The CoC is currently in the draft-review stage of developing a five year strategic plan on homelessness, which details five interrelated strategies to reaching the goal of effectively ending chronic homelessness by 2017. Some of those strategies include: effectively ending chronic homelessness among Veterans as a top priority; Outreach and identification to know chronically homeless by name; Assessment and prioritization through multiple Community Housing Solutions Centers; Development of additional housing units to adequately re-house all chronically homeless persons by end of 2017; and Housing retention.

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

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

Instructions:

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

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

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

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

3B-2.2. Describe the CoC's strategies including concrete steps to rapidly rehouse every household with children within 30 days of those families becoming homeless. (limit 1000 characters)

The CoC's CE process VI-SPDAT assessment process quickly identifies & connects families to housing intervention through referrals to the CoC's Priority List for Housing used by programs with openings to identify eligible households. The CoC is also matching RRH vouchers to family shelters to increase rapid exits and is planning at least 1 Community Housing Solutions Centers to increase shelter options for families. The CoC will be implementing a BNL process for youth & families modeled after the process used for Veterans that will increase engagement and connections to appropriate programs. The 5-year plan calls for the production of at least 400 units, and homeless preferences in new locally funded housing units and we are working closely with City, County and State government funders & affordable housing developers to achieve (and exceed) this goal as our area's rental market has a vacancy rate of just 3% which affects the rate at which families can be moved out of homelessness.

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

	2015	2016	Difference
RRH units available to serve families in the HIC:	79	137	58

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

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

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

PIT Count of Homelessness Among Households With Children

	2015 (for unsheltered count,		
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	most recent year conducted)	2016	Difference
Universe: Total PIT Count of sheltered and unsheltered homeless households with children:	169	166	-3
Sheltered Count of homeless households with children:	152	151	-1
Unsheltered Count of homeless households with children:	17	15	-2

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

Our CoC has seen very little change in the number of sheltered and unsheltered households with children from the 2015 to the 2016 PIT Count. Between the 2015 and 2016 HIC, number of PSH and RRH beds in our CoC for households with children increased from 725 to 1,010. The largest contributor to this change was that Catholic Charities Pathways RRH project had just started 3 months prior to the 2015 HIC report and therefore was just ramping up enrollment and only had a few units with 20 beds utilized. By 2016 HIC, the program was fully operational with all 67 units with 300 total beds full. The CoC expects to see this total number decrease moving forward as more RRH programs begin.

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

Human trafficking and other forms of exploitation?	Yes
LGBTQ youth homelessness?	Yes
Exits from foster care into homelessness?	Yes
Family reunification and community engagement?	Yes
Positive Youth Development, Trauma Informed Care, and the use of Risk and Protective Factors in assessing youth housing and service needs?	No
Unaccompanied minors/youth below the age of 18?	Yes

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

Diversion from institutions and decriminalization of youth actions that stem from being trafficked:	<input type="checkbox"/>
Increase housing and service options for youth fleeing or attempting to flee trafficking:	<input checked="" type="checkbox"/>
Specific sampling methodology for enumerating and characterizing local youth trafficking:	<input type="checkbox"/>

Cross systems strategies to quickly identify and prevent occurrences of youth trafficking:	<input type="checkbox"/>
Community awareness training concerning youth trafficking:	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
N/A:	<input type="checkbox"/>

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

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

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

	FY 2014 (October 1, 2013 - September 30, 2014)	FY 2015 (October 1, 2014 - September 30, 2105)	Difference
Total number of unaccompanied youth served in HMIS contributing programs who were in an unsheltered situation prior to entry:	239	129	-110

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

(limit 1000 characters)

In recent years there have been several projects that have gone into operation that provide comprehensive services that target unaccompanied youth. These projects include Camelot Community Care, Miracles Outreach, and Ybor Youth Clinic. These projects may have had an impact on lowering the numbers of unaccompanied youth and children served in any HMIS contributing programs between FY2015 and FY2016.

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

	Calendar Year 2016	Calendar Year 2017	Difference
Overall funding for youth homelessness dedicated projects (CoC Program and non-CoC Program funded):	\$76,641.00	\$654,987.00	\$578,346.00
CoC Program funding for youth homelessness dedicated projects:	\$76,641.00	\$76,641.00	\$0.00
Non-CoC funding for youth homelessness dedicated projects (e.g. RHY or other Federal, State and Local funding):	\$0.00	\$578,346.00	\$578,346.00

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

Cross-Participation in Meetings	# Times
CoC meetings or planning events attended by LEA or SEA representatives:	8
LEA or SEA meetings or planning events (e.g. those about child welfare, juvenile justice or out of school time) attended by CoC representatives:	2
CoC meetings or planning events attended by youth housing and service providers (e.g. RHY providers):	10

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

The Hillsborough County Public Schools staff are members of the CoC by regularly attending the CoC meetings and participating on a CoC Committee. The Assistant Superintendent of Student Services for the Hillsborough County Public Schools currently sits on the Board of the Tampa Hillsborough Homeless Initiative, the lead agency for the CoC, which allows more collaboration and integration of efforts to ensure educational stability for at-risk and literally homeless students. THHI is also the HMIS administrator for the CoC and is currently working with the Public Schools to ensure access to the HIMS database to follow services provided by CoC, to shared clients, check on bed availability, and check if new school referrals are already being served by CoC agencies. This will make things more efficient and saves time for CoC and Hillsborough County Public Schools.

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

Over the last two years, the CoC has been working closely with Hillsborough County Public Schools to formalize policies and procedures that homeless service providers (CoC and ESG Programs) are required to follow. Also, as the HMIS Lead, THHI is working with the youth and educational partners to provide access to the HMIS databases to make it more convenient for them to input participants and make referrals to the appropriate CoC and ESG programs through the Coordinated Entry process. However, since the Assistant Superintendent of Student Services for the Hillsborough County Public Schools currently sits on the Board of the THHI and Hillsborough County Public Schools staff are active participants of the CoC and sit various CoC committees, including the Unaccompanied Youth Committee, and they have and are able to make presentations to the CoC members to ensure they are informed about the educational services their homeless participants could be eligible for.

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

Currently, there is only one local child and family serving entity funded with HUD-ESG/CDBG project, Metropolitan Ministries, that has an agreement with Early Learning Education Coalition of Hillsborough County (ELCHC), a 501-C3 organization that specializes in the funding and delivery of quality early childhood care and education and after-school programs and services to the children and families of Hillsborough County. Additionally, the Early Learning Education Coalition does provide a homeless preference that was established several years ago which allows families that are homeless working with other agencies to be able to connect with these education programs.

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

Objective 3: Ending Veterans Homelessness

Instructions:

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

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

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

	2015 (for unsheltered count, most recent year conducted)	2016	Difference
Universe: Total PIT count of sheltered and unsheltered homeless veterans:	313	181	-132
Sheltered count of homeless veterans:	161	112	-49
Unsheltered count of homeless veterans:	152	69	-83

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

The CoC saw a dramatic decrease in the number of unsheltered homeless veterans from 152 in 2015 to 69 in 2016. This can be attributed to the CoC's focus on effectively ending veteran homelessness. Our CoC has been using a master list pulled from HMIS to identify homeless veterans and coordinate services. This coordination includes frequent discussions with VA staff, when ROIs are present, to determine VA benefits eligibility and appropriateness for VA programs. All programs also include in their processes to assist Veterans to connect with VA benefits they may be eligible. The two SSVF programs in our community are the primary referral points for homeless Veterans.

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

As a priority 1 community for the VA-SSVF's efforts, the CoC has assisted in the creation of a master list to identify, from HMIS, a list of all homeless Veterans in our CoC. Increased coordination efforts among SSVF, CoC-funded PSH, ESG and VA programs staff has led to a better system of identifying which program is best to reach out to work with the Veteran. This coordination includes frequent discussions with VA staff, when ROIs are present, to determine VA benefits eligibility and appropriateness for VA programs. All programs also include in their processes to assist Veterans to connect with VA benefits they may be eligible. The two SSVF programs in our community are the primary referral points for homeless Veterans. Operation: REVEILLE 2014 and 2015 assisted to bring together local, state, federal and private partners as part of this effort to identify and make appropriate referrals. Since the 2014 event, over 400 homeless Veterans have been housed.

3B-3.3. Compare the total number of homeless Veterans in the CoC and the total number of unsheltered homeless Veterans in the CoC, as reported by the CoC for the 2016 PIT Count compared to the 2010 PIT Count (or 2009 if an unsheltered count was not conducted in 2010).

	2010 (or 2009 if an unsheltered count was not conducted in 2010)	2016	% Difference
Total PIT Count of sheltered and unsheltered homeless veterans:	1,271	181	-85.76%
Unsheltered Count of homeless veterans:	1,162	69	-94.06%

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

This question will not be scored.

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

In 2014, new leadership brought new and innovative initiatives to address the issue of homelessness. One of the key initiatives was Operation: REVEILLE; a community-wide/multi-sector, housing first based project, to rapidly rehouse homeless Veterans from the street directly into PH/PSH paired with case management and wrap around services. The event was held on Veterans Day

2014 and 2015, and the initiative has been ongoing through 2015 and 2016. This process is done by referring all Veterans to the two SSVF programs for VA assessments, VI-SPDAT for housing (Veteran Prioritization List), and housing the most vulnerable first based on SPDAT scores. Since 2014, over 400 homeless Veterans have been housed. With 181 homeless veterans remaining, our CoC recognizes the need for additional affordable housing units in order to house any remaining veterans and effectively end veteran homelessness. The CoC is working tirelessly to develop additional affordable housing units in our community.

4A. Accessing Mainstream Benefits

Instructions:

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

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

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

FY 2016 Assistance with Mainstream Benefits

Total number of project applications in the FY 2016 competition (new and renewal):	15
Total number of renewal and new project applications that demonstrate assistance to project participants to obtain mainstream benefits (i.e. In a Renewal Project Application, "Yes" is selected for Questions 2a, 2b and 2c on Screen 4A. In a New Project Application, "Yes" is selected for Questions 5a, 5b, 5c, 6, and 6a on Screen 4A).	14
Percentage of renewal and new project applications in the FY 2016 competition that have demonstrated assistance to project participants to obtain mainstream benefits:	93%

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

At the present time the CoC currently has relationships with the following agencies, but does not have an formal arrangement to facilitate health insurance enrollment: Children's Board of Hillsborough County Agency for Health Care Administration, Florida Department of Health, Hillsborough County Health Department, and Federally Qualified Health Centers, such as Tampa Family Health Centers; but only works with Hillsborough County Health Department to enroll eligible participants in their Health Care Plan. The Health Care Plan is an award-winning health care plan that provides residents living at

or below the poverty level access to health care needs such as: primary and specialty care, inpatient and outpatient treatment, pharmaceuticals, and other services that are "medically necessary. The CoC does have plans as part of the Five Year Strategic Plan to establish formal relationships with healthcare organizations to ensure service providers can enroll their program participants.

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

Educational materials:	<input checked="" type="checkbox"/>
In-Person Trainings:	<input checked="" type="checkbox"/>
Transportation to medical appointments:	<input checked="" type="checkbox"/>
Support direct outreach by healthcare providers.	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
Not Applicable or None:	<input type="checkbox"/>

4B. Additional Policies

Instructions:

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

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

FY 2016 Low Barrier Designation

Total number of PH (PSH and RRH), TH and non-Coordinated Entry SSO project applications in the FY 2016 competition (new and renewal):	13
Total number of PH (PSH and RRH), TH and non-Coordinated Entry SSO renewal and new project applications that selected "low barrier" in the FY 2016 competition:	12
Percentage of PH (PSH and RRH), TH and non-Coordinated Entry SSO renewal and new project applications in the FY 2016 competition that will be designated as "low barrier":	92%

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

FY 2016 Projects Housing First Designation

Total number of PSH, RRH, non-Coordinated Entry SSO, and TH project applications in the FY 2016 competition (new and renewal):	13
Total number of PSH, RRH, non-Coordinated Entry SSO, and TH renewal and new project applications that selected Housing First in the FY 2016 competition:	12
Percentage of PSH, RRH, non-Coordinated Entry SSO, and TH renewal and new project applications in the FY 2016 competition that will be designated as Housing First:	92%

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

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

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

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

	2015	2016	Difference
RRH units available to serve all populations in the HIC:	347	638	291

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

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

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

4B-7a. If "Yes", to question 4B-7, describe how the use of grant funds to serve such persons is of equal or greater priority than serving persons defined as homeless in accordance with 24 CFR 578.89. Description must

include whether or not this is listed as a priority in the Consolidated Plan(s) and its CoC strategic plan goals. CoCs must attach the list of projects that would be serving this population (up to 10 percent of CoC total award) and the applicable portions of the Consolidated Plan. (limit 2500 characters)

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

4B-8a. If "Yes" in Question 4B-8, describe the impact of the natural disaster on specific projects in the CoC and how this affected the CoC's ability to address homelessness and provide the necessary reporting to HUD. (limit 1500 characters)

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

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

This response does not affect the scoring of this application.

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

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

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

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

4C. Attachments

Instructions:

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

Document Type	Required?	Document Description	Date Attached
13. HDX-system Performance Measures	Yes	FL-501 HDX-system...	08/30/2016
14. Other	No	Not Applicable	09/14/2016
15. Other	No	Not Applicable	09/14/2016
06. CoC's Governance Charter	Yes	FL-501 CoC's Gove...	09/13/2016
04. CoC's Rating and Review Procedure: Public Posting Evidence	Yes	FL-501 FY2016 Rat...	08/30/2016
12. Project List to Serve Persons Defined as Homeless under Other Federal Statutes (if applicable)	No	Not Applicable	09/14/2016
05. CoCs Process for Reallocating	Yes	FL-501 THC-CoC Re...	09/14/2016
11. CoC Written Standards for Order of Priority	No	FL-501 CoC Writte...	08/30/2016
09. PHA Administration Plan (Applicable Section(s) Only)	Yes	Plant City & Tamp...	08/30/2016
10. CoC-HMIS MOU (if referenced in the CoC's Governance Charter)	No	FL-501 THC-CoC HM...	08/30/2016
07. HMIS Policy and Procedures Manual	Yes	THC-CoC HMIS Poli...	08/30/2016
03. CoC Rating and Review Procedure (e.g. RFP)	Yes	THC-CoC FY2016 Un...	08/30/2016
08. Applicable Sections of Con Plan to Serving Persons Defined as Homeless Under Other Fed Statutes	No	FY2016 Certificat...	09/07/2016
02. 2016 CoC Consolidated Application: Public Posting Evidence	Yes	FL-501 FY 2016 Co...	09/14/2016
01. 2016 CoC Consolidated Application: Evidence of the CoC's communication to rejected participants	Yes	2016 CoC Consolid...	09/13/2016

Attachment Details

Document Description: FL-501 HDX-system Performance Measures Submission

Attachment Details

Document Description: Not Applicable

Attachment Details

Document Description: Not Applicable

Attachment Details

Document Description: FL-501 CoC's Governance Charter

Attachment Details

Document Description: FL-501 FY2016 Rating and Review Procedure: Public Posting Evidence

Attachment Details

Document Description: Not Applicable

Attachment Details

Document Description: FL-501 THC-CoC Reallocation Process

Attachment Details

Document Description: FL-501 CoC Written Standards for Order of Priority (Scenario Summary) - Final

Attachment Details

Document Description: Plant City & Tampa City PHA ADMIN PLAN (Applicable Sections Only)

Attachment Details

Document Description: FL-501 THC-CoC HMIS MOU

Attachment Details

Document Description: THC-CoC HMIS Policy and Procedures Manual

Attachment Details

Document Description: THC-CoC FY2016 Universal RFP (Rating & Review Process)

Attachment Details

Document Description: FY2016 Certificate of Consistency 2991 City County - Signed

Attachment Details

Document Description: FL-501 FY 2016 CoC Consolidated Application- Public Posting Evidence

Attachment Details

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

Submission Summary

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

Page	Last Updated	
1A. Identification	08/19/2016	
1B. CoC Engagement	09/13/2016	
1C. Coordination	09/13/2016	
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1D. CoC Discharge Planning	08/19/2016
1E. Coordinated Assessment	09/13/2016
1F. Project Review	09/14/2016
1G. Addressing Project Capacity	09/13/2016
2A. HMIS Implementation	08/30/2016
2B. HMIS Funding Sources	08/30/2016
2C. HMIS Beds	09/14/2016
2D. HMIS Data Quality	09/09/2016
2E. Sheltered PIT	09/14/2016
2F. Sheltered Data - Methods	08/29/2016
2G. Sheltered Data - Quality	08/29/2016
2H. Unsheltered PIT	09/13/2016
2I. Unsheltered Data - Methods	09/13/2016
2J. Unsheltered Data - Quality	08/30/2016
3A. System Performance	09/09/2016
3B. Objective 1	09/09/2016
3B. Objective 2	09/09/2016
3B. Objective 3	08/31/2016
4A. Benefits	09/09/2016
4B. Additional Policies	08/30/2016
4C. Attachments	09/14/2016
Submission Summary	No Input Required

Performance Measurement Module (Sys PM)

Measure 1: Length of Time Persons Remain Homeless

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

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

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

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

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH		3792		56			28	
1.2 Persons in ES, SH, and TH		4437		91			48	

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

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

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

Performance Measurement Module (Sys PM)

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

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

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Returns to Homelessness in Less than 6 Months (0 - 180 days)		Returns to Homelessness from 6 to 12 Months (181 - 365 days)		Returns to Homelessness from 13 to 24 Months (366 - 730 days)		Number of Returns in 2 Years	
		# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns
Exit was from SO	14	5	36%	0	0%	2	14%	7	50%
Exit was from ES	129	14	11%	5	4%	4	3%	23	18%
Exit was from TH	298	18	6%	18	6%	19	6%	55	18%
Exit was from SH	34	5	15%	2	6%	4	12%	11	32%
Exit was from PH	321	5	2%	13	4%	25	8%	43	13%
TOTAL Returns to Homelessness	796	47	6%	38	5%	54	7%	139	17%

Performance Measurement Module (Sys PM)

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

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

	Previous FY PIT Count	2015 PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	1944	1931	-13
Emergency Shelter Total	314	669	355
Safe Haven Total	7	9	2
Transitional Housing Total	532	497	-35
Total Sheltered Count	853	1175	322
Unsheltered Count	1091	756	-335

Metric 3.2 – Change in Annual Counts

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

	Previous FY	Current FY	Difference
Universe: Unduplicated Total sheltered homeless persons		4523	
Emergency Shelter Total		3732	
Safe Haven Total		51	
Transitional Housing Total		1096	

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

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

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)		218	
Number of adults with increased earned income		5	
Percentage of adults who increased earned income		2%	

Performance Measurement Module (Sys PM)

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

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)		218	
Number of adults with increased non-employment cash income		15	
Percentage of adults who increased non-employment cash income		7%	

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

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)		218	
Number of adults with increased total income		20	
Percentage of adults who increased total income		9%	

Metric 4.4 – Change in earned income for adult system leavers

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		234	
Number of adults who exited with increased earned income		40	
Percentage of adults who increased earned income		17%	

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

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		234	
Number of adults who exited with increased non-employment cash income		29	
Percentage of adults who increased non-employment cash income		12%	

Metric 4.6 – Change in total income for adult system leavers

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		234	
Number of adults who exited with increased total income		64	
Percentage of adults who increased total income		27%	

Performance Measurement Module (Sys PM)

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

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

	Previous FY	Current FY	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.		3926	
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.		828	
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time)		3098	

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

	Previous FY	Current FY	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.		5146	
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.		1138	
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time.)		4008	

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

This Measure is not applicable to CoCs in 2016.

Performance Measurement Module (Sys PM)

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

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

	Previous FY	Current FY	Difference
Universe: Persons who exit Street Outreach		300	
Of persons above, those who exited to temporary & some institutional destinations		141	
Of the persons above, those who exited to permanent housing destinations		6	
% Successful exits		49%	

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

	Previous FY	Current FY	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited		4107	
Of the persons above, those who exited to permanent housing destinations		1748	
% Successful exits		43%	

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

	Previous FY	Current FY	Difference
Universe: Persons in all PH projects except PH-RRH		1240	
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations		1153	
% Successful exits/retention		93%	

TAMPA/HILLSBOROUGH COUNTY CONTINUUM OF CARE

GOVERNANCE CHARTER

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GOVERNANCE CHARTER

24 CFR 578.7(A) (5)

ARTICLE I: Name and Geographic Area

The name of the Continuum of Care shall be the **Tampa/Hillsborough County Continuum of Care**, hereinafter referred to as the Tampa/Hillsborough County CoC. It will serve all areas of Hillsborough County, Florida including the City of Tampa, Plant City, Temple Terrace and unincorporated areas of Hillsborough County.

ARTICLE II: Mission

The Tampa/Hillsborough County CoC commits itself to effectively ending homelessness, which means to have a systematic response in place that ensures homelessness is prevented whenever possible or is otherwise a rare, brief, and nonrecurring experience.

The Tampa/Hillsborough County CoC is a broad based partnership established to prevent and end homelessness within our community. Through a multi-sector collaboration and interagency coordination, the Tampa/Hillsborough County CoC will provide those experiencing homelessness, or at imminent risk of homelessness, with efficient and effective services, and help them obtain or maintain permanent affordable housing. The Tampa/Hillsborough County CoC shall serve in an advisory capacity to the designated CoC Lead Agency and its Board of Directors.

ARTICLE III: CoC Lead Agency/Collaborative Applicant

In 1986 the Tampa Hillsborough Homeless Initiative, Inc., hereinafter referred to as THHI, was established, recognized and designated by the state of Florida, in consultation with the local homeless coalitions and the Florida offices of the U.S. Department of Housing and Urban Development (HUD), to serve as the CoC Lead agency on homeless issues. THHI was later designated as the Collaborative Applicant for the Tampa/Hillsborough County CoC for the purposes of HUD's annual CoC program competition. For more information on the role and duties of a CoC Lead Agency see HUD regulations: *24 CFR 578 and Florida Statutes: Chapter 420.623 – 624.*

As the Collaborative Applicant, THHI confronts the challenges to tackling homelessness by creating and maintaining strategic synergistic relationships with federal, state, local and private entities, through the utilization of metric-informed strategy, and through the implementation of best practices across the Continuum of Care. For more information on the role and duties of a Collaborative Applicant see HUD regulations: *24 CFR 578 of Interim Rule page 45425.*

ARTICLE IV: Homeless Management Information Systems (HMIS) Lead Agency

THHI is also the designated Tampa/Hillsborough County CoC HMIS Lead Agency and is responsible for ensuring that the Tampa/Hillsborough County CoC HMIS is administered in accordance with the

HEARTH Act, with regulations and notices promulgated pursuant to the HEARTH Act, and with other applicable federal, state and local laws and ordinances.

The Tampa/Hillsborough County CoC and the Tampa Hillsborough Homeless Initiative have adopted the UNITY Information Network Standard Operating Procedures, which were developed and recommended by the UNITY Advisory Committee, to be the governing documents for the Tampa/Hillsborough County CoC Homeless Management Information System (HMIS) known as UNITY.

The Tampa/Hillsborough County CoC utilizes Bowman System's ServicePoint as the official Homeless Management Information Systems database software for the Tampa/Hillsborough County CoC.

For more information on the role and duties of a CoC HMIS Lead Agency see HUD regulations: 24 CFR Part 578.3 of Interim Rule page 45444.

ARTICLE V: THHI Board of Directors

THHI's Board of Directors will serve as the final decision making body for approval of CoC recommendations from the Executive Planning Committee, to include strategies, project priority rankings, and needed resources.

Except for those responsibilities assigned to the Tampa/Hillsborough County CoC in Article XI, the Board will act on behalf of the Tampa/Hillsborough County CoC to fulfill the regulatory duties of a continuum of care as set forth in 24 CFR 578, or as otherwise articulated by HUD. Along with the CoC Executive Planning Committee, the Board will be responsible for approving the implementation of all CoC policies and procedures and the Tampa/Hillsborough County CoC Strategic Plan.

ARTICLE VI: THHI Review Board

As a committee under the THHI's Board of Directors, the THHI Review Board reviews the scoring results from both the CoC Ranking and Review Committee and the CoC Membership and makes a recommendations to the THHI Board of Directors related to all funding opportunities available through THHI. This includes utilizing approved ranking directives set by the THHI Board of Directors, HUD's scoring criteria, priorities, guidelines, and regulations, and/or other directives set forth by a specific funder to develop a recommended Project Priority List for all Request for Proposal Application processes, which includes the HUD CoC Competition, to ensure the application(s) submitted for/to the Tampa/Hillsborough County CoC are as competitive as possible. Recommended Project Priority Listing would be submitted to the THHI's Board of Directors for final approval.

ARTICLE VII: CoC Membership

Section 1: Qualifications

Membership in the Tampa/Hillsborough County CoC is open to any organization – nonprofit, for profit, or governmental entity – committed to ending homelessness or assisting people who are homeless or at-risk of becoming homeless within the Tampa/Hillsborough County area.

Section 2: Membership Status

To be considered an active member of the Tampa/Hillsborough CoC, the member organization must meet these thresholds: participation by authorized representatives in a minimum of 80 percent of general (monthly) meetings; have at least one agency designated participant as a voting member of one of the CoC's eight (8) standing/sub-committees, with that person (or designated alternate) attending at least 80 percent of their respective committee meetings. Failure to meet participation thresholds will result in forfeiture of an organizations CoC active status. The minimum participation threshold is not applicable to funders of the CoC.

The membership year, for determining 80 percent participation shall be January 1 to December 31 and active status will be based on the most recently ended calendar year, beginning January 1, 2017. Until January 1, 2017, 80 percent attendance will be based on the previous, rolling, 12 month period.

The receipt of planning funds from HUD has, for the time being, eliminated the need for collecting membership dues. Therefore, organizational members of the CoC must meet the above minimum participation thresholds by designated, authorized representatives in order to maintain their membership active status.

Section 3: Voting Privileges and Delegates

Only active member organization will have voting privileges. Active Members of the CoC are able to vote for the seven (7) Executive Planning Committee at-large members and on key policy issues and receive additional points when competing for new or renewal funding (for active CoC participation as detailed below). Active CoC Committee Members are able to vote for the Chairs of their CoC Committees.

Each member organization shall be entitled to an unlimited number of participants; however each member organization shall authorize one official representative and one alternate, of which one must be functioning as an executive or managerial level within the member organization, for the purposes of voting on behalf of the member organization, with only one vote per member organization. If two member organizations are closely linked but organized as separate non-profit organizations for IRS tax purposes (e.g. The Salvation Army and The Salvation Army Adult Rehabilitation Center (ARC) then each such organization is entitled to its own membership and vote.

Persons with lived homelessness experience may have multiple alternates. The inclusion of additional alternates for persons with lived homelessness experience reflects the CoC's commitment to promoting meaningful participation for persons with lived homelessness experience. For the purposes of voting, the Consumer Advisory Committee, as described below, shall be treated as a "member organization" and collectively shall have one vote. The chair of the Consumer Advisory Committee shall be the designated represented for purpose of voting, however this committee may select one designated alternate should the chair be unable to attend a vote.

Section 4: Approval of Members

Applications for membership shall be submitted, using the CoC membership form, to THHI, the CoC lead agency at info@THHI.org, and are subject to approval by a majority vote of the Executive Planning Committee. Each member organization must serve on at least one of the eight CoC standing / subcommittees.

Annually each member organization shall verify its membership information by November 30th, by submitting the CoC's membership form to info@THHI.org indicating changes or no changes.

Section 5: Withdrawal of Members

A member organization may withdraw from the Tampa/Hillsborough County CoC at any time by submitting a letter of withdrawal to THHI, the CoC lead agency at info@THHI.org. Withdrawal from the CoC will also end the organization's active membership status even if they had achieved the required threshold in the previous calendar year. Re-entry into the CoC membership will be allowed after a positive review of the member seeking agency by the Executive Planning Committee has been executed.

Section 6: Removal of Members

Any member organization may be removed from the Tampa/Hillsborough County CoC, with or without cause, by a two-thirds majority of the Executive Planning Committee. Removal is effective only if it occurs at a meeting called for that purpose. Notice must be sent to all Executive Planning Committee members stating that the proposed removal is a purpose of the meeting. A representative of the organization recommended for removal shall have the opportunity to speak on its behalf prior to a vote of the Executive Planning Committee. The Executive Planning Committee may deliberate without the representative of the organization recommended for removal present prior to the vote of the Executive Planning Committee.

Re-entry into the CoC membership will be allowed by two-thirds majority vote of the Executive Planning Committee. Executive Planning Committee may require a "Corrective Action Plan" be prepared, agreed upon and executed prior to re-entry. Time limits should be set for creation of CAP, approval of CAP by EPC and review of executed CAP by EPC within 30-45 days of request by member seeking agency.

Section 7: Appeal

Any recommendation to remove or revoke an organization's membership from the Tampa/Hillsborough County CoC by its membership will be accompanied by an explanation of the reasons for the recommendation and of the organization's right to an appeal.

Any organization that chooses to exercise its right to an appeal must do so in writing within 30 days of the removal recommendation to the CoC Chair/CEO of THHI for review by THHI's Board of Directors. The Board will provide their decision in writing within 15 days.

Section 8: Individuals

Individual persons may attend meetings, participate in discussions at all CoC meetings, including committees, but they shall not be considered CoC members or have voting privileges, unless representing a member organization.

ARTICLE VIII: Officers**Section 1: Titles and Duties**

The Tampa/Hillsborough County CoC shall have the following officers: Chair, Vice Chair, and Secretary. The duties of each officer shall be as follows:

Chair

The Chair shall convene and preside at all meetings of the Executive Planning Committee and the general (monthly) CoC meeting. The Chair shall serve as an ex-officio member of all committees, and shall perform such duties incident to the office of Chair. The CEO of THHI will serve as the Chair of the Tampa/Hillsborough County CoC and Executive Planning Committee.

Vice Chair

The Vice Chair shall be a member of the Executive Planning Committee and preside at meetings of the Tampa/Hillsborough County CoC in the absence of the Chair, and shall serve in the role of the Chair in case of the resignation or dismissal of the Chair until a new Chair is instated. The Vice Chair shall perform such duties incident to the office of Vice Chair and such other duties as may be assigned by the Executive Planning Committee.

Secretary

The Secretary shall prepare meeting agendas in consultation with the Chair, notify, either directly or by cause, members of all meetings, record and maintain all votes and the minutes of the meetings of the Tampa/Hillsborough County CoC, distribute, either directly or by cause, minutes of previous meetings, maintain a current membership roster and list of authorized delegates, and maintain the records and office of the Tampa/Hillsborough County CoC. The Secretary shall perform such duties incident to the office of Secretary and such other duties as may be assigned by the Executive Planning Committee.

Section 2: Qualifications

The CoC Vice Chair and shall be a member of the Executive Planning Committee and shall be selected by a majority vote of the Executive Planning Committee members. The position of Secretary shall be filled by appointment by the CEO of THHI.

Section 3: Terms of Office

The Chair, being the CEO of the THHI, shall serve in this capacity for as long as the person is the CEO of THHI. The Vice Chair, as a member of the Executive Planning Committee will serve a 2-year term and will rotate between a being a representative from the private and public sectors. Persons in these offices may be re-elected to the same office; however, no person may serve in the same office for more than three consecutive full terms. The Secretary shall serve at the pleasure of the CEO of THHI.

Section 4: Nomination and Election

In November of each year, the Executive Planning Committee shall present a slate of candidates for the Vice Chair position of the committee for the coming term. This position shall be elected at a regularly scheduled meeting during December of the same year and take office on the first day of the month immediately following their election. At this meeting, additional nominations may be made from the floor by any member organization. Such nominations require a second from a member organization. No persons may be nominated unless such person has agreed to serve in the position if elected. The Executive Planning Committee will submit a list of candidates to the CEO of the THHI for the first Vice Chair of the Tampa/Hillsborough County CoC. The CEO of the THHI will select and appoint the first Vice Chair of the Tampa/Hillsborough County CoC.

Section 5: Resignation

An officer may resign at any time by submitting a letter of resignation to the Chair and copy the Executive Planning Committee.

Section 6: Vacancies

Vacancies in the offices of Vice Chair and Parliamentarian shall be filled by election from the membership according to the process detailed in Article VIII - Section 4.

ARTICLE IX: Executive Planning Committee**Section 1: Powers**

The Executive Planning Committee of the CoC shall administer the goals and objectives of the CoC as set forth by its mission statement to include reviewing community-wide policies, planning of activities, identifying key stakeholders, expanding and maintaining active and diverse membership, and identifying additional resources necessary to address homelessness within the Tampa/Hillsborough County CoC in alignment with the community strategy and federal, state and local regulations. All recommendations made by the CoC Standing Committees are vetted by the CoC Executive Planning Committee and then forwarded to THHI's Board for final determination of implementation approval.

Section 2: Number and Qualifications

The CoC Executive Planning Committee shall be 15 in number, consisting of the CoC Chair, CoC Vice Chair (selected from the Executive Planning Committee), the remaining seven committee chairs, which would include a person that is experiencing homelessness or was formerly homeless (Consumer Advisory Committee Chair) and seven (7) At-Large members (representatives of organizations that do not deal directly with homelessness). The Secretary (THHI) shall serve the Executive Planning Committee but shall not be considered a member or have voting privileges.

Section 3: Terms of Office

Executive Planning Committee members will serve two year terms commencing January 2017. Representatives from Standing Committees may represent the private or public sector. Representatives shall be elected at a regularly scheduled CoC general meeting during December of the same year and take office on the first day of the month immediately following their election. Additional nominations may be made from the floor by any member organization of said Committee. Such nominations require a second from a Committee member. No persons may be nominated unless such person has agreed to serve in the office if elected. Except for the Secretary, no person may serve on the Board more than two consecutive full terms.

Section 4: Nomination and Election of At-Large Members

In November of each year, the Executive Planning Committee shall present a slate of candidates (representatives of organizations that do not deal directly with homelessness) for the at-large positions of the committee. These positions shall be elected at a regularly scheduled meeting during December of the same year and take office on the first day of the month immediately following their election. At this meeting, additional nominations may be made from the floor by any member organization. Such nominations require a second from a member organization. No persons may be nominated unless such person has agreed to serve in the position if elected. The Executive Planning Committee will submit a list of candidates to the CEO of the Tampa Hillsborough Homeless Initiative (CoC Lead Agency) for the first At-Large Members of the Tampa/Hillsborough County CoC. The CEO of the Tampa Hillsborough Homeless Initiative will select and appoint the first At-Large Members of the Tampa/Hillsborough County CoC. Upon initial appointment, the At-Large Members will serve for 2 years. At-Large Members may continue to serve continuous years contingent on being nominated and re-elected.

Section 5: Selection of Representatives from Standing Committees

Each Standing Committee shall elect a Chairperson to represent said Committee on the Executive Planning Committee at the time when the position on the Executive Planning Committee is open.

Section 6: Resignation

An officer may resign at any time by submitting a letter of resignation to the Chair of the Executive Planning Committee.

Section 7: Vacancies

Vacancies in at-large positions on the Executive Planning Committee shall be filled by election from the membership. Vacancies in representatives of Standing Committees shall be filled by selection by the respective committee.

Section 8: Removal of Officers and Directors

The Vice Chair, or any member of the Executive Planning Committee except the Chair, may be removed from office, with or without cause, by a two-thirds majority of the remaining Executive Planning Committee. Each Standing Committee may request removal of its representative from the Executive Planning Committee by submitting a letter to the Chair of the Executive Planning Committee. Removal is effective only if it occurs at a meeting called for that purpose. Notice must be sent to all Executive Planning Committee members stating that the proposed removal is a purpose of the meeting. The person recommended for removal shall have the opportunity to speak on his/her behalf prior to a vote of the Executive Planning Committee. The Executive Planning Committee may deliberate with the person recommended for removal present prior to the vote of the Executive Planning Committee. The Executive Planning Committee must submit its recommendation for removal to the CEO of the Tampa Hillsborough Homeless Initiative for final approval of the removal.

Section 7: Appeal

Any recommendation to remove or revoke the Vice Chair, or any member of the Executive Planning Committee except the Chair, maybe accompanied by an explanation of the reasons for the recommendation and of the member's right to an appeal.

Any committee member that chooses to exercise their right to an appeal must do so in writing within 30 days of the removal recommendation to the CoC Chair for review by THHI's Board of Directors. The Board will provide their decision in writing within 15 days.

Section 9: Voting

All official votes of the Executive Planning Committee may be completed during in-person and conference call meetings. In such situations that require a vote before the next in person meeting, electronic voting may be utilized. In situations that necessitate an electronic vote, a response rate of equal to a meeting quorum must be received and the vote of the majority those responding shall prevail. All meetings should be noticed by a minimum of 72 hours.

ARTICLE X: Meetings**Section 1: General Meetings**

The general meetings will focus on CoC training, committee reporting, and technical assistance for member agencies. The Tampa/Hillsborough County CoC shall meet no less than twelve (12) times per year to conduct a general meeting. At the beginning of each year the Executive Planning Committee shall establish a schedule of dates and times for regular meetings, and the Secretary

shall distribute this schedule to all members. The Executive Planning Committee shall determine the place for each meeting at least one month prior to the meeting. The Tampa/Hillsborough County CoC may conduct any business at a regular meeting, whether or not such business is on the agenda.

Section 2: Executive Planning Committee Meetings

The Executive Planning Committee shall meet at least six times per year. The Executive Planning Committee shall determine the place for each meeting. The Executive Planning Committee may conduct any business at a regular meeting, whether or not such business is on the agenda, except for the removal of officers, CoC member organizations, or members of the Executive Planning Committee. The Executive Planning Committee meetings will focus on:

- Organizing an annual continuum of care planning process
- Collecting needs data and inventory system capacity
- Determining and prioritizing gaps in the continuum of care homeless system
- Developing short- and long-terms strategies with an action plan
- Implementing the action steps for the continuum of care strategic plan.
- Review the policies and procedures of the various committees
- Identify key stakeholders for active membership within the Tampa/Hillsborough County CoC

Section 3: Executive Session

The Executive Planning Committee may meet in executive session to discuss confidential or sensitive matters. The Executive Planning Committee shall report all decisions made at such meetings to the membership but shall not be required to report the discussions or factors leading to its decisions.

Section 4: Special Meetings

Special meetings of the Tampa/Hillsborough County CoC or the Executive Planning Committee may be called by the Chair or by one-third of the members of the Executive Planning Committee. The person(s) calling the meeting shall state the purpose(s) for which the meeting is to be called. Business at any special meeting is limited to the purpose(s) for which the meeting is called, and no other business of any nature may be conducted. Notice of the special meeting should be at least 48 hours.

Section 5: Notification of Meetings

The Lead Agency shall provide notification to all authorized delegates of all meetings, regular and special. Such notification must be given at least two business days prior to the meeting. Notification may be by letter, telephone, facsimile, electronic or personal communication. The notification must clearly state the date, time and place of the meeting. In the case of special meetings, the notification must additionally state the purpose(s) for which the meeting is being called.

Section 6: Quorum

The presence of a simple majority of the member organizations shall be a quorum and sufficient to conduct business at any general meeting of the Tampa/Hillsborough County CoC. The presence of two-thirds of the Executive Planning Committee shall be a quorum and sufficient to conduct business at any meeting of the Executive Planning Committee.

Section 7: Parliamentary Procedure

The latest revised edition of Robert's Rules of Order shall prevail at all meetings except where contrary to the governance charter or any standing rule.

ARTICLE XI: Committees**Section 1: Standing Committees and Duties**

The Tampa/Hillsborough County CoC shall have eight Standing Committees:

Outreach Committee

The Outreach Committee shall work to identify and provide street outreach services to homeless individuals and families. The committee also works to identify and invite homeless and formally homeless individuals as representation on the Consumer Advisory Committee. A subcommittee under this Standing Committee shall be: Point-In-Time Committee as detailed in Article XI, Section 3.

Consumer Advisory Committee

The Consumer Advisory Committee shall be comprised entirely of homeless and formerly homeless persons. They will identify and quantify the needs of the CoC population and make recommendations, as appropriate, to the Service Delivery Committee and CoC Lead Agency. As provided in Article VII, Section 2, the Consumer Advisory Committee shall be entitled to one vote.

Service Delivery Committee

The Service Delivery Committee shall review available CoC services, identify gaps within the system, evaluate the effectiveness of service delivery methods, and provide recommendations for CoC improvements to the Executive Planning Committee. Subcommittees under this Standing Committee shall be: Unaccompanied Youth Committee as detailed in Article XI, Section 3.

Ranking and Review Committee

The Ranking and Review Committee shall establish performance measurements (work with UNITY Advisory Committee for HMIS implementation) and review the performance of organizations that are receiving funds, evaluate grant applications by conducting an *objective review* (based on performance measurements) and determine the ranking and scoring of each proposal, and provide recommendations to THHI Board of Directors.

UNITY Advisory Committee

The UNITY Advisory Committee's purpose is to provide guidance and oversight on the UNITY Information Network (Homeless Management Information System – HMIS) activity. The committee focuses its oversight on data entry participation and compliance, policy development, data quality and reporting guidance, grievances and appeals.

Coordinated Entry Committee

The Coordinated Entry Committee shall guide the operation and course of the coordinated entry structure and determine how its system will address the needs of homeless individuals and families in accordance with best practices, and HUD regulations and guidelines.

Section 2: Selection and Terms

The membership of each standing committee and subcommittee was initially established based on a sign up process in order to expedite each committee's formation. Effective with this governance charter, except for the Consumer Advisory Committee, any person may be recruited to serve on any committee by the Executive Planning Committee, or by the committee chair or committee members, however it is the responsibility of each committee to ensure a balanced representation of the CoC membership and community-at-large is maintained within the membership of the committee membership and may be drawn from the community-at-large, not only from those associated with the Tampa/Hillsborough County CoC. As stated above, the Consumer Advisory Committee shall consist entirely of homeless and formerly homeless individuals. Each committee shall have no more than 15 voting members maximum and no less than seven (7) members sitting.

To ensure active and consistent participation, as agencies sign up to serve on a committee, the agency representative will identify themselves to the Standing Committee as the agency lead and identify the individual that will serve as an alternate in their absences. The alternate must be informed of the work of the committee and be prepared and ready to vote and/or add comment to the discussion. Only the agency lead, or designated alternate in the absence of the agency lead, may vote. No organization may have more than 1 vote on any individual committee or subcommittee. Participation on a committee or subcommittee can only be recorded by being present/active in an in-person meeting, Go-To-Meeting/webinar, email votes, and/or conference call.

In order to remain an active member of the committee, the member/agency must have at least 80 percent participation on the committee they sit on by the designated agency lead or their designated alternate. Participation is a scoring factor when applying for funding. Please see ARTICLE VII: CoC Membership, Section 3: Voting Privileges and Delegates for information on committee voting.

Section 3: Subcommittees

Each committee may divide into subcommittees, task forces and focus groups as necessary. However, each Standing Committee shall have only one representative on the Executive Planning

Committee or as otherwise designated by the Executive Planning Committee or the CoC lead agency. Due to their significance, the Chairs of the following Subcommittees have been designated by the Executive Planning Committee or the CoC lead agency to sit on the Executive Planning Committee to ensure the committees' future support. These Subcommittees shall have the same voting and recruitment rights of the Standing Committees.

Unaccompanied Youth (UAY) Committee

Comprised of representatives from the school district, foster care system, youth-focused medical services, law enforcement, youth service providers, and the faith community; the committee works to assess the UAY population and develop a plan to address their needs for stable housing, transportation, jobs, education, health care and supportive relationships.

Point-In-Time Count Lead Committee

The Point-In-Time Count (PIT) Lead Committee coordinates the implementation of the yearly HUD-mandated homeless count, identifies deployment sites, recruits and trains PIT volunteers, maintains and designs PIT surveys and processes, works with UNITY on PIT data collection and analysis, and provides quality control.

Section 4: Ad Hoc Committees

The Executive Planning Committee may occasionally appoint and approve the appointment of such ad hoc committees as may be needed. The Executive Planning Committee shall determine the responsibilities, selection and terms of such committees.

ARTICLE XII: Code of Conduct

Section 1: Procurement

For the procurement of property (goods, supplies, or equipment) and services, the recipient and its subrecipients must comply with the standards of conduct and conflict-of-interest requirements under 2 CFR 200.317 and 200.318.

Section 2: Conflict of Interest and Recusal

No member of the Continuum will participate in or influence discussions or resulting decisions concerning the review, ranking, selection, or award of any grant funds in which they have a financial interest, or in which any member of their immediate family (such as parent, sibling, child or person with whom they cohabit) has a financial interest.

All members of the CoC Ranking Review Committee, THHI Review Board, and THHI Board of Directors are required to sign a conflict of interest form stating their association with agencies and projects that can reasonably be expected to apply for and/or receive funding through the CoC process. All associations will be made public to the full membership prior to any process that will determine funding recipients. Members with a conflict of interest are expected to recuse themselves from discussions and decisions where there is a real or perceived conflict of interest.

Confidentiality Information contained in applications and reports is considered proprietary and confidential and may not be released to any person or party without approval of that applicant agency. Any client information shared within the CoC is also confidential and should not be released to any other entity without a release of information signed by the client.

Section 3: Nondiscrimination

The Tampa/Hillsborough County CoC is a non-discriminatory body and does not discriminate on the basis of age, sex, race, color, ethnicity, religion, creed, disability, sexual orientation, familial status, or national origin in accordance with all state and federal regulations.

ARTICLE XIII: CoC Grievance Process

All members of the Tampa/Hillsborough County CoC full membership are encouraged to report any grievances with the Tampa/Hillsborough County CoC Executive Planning Committee through this procedure without fear of reprisal. Grievances should be submitted as soon as possible to ensure proper responses.

The CoC member should submit their grievance in writing and if they choose to, in person to the CoC Executive Planning Committee for remediation. The CoC Executive Planning Committee will respond in writing with their decision within seven (7) working days of receiving the grievance. If the member is dissatisfied with the outcome or decision, a written report regarding the grievance can be submitted to the Tampa Hillsborough Homeless Initiative Board of Directors. The Board of Directors will vote and give a decision at the next closest board meeting.

ARTICLE XIV: Amendments

This governance charter must be reviewed at least annually by the Executive Planning Committee and any recommendations for amendment or repeal, based on a two-third majority vote of the Executive Planning Committee, must be presented to the full CoC Membership for final action. This governance charter may then be amended or repealed by a two-thirds majority of CoC members present and voting at any meeting of the Tampa/Hillsborough County CoC, provided that the amended or replacement governance charter shall have been presented in their final form and discussed at the preceding meeting of the Tampa/Hillsborough County CoC. Notification for such meeting shall clearly state that amendment(s) to or repeal of the governance charter is being considered. A minimum review time of 30 days must be provided before a vote may be taken on any amendment.

Attachments

Attachment A:

The HMIS governing document is a requirement of the federal government, outlined in the U.S. Department of Housing and Urban Development's (HUD) 2014 HMIS Data Standards Manual.

A hard copy of the UNITY governing document can be requested from the HMIS lead agency or download from the THHI website: <http://thhi.org/continuum-of-care/unity-hmis/unity-policies-and-procedures/>

CERTIFICATION OF RATIFICATION

This is to certify that the Tampa/Hillsborough County CoC, did formally ratify and adopt this governance charter on the date specified below:

Date Ratified: *September 1, 2016*

Executed at Tampa/Hillsborough County, Florida this 1st day of *September*, 2016.

By: *Art Bayes-Lupton* CEO of Tampa Hillsborough Homeless Initiative & Chair, Tampa/Hillsborough County CoC
Name: _____ Title: _____

Chad Vice-Chair, Tampa/Hillsborough County CoC
Name: _____ Title: _____

Emily M. Dancy President, Tampa Hillsborough Homeless Initiative Board of Directors
Name: _____ Title: _____

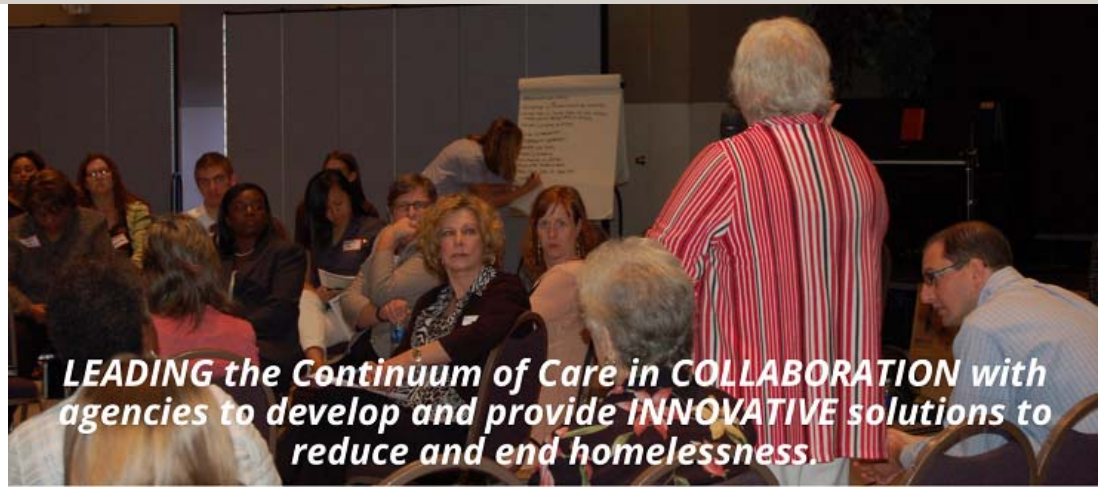


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FY2016 HUD-COC PROGRAM COMPETITION – NEW/RENEWAL APPLICATION PROCESS

THHI, as the lead agency and Collaborative Applicant, has posted the FY2016 HUD-CoC Program Competition Process for New/Renewal Applications as part of THHI's 2016 Universal RFP process.

Visit the Tampa/Hillsborough County CoC's FY2016 HUD-CoC Program webpage at <http://thhi.org/fy2016-hud-coc-program-competition/> for all related instructions and documents.

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[Previous Post6/28/16 – HFA Releases RFP and Application for Financing to Develop Permanent Supportive Housing Primarily for Individuals Who Are Chronically Homeless](#)

LATEST NEWS

July 19, 2016 THHI, as the lead agency and Collaborative Applicant, has posted the FY

May 20, 2016 Today, THHI posted the 2016 PIT Homeless Count Data as reported to H

May 13, 2016 The Tampa Hillsborough Homeless Initiative, as the lead agency for the

April 20, 2016 You are cordially invited to meet with Jennifer Ho, Senior Advisor, U

March 30, 2016 NOTE: This job posting closed on 4/22/16. Tampa Hillsborough Home

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Phone: 813-223-6115
Fax: 813-223-6178
E-Mail: info@thhi.org

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FY2016 – HUD-COC PROGRAM COMPETITION

HUD released the FY2016 HUD-CoC Program Competition NOFA on June 28, 2016.

As part of **THHI's 2016 Universal RFP process**, THHI, as the lead agency and Collaborative Applicant, has released the following documents for the FL-501 Tampa/Hillsborough County HUD-CoC Program Competition:

FY2016 – HUD-CoC Program – New and Renewal Application Process Instructions – Final – 071916 (*Addendum 2 to THHI's 2016 Universal RFP*)

[Performance Scorecard Instructions For Renewals – Final – 071916](#)

FY2016 – HUD-CoC Program Competition Performance Score Card-Renewals – Final – 071916

THHI 2016 Universal RFP – Housing First-Low Barrier Assessment – FINAL – Corrected – 051716

FY16 CoC Competition Staff Liaison. Final

FY2016 Renewal Project Presentation Format – Final – 071616

FL-501 Tampa-Hillsborough County 2016 Housing Inventory Chart-Submitted to HUD

Instructions to finding Project eLOCCS information

FY16 Update of CoC Meeting Attendance for RFP scoring. Final.xlsx

CoC Committee Attendance for RFP Scoring – Updated to Correct Formatting – 072016

FY2016 Renewal Project _ Performnce Data Comment – Final – 072116

FY2016 HUD. CoC Program Renewal Submission Checklist docx

ANNOUNCEMENTS

: 6/28/16 – HFA Releases RFP and Application for Financing to Develop Permanent Supportive Housing Primarily for Individuals Who Are Chronically Homeless

: VA Accepting Bids for Safe Haven Contract

: THA Releases RFP for HUD-VASH Program for HUD Veterans Affairs Supportive Housing

: The Junior League of Tampa – Done in a Day Projects and Enabling Fund Grants

: Promoting Health In Homeless Shelters Workgroup Meeting

[+ See all](#)

Notice to Project Applicants of Inclusion/Exclusion

In accordance with the FY16 HUD-CoC Program Competition NOFA that all projects be notified no later than 15 days before the FY 2016 application deadline of their inclusion in the CoC's FY16 HUD-CoC Application, the Tampa Hillsborough Homeless Initiative as the lead agency and collaborative applicant for the Tampa/Hillsborough County CoC hereby issues this notice of inclusion/exclusion for the FY16 HUD-CoC Program Competition NOFA.

FY16 – Notice of Inclusion and exclusion – Final – 082916

Questions

Renewal project applicants should contact their assigned THHI Staff Liaison (as listed on the THHI FY16 CoC Competition Staff Liaison document) with any questions or concerns.

All Questions and Answers will be posted to the FY 2016 HUD-CoC Program Competition Webpage Questions and Answer Page at <http://thhi.org/fy2016-hud-coc-program-competition-questions-and-answers>.


Other CoC members and community members may submit questions regarding the process to THHI at info@THHI.org.

HUD Documents – FY2016 HUD-CoC Program Competition

All HUD documents related to the FY2016 HUD-CoC Program Competition can be accessed on HUD's FY 2016 Continuum of Care (CoC) Program Competition: Funding Availability webpage at:

<https://www.hudexchange.info/e-snaps/fy-2016-coc-program-nofa-coc-program-competition/>

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**PLANT CITY HOUSING AUTHORITY
PHA Administrative Plan**

Chapter 4

APPLICATIONS, WAITING LIST AND TENANT SELECTION

INTRODUCTION

When a family wishes to receive Section 8 HCV assistance, the family must submit an application that provides the PHA with the information needed to determine the family's eligibility. HUD requires the PHA to place all families that apply for assistance on a waiting list. When HCV assistance becomes available, the PHA must select families from the waiting list in accordance with HUD requirements and PHA policies as stated in the administrative plan and the annual plan.

The PHA is required to adopt a clear approach to accepting applications, placing families on the waiting list, selecting families from the waiting list and must follow this approach consistently. The actual order in which families are selected from the waiting list can be affected if a family has certain characteristics designated by HUD or the PHA to receive preferential treatment. Funding earmarked exclusively for families with particular characteristics may also alter the order in which families are served.

HUD regulations require that all families have an equal opportunity to apply for and receive housing assistance, and that the PHA affirmatively further fair housing goals in the administration of the program [24 CFR 982.53, HCV GB p. 4-1]. Adherence to the selection policies described in this chapter ensures that the PHA will be in compliance with all relevant fair housing requirements, as described in Chapter 2.

This chapter describes HUD and PHA policies for taking applications, managing the waiting list and selecting families for HCV assistance. The policies outlined in this chapter are organized into three sections, as follows:

Part I: The Application Process. This part provides an overview of the application process, and discusses how applicants can obtain and submit applications. It also specifies how the PHA will handle the applications it receives.

Part II: Managing the Waiting List. This part presents the policies that govern how the PHA's waiting list is structured, when it is opened and closed, and how the public is notified of the opportunity to apply for assistance. It also discusses the process the PHA will use to keep the waiting list current.

Part III: Selection for HCV Assistance. This part describes the policies that guide the PHA in selecting families for HCV assistance as such assistance becomes available. It also specifies how in-person interviews will be used to ensure that the PHA has the information needed to make a final eligibility determination.

PART I: THE APPLICATION PROCESS

4-I.A. OVERVIEW

This part describes the policies that guide the PHA's efforts to distribute and accept applications, and to make preliminary determinations of applicant family eligibility that affect placement of the family on the waiting list. This part also describes the PHA's obligation to ensure the accessibility of the application process to elderly persons, people with disabilities, and people with limited English proficiency (LEP).

4-I.B. APPLYING FOR ASSISTANCE [HCV GB, pp. 4-11 – 4-16]

Any family that wishes to receive HCV assistance must apply for admission to the program. HUD permits the PHA to determine the format and content of HCV applications, as well how such applications will be made available to interested families and how applications will be accepted by the PHA.

PHA Policy

Depending upon the length of time that applicants may need to wait to receive assistance, the PHA may use a one- or two-step application process.

A one-step process will be used when it is expected that a family will be selected from the waiting list within 60 days of the date of application. At application, the family must provide all of the information necessary to establish family eligibility and level of assistance.

A two-step process will be used when it is expected that a family will not be selected from the waiting list for at least 60 days from the date of application. Under the two-step application process, the PHA initially will require families to provide only the information needed to make an initial assessment of the family's eligibility, and to determine the family's placement on the waiting list. The family will be required to provide all of the information necessary to establish family eligibility and level of assistance when the family is selected from the waiting list.

Families may obtain application forms from the PHA's office during normal business hours. Families may also request – by telephone or by mail – that a form be sent to the family via first class mail.

Completed applications must be returned to the PHA by mail, by fax, or submitted in person during normal business hours. Applications must be complete in order to be accepted by the PHA for processing. If an application is incomplete, the PHA will notify the family of the additional information required.

4-I.C. ACCESSIBILITY OF THE APPLICATION PROCESS

Elderly and Disabled Populations [24 CFR 8 and HCV GB, pp. 4-11 – 4-13]

The PHA must take a variety of steps to ensure that the application process is accessible to those people who might have difficulty complying with the normal, standard PHA application process. This could include people with disabilities, certain elderly individuals, as well as persons with limited English proficiency (LEP). The PHA must provide reasonable accommodation to the needs of individuals with disabilities.

The application-taking facility and the application process must be fully accessible, or the PHA must provide an alternate approach that provides full access to the application process. Chapter 2 provides a full discussion of the PHA's policies related to providing reasonable accommodations for people with disabilities.

Limited English Proficiency

PHAs are required to take reasonable steps to ensure meaningful access to their programs and activities by persons with limited English proficiency [24 CFR 1]. Chapter 2 provides a full discussion on the PHA's policies related to ensuring access to people with limited English proficiency (LEP).

4-I.D. PLACEMENT ON THE WAITING LIST

The PHA must review each complete application received and make a preliminary assessment of the family's eligibility. The PHA must accept applications from families for whom the list is open unless there is good cause for not accepting the application (such as denial of assistance) for the grounds stated in the regulations [24 CFR 982.206(b)(2)]. Where the family is determined to be ineligible, the PHA must notify the family in writing [24 CFR 982.201(f)]. Where the family is not determined to be ineligible, the family will be placed on a waiting list of applicants.

No applicant has a right or entitlement to be listed on the waiting list, or to any particular position on the waiting list [24 CFR 982.202(c)].

Ineligible for Placement on the Waiting List

PHA Policy

If the PHA can determine from the information provided that a family is ineligible, the family will not be placed on the waiting list. Where a family is determined to be ineligible, the PHA will send written notification of the ineligibility determination within 10 business days of receiving a complete application. The notice will specify the reasons for ineligibility, and will inform the family of its right to request an informal review and explain the process for doing so (see Chapter 16).

Eligible for Placement on the Waiting List

PHA Policy

The PHA will send written notification of the preliminary eligibility determination within 10 business days of receiving a complete application.

Placement on the waiting list does not indicate that the family is, in fact, eligible for assistance. A final determination of eligibility will be made when the family is selected from the waiting list.

Applicants will be placed on the waiting list according to any preference(s) for which they qualify, and the date and time their complete application is received by the PHA.

PART II: MANAGING THE WAITING LIST

4-II.A. OVERVIEW

The PHA must have policies regarding various aspects of organizing and managing the waiting list of applicant families. This includes opening the list to new applicants, closing the list to new applicants, notifying the public of waiting list openings and closings, updating waiting list information, purging the list of families that are no longer interested in or eligible for assistance, as well as conducting outreach to ensure a sufficient number of applicants.

In addition, HUD imposes requirements on how a PHA may structure its waiting list and how families must be treated if they apply for assistance from a PHA that administers more than one assisted housing program.

4-II.B. ORGANIZATION OF THE WAITING LIST [24 CFR 982.204 and 205]

The PHA's HCV waiting list must be organized in such a manner to allow the PHA to accurately identify and select families for assistance in the proper order, according to the admissions policies described in this plan.

The waiting list must contain the following information for each applicant listed:

- Applicant name;
- Family unit size;
- Date and time of application;
- Qualification for any local preference;
- Racial or ethnic designation of the head of household.

HUD requires the PHA to maintain a single waiting list for the HCV program unless it serves more than one county or municipality. Such PHAs are permitted, but not required, to maintain a separate waiting list for each county or municipality served.

PHA Policy

The PHA will maintain a single waiting list for the HCV program.

HUD directs that a family that applies for assistance from the HCV program must be offered the opportunity to be placed on the waiting list for any public housing, project-based voucher or moderate rehabilitation program the PHA operates if 1) the other programs' waiting lists are open, and 2) the family is qualified for the other programs.

HUD permits, but does not require, that PHAs maintain a single merged waiting list for their public housing, Section 8, and other subsidized housing programs.

A family's decision to apply for, receive, or refuse other housing assistance must not affect the family's placement on the HCV waiting list, or any preferences for which the family may qualify.

PHA Policy

The PHA will not merge the HCV waiting list with the waiting list for any other program the PHA operates.

4-II.C. OPENING AND CLOSING THE WAITING LIST [24 CFR 982.206]

Closing the Waiting List

A PHA is permitted to close the waiting list if it has an adequate pool of families to use its available HCV assistance. Alternatively, the PHA may elect to continue to accept applications only from certain categories of families that meet particular preferences or funding criteria.

PHA Policy

The PHA will close the waiting list when the estimated waiting period for housing assistance for applicants on the list reaches 24 months for the most current applicants. Where the PHA has particular preferences or funding criteria that require a specific category of family, the PHA may elect to continue to accept applications from these applicants while closing the waiting list to others.

Reopening the Waiting List

If the waiting list has been closed, it cannot be reopened until the PHA publishes a notice in local newspapers of general circulation, minority media, and other suitable media outlets. The notice must comply with HUD fair housing requirements and must specify who may apply, and where and when applications will be received.

PHA Policy

The PHA will announce the reopening of the waiting list at least 10 business days prior to the date applications will first be accepted. If the list is only being reopened for certain categories of families, this information will be contained in the notice.

4-II.D. FAMILY OUTREACH [HCV GB, pp. 4-2 to 4-4]

The PHA must conduct outreach as necessary to ensure that the PHA has a sufficient number of applicants on the waiting list to use the HCV resources it has been allotted.

Because HUD requires the PHA to serve a specified percentage of extremely low income families (see Chapter 4, Part III), the PHA may need to conduct special outreach to ensure that an adequate number of such families apply for assistance [HCV GB, p. 4-20 to 4-21].

PHA outreach efforts must comply with fair housing requirements. This includes:

- Analyzing the housing market area and the populations currently being served to identify underserved populations
- Ensuring that outreach efforts are targeted to media outlets that reach eligible populations that are underrepresented in the program
- Avoiding outreach efforts that prefer or exclude people who are members of a protected class

PHA outreach efforts must be designed to inform qualified families about the availability of assistance under the program. These efforts may include, as needed, any of the following activities:

- Submitting press releases to local newspapers, including minority newspapers
- Developing informational materials and flyers to distribute to other agencies
- Providing application forms to other public and private agencies that serve the low income population
- Developing partnerships with other organizations that serve similar populations, including agencies that provide services for persons with disabilities

PHA Policy

The PHA will monitor the characteristics of the population being served and the characteristics of the population as a whole in the PHA's jurisdiction. Targeted outreach efforts will be undertaken if a comparison suggests that certain populations are being underserved.

4-II.E. REPORTING CHANGES IN FAMILY CIRCUMSTANCES

PHA Policy

While the family is on the waiting list, the family must immediately inform the PHA of changes in contact information, including current residence, mailing address, and phone number. The changes must be submitted in writing.

4-II.F. UPDATING THE WAITING LIST [24 CFR 982.204]

HUD requires the PHA to establish policies to use when removing applicant names from the waiting list.

Purging the Waiting List

The decision to withdraw an applicant family that includes a person with disabilities from the waiting list is subject to reasonable accommodation. If the applicant did not respond to a PHA request for information or updates because of the family member's disability, the PHA must reinstate the applicant family to their former position on the waiting list [24 CFR 982.204(c)(2)].

PHA Policy

The waiting list will be updated annually to ensure that all applicants and applicant information is current and timely.

To update the waiting list, the PHA will send an update request via first class mail to each family on the waiting list to determine whether the family continues to be interested in, and to qualify for, the program. This update request will be sent to the last address that the PHA has on record for the family. The update request will provide a deadline by which the family must respond and will state that failure to respond will result in the applicant's name being removed from the waiting list.

The family's response must be in writing and may be delivered in person, by mail, or by fax. Responses should be postmarked or received by the PHA not later than 15 business days from the date of the PHA letter.

If the family fails to respond within 15 business days, the family will be removed from the waiting list without further notice.

If the notice is returned by the post office with no forwarding address, the applicant will be removed from the waiting list without further notice.

If the notice is returned by the post office with a forwarding address, the notice will be re-sent to the address indicated. The family will have 15 business days to respond from the date the letter was re-sent.

If a family is removed from the waiting list for failure to respond, the Executive Director may reinstate the family if s/he determines the lack of response was due to PHA error, or to circumstances beyond the family's control.

Removal from the Waiting List

PHA Policy

If at any time an applicant family is on the waiting list, the PHA determines that the family is not eligible for assistance (see Chapter 3), the family will be removed from the waiting list.

If a family is removed from the waiting list because the PHA has determined the family is not eligible for assistance, a notice will be sent to the family's address of record as well as to any alternate address provided on the initial application. The notice will state the reasons the family was removed from the waiting list and will inform the family how to request an informal review regarding the PHA's decision (see Chapter 16) [24 CFR 982.201(f)].

PART III: SELECTION FOR HCV ASSISTANCE

4-III.A. OVERVIEW

As vouchers become available, families on the waiting list must be selected for assistance in accordance with the policies described in this part.

The order in which families receive assistance from the waiting list depends on the selection method chosen by the PHA and is impacted in part by any selection preferences that the family qualifies for. The source of HCV funding also may affect the order in which families are selected from the waiting list.

The PHA must maintain a clear record of all information required to verify that the family is selected from the waiting list according to the PHA's selection policies [24 CFR 982.204(b) and 982.207(e)].

4-III.B. SELECTION AND HCV FUNDING SOURCES

Special Admissions [24 CFR 982.203]

HUD may award funding for specifically-named families living in specified types of units (e.g., a family that is displaced by demolition of public housing; a non-purchasing family residing in a HOPE 1 or 2 projects). In these cases, the PHA may admit families that are not on the waiting list, or without considering the family's position on the waiting list. The PHA must maintain records showing that such families were admitted with special program funding.

Targeted Funding [24 CFR 982.204(e)]

HUD may award a PHA funding for a specified category of families on the waiting list. The PHA must use this funding only to assist the families within the specified category. Within this category of families, the order in which such families are assisted is determined according to the policies provided in Section 4-III.C.

Regular HCV Funding

Regular HCV funding may be used to assist any eligible family on the waiting list. Families are selected from the waiting list according to the policies provided in Section 4-III.C.

4-III.C. SELECTION METHOD

PHAs must describe the method for selecting applicant families from the waiting list, including the system of admission preferences that the PHA will use [24 CFR 982.202(d)].

Local Preferences [24 CFR 982.207; HCV p. 4-16]

PHAs are permitted to establish local preferences, and to give priority to serving families that meet those criteria. HUD specifically authorizes and places restrictions on certain types of local preferences. HUD also permits the PHA to establish other local preferences, at its discretion. Any local preferences established must be consistent with

the PHA plan and the consolidated plan, and must be based on local housing needs and priorities that can be documented by generally accepted data sources.

PHA Policy

The PHA will offer a preference to any family that has been terminated from its HCV program due to insufficient program funding.

Income Targeting Requirement [24 CFR 982.201(b)(2)]

HUD requires that extremely low-income (ELI) families make up at least 75% of the families admitted to the HCV program during the PHA's fiscal year. ELI families are those with annual incomes at or below 30% of the area median income. To ensure this requirement is met, a PHA may skip non-ELI families on the waiting list in order to select an ELI family.

Low income families admitted to the program that are "continuously assisted" under the 1937 Housing Act [24 CFR 982.4(b)], as well as low-income or moderate-income families admitted to the program that are displaced as a result of the prepayment of the mortgage or voluntary termination of an insurance contract on eligible low-income housing, are not counted for income targeting purposes [24 CFR 982.201(b)(2)(v)].

PHA Policy

The PHA will monitor progress in meeting the ELI requirement throughout the fiscal year. Extremely low-income families will be selected ahead of other eligible families on an as-needed basis to ensure the income targeting requirement is met.

Order of Selection

The PHA system of preferences may select families either according to the date and time of application, or by a random selection process [24 CFR 982.207(c)]. When selecting families from the waiting list PHAs are required to use targeted funding to assist only those families who meet the specified criteria, and PHAs are not permitted to skip down the waiting list to a family that it can afford to subsidize when there are not sufficient funds to subsidize the family at the top of the waiting list [24 CFR 982.204(d) and (e)].

PHA Policy

Families will be selected from the waiting list based on the targeted funding or selection preference(s) for which they qualify, and in accordance with the PHA's hierarchy of preferences, if applicable. Within each targeted funding or preference category, families will be selected on a first-come, first-served basis according to the date and time their complete application is received by the PHA. Documentation will be maintained by the PHA as to whether families on the list qualify for and are interested in targeted funding. If a higher placed family on the waiting list is not qualified or not interested in targeted funding, there will be a notation maintained so that the PHA does not have to ask higher placed families each time targeted selections are made.

4-III.D. NOTIFICATION OF SELECTION

When a family has been selected from the waiting list, the PHA must notify the family.

PHA Policy

The PHA will notify the family by first class mail when it is selected from the waiting list. The notice will inform the family of the following:

- Date, time, and location of the scheduled application interview, including any procedures for rescheduling the interview

- Who is required to attend the interview

- Documents that must be provided at the interview to document the legal identity of household members, including information about what constitutes acceptable documentation

- Other documents and information that should be brought to the interview

If a notification letter is returned to the PHA with no forwarding address, the family will be removed from the waiting list. A notice of denial (see Chapter 3) will be sent to the family's address of record, as well as to any known alternate address.

4-III.E. THE APPLICATION INTERVIEW

HUD recommends that the PHA obtain the information and documentation needed to make an eligibility determination through a private interview [HCV GB, pg. 4-16]. Being invited to attend an interview does not constitute admission to the program.

Reasonable accommodation must be made for persons with disabilities who are unable to attend an interview due to their disability.

PHA Policy

Families selected from the waiting list are required to participate in an eligibility interview.

The head of household and the spouse/cohead will be strongly encouraged to attend the interview together. However, either the head of household or the spouse/cohead may attend the interview on behalf of the family. Verification of information pertaining to adult members of the household not present at the interview will not begin until signed release forms are returned to the PHA.

The interview will be conducted only if the head of household or spouse/cohead provides appropriate documentation of legal identity. (Chapter 7 provides a discussion of proper documentation of legal identity). If the family representative does not provide the required documentation, the appointment may be rescheduled when the proper documents have been obtained.

The family must provide the information necessary to establish the family's eligibility and determine the appropriate level of assistance, as well as completing required forms, providing required signatures, and submitting required documentation. If any materials are missing, the PHA will provide the family with a written list of items that must be submitted.

Any required documents or information that the family is unable to provide at the interview must be provided within 10 business days of the interview (Chapter 7 provides details about longer submission deadlines for particular items, including documentation of Social Security numbers and eligible noncitizen status). If the family is unable to obtain the information or materials within the required time frame, the family may request an extension. If the required documents and information are not provided within the required time frame (plus any extensions), the family will be sent a notice of denial (See Chapter 3).

An advocate, interpreter, or other assistant may assist the family with the application and the interview process.

Interviews will be conducted in English. For limited English proficient (LEP) applicants, the PHA will provide translation services in accordance with the PHA's LEP plan.

If the family is unable to attend a scheduled interview, the family should contact the PHA in advance of the interview to schedule a new appointment. In all circumstances, if a family does not attend a scheduled interview, the PHA will send another notification letter with a new interview appointment time. Applicants who fail to attend two scheduled interviews without PHA approval will be denied assistance based on the family's failure to supply information needed to determine eligibility. A notice of denial will be issued in accordance with policies contained in Chapter 3.

4-III.F. COMPLETING THE APPLICATION PROCESS

The PHA must verify all information provided by the family (see Chapter 7). Based on verified information, the PHA must make a final determination of eligibility (see Chapter 3) and must confirm that the family qualified for any special admission, targeted admission, or selection preference that affected the order in which the family was selected from the waiting list.

PHA Policy

If the PHA determines that the family is ineligible, the PHA will send written notification of the ineligibility determination within 10 business days of the determination. The notice will specify the reasons for ineligibility, and will inform the family of its right to request an informal review (Chapter 16).

If a family fails to qualify for any criteria that affected the order in which it was selected from the waiting list (e.g. targeted funding, extremely low-income), the family will be returned to its original position on the waiting list. The PHA will notify the family in writing that it has been returned to the waiting list, and will specify the reasons for it.

Chapter 4

ESTABLISHING PREFERENCES AND MAINTAINING THE WAITING LIST

[24 CFR Part 5, Subpart D; 982.54(d)(1); 982.204, 982.205, 982.206]

INTRODUCTION

It is the THA's objective to ensure that families are placed in the proper order on the waiting list and selected from the waiting list for admissions in accordance with the policies in this Administrative Plan.

This chapter explains the three (3) Ranking Preferences and the three (3) local preferences which the THA has adopted to meet local housing needs, defines the eligibility criteria for the preferences and explains the THA's system of applying them.

By maintaining an accurate waiting list, the THA will be able to perform the activities which ensure that an adequate pool of qualified applicants will be available so that program funds are used in a timely manner.

A. WAITING LIST [24 CFR 982.204]

The THA uses a single waiting list for admission to its Section 8 tenant-based assistance program.

The Tampa Housing Authority will use separate waitlists for all project-based assistance program per site.

Except for Special Admissions, applicants will be selected from the THA waiting list in accordance with policies and preferences and income targeting requirements defined in this Administrative Plan.

The THA will maintain information that permits proper selection from the waiting list.

The waiting list contains the following information for each applicant listed:

Applicant Name

Family Unit Size (number of bedrooms family qualifies for under PHA subsidy standards)

Date and time of application

Qualification for any local preference

Racial or ethnic designation of the head of household

Annual (gross) family income

Number of persons in family

Singles preferences status

Targeted program qualifications

[Resolution 3283]

B. SPECIAL ADMISSIONS [24 CFR 982.54(d)(e), 982.203]

If HUD awards a THA program funding that is targeted for specifically named families, the THA will admit these families under a Special Admission procedure.

Special admissions families will be admitted outside of the regular waiting list process. They do not have to qualify for any preferences, nor are they required to be on the program waiting list. The THA maintains separate records of these admissions.

The following are examples of types of program funding that may be designated by HUD for families living in a specified unit:

A family displaced because of demolition or disposition of a public or Indian housing project;

A family residing in a multifamily rental housing project when HUD sells, forecloses or demolishes the project;

For housing covered by the Low Income Housing Preservation and Resident Homeownership Act of 1990;

A family residing in a project covered by a project-based Section 8 HAP contract at or near the end of the HAP contract term;

A non-purchasing family residing in a 5(h), HOPE 1 or HOPE 2 project; and

A family residing at a public housing site scheduled for comprehensive modernization or rehabilitation

A family residing at a public housing site with an EBL child [*Resolution 3293 adopted 10/23/02*]

A family participating under the HOPWA and Shelter + Care funding will be absorbed under the Housing Choice Voucher Program in the event that funding is reduced or eliminated. [Resolution 3311 adopted 3/26/03]

Any returning military personnel who left for active duty as a current Housing Choice Voucher Program participant for a period beyond 180 days. [Resolution 3432 Adopted 9/23/05]

C. WAITING LIST PREFERENCES [24 CFR 982.207]

An applicant will not be granted any preference if any member of the family has been evicted from housing assisted under a 1937 Housing Act program during the past three years because of drug-related criminal activity.

The PHA will grant an exception to such a family if:

The responsible member has successfully completed a rehabilitation program.

The evicted person clearly did not participate in or know about the drug-related activity.

The evicted person no longer participates in any drug related criminal activity.

If an applicant makes a false statement in order to qualify for a preference, the THA will deny admission to the program for the family.

D. LOCAL PREFERENCES [24 CFR 5.410]

The THA will offer public notice when changing its preference system and the notice will be publicized using the same guidelines as those for opening and closing the waiting list.

The THA uses the following Local Preference system:

1. Involuntary Displacement
2. Chronic homelessness
3. Homelessness
4. Disabled/Elderly
5. Working Preference

Preferences defined:

1. Involuntary displacement 20 points:

An applicant is, or will be, involuntarily displaced if the applicant has vacated or will vacate his/her housing unit as a result of being displaced by government action - Activity carried out by an agency of the United States or by any State or local governmental body a public improvement or development program.

(Resolution 2015-3936)

2. Chronically homeless will receive a preference point of 10 points:

Chronically homeless families are defined as “either (1) an unaccompanied homeless individual or family with a disabling condition and is considered disabled and who has been continuously homeless for a year or more, OR (2) an individual or family with a disabling condition and considered disabled and who has had at least four episodes of homelessness in the past three years. Homelessness is defined as a person sleeping in a place not meant for human habitation (e.g. living on the streets, for example) OR living in a homeless emergency shelter. A qualifying agency must be able to verify the instances of homelessness. Qualifying agency is one that works directly with the homeless and disabled population on a daily basis and one which that provides some type of supportive service to the family. If the instances of homelessness cannot be verified, the family will not qualify for this preference.

Families who meet this definition must also be receiving supportive services from a qualified agency. A qualified agency is one that provides supportive services to this specific population daily and on a continuous basis. The family meets both of the requirements the family will receive the preference points. Families must maintain case management services while participating on the program unless discharged by the partnering agency as completed.

This preference will receive higher weight than any other local preference. There will be an allotment of 60 vouchers total (24 CFR 982.207(a)(3) • HUD authorizes PHAs to limit the number of applicants that may qualify for any local preference.) Once those vouchers are filled, the only time another slot will be available will be through attrition. Slot must be filled by replacing with a chronically homeless individual and or family. Once the cap is met, and enough individuals are on the waitlist that meet the preference, THA may close the waitlist without notice.

Project Based Waitlist for the chronically homeless will be treated on a referral basis from the owner and or manager of any chronically homeless project. Families who only meet the definition of chronically homeless will be placed on this specific waitlist and any other project based programs specific to the chronically homeless.

3. Homelessness will receive a preference point of 5

People who are living in a place not meant for human habitation, in emergency shelter, in transitional housing, or are exiting an institution where they temporarily resided. People will be considered homeless if they are exiting an institution where they resided for up to 90 days and were in shelter or a place not meant for human habitation immediately prior to entering that institution.

Families with children or unaccompanied youth (18 years old or emancipated) who are unstably housed and likely to continue in that state. Families with children or unaccompanied youth (18 years old or emancipated) who have not had a lease or ownership interest in a housing unit in the last 60 or more days, have had two or more moves in the last 60 days, and who are likely to continue to be unstably housed because of disability or multiple barriers to employment.

People who are fleeing or attempting to flee domestic violence, have no other residence, and lack the resources or support networks to obtain other permanent housing. Incidence of domestic

violence must be verifiable either through police reports, social service organization, or some other source that THA deems as reliable. The PHA will require evidence that the family has been displaced as a result of fleeing violence in the home. Families are also eligible for this preference if there is proof that the family is currently living in a situation where they are being subjected to or victimized by violence in the home.

The following criteria are used to establish a family's eligibility for this preference:

Actual or threatened physical violence directed against the applicant or the applicant's family by a spouse or other household member who lives in the unit with the family.

The actual or threatened violence must have occurred within the past sixty (60) days or be of a continuing nature.

To qualify for this preference, the abuser must still reside in the unit from which the victim was displaced. The applicant must certify that the abuser will not reside with the applicant unless the THA gives prior written approval.

The THA will approve the return of the abuser to the household under the following conditions:

The THA verifies that the abuser has received therapy or counseling that appears to minimize the likelihood of recurrence of violent behavior.

A counselor, therapist or other appropriate professional recommends in writing that the individual be allowed to reside with the family.

If the abuser returns to the family without approval of the THA, the THA will deny or terminate assistance for breach of the certification.

4. Disabled or Elderly will receive a preference point of 5

This preference is extended to persons or families where the head of household, spouse or co-head is elderly or disabled. Proof of preference will be required at time of selection. [HUD regulations prohibit admission preferences for specific types of disabilities.]

5. Working Preference of 5 points

Families with at least one adult whose head, spouse, or co-head are employed for at least 20 (**Resolution 2015-3936**) hours per week or who are active participants at least 30-40 hours a week in accredited post- secondary educational program or local training programs designed to prepare the individual for the job market. Employment, schooling, and job training must be verifiable. Verifiable indicates that THA will be able to determine without a doubt that the information, verification, and documentation provided is valid such as bank statements, third party verification, IRS forms, pay stubs, certifiable training schedules. Self-certification and a notarized statement may not be verifiable and may not be accepted as proof of employment or training. When selected from the waitlist, to qualify for this preference, he or she must be working and or going to school the required hours. If the family does not meet this preference or any preference, he or she will go back to the waitlist. This preference is automatically extended

to elderly families or families whose head or spouse is receiving income based on their inability to work.

All preferences must meet the definitions outlined in the plan and MUST be verifiable by a source deemed reliable by the THA. Families could qualify for all preferences. All preferences will be of equal weight except for the chronically homeless which will receive a preference of 10 points and will be capped at 5 vouchers per month.

These preferences will be applied to all current and future waitlists. All applicants who are on the lists will be given the option to change their preference when the preferences are approved by the board and after public comment. All changes in preferences will either be done electronically and or in writing. Electronically refers to the family updating his or her application online as allowed and instructed by the agency.

Treatment of Single Applicants

Singles Preference (This is HUD's former singles preference from 5.405)

Applicants who are elderly, disabled, or homeless families of no more than two person families will be given a selection priority over all "Other Single" applicants regardless of preference status. "Other Single" denotes a one-person household in which the individual member is not elderly or disabled. Such applicants will be placed on the waiting list in accordance with any other preferences to which they are entitled, but they cannot be selected for assistance before any one or two person elderly, disabled or homeless family regardless of preferences.

RESOLUTION 2013-3818 Approved 02/20/2013

E. INCOME TARGETING

In accordance with the Quality Housing and Work Responsibility Act of 1998, each fiscal year the THA will reserve a minimum of seventy-five percent of its Section 8 new admissions for families whose income does not exceed 30 percent of the area median income. HUD refers to these families as "extremely low-income families." The THA will admit families who qualify under the Extremely Low Income limit to meet the income targeting requirement, regardless of preference.

The THA's income targeting requirement does not apply to low income families continuously assisted as provided for under the 1937 Housing Act.

The THA is also exempted from this requirement where the THA is providing assistance to low income or moderate income families entitled to preservation assistance under the tenant-based program as a result of a mortgage prepayment or opt-out.

Jurisdictions Served By More Than One Housing Authority

HUD will treat multiple Housing Authorities serving one jurisdiction as a single Housing Authority for income targeting purposes. The THA will cooperate with other Housing

Authorities serving the same jurisdiction to assure that aggregate admissions comply with the 75% targeted income requirement for the jurisdiction.

HUD will determine which Housing Authority's fiscal year will be used for income targeting purposes, if the Housing Authorities do not have a single fiscal year.

The THA shall have the discretion, at least annually, to exercise the "fungibility" provision of the QHWRA. This provision allows the HA to admit less than the minimum 40% of its extremely low-income families in a fiscal year to its public housing program to the extent that the Housing Authority's admission of extremely low income families in the tenant-based assistance program exceeds 75% of all admissions during the fiscal year. If **exercising this** option the THA will follow the fungibility threshold limitations as set forth in QHWRA legislation.

The discretion by the THA to exercise the fungibility provision is also reflected in the Tampa Housing Authority admission and Continued Occupancy Policy.

F. INITIAL DETERMINATION OF RANKING AND LOCAL PREFERENCE QUALIFICATION [24 CFR 982.207]

At the time of application, an applicant's entitlement to a Ranking and/or Local Preference may be made on the following basis.

An applicant's certification that they qualify for a preference will be accepted without verification at the initial application. When the family is selected from the waiting list for the final determination of eligibility, the preference will be verified.

If the preference verification indicates that an applicant does not qualify for the preference, the applicant will be returned to the waiting list without the Local Preference and given an opportunity for a meeting.

If, at the time the family applied, the preference claim was the only reason for placement of the family on the list and the family cannot verify their eligibility for the preference as of the date of application, the family will be removed from the list.

G. EXCEPTIONS FOR SPECIAL ADMISSIONS [24 CFR 982.203, 982.54(d)(3)]

If HUD awards a THA program funding that is targeted for specifically named families, the THA will admit these families under a Special Admission procedure.

Special admissions families will be admitted outside of the regular waiting list process. They do not have to qualify for any preferences, nor are they required to be on the program waiting list. The THA maintains separate records of these admissions.

The following are examples of types of program funding that may be designated by HUD as exceptions for special admissions:

A family displaced because of demolition or disposition of a public or Indian housing project;

A family residing in a multifamily rental housing project when HUD sells, forecloses or demolishes the project;

For housing covered by the Low Income Housing Preservation and Resident Home-ownership Act of 1990;

A family residing in a project covered by a project-based Section 8 HAP contract at or near the end of the HAP contract term; and

A non-purchasing family residing in a 5(h), HOPE 1 or HOPE 2 project.

A family residing at a public housing site scheduled for comprehensive modernization or rehabilitation.

A family residing at a public housing site with an EBL child [**Resolution 3293 adopted 10/23/02**]

A family participating under the HOPWA and Shelter + Care funding will be absorbed under the Housing Choice Voucher Program in the event that funding is reduced or eliminated. [**Resolution 3311 adopted 3/26/03**]

Any returning military personnel who left for active duty as a current Housing Choice Voucher Program participant for a period beyond 180 days. [**Resolution 3432 Adopted 9/23/05**]

H. TARGETED FUNDING [24 CFR 982.203]

When HUD awards special funding for certain family types, families who qualify are referred to the agency. When a specific type of funding becomes available, the waiting list may be searched for the first available family meeting the targeted funding criteria.

Applicants who are admitted under targeted funding which are not identified as a Special Admission **are identified by codes in the automated system.** The THA has the following "Targeted" Programs: **VASH / Family Unification Program (FUP) / Welfare to Work, and fair share vouchers designated for disabled families.**

The Family Unification funding is to assist families that have been certified through the local welfare agency that for the lack of adequate housing is a primary factor in the imminent placement of the family's child, or children and must be eligible for Section 8. The existing waitlist must be searched for eligible FUP families based on referrals from the local child welfare agency. If there are eligible families, they will be assisted based on their position on the waitlist. If the waitlist is closed and a referral from the local child welfare agency is received, the waitlist must be opened for those specific families only. Those families will then be eligible to participate in the Family Unification Program. (**Resolution 2008-3551**)

The "Targeted" programs' size will be dependent on the dollars received from HUD and the community needs. Turnover dollars can be used to expand the various programs as determined by the Director of Assisted Housing. However, at no time will the minimum program size be reduced, while eligible families are available for participation.

I. PREFERENCE AND INCOME TARGETING ELIGIBILITY [24 CFR 982.207]

Change in Circumstances

Changes in an applicant's circumstances while on the waiting list may affect the family's entitlement to a preference. Applicants are required to notify the THA in writing when their circumstances change.

When an applicant claims an additional preference, she/he will be placed on the waiting list in the appropriate order determined by the newly-claimed preference.

The exception to this is, if at the time the family applied, the waiting list was only open to families who claimed that preference. In such case, the applicant must verify that they were eligible for the first preference before they are returned to the waiting list with the new preference.

If the family's verified annual income, at final eligibility determination, does not fall under the Extremely Low Income limit and the family was selected for income targeting purposes before family(s) with a higher preference, the family will be returned to the waiting list.

Other Housing Assistance [24 CFR 982.205(b)]

Other housing assistance means a federal, State or local housing subsidy, as determined by HUD, including public housing.

The THA may not take any of the following actions because an applicant has applied for, received, or refused other housing: [24 CFR 982.205(b)]

- Refuse to list the applicant on the PHA waiting list for tenant-based assistance;
- Deny any admission preference for which the applicant is currently qualified;
- Change the applicant's place on the waiting list based on preference, date and time of application, or other factors affecting selection under the THA selection policy; or
- Remove the applicant from the waiting list.

However, the THA may remove the applicant from the waiting list for tenant-based assistance if the THA has offered the applicant assistance under the voucher program.

J. ORDER OF SELECTION [24 CFR 982.207(e)]

The THA's method for selecting applicants from a preference category leaves a clear audit trail that can be used to verify that each applicant has been selected in accordance with the method specified in the administrative plan.

Local Preferences

Local preferences will be used to select families from the waiting list. Those without preferences will remain on the list but will be selected last.

Those who are selected as a preference and have been found not to have a preference will go back to the waitlist as a non-preference using the original application date.

The THA has selected the following system to apply ranking and local preferences:

All local preferences shall carry equal weight. **(Resolution 2007-3520).**

Among Applicants with Equal Preference Status

Among applicants with equal preference status applicants will be selected at random base on a lottery selection. **[Resolution No. 3296 adopted 11/20/2002]**

K. FINAL VERIFICATION OF PREFERENCES [24 CFR 982.207]

Preference information on applications will be updated as applicants are selected from the waiting list. At that time, the THA will:

Mail a Preference Verification letter to the applicant's last known address, requesting verification of the family's preference claim and mail third party verifications as applicable, or;

Obtain necessary verifications of preference at the interview and by third party verification.

L. PREFERENCE DENIAL [24 CFR 982.207]

If the THA denies a preference, the THA will notify the applicant in writing of the reasons why the preference was denied and offer the applicant an opportunity for an informal review with the Housing Manager. If the preference denial is upheld as a result of the meeting, or the applicant does not request a meeting, the applicant will be placed on the waiting list without benefit of the preference. Applicants may exercise other rights if they believe they have been discriminated against.

If the applicant falsifies documents or makes false statements in order to qualify for any preference, they will be removed from the Waiting List.

M. REMOVAL FROM WAITING LIST AND PURGING [24 CFR 982.204(c)]

The Waiting List will be purged not more than one time each year by a mailing to all applicants for an electronic application update **(Resolution 2013-3851)** to ensure that the waiting list is current and accurate. The mailing will ask for confirmation of continued interest.

Any mailings to the applicant which require a response will state that failure to respond within ten (10) days or timeframe written in the notice will result in the applicant's name being dropped from the waiting list.

An extension of thirty (30) days to respond will be granted, if requested and needed as a reasonable accommodation for a person with a disability.

If an applicant fails to respond to a mailing from the THA, the applicant will be sent written notification and given ten (10) days to contact the THA. If they fail to respond within ten (10) days, they will be removed from the waiting list.

If the applicant did not respond to the PHA request for information or updates because of a family member's disability, the PHA will reinstate the applicant in the family's former position on the waiting list.

If a letter is returned by the Post Office without a forwarding address, the applicant will be removed without further notice, and the envelope and letter will be maintained in the file.

If a letter is returned with a forwarding address, it will be re-mailed to the address indicated.

If an applicant is removed from the waiting list for failure to respond, they will not be entitled to reinstatement unless the Director of Assisted Housing or designee determines there were circumstances beyond the person's control. The following exceptions, if determined to exist, will be acceptable to warrant reinstatement: medical emergencies/jury duty reserves.

Applicants are required to contact the THA in writing every six (6) months to confirm their continued interest. The PHA will give written notification to all applicants who fail to respond at the required times. If they fail to respond to this notification, they will be removed from the waiting list.

The THA allows a grace period of one year after the date of notification of the purge (**Resolution 2013-3851**). Applicants who respond during this grace period will be reinstated back to the list close as possible to the original position on the pre-purged list.

N. PROJECT-BASED ASSISTANCE [CFR 982.205]

Waiting lists will be site specific for all project-based voucher assistance. All policies contained in this document that relate to admissions apply. All families on the tenant based waiting list will have the opportunity to be placed on a project-based waiting list.

THA will operate a tenant based and project based waitlist. Each applicant will have the opportunity to apply for all project based sites and tenant based vouchers when the waitlists are open. (**Resolution 2007-3539**) The project based waitlist applications will be placed on the lists by time and date of the application (**Resolution 2013-3852**) and not by lottery as is for the HCV tenant based waitlist when opened.

Referrals will be received for PB projects Villa Deville and MLK from the partnering supportive services agency or a qualifying agency that understands the complexity and definition of chronic

homelessness. Families being placed on the waitlist for these specific PB projects must meet the definition of chronic homelessness. (**Resolution 2012-3798**)

Palm Terrace (ALF)

Applicants will be certified as eligible for Palm Terrace if they are 62 years or older and meet the criteria outlined in this policy.

Additional preference will be given to current Public Housing residents requiring services provided at the site.

The operator will maintain the waitlist, screen for additional eligibility requirements that are necessary for assisted living facilities, and then refer to THA for further eligibility determination.

Failure to meet the screening requirements will result in denial of admission. Any family on the tenant-based list or in Public Housing will not lose their current status. Others applying, that are not on a waitlist, will be denied and no other preferences will be offered.

[**Resolution 3283**]



Manual of Standard Operating Procedures

Created: 06-2013 version 1
Updated: 08-2014 version 3

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Purpose

This document provides the policies, procedures, guidelines, and standards that govern the UNITY Information Network (UIN). UNITY staff will provide each UNITY Member Agency provider with a copy of this document. As a condition of participation, each UNITY Member Agency is required to adhere to all policies within the document as signed in the UNITY Agency Agreement. Refer to Section 3 about UNITY Member Agency responsibilities and sanctions.

Exceptions

In order to mitigate risk from participation in the UNITY system, the UNITY Information Network has the right to grant exemptions to any UNITY policy only in the following instances:

- unique circumstances/programs not encountered before by UNITY staff,
- public policy decisions needing some considerations,
- or in need of quick time lines for implementation.

No other considerations will be considered.

Acknowledgments

The UNITY Information Network would like to thank its many statewide and national colleagues who have shared their policies with us as we were in development of this document. We would also like to thank the UNITY member agencies and local community planners for their thoughts, ideas, and work to help draft and revise this document. The UNITY Information Network thanks the UNITY Information Network staff and the UNITY Advisory Committee members for their dedicated and detailed research, planning and writing that contributed to this document.

Glossary

This glossary includes a list of terms that will be used throughout this document and by the UIN staff.

Agency Administrator (AA) – A person designated by a UNITY Partner Agency Executive Director/Chief Executive Officer and who acts as a liaison and contract person to the UIN staff.

End User (EU) – Any user who has an active license to UNITY. This can include Agency Administrators.

HMIS Lead – refers to the designated Homeless Management Information System (HMIS) Lead agency that oversees the day to day operations of the HMIS.

HUD - Acronym used to refer to the Department of Housing and Urban Development.

HPRP - Acronym used to refer to Homeless Prevention and Rapid Re-housing Program.

UNITY Partner Agency – An agency who has signed all UIN agreements and who is actively entering data into the system.

Prospective Partner Agency – An agency who has inquired about joining UNITY.

ROI - Acronym used to refer to a Release of Information which gives permission for client data to be shared.

SSOM – Acronym used to refer to the Self-Sufficiency Outcomes Matrix.

UIN – Acronym used to refer to the UNITY Information Network.

UNITY – The identity given to the Tampa/Hillsborough County's HMIS.

THHI– Acronym used to refer to Tampa Hillsborough Homeless Initiative.

Section 1: Historical Perspective

Introduction

The concept of HMIS was a brainchild of the United States Congress and the Department of Housing and Urban Development (HUD). In 1999, Congress mandated the Department of Housing and Urban Development (HUD) find a way to adequately track the scope of homelessness in the United States in the HUD Appropriations Act. The following year, the Department of Housing and Urban Development (HUD) mandated that each community implement or be in the process of implementation of a Homeless Management Information System (HMIS) by October 2004. The Homeless Management Information System (HMIS) is the national title given to what we call in Hillsborough County the UNITY Information Network (UNITY).

The UNITY Information Network (UNITY) is a secure web-based centralized database where non-profit organizations across Hillsborough County enter, manage, share and report information about the clients that they serve. It is similar to an electronic health record system in a hospital. The UNITY staff provides training and technical assistance to UNITY Partner Agency providers and their users.

In 2005, the Tampa Hillsborough Homeless Initiative became the HMIS lead agency and system administrator for coordinating all HMIS related activity in the Tampa Hillsborough County Continuum of Care (CoC). HMIS activity is governed by an agreement with and monitored by the THHI, the CoC lead agency.

In subsequent years, Senate and House Appropriations Committee reports have reiterated Congress' directive to HUD to: 1) assist communities in implementing local Homeless Management Information Systems (HMIS), and 2) develop an Annual Homeless Assessment Report (AHAR) that is based on HMIS data from a representative sample of communities. Most recently, Congress renewed its support for the HMIS initiative and the AHAR in conjunction with the passage of the Transportation, Treasury, Housing and Urban Development, the Judiciary, the District of Columbia, and Independent Agencies Appropriations Act of 2006 (PL 109-115).

In addition to Congressional direction, HUD, other federal agencies and the U.S. Interagency Council on Homelessness require HMIS under various statutory authorities and Congressional direction to collect information about the nature and extent of homelessness. Individual programs authorized under the McKinney-Vento Act require the assessment of homeless needs, the provision of services to address those needs, and reporting on the impact of federal assistance in helping homeless people to become more independent. The major congressional imperatives in HUD's McKinney-Vento Act programs are:

- Assessing the service needs of homeless persons;
- Ensuring that services are directed to meeting those needs;
- Assessing the outcomes of these services in enabling homeless persons to become more self-sufficient; and
- Reporting to Congress on the characteristics of homeless persons and effectiveness of federal efforts to address homelessness.

In 2007, the Tampa/Hillsborough Continuum of Care and the UNITY Information Network finally made an advanced move and transitioned from a completely closed, non-sharing database to a completely open shared system. This allows agencies, intake workers, and case managers to see client information entered from any provider across the system. This keeps clients from having to tell their story and give their data multiple times a day.

In 2009, the President signed into legislation the American Reinvestment and Recovery Act (ARRA). That legislation included financial assistance dollars for those at risk of homelessness called the Homeless Prevention and Rapid Re-housing Program (HPRP). In that section, it was written that participating providers who distribute funds must enter and report all data from their local Homeless Management Information System (HMIS).

For the Homelessness Prevention and Rapid Re-Housing Program (HPRP), the American Recovery and Reinvestment Act of 2009 requires that “grantees receiving such assistance shall collect data on the use of the funds awarded and persons served with this assistance in the HUD Homeless Management Information System (“HMIS”) or other comparable database.”

Our Community's Vision

"Incorporate a system for universal intake, assessment and referral with centralized technology and data systems, such as through the Homeless Management Information System (HMIS)."

The vision to create a centralized health and human service shared client data system is being realized with the growth and development of UNITY which is used to report on client and program successes as well as provide necessary data to local funding entities for health and human service planning purposes.

UNITY Program Goals

Measure the Extent and Nature of Homelessness

The goal is to inform public policy makers about the extent and nature of the homeless population in Hillsborough County, Florida. This is accomplished through analysis of homeless client and service provider data. UNITY gathers an unduplicated count of those accessing services, service trends, bed utilization rates, recidivism rates, and UNITY system usage. All data is provided in an aggregated format (void of any identifying client level information) and made available to public policy makers, service providers, advocates, and consumer representatives.

Streamline the Intake and Referral Process for Human Service Agencies

The goal is to streamline the intake and referral process for human service agencies in Hillsborough County, Florida. UNITY provides a standardized mechanism for collecting client information across all providers. Human service providers collect the same client information and then the client can share that information at each program with additional service providers for greater ease of service. As part of the system, a service provider can send an electronic referral to another agency. This streamlined process allows for the development of centralized intake centers where clients are assessed, appropriately referred to programs, and followed as they use services of various providers who all participate in the single shared information system.

Provision for In-depth Case Management by Sharing Client Information

The goal is to allow for in-depth case management through the sharing of client information in a centralized system. UNITY provides a standardized mechanism in which human service providers collect information and then share it among every Continuum of Services agency to facilitate client assistance and promote collaboration among partner agencies through the availability of shared data.

Inventory Homeless Housing

The goal is to create a comprehensive inventory of homeless housing and track its usage in Hillsborough County. UNITY is the repository for the inventory that allows for real-time collection and tracking of shelter availability in Hillsborough County. As Case Managers are making referrals, they will be able to check which providers have housing beds/units available to which clients can be referred. In order to maximize the potential effectiveness of the system, it is essential for housing providers to regularly update data in the system. They can then check the system for referrals made to their programs for easy intake.

Section 2: Tampa Hillsborough Homeless Initiative Roles & Responsibilities

Role

The role of the Tampa Hillsborough Homeless Initiative's UNITY Information Network is to act as the Homeless Management Information System (HMIS) Lead Agency for the Tampa/Hillsborough County Continuum of Care. Approval has been granted by the Continuum of Care (CoC) to THHI to act in this capacity within the local Continuum of Care (CoC), State of Florida, and the Department of Housing and Urban Development (HUD) inquiries.

In addition to acting as the HMIS Lead Agency, the UIN role is to provide training and technical support to the Continuum of Care (CoC) Lead Agency and UNITY Partner Agency providers. Lastly, UNITY staff coordinates and participates in numerous projects annually regarding data collection and performance measurement.

The UNITY Information Network (UIN) is more than just a Homeless Management Information System (HMIS); it is a shared client management information system. This system can assist any health and human service organization needing a data system to capture client information, report on their successes and share client data with other partner organizations.

Responsibilities

UNITY Information Network (UIN) is responsible for coordinating the following items on behalf of UNITY Partner Agencies and the Tampa/Hillsborough County Continuum of Care (CoC).

- **All software-related issues with the vendor** - This includes all communication with the vendor including phone, email and conferences as well as submitting feature enhancement requests from UNITY Partner Agencies.
- **User training** - UIN staff is responsible for all End User training. This is to ensure continuity and consistency with training as well as to ensure that the proper work flow for UNITY Partner Agencies is properly taught and followed.
- **Technical support as it relates to the software or project** - UIN staff is responsible for providing technical support to Agency Administrators and End Users. Technical support services attempt to help the user solve specific problems with a product and do not include in-depth training, customization, reporting, or other support services.
- **Data quality initiatives** - Together Partner Agencies and UIN staff are responsible for adhering to the data quality standards in order to ensure that reports both at the provider level and the system level are complete, consistent, accurate, and timely.
- **System-wide reporting on performance measures for Local, State and National initiatives** - UIN staff is responsible for the training of the UNITY Partner Agency providers on how to access and run reports on the data they contribute to UNITY. Additionally, reports are provided to local community planners monthly and to

Statewide and National partners quarterly and annually. This data is in an aggregate format and details the trends on how clients are being served in Hillsborough County.

Client Privacy & Data Security

Client privacy and data security are paramount to a successful collaborative community information system like the UNITY Information Network (UIN). The UIN staff spend time working with our vendor as well as each UNITY Partner Agency to protect clients' data and privacy within the network. UIN continues to refine its policies and procedures to protect client data and strengthen the network. All concerns, complaints and handling of privacy will be handled by the UIN Privacy Officer.

UIN Privacy Officer

Tampa Hillsborough Homeless Initiative has assigned a Privacy Officer to UIN who will outline network risk, monitor client privacy in the system, work on policy and procedure creation to protect client data, work with UIN trainer to improve privacy trainings, and field complaints regarding Privacy and Security violations. The UIN Privacy Officer is the UNITY Program Manager. All concerns about privacy should be sent to unity@homelessofhc.org or call 813-280-8750.

UIN Data Security Officer

Tampa Hillsborough Homeless Initiative has assigned a Data Security Officer to UIN who will monitor system and data security, work to improve security within the network members, and work with UIN trainer to strengthen training around system and data security. The UIN Data Security Officer is the UNITY System Administrator. All concerns about privacy should be sent to unity@homelessofhc.org or call 813-280-8750.

Annual Projects

The UNITY Information Network (UIN) coordinates and/or participates in numerous projects annually regarding data collection and reporting. Below is a list of projects that UIN is involved in:

Annual Homeless Assessment Report (AHAR) - The Annual Homeless Assessment Report (AHAR) is a report submitted to the Department of Housing and Urban Development (HUD), who presents the data in a report to the U.S. Congress detailing the extent and nature of homelessness in the United States. It provides counts of the homeless population and describes their demographic characteristics and service use patterns. The AHAR is based primarily on data from Homeless Management Information Systems (HMIS) in the United States.

Emergency Food and Shelter Program (EFSP) - These funds originate from the Federal Emergency Management Agency (FEMA), but are overseen by a National EFSP Board. The Emergency Food and Shelter Program (EFSP) is a national program that provides additional funds to existing shelters, food pantries, soup kitchens and financial assistance providers.

Housing Inventory Chart (HIC) - An annual report submitted to the Department of Urban Development (HUD) that lists all homeless emergency, transitional, safe haven, shelter plus care, and permanent supportive housing beds in our Continuum of Care (CoC) and how they were used over the reporting period.

Homelessness Pulse - A quarterly report similar to the AHAR that provides more real-time information on service usage and trends to the Department of Housing and Urban Development.

Homeless Point in Time (PIT) Count – A bi-annual count and survey of the homeless client population where data is collected on a given day and is submitted to local, State and Federal Government entities and other community planners. This data is used to estimate the number of homeless in our community and allocate funding based on those estimates.

Section 3: UNITY Partner Agency Role & Responsibilities

"UNITY Partner Agency" is the term given by the UIN staff to participating health care and/or human service providers who actively enter data into the UNITY Information Network (UIN).

Participation Requirements

Policy 3.1: All prospective health and human service providers who join UIN must sign and agree to abide by the UIN-related user and agency registration forms and policies.

Policy 3.1.1: A service provider whose primary mission involves solving homelessness is required to actively enter data in the UIN.

Procedure: Any 501(c)3 organization whose primary mission involves solving homelessness is required to actively enter data in the UIN. To participate in UIN, Partner Agencies must sign and agree to abide by the terms of all agency and user-related UIN forms and policies and procedures outlined in this document.

All Partner Agencies that receive funding from the United States Housing and Urban Development Department (HUD) are mandated to participate in UIN by contract with HUD.

Policy 3.1.2: A service provider whose primary mission is not homeless related, but who provides a basic needs, prevention, diversion, or wrap around service is strongly encouraged to actively enter data in the UIN.

Procedure: Any 501(c)3 organization that provides a health and human service may qualify to participate in UIN. To participate in UIN, Partner Agencies must sign and agree to abide by the terms of all agency and user-related UIN forms and policies and procedures outlined in this document. Participation is voluntary, but strongly encouraged. A fee may be assessed per user to access and enter data into UIN.

UNITY Partner Agency Agreement

Policy 3.2: The UNITY Partner Agency Agreement must be signed by a legal authorized representative of each UNITY Partner Agency.

Document: The UNITY Partner Agency Agreement is a legal contract between the UNITY Partner Agency and the Tampa Hillsborough Homeless Initiative regarding specific UIN guidelines and use. The agreement outlines specific details about the UNITY Partner Agency's UIN involvement including, but not limited to, the areas of confidentiality, data entry, security, data quality and reporting.

Procedure for Execution:

1. The Agency's Executive Director (or legal authorized officer) will sign two copies of the UNITY Partner Agency Agreement and mail them to THHI.
2. Upon receipt of the signed agreement, it will be signed by the THHI Executive Director.
3. Upon signature of the THHI Executive Director.
4. One copy of the UNITY Partner Agency Agreement will be scanned and filed electronically with THHI. The original will be mailed back to the UNITY Partner Agency.

HIPAA Agreement

Policy 3.3: The UNITY Business Associate or Business Associate/Qualified Service Organization Agreement, along with the UNITY Partner Agency Agreement must be signed by the Executive Director (or a legal authorized representative) of each UNITY Partner Agency that identifies as a HIPAA covered entity.

Procedure: The UNITY Business Associate or Business Associate/Qualified Service Organization Agreement is a UIN document required by all UNITY Partner Agency providers who partner with UIN and are a HIPAA covered entity. This document details the basic business practices of the HIPAA rules to be followed. The document further explains that each UNITY Partner Agency may be working with other UNITY Partner Agency providers who are HIPAA covered entities. Therefore, all UNITY End Users will adhere to the basic business practices under HIPAA as it relates to client confidentiality, privacy and security.

1. The Agency's Executive Director (or legal authorized officer) will sign two copies of the UNITY Business Associate or Business Associate/Qualified Service Organization Agreement and mail them to THHI.
2. Upon receipt of the signed document, it will be signed by the THHI Executive Director.
3. One copy of the UNITY Business Associate or Business Associate/Qualified Service Organization Agreement will be scanned and filed electronically with THHI and the original copy will be mailed back to the Agency.

Background Checks

Policy 3.4: In order to receive UNITY license access, each UNITY User must have completed and passed a background check prior to attending their first UNITY training to ensure that clients are protected from fraud or identity theft.

Procedure: The Tampa/Hillsborough County Continuum of Care (CoC) requires all end users of the UNITY system to complete and pass a level two background check. The HMIS Lead Agency (THHI) must verify that each UNITY Partner Agency conducts a criminal background check for all UNITY users. Additionally, the Florida Legislature has passed a law, effective August 01, 2010, that places new requirements on persons who work with vulnerable populations (children, elderly, and the disabled). This law, part of 2011 Florida Statue, XXXI,

Section 435 regarding labor background changes, has been adopted by the Department of Children and Families (DCF), Agency for Health Care Administration (AHCA), Department of Elder Affairs, and Florida Department of Law Enforcement.

This new law requires that employees and volunteers who work with vulnerable populations undergo and pass a level 2 background check including fingerprinting prior to beginning work. Since UNITY is a shared client information system, each UNITY user must have completed and passed a level 2 background check prior to attending their first UNITY training to ensure that clients are protected from fraud and identity theft.

In order to secure the shared client data in UNITY, we encourage each organization to follow this new law for all users who have access to UNITY data. By law, we cannot ask for a copy of the results as proof of completion, therefore, each organization must sign a Volunteer and Employee Background Check Verification Memo.

Licensing Fees

Policy 3.5: The UNITY Information Network (UIN) will monitor and assess licensing fees for all existing and future UNITY Partner Agencies.

Policy 3.5.1: The UNITY Information Network (UIN) will provide subsidized licenses to UIN staff and UNITY Partner Agencies:

- whose program mission is to end homelessness;
- any basic needs program;
- whose population served is only homeless.

Objective: Basic need services that will be eligible for subsidized licenses in UNITY are categorized as follows:

- food - soup kitchen, food pantry, and food banks.
- homeless diversion - financial assistance providers who help current homeless individuals and families (defined by the HEARTH Act) exit to permanent housing (i.e. rapid re-housing or homeless prevention).
- housing/shelter - homeless emergency shelter, transitional housing, or permanent supportive housing listed in the housing inventory chart.
- clothing/drop-in center - a one stop center where a variety of basic needs are given such as telephone use, mailing address, clothing, computer use, showers, laundry, etc. or small organization whose mission is to provide clothes to homeless children.
- homeless street outreach - teams who contact and engage with homeless clients on the street or in local emergency or transitional facilities.
- homeless child care slots - dedicated programs that provide child care only to homeless children and families.
- Travelers Aid – funds for transportation assistance for clients returning home.

Each UNITY Agency Administrator will receive a subsidized license. Additionally, two subsidized licenses per program or service physical location will be granted, if needed. Additional subsidized licenses can be requested through the UIN staff to the UNITY Advisory Committee. Subsidized licenses will be granted upon a case by case basis by the HMIS Advisory Committee if there are subsidized licenses available.

Procedure:

1. Upon beginning participation in UIN, the organization, programs and services will be assessed for licensing fees.
2. If they meet the criteria above for subsidized licenses, UIN staff will generate a letter of leveraging outlining the license gift.
3. Licenses available in the subsidized pool will be granted for programs and services meeting the above criteria.
4. Users who enter data into the system under multiple programs where one program qualifies for a subsidized license and one program does not, the user will be required to follow policy 3.5.2.
5. All other organizations, program and services not meeting the above criteria will be required to follow policy 3.5.2.
6. For programs or services that need additional subsidized licenses, the Agency Administrator can make a request for additional subsidized licenses through the UIN HelpDesk (unity@homelessofhc.org). Each request will be presented at the following UNITY Advisory Committee meeting for review and consideration. If the request is denied, the program or service will be invoiced for payment for their request as stated in 3.5.2.
7. When requests are approved, the UIN HelpDesk will update the ticket of the license availability. The UIN Trainer will then contact the program or service about training.
8. If a program or service does not need all the subsidized licenses allocated to them, they may return the surplus licenses to UIN for redistribution through the UIN HelpDesk. Licenses may be requested at a later date and, upon availability, reallocated back.
9. If subsidized licenses are allocated, but remain unassigned or the user assigned does not log into the system for 6 months or more, UIN staff will send a notification to the UNITY Agency Administrator about the potential license reallocation. This information will also be sent to the UNITY Advisory Committee. The UNITY Advisory Committee will consider reinstatement on a case by case basis.
10. Any program or service that receives a subsidized licenses and at license renewal time has an average data completeness score for the previous 12 months of a D or F, the program or service will forfeit their subsidized license and be required to pay as stated in 3.5.2. The consideration of eligibility for a subsidized license will be assessed the following year for possible reinstatement by the UNITY Advisory Committee on a case by case basis.

Policy 3.5.2: The UNITY Information Network (UIN) will assess a licensing fee to UNITY Partner Agencies whose do not meet the criteria in 3.5.1 for a subsidized license.

Objective: The UNITY Advisory Committee in conjunction with the Tampa/Hillsborough County CoC Lead agency has developed the following fee structure for the UIN system. Each UNITY Partner Agency is required to pay any associated fees listed below for licenses requested. The fees listed below are non-negotiable and are for a 12 month period ending one year from the date of payment receipt.

Item	Description	Fee
New License	There is a one-time setup fee (\$250/user), annual license fee (\$92/user) plus an admin rate (\$33/user) to purchase a new license for UNITY. Fees are per user.	\$375/user
Annual License Renewal	There is an annual license fee (\$92/user) plus an admin rate (\$33/user). Fees are per user.	\$125/user
Reporting License	There is an annual license fee associated with accessing the Advanced Reporting Tool (\$170/Adhoc license or \$90/Viewer license).	\$170/adhoc license OR \$90/viewer license
Vendor Assisted Reports, System Changes, or Technical Assistance	There is a fee for support from the vendor to create any new report. Fees are per report at the current vendor rate. Rates subject to change without notice. Will require upfront deposit to spec out report. Upfront dollars goes towards balance of report project.	\$125/hour

Non-subsidized licenses include providers in the following categories:

- Information and Referral,
- Housing/Shelter provider not listed on the housing inventory chart
- Non-Homeless diversion financial assistance
- Non-Homeless dedicated child care slots
- Tutor/Mentoring
- Legal Assistance
- Physical Health
- Behavioral Health
- Law Enforcement providing basic need social service not related to homeless outreach
- All others not listed in 3.5.1

Procedure:

1. Upon beginning participation in UIN, the organization, programs and services will be assessed for licensing fees.
2. Organizations who are currently receiving subsidized licenses and no longer meet the criteria above for a subsidized licenses (Policy 3.5.1), will be sent an invoice for payment of existing licenses in the new contract year.
3. The HMIS Lead agency finance department will generate an Invoice for Payment and send it to the program or services making the licensing request.
4. Licenses will not be allocated and staff training will not be scheduled until payment is received by the HMIS Lead agency.
5. Once payment has been received, the UIN HelpDesk will update the ticket of the license availability. The UIN Trainer will then contact the program or service about training.
6. For programs or services that need additional non-subsidized licenses, the Agency Administrator can make a request for additional non-subsidized licenses through the UIN HelpDesk (unity@homelessofhc.org). An invoice will be generated for payment.

Agency Staff Roles and Requirements

Policy 3.6: Each UNITY Partner Agency is required to either have an Agency Administrator or a Point of Contact to coordinate UNITY activities for their organization.

Policy 3.6.1: For Member Agencies with more than 5 employees and licensed end users, the Member Agency will assign both an Agency Administrator and may have a back-up Agency Administrator to coordinate UNITY activities for their organization.

Procedure: The Executive Director (or legal authorized officer) of the Agency will complete the Agency Administrator Designation/Point of Contact Form to assign the position to a specific staff person. This role is vital to the success of UNITY at the UNITY Partner Agency locations to ensure that the data is entered in a timely manner, the quality of the data is continuously monitored, and communication and support between UIN and the UNITY Partner Agency is streamlined.

An Agency Administrator is the staff member at a UNITY Partner Agency provider who acts as the centralized contact for the UIN staff and is the first line of defense for technical assistance to their users.

Agency Administrator Role and Responsibility. The Agency Administrator role is to act as the operating manager/liaison between the UIN staff and users at the UNITY Partner Agency. This position is necessary for the UIN staff to have a point of contact and vital to the success of UNITY at the UNITY Partner Agency. This position is required for any Member Agency with 5 or more active licenses. The CEO/President or Executive Director will designate an agency administrator based on a set of skills outlined in the UNITY Description of Agency Administrator Role. See Appendix I for more information.

Policy 3.6.2: For Member Agencies with less than 5 employees and licensed end users, an Agency Administrator is not required, but at least one UNITY Point of Contact is required to communicate with the UIN staff.

Procedure: The Executive Director (or legal authorized officer) of the Agency will complete the Agency Administrator Designation/Point of Contact Form to assign the Point of Contact position to a specific staff person. This role is vital to the success of UNITY at the UNITY Partner Agency locations to ensure that the data is entered in a timely manner, the quality of the data is continuously monitored, and communication and support between UIN and the UNITY Partner Agency is streamlined.

Point of Contact Role and Responsibility: The Point of Contact role is very similar to the Agency Administrator role, but without the technical support aspect. The UIN staff will fulfill the role of help desk support and triage. A Partner Agency designates a primary and a back-up Point of Contact. See Appendix II for more information.

Policy 3.7: A UNITY Partner Agency will ensure that at least one person will complete a Level 1 training and complete their test in order to receive a license to access live client data in UNITY.

Procedure: Once the Agency Administrator/Point of Contact position has been assigned, he/she will be able to work with UIN Staff to assign End Users and authorize additional licenses for the UNITY Partner Agency. The End User will complete training and then be responsible for the timeliness of the data being entered and the quality of the data they enter. An End User is a term used to refer to all UNITY users at a UNITY Partner Agency.

UNITY End Users Roles and Responsibility. Every UNITY End User must attend at least one Level 1 Training, sign a UNITY User Agreement, and successfully complete their test, not exceeding 5 business days past training, in order to receive access to the live site.

Every UNITY End User is responsible for the following items:

- Adhering to all of the policy and procedures outlined in this document
- Attending all trainings required by UIN staff and the UNITY Partner Agency Administrator.
- Entering quality data in a timely and accurate manner.
- Adhering to the data requirements set by the UIN staff and the UNITY Partner Agency.

Initial UNITY Staff Site Visit

Policy 3.8: Prior to signing the UIN agreements, a prospective UNITY Partner Agency will first schedule and complete an on-site Initial UNITY Site Visit at the prospective Member Agency.

Procedure: Prior to signing the Agreements for participation, a prospective UNITY Partner Agency provider will first schedule and complete an on-site Initial UNITY site visit at the prospective Member Agency. This site visit is between the UIN staff, the prospective UNITY Partner Agency Executive Director and other UNITY Partner Agency critical staff at the prospective UNITY Partner Agency location. Other staff may include data entry staff, supervisors, managers, intake workers, or case managers. The prospective UNITY Partner Agency should include any staff they feel is necessary to UNITY data entry, data quality or the reporting process.

At this site visit, UIN staff will document the goals of the prospective UNITY Partner Agency in regards to UNITY (what do they want to achieve by using the system), go over the required data elements, review the policy and procedures, define entry requirements and set expectations. The site visit also allows UIN staff to properly assess the prospective UNITY Partner Agency providers' work flow and user needs, specific implementation issues, and any constraints or risks that will need to be mitigated by the prospective UNITY Partner Agency prior to going live. A site demo using a training version of the UNITY system may also be used (at UIN staff discretion) during the visit to visually explain UNITY and its capabilities.

Minimal Technical Requirements

Policy 3.9: All UNITY End User workstations must meet minimum technical requirements in order for UNITY to be functional and to meet the required security specifications.

Procedure: The following details are the minimal set of technical requirements for hardware and Internet connectivity to the UNITY system. UNITY works with all operating systems.

Hardware:

- Memory: 4 Gig recommended, (2 Gig minimum), If XP – 2 Gig recommended, (1 Gig minimum)
- Monitor: Screen Display - 1024 by 768 (XGA)
- Processor: A Dual-Core processor is recommended.

Internet Connectivity:

- Broadband Internet Connectivity recommended (High Speed Internet).

Authorized Browsers:

- Firefox 3.5 or greater
- Internet Explorer 8.0 or greater
- Safari 4.0 or greater
- Google Chrome 5.0 or greater

Workstation Maintenance:

- Workstations should have their caches refreshed on a regular basis to allow for proper speed and functionality.
- Workstations should continue to be updated to the most current version of Java, as suggested by their software.
- Workstations may need their virtual memory increased.

UNITY High Profile Membership

Policy 3.10: UNITY Partner Agencies will have their membership elevated to high profile status based on a set of established criteria.

Procedure: There are UNITY Partner Agencies whose use of UNITY is more comprehensive than others. Their usage demands more time from the UIN staff with training and technical support. Due to this fact, the UIN staff have created a level of membership identified as High Profile Membership. Providers who qualify for High Profile Membership will get higher priority assistance for training and technical support when they request assistance from the UIN staff. Priority assistance means the providers' requests will be expedited over non-high priority members. UNITY Partner Agencies must meet all the criteria below to be elevated to High Profile Membership status.

Qualifications for High Profile Membership

1. More than one program in the agency has active users entering data into UNITY.
2. The programs use more than one module in the UNITY system consistently. Modules included are: ClientPoint, ShelterPoint, SkanPoint, ActivityPoint or Advanced Reporting Tool.
3. Must have more than 80 bed capacity or serve more than 1000 people a month.
4. Must have more than 5 active UNITY users.

Membership status will be evaluated annually and changes to status will be applied at that time. During annual evaluation of member status, the following criteria would cause a revocation of the High Profile Status.

Revocation of High Profile Membership

1. Must continue to meet all the qualifications listed above.
2. Not have been cited for a violation of or placed on corrective action for violating the UIN Policies and Procedures within the previous 12 months.
3. Annual cumulative data completeness report card must not fall a letter grade or below a "C" in the previous 12 months.

When requests come into the UIN staff via the HelpDesk, High Profile Membership will be a level increase in their request based on the technical assistance chart in section 8.3.1.

UNITY Corrective Action

Policy 3.11: Once a UNITY Member Agency or any of its End Users has violated any UNITY policy, the UNITY Staff will implement an action plan upon discovery of the violation.

Procedure: Violations in UNITY policy can occur, but Partner Agencies should work to ensure violations in policy are prohibited. If a violation is discovered, it is the role of the UNITY staff to swiftly respond in order to prevent further violations from occurring or the current violation from harming clients or other UNITY Partner Agencies. The UNITY staff will determine a course of action depending on the type and the severity of the policy violation.

Critical Risk (For example: Security Breach, Imminent risk to clients, Unresolved Data Quality Errors)

- UNITY System Administrator will suspend all UNITY Partner Agency Active End User Licenses. Affected End Users will be suspended until retraining.
- UNITY Program Manager immediately reports the violation to the HMIS Lead agency Management Team.
- UNITY Program Manager will contact the UNITY Partner Agency in question to discuss the violation and course of action.
- UNITY Partner Agency will be suspended until violation resolved and placed on probation for at least 90 days.
- HMIS Lead agency Management will contact the UNITY Partner Agency Contract Manager to discuss violation and action plan.

Medium Risks (For example: Grievance has been filed against UNITY Partner Agency or general complaints that threaten or endanger clients.)

- UNITY Program Manager immediately contacts and reports to the HMIS Lead agency Management Team to discuss the course of action and plan.
- UNITY Program Manager will contact the UNITY Partner Agency in question to discuss the violation and course of action.
- HMIS Lead Agency Management will contact the UNITY Partner Agency Contract Manager to discuss violation and action plan.
- UNITY Partner Agency will be placed on Probation for at least 90 days and possible suspension until violation resolved.
- If appropriate, UNITY System Administrator will suspend all UNITY Partner Agency Active End User Licenses.

Low Risk (For example: Unresponsive UNITY Partner Agency to UNITY Requests, Ceased Data Entry, Incorrect Bed List, End User Inactivity, and Timeliness Issues.)

- UNITY Program Manager will contact the UNITY Partner Agency in question to discuss the violation and course of action.
- UNITY Program Manager will contact the UNITY Partner Agency Contract Manager to discuss violation and action plan.
- If appropriate, UNITY Partner Agency will be placed on probation for at least 90 days or until violation resolved.
- If appropriate, UNITY System Administrator will suspend all or some of the UNITY Partner Agency End User Licenses in question.
- If appropriate, UNITY Program Manager will contact the funder(s) associated with the UNITY Partner Agency to discuss the violation and course of action.

Potential Courses of Action

Probation.

The UNITY Program Manager will notify the Agency's Executive Director and UNITY Agency Administrator in writing to set up a one-on-one meeting to discuss the violation in question. During the Meeting, an action plan will be developed and documented with relevant time frames outlined set to correct actions. If a training issue is identified, the UNITY Program Manager will coordinate further follow up with the End Users in question. The Partner Agency will be placed on probation, to last a minimum of 90 days. Monitoring and auditing will be performed regularly during this period. Notification of probation will be communicated to all local contract funding managers.

Suspension.

If a violation is of critical risk or the corrective measure(s) are not achieved in the probationary period or more UNITY violations occur during the probationary period, the UNITY System Administrator will suspend their access to UNITY until the issues are resolved. The UNITY Partner Agency will receive a written notice, via certified mail, to the Partner Agency's Executive Director, of the suspension, reasons and effective date. During suspension, a mandatory meeting will be held between the Partner Agency Executive Director, HMIS Lead agency CEO, the UNITY Staff, and local Contract Manager, if appropriate, to discuss suspension and requirements for resolution. All meeting deliverables will be documented in writing and must be achieved within the set probationary period.

Termination.

If the Partner Agency violates any policies deemed of critical risk and fails to achieve resolution within the probation period, the UNITY Staff will permanently terminate the Partner Agency from UNITY. The UNITY Partner Agency will receive a written notice, via certified mail, to the Partner Agency Executive Director of the Termination, reasons and effective date. Notification of the termination will be sent to all local contract managers. In the case there is data quality costs, transfer costs, the Partner Agency will assume responsibility for payment.

Reinstatement Policy

The CoC Lead Agency (Tampa Hillsborough Homeless Initiative [THHI]) has developed and approved a Policy and Procedures manual for organizations that access data in UNITY. Any organization that is approved as a UNITY Partner Agency receives a copy of the UNITY Policy and Procedures Manual. The CEO or COO of each organization must sign a statement that they have received and read the UNITY Policy and Procedures Manual and agree to adhere to them. Violations of the UNITY Policies and Procedures will result in probation and may result in suspension or termination from the UNITY system, especially violations of those policies requiring:

- initial training and periodic re-training in using UNITY for persons entering and accessing data;
- staff members that enter and/or access data must meet the background check requirements with no past criminal records involving fraud or credit/identification theft;
- staff or volunteers must not be a current client of the UNITY member program in which they are entering data, and may not have been enrolled in a program of the UNITY Partner Agency within the previous six months.

Programs may also be placed on probation, suspension or termination from the UNITY system for criminal or illegal activity in which a client's rights, privacy, safety or security have been violated. Those violations are the most serious of all, must be addressed immediately, and take precedence for resolution over all other violations. Policies and Procedures concerning criminal and/or illegal activities are addressed in the Hillsborough CoC Lead Agency System Policies and Procedures.

Policy: Organizations that have been placed on probation, suspension, or termination from the UNITY Information Network and who seek to be returned to full active UNITY Partner Agency status must complete the reinstatement process outlined below, and be granted approval for probationary reinstatement prior to the organization and any of its users being granted access to UNITY.

Procedure: A UNITY Partner Agency will be placed on probation, suspended, or terminated from UNITY for any violation of the UNITY Policies and Procedures. The decision to place on probation, suspend, or terminate from UNITY will be made by the UNITY Advisory Committee, who will officially notify the Partner Agency of the action. The UNITY Partner Agency on suspension or termination will be placed on inactive UNITY Partner Agency status. The UNITY Partner Agency that has been placed on probation, suspended, or terminated from the use of and access to UNITY under this Policy may be considered for reinstatement after completing the following process.

1. The UNITY Partner Agency must create a Corrective Action Plan that addresses each and every issue listed in the official notification of probation, suspension or termination from UNITY, and submit it to the HMIS Advisory Committee for review, negotiation, and approval. The HMIS Advisory Committee then recommends the Corrective Action Plan to the HMIS Lead agency for final approval.
2. The UNITY Partner Agency must demonstrate in writing and through desk and on-site monitoring that it has taken the actions needed to resolve all violations named in the Corrective Action Plan, and that it has ceased any and all specific activities or actions that violated the approved UNITY Policies and Procedures. Desk monitoring for quality and timeliness of data entry will be done by UNITY staff while the on-site monitoring will be the responsibility of the HMIS Advisory Committee and CoC Lead agency staff.
3. Each specific activity or action that was in violation of the UNITY Policies and Procedures will be considered separately with separate written and on-site monitoring of the violations.
4. Once the Corrective Action Plan has been completed and all violations addressed and resolved by the UNITY Partner Agency, the organization must formally request reinstatement in writing to the HMIS Advisory Committee for their consideration. The HMIS Advisory Committee will review the reinstatement request and make a recommendation to the HMIS Lead Agency. Final approval and course of action for reinstatement is given by the HMIS Lead Agency.
5. All required organization personnel (Agency Administrator and all licensed end users entering or accessing data) must complete all required/appropriate training presented by UNITY staff prior to final reinstatement or the lifting of probation, suspension or termination status.
6. Violation of the Hillsborough CoC Lead Agency System Policy and Procedures regarding criminal or illegal activity in which any client's rights, privacy, safety or security has been violated, will take precedence over all other violations. If the UNITY Partner Agency has been placed on probation, suspended or terminated for criminal or illegal activity, those violations must be remedied before other violations of UNITY Policies and Procedures are considered, in order for the reinstatement to be valid.
7. After the UNITY Partner Agency has been reinstated, it will be on probation for 120 days from the day it begins entering and accessing data in the UNITY system. Additionally, the organization will be subject to greater scrutiny and monitoring during the probationary period and must demonstrate on-going change in adhering to the UNITY Policies and Procedures prior to probation being lifted.
8. The final recommendation for lifting of the probationary status will be made by the HMIS Advisory Committee, after review of all the pertinent information, and will be presented to the full CoC Lead agency for final action. Only after final approval by the CoC Lead agency will the organization's status change as an active UNITY Partner Agency be changed.

End to Courses of Action

Once the UNITY Partner Agency has been re-instated to UNITY by the HMIS Advisory Committee and CoC Lead agency, UNITY staff will re-instate the Partner Agency's access to the UNITY system and place them under a 12-month probationary period. All users who were previously suspended or terminated and/or who have not accessed the system in 90 days or more will be required to attend, at a minimum, a Level 1 refresher training.

Section 4: User Administration

UNITY End User Prerequisites

Policy 4.1: All End Users are required to have a minimum set of basic computer competency/skills to adequately perform their data entry roles in UNITY.

Procedure: Each UNITY Partner Agency Administrator should meet the skill requirements set forth in the Agency Administrator Minimum Qualifications White Paper. All other End Users should be prepared with basic computer competency/skills to adequately use and navigate UNITY. Users will be evaluated for competency at the beginning of training. Users who do not have a minimum competency will be asked to leave training and seek a basic competency class. Basic computer competency classes can be found at a local library, community center, college, or business learning center. Once the user has completed the basic competency class, they can register and attend UNITY training. Upon return, they will be required to produce proof of attendance at the basic computing class. **See Appendix III for more information.**

Policy 4.2: All End Users should have had a level two background check prior to being assigned access to UNITY by a UNITY Partner Agency.

Procedure: UNITY Partner Agency providers are encouraged to have background checks on all staff and volunteers prior to assigning them access to UNITY. UNITY Partner Agencies shall review the received criminal history report before the end user signs-up for UNITY training. Background checks that come back with a criminal history should be carefully considered prior to giving them access to client information. UNITY staff will investigate all potential UNITY users' history for violations and current client status prior to assigning a license or approving someone for training. Those potential UNITY End Users and Agency Administrator will be notified in writing if they do not meet the qualifications to be granted UNITY access. **See policy 4.3 for more information.**

UNITY End User Agreement

Policy 4.3: No prospective end user will be given a license for UNITY if he/she has entered a plea of nolo contendere (no contest) or been found guilty of any fraud (including identity theft or computer related crimes) or stalking-related felony crimes punishable by imprisonment of one year or more in any state.

Procedure: A UNITY Partner Agency should not risk the privacy and confidentiality of client information by allowing any individual convicted of a fraud including identity theft, computer related crimes, or stalking-related crime (fraud, identity theft, stalking) in any state. In the broadest sense, a fraud is an intentional deception made for personal gain or to damage another individual. An End User needs to be mindful of potential identity theft and improper usage and disclosure of client information. This policy will be taken under consideration and possibly waived if the prospective user has passed a State of Florida Level II Background Check.

An End User will be denied UNITY access if they meet any of the following, whether a judgment of guilt was withheld or not:

- has entered a **plea of nolo contendere** (no contest) to a fraud-related felony crime (fraud, identity theft, stalking) punishable by imprisonment of one year or more.
- has entered a **plea of guilty** to a fraud-related felony crime (fraud, identity theft, stalking) punishable by imprisonment of one year or more for crimes concerning.
- has **been convicted or found guilty** of a fraud-related felony crime (fraud, identity theft, stalking) punishable by imprisonment of one year or more for crimes.

Policy 4.4: Any prospective end user who was a previous client of the same program in which he/she now intends to work or volunteer must not have resided at the facility or been a program participant in the last 6 months prior to gaining access to UNITY.

Procedure: The end user for residential/homeless service programs must not have been a previous client of the same program in which he/she now intends to work or volunteer for the last 6 months prior to gaining access to UNITY. An end user should never have access to detailed information on program/service participants with which they were once friends or fellow participant. UNITY Partner Agencies who violate this rule are putting client information at risk of a privacy and confidentiality breach. Upon discovery of this practice within a Partner Agency, UNITY staff will immediately inactivate the end user in question and notify the agency administrator and end user of the inactivation in writing.

Policy 4.5 All End Users must be provided with a software license by and provided training through the UNITY staff prior to entering or accessing client data in UNITY.

Procedure: Due to the amount of personally identifying information and the confidential nature of the UNITY System, every end user must be assigned a software license to access the system and their initial training must come from the UNITY staff. In order to receive a license, a potential end user must not violate UNITY policies 4.0 through 4.4. Furthermore, a condition of being granted a license is that all users must sign and adhere to an End User Agreement. This document outlines the role and responsibility of having and maintaining their access in UNITY. An End User who violates the End User Agreement will be immediately inactivated from UNITY and required to attend re-training to re-gain access. **See Appendix IV for more information.**

License Administration

Policy 4.6: Notification of issuance and revocation of access within the UNITY Information Network (UNITY) is the responsibility of Agency Administrator.

Procedure: Agency Administrators are responsible for notifying the UNITY staff of a new user, change in user access, or deletion of user access within 24 business hours of their organization's needed change to UNITY access. Agency Administrators should work with the UNITY staff to ensure proper license access is given to qualified UNITY End Users. However, issuance, maintenance, and revocation of software license within the UNITY Information Network (UNITY) is the sole responsibility of UNITY staff.

Assignment of End User security settings. The UNITY staff will assign the security level of every end user based on the agreed-upon security settings established by the Member Agency at the Initial UNITY site visit. The Agency Administrator or Executive Director will assign access to individuals based on their role in the organization and needed access to UNITY. Assignments are best organized by the lowest level of security the staff or volunteer member would need to perform their normal work duties as defined by their official job/position description. If the user is to remain on the system, but has had a change in responsibilities, an Agency Administrator or Executive Director may request a change in any end users security setting, At any time, by completing the UNITY User License Request Form. **See Appendix V for more information.**

Additional licenses/changes. All requests for new licenses must be submitted through the UNITY User License Request Form by the UNITY Partner Agency Administrator. Request forms must be received and approved no later than 72 hours before the scheduled training date. All new licenses are issued only after a UNITY Partner Agency agreement and HIPAA Agreement have been signed by the UNITY Partner Agency and the UNITY End User Agreement has been signed by the appropriate End User. Licenses are allocated on a first come-first served basis based upon agency size, use, and adherence to all policies and procedures set forth in this document. All requests will be reviewed and rated for allocation by the HMIS Lead agency. If there are no more licenses available, the user will have to wait until a license is available or unless the UNITY Partner Agency is willing to pay for the license activation.

Inactivity. An End User must successfully complete all assigned training homework within 5 business days after the initial training date and allow no more than 60 days between log in sessions on the live site to keep their license active. Any End User who is in violation of these rules will have their access inactivated by UNITY staff immediately and the user will be required to attend re-training prior to regaining access. They may be charged a license fee. If a license is no longer needed by the Partner Agency, it will be distributed to the pool of available licenses open to all UNITY Partner Agency providers. An inactivity report is generated and shared with the Agency Administrator, Continuum of Care, local government entities, Funders, and other community stakeholders.

UNITY Staff removing a user license for cause. UNITY reserves the right to immediately inactivate or delete the license for any end user for cause. In all cases where a licensee is removed for cause, the assigned UNITY Partner Agency Administer and Executive Director will be notified immediately via email with the stated cause of license removal. Reasons that a licensee would lose their license or otherwise have their license temporarily inactivated or revoked would include, but not be limited to:

- Multiple failed log on attempts in the same day.
- A consistent lack of good data quality.
- Failure to complete the training test assignment within the 5 day period post training.
- Two consecutive “no call, no shows” to scheduled training.
- Failure to log on to system at least once in a consecutive 60 day period.
- Sharing system credentials (log in and password) with any other party.
- Violation of client privacy or security (i.e. verbally disclosing client personal data, allowing non-authorized users to view any data from, have access to, see the screens of, or be provided any print-outs of client data from UNITY.)
- Other violations of these UNITY Policies.
- Other serious infractions that result in a compromise of the UNITY Member Agency and/or any client level data in the system.

Agency removing a user license. An End User license can only be deactivated by UNITY staff. Requests for removal of a license by a UNITY Partner Agency can only come from the Agency Administrator or Executive Director and the request must be submitted in writing through the UNITY User License Request Form. All license requests should be communicated to UNITY within 24 business hours after the end user has left the employment of the UNITY Partner Agency, the end user has changed positions and is no longer in need of UNITY access, or has knowingly breached or is suspected of a system breach where client data has been compromised. Terminations should be submitted using the UNITY User License Request Form.

Changes in User Access

Policy 4.8: A UNITY User status will change in the system based on the change in status of the UNITY Partner Agency due to violations of the UNITY Policies and Procedures.

Procedure: A user is a direct reflection of the UNITY Partner Agency and vice versa. They work in tandem to provide services to clients and manage quality of the data entered into the system. Therefore, when a UNITY Partner Agency Status changes so will each user status. The status will change upon formal approval from the HMIS Task Force and the HLB.

Policy 4.8.1: A UNITY User can be placed on probation with just cause from the UNITY System for any violation of the UNITY Policies and Procedures.

Procedure: If a user is in violation of any UNITY policy and procedure and it is not found to be an offense worthy of suspension or termination by the HMIS Task Force, the user will be placed on probation in the system. Furthermore, when a user is placed on probation, the UNITY Partner Agency is also placed on probation and a Corrective Action Plan will be warranted.

Policy 4.8.2: A UNITY User can be suspended or terminated with just cause from the UNITY System for any violation of the UNITY Policies and Procedures.

Procedure: If a user is in violation of any UNITY policy and procedure and/or local, state or federal laws, the user will be suspended or terminated from the system. Furthermore, if the UNITY Partner Agency is placed on corrective action and recommended for suspension or termination from the UNITY system, all user access will also be suspended or terminated immediately.

Policy 4.8.3: A UNITY User can be suspended or terminated from the UNITY System if the user has had 3 months' consecutive failing grade on either of the UNITY Data Quality Reports.

Procedure: If any user has had a consecutive failing grade for three months on either the Data Completeness or the Timeliness report, the user can suspended or terminated from the UNITY system. If this occurs, the user will be required to attend a refresher retraining and pass a test prior to regaining access. If more than one user is affected, then the organization will be placed on corrective action.

Policy 4.8.4: Any UNITY Member Agency who fails to pay any associated UNITY fees within 60 days will have all users suspended from the system until payment is received.

Procedure: The UNITY Advisory Committee and CoC Lead agency has worked together to establish a UNITY Licensing Policy (Policy 3.5). This policy has been set to establish baseline payment for services and licenses provided by the UNITY information Network. Any UNITY Partner Agency who fails to pay accrued associated fees within 60 days of the generated invoice date will have all users suspended from the system until payment is received. Accrued fees can be, but are not limited to, license renewals, training, and report generation by the UNITY staff. Any disputes in payment should be made to the CEO of the HMIS Lead agency (THHI).

Law Enforcement Access

Policy 4.9: No active member of law enforcement or detention and corrections staff will be an authorized End User of UNITY unless directly assigned as an officer on a Homeless Street Outreach Team.

Procedure: To protect current clients who may be accessing health and human service programs from harassment or harm, active members of law enforcement will not be granted access to UNITY. Limited exceptions may be negotiated and an agreement executed with the HMIS Lead agency concurrent to an agency's direct involvement in an active homeless outreach or jail diversion and/or prison release program. Any agreement with exceptions must include a statement that: UNITY use is (1) limited to the purpose for which it was intended; and (2) is only for work with program-involved clients.

UNITY works with the Homeless Street Outreach Teams to ensure accurate data collection for unsheltered homeless clients. Homeless Street Outreach Teams consist of either or both an active member of law enforcement and a case worker. Either member may have access to UNITY to assist in placing a homeless individual or family in a local shelter or housing unit.

Former members of law enforcement who may volunteer or are employed at a homeless service provider post-law enforcement career may have access to UNITY if it is imperative to their new responsibilities. UNITY will consider and respond to requests by law enforcement for assistance with:

- next-of-kin searches;
- searches for clients by family or friend;
- searches for clients who may be in danger or whose health may be at risk;
- searches for clients in the interest of public safety where law enforcement has probable cause or an active warrant for his/her arrest, related to a violent crime and other felony crimes.

UNITY will provide law enforcement information related to evidence and information gathering concerning a criminal matter via Court Order, such as a search warrant or subpoena. UNITY will assist State Probation and Parole officials searching for individuals who are in violation of the probationary statutes.

Section 5: Clients' Rights

Client Consent

Policy 5.1: A UNITY Member Agency must obtain consent from all clients for whom they are entering or accessing client data into UNITY.

Procedure: No client shall be entered into UNITY without obtaining the client's written consent for their information to be entered or accessed in UNITY. The UNITY Partner Agency agrees to get permission on the following forms signed by the client: Release of Information and Notice of Uses and Disclosures. All consent forms are not system-wide, but specific to the program/service they are receiving. Any documents can be scanned and added to the client record in UNITY under the file attachments section.

Verbal Release. In UNITY, verbal releases of information are only valid for homeless street outreach teams doing direct client contact and engagement on the street or for call centers. No other provider in the network is authorized from getting only a verbal release from a client.

Release of Information (ROI). The UNITY Release of Information form is used to record a client's authorization for their data to be shared with other UNITY Partner Agencies. The original signed Release of Information form should be kept by the UNITY Partner Agency and protected from theft or loss. Member Agencies are required to use the UNITY Release of Information form provided. The Release explains to clients their rights and gets consent for data to be retained and shared with other UNITY Member Agencies. If the client requests a copy of the data record entered into UNITY, the UNITY Partner Agency Administrator is required to provide the copy to the client. UNITY End Users should strive to communicate the release in a language the client understands. The form must be signed by each member of the household receiving services who is over the age of 18. The head of the household may sign for any children or members of the household under the age of 18 on a separate form. Once the signed Release is obtained, it must be recorded in UNITY and is valid for 7 years. The UNITY Partner Agency is responsible for retaining the document for 7 years. After it expires all clients still receiving services will need to sign another UNITY Release of Information Form and the data will need to be updated in UNITY. It is important to understand agencies cannot deny services to individuals solely on the basis of the individual deciding not to share information in UNITY. There is an exception for those agencies providing financial assistance to clients as well as agencies that are required to share data required by certain funding sources. **See Appendix VI-A for more information.**

Notice of Uses and Disclosures. The UNITY Notice of Uses and Disclosures form is used to inform clients of why their information is collected and how their information can be used. It should be kept by UNITY Partner Agency and protected from loss or theft. UNITY Partner Agencies are required to use the UNITY Notice of Uses and Disclosures form provided. UNITY End Users should strive to communicate the Notice of Uses and Disclosures in a language the client understands. The form must be signed by each member of the household receiving services who is over the age of 18. The head of the household may sign for any children or members of the household under the age of 18 on a separate form. The UNITY Partner Agency is responsible for retaining the document for 7 years. If the client requests a copy of the data record entered into UNITY, the UNITY Partner Agency Administrator is required to provide the copy to the client.

Client Access to UNITY Information

Policy 5.2: All clients entered into UNITY have a right to know who has accessed their information and obtain a copy of their electronic file contained in the UNITY Information Network.

Procedure: The UNITY Partner Agency must provide the client a copy of their full UNITY record including service transactions, case notes and other comments upon request. The client must make the request in writing through email or regular mail. Once the request is received, a UNITY Member Agency Administrator:

1. should validate the client making the request is the correct client in UNITY by matching names, social security number and other demographic information to ensure privacy of the information.
2. should print off each page of the client record entered into the system including, but not limited to, case notes and service transactions.
3. may provide, if requested, an audit trail of who at the organization has viewed or edited the client record over the course of service at the organization.
4. shall fulfill the client's request in no less than 72 hours.
5. may request assistance from the UNITY staff with this matter.

Upon review of the record by the client, the client can request that changes to the record be made. If this is the case, the UNITY Partner Agency should make the necessary changes and add a note to the system outlining the changes requested by the client.

Filing a Grievance

Policy 5.3: Clients have the right to file a grievance with the UNITY staff about any UNITY Partner Agency related to violations of data access in UNITY, violations of UNITY policies and procedures, or data discrepancies

Procedure: UNITY staff will entertain any client who wishes to file a grievance against any UNITY Partner Agency related to the items above. Any complaints of a non-UNITY nature will be forwarded to the CoC Lead Agency. UNITY staff will contact the client by phone, email or regular mail regarding the nature of the complaint. If the client requests a copy of the record, the UNITY staff will follow the process in 5.2. Once the client has been contacted, validated, and the nature of the complaint understood, the UNITY Staff will investigate the complaint and provide its findings to the client who lodged the grievance. UNITY will notify the parties involved and the appropriate community planners about the alleged incident reported. If the client is not satisfied with the findings of the grievance, the client must submit a grievance request in writing to the CoC Lead Agency. All findings of the CoC Lead Agency will be final.

Policy 5.4: Other UNITY Partner Agencies have a right to file a grievance with the UNITY staff about any UNITY Partner Agency related to violations of access in UNITY, violations of UNITY policies and procedures, or violations of any law.

Procedure: UNITY staff will entertain any UNITY Partner Agency who wishes to file grievance against any other UNITY Partner Agency. In cases where a client leaves one UNITY Partner Agency to receive services from another UNITY Partner Agency and the client reports a suspected violation, the new UNITY Partner Agency does have a right to file a grievance or duty to warn the UNITY staff on behalf of the client as long as the client grants their permission to file a grievance on their behalf. UNITY staff will request a UNITY Client Grievance Form be completed by either the client or the UNITY Partner Agency. The form can be obtained by contacting the UNITY staff by phone, email or regular mail. Once completed and submitted by the client, UNITY Staff will investigate the complaint and provide its findings to the client who lodged the grievance. UNITY will notify the parties involved and the appropriate community planners about the alleged incident reported. If the client is not satisfied with the findings of the grievance, the client must submit a grievance request in writing to the CoC Lead Agency. All findings of the CoC Lead Agency will be final.

Client Records Requests

Policy 5.5: Clients have a right to request a copy of their information in the system and be provided that information in a timely manner.

Procedure: All UNITY Partner Agencies are required to provide a copy of their client record from UNITY upon written request by the client. No UNITY Partner Agency should refuse the request. The client should be able to see any and all information entered into the system about them, even case notes. The information should be provided to the client in a timely manner from the date of the request. Best practice is less than 72 hours.

Revoking Authorization for UNITY Data Collection

Policy 5.6: All clients who initially agree to participate in UNITY have the right to rescind their permission for data sharing in UNITY with the exception of those who have been entered into a financial assistance program, or a program prohibiting this because of funding sources.

Procedure: Clients who choose and are permitted to revoke their information sharing authorization must complete a new Release of Information. The new Release of Information should be sent by the Agency Administrator who will notify the UNITY Staff that the client record is to be "closed" in the system. The UNITY staff will be responsible for closing the client record from view. Once "closed", the UNITY Partner Agency will no longer be sharing the currently collected set of client data being entered into UNITY with other Partner Agency providers. The previously viewable data will still be seen and shared with other Partner Agency providers. The new Release of Information should be kept on file by the Partner Agency. In the case that after a Release of Information is signed revoking data sharing and a client is accepted into a UNITY-participating financial assistance program, the client must sign a UNITY Release of Information form and UNITY staff must be notified to re-open the client record for sharing.

Case Notes & Data Discrepancies

Policy 5.7: A Partner Agency must make corrections to any data in the system requested by a client if the client can prove the data is incorrect

Procedure: A client can request changes to their data record in the system at any time. The UNITY Partner Agency who provided the service to the client at the time of the discrepancy is the one responsible for correcting the issue.

If the discrepancy is of a universal data nature, the client must prove that the change they are requesting is accurate by showing proof of the correct information. For example, if the social security number is wrong, they should present a social security card.

If the discrepancy is about a case note, the UNITY Partner Agency should never edit, amend or delete a case note. The client can request a case note be added noting the correction of a previous case note.

The UNITY staff will not correct any issues about data discrepancies unless the data entered in question is by a Partner Agency who is no longer using UNITY.

Section 6: Privacy, Safety & Security

National Privacy Requirements

Policy 6.1: The UNITY Information Network complies with all federal, state, local laws, standards, and regulations.

Procedure: It is imperative that partner agencies have policies and procedures in place that ensure compliance with applicable laws and regulations that govern their programs.

HIPAA Covered Entities. Any Agency that is considered a “covered entity” under the Health Insurance Portability and Accountability act of 1996, 45 C.F.R., Parts 160 & 164, and corresponding regulations established by the U.S. Department of Health and Human services is required to operate in accordance with HIPAA regulations. More information about 45 C.F.R. may be found at: <http://www.hhs.gov/ocr/privacy/>

42 CFR Part 2 Entities. Any Agency that is considered a “covered entity” under 42 C.F.R. Part 2, and corresponding regulations established by the U.S. Department of Health and Human Services is required to operate in accordance with the corresponding regulations. More information about 42 C.F.R. may be found at: http://www.access.gpo.gov/nara/cfr/waisidx_02/42cfr2_02.html

Domestic Violence (DV) Shelters. Any agency that is a victim service provider is barred from disclosing identifying information to HMIS as of 2007. More information about DV Shelters and HMIS may be found at: <http://epic.org/privacy/dv/hmis.html>

Other Entities. Any Agency that is NOT considered a “covered entity” under any of the above mentioned programs is required to operate in accordance with HMIS/UNITY privacy and security rules, as well as any applicable federal, state, local laws and regulations. More information about HMIS Privacy and Security Rules may be found at: <http://www.hudhre.info.classicAsp=resources.aspQStringcvid=234^ccid=1>

Privacy Notice

Policy 6.2: UNITY Partner Agency providers must post a UNITY Privacy Notice prominently on their websites and in areas of plain view of the public such as waiting rooms, intake areas, lobbies, or screening or assessment areas. UNITY Partner Agency providers are required to provide a copy of the UNITY Privacy Notice to all clients upon request by the client.

Procedure: By law, UNITY Partner Agency providers are required to post a Privacy Notice that discloses collection and use of Client Information. UNITY has developed a document for posting for providers without an adequate notice. **The UNITY Privacy Notice document is in Appendix VII.**

System Security and Privacy Statement

Policy 6.3: The UNITY Information Network has implemented extensive technical and procedural measures to protect the confidentiality of personal information while allowing for reasonable, responsible, and limited uses and disclosures of data as recommended in the HMIS Data and Technical Standards.

Procedure: The security and confidentiality of homeless and at-risk client information within HMIS/UNITY is a major issue. For certain providers and sub-populations, such as Domestic Violence Shelters, Substance Abuse Facilities and HIPAA Covered Entities, security and confidentiality of client information becomes even a much larger concern for all involved. The HMIS Data and Technical Standards, published June 30, 2004 and updated through March, 2010 by the U.S. Department of Housing and Urban Development (HUD), include extensive HMIS Privacy and Security Standards to be followed by Continuums of Services, Homeless Assistance Providers, and HMIS Software companies. These standards were developed after careful review of the Health Insurance Portability and Accountability Act (HIPAA) standards for securing and protecting patient information. The UNITY Information Network has and will continue to be in compliance with these Privacy and Security Standards even while not being considered a HIPAA covered entity as an HMIS Lead Agency.

Policy 6.4: UNITY secures the location of the server in a HIPAA controlled hosting environment providing security from data loss and theft.

Procedure: UNITY Information Network contracts with a HUD-approved software vendor to provide HMIS to the Continuum of Care. As a web based HMIS solution, the HMIS software and data-bases are hosted on secure servers in a highly secure computer room accessible only by very few employees who are responsible for maintaining and supporting the system. The servers are also protected by firewalls to prevent unauthorized external access.

Policy 6.5: UNITY ensures that only appropriate staff and volunteers at UNITY Partner Agency providers gain and retain system access through a user authentication process.

Procedure: As a cloud or internet based software system, each UNITY user accesses the system via their internet web browser. To access UNITY, each user must know the web address (URL) for UNITY, which is not available or published outside the Tampa/Hillsborough County Continuum of Care Community. Once on the website, each user must use a valid user sign on and dynamic password. All user names and initial temporary passwords are issued by UNITY staff only. Passwords are considered expired every 45 days and users are prompted for new dynamic passwords. Additionally, after three failed log-in attempts, user ID's and passwords automatically become inactive and users must contact an Agency Administrator or UNITY staff for re-activation. Passwords are always encrypted and can never be seen in clear text.

Policy 6.6: The UNITY Information Network secures data as it is traveling over the internet and stored on the centralized server by proving encryption for all data.

Procedure: As a cloud or web-based software system, it is imperative that all data travel through the internet encrypted or unreadable to an outside user. All UNITY transactions are fully encrypted using Secure Socket Layer (SSL) with 128 bit encryption. This is the highest commercially available encryption level and is the same as used by financial institutions. Users can be assured that the data they are interacting with is secure by noticing the URL, or Web Address while using UNITY begins with the letters HTTPS.

Policy 6.7: UNITY staff, in conjunction with the UNITY Partner Agency Administrator, ensures that all End Users have access to the components of the system appropriate for their level of data usage.

Procedure: The UNITY software has a built-in security system that ensures each user only has the minimum access needed to perform their normal duties. Each UNITY End User is assigned a security level in their user profile that grants them access to only the areas they need to accurately do their work. A change to the level of system security for an end user may only be requested by an Agency Administrator or Executive Director for which the end user works.

Policy 6.8: UNITY staff uses system auditing tools to ensure system oversight, investigate privacy or security breaches or filed client grievances.

Procedure: UNITY software has built-in audit trail applications that allow administrators to audit use and access of data. Audit reporting is an integral part of maintaining system security protocols and is performed on a scheduled basis by UNITY staff.

Policy 6.9: UNITY is a shared information system with its default visibility and deny security exceptions preset by UNITY staff based on the work flow of the Partner Agency.

Procedure: UNITY is an open or shared HMIS system. The default visibility settings for clients will be set to OPEN for all UNITY clients that are not registered or receiving services from any 42 or 45 CFR facility or program. If a client is enrolled in a 42 or 45 CFR covered entity program, program visibility settings will be set accordingly.

The UNITY system utilizes a set of Visibility Settings that allow sharing of only agreed upon data elements among the participating Continuum of Care UNITY partners. These visibility settings allow for the sharing of the most useful data while denying sharing of protected data.

The UNITY system utilizes a set of Deny Exceptions that disallow sharing of certain information by provider programs based upon federal, state, or local laws and guidelines, and by agreement with each UNITY Partner Agency provider.

System Visibility settings may only be changed by the UNITY staff and requests to change visibility settings must be made via written request to UNITY staff. The UNITY System is constructed to offer a dynamic range of levels of security based on the needs of the agency and End User. As a default, End Users will only have enough security access to perform their normal job duties. Requests to change a user status must come from an UNITY Partner Agency Administrator or Executive Director.

Section 7: User Training

UNITY Training Descriptions

UNITY offers the following training opportunities for its end users:

- Agency Administrator Orientation
- Level 1 - Basic Data Entry
 - A - Privacy and Security Training
 - B - UNITY Basics
- Level 2 - Advanced Data Entry
 - UNITY Case Management
- Level 3 - Client Management Tools
 - A - SkanPoint/In & Out Feature
 - B - ActivityPoint
- Level 4 - Reporting

UNITY Agency Administrator Training

Prerequisite: A completed UNITY Agency Administrator Designation form signed by the Executive Director/Chief Executive Officer must be on file with UNITY identifying the correct Agency Administrator in training.

Every Agency Administrator must attend Agency Administrator Training. This training is specially designed to teach the Agency Administrator about how to communicate with the UNITY staff and manage and monitor their UNITY data. Additionally, the class outlines the expectations required of Agency Administrators and how to request technical assist from the UNITY staff.

Level 1 = UNITY Basic Data Entry

Prerequisite: Proof of basic computer competency or proof of completion in a basic computing course.

All End Users must attend Level 1 training. All End Users must be registered for all trainings at least 4 business days in advance of attending. A UNITY End User License Form must be on file within 5 business days of the training date before users may attend. All users must arrive at training no later than 15 minutes past the start of the training or they will be required to re-register for another date.

A – UNITY Privacy and Security Training: This class will focus on clients rights and privacy and data security in UNITY. This class is mandatory for all users.

B - UNITY Basic Data Entry: This class focuses on the basic data entry requirements for entering all clients into the system. Classes are broken down by provider type and will include outstanding referrals monitoring and completing service outcomes. Training includes a discussion on the current UNITY forms (the UNITY End User Agreement, UNITY Release of Information, UNITY Notice of Uses and Disclosures, UNITY Privacy Notice, and the Tampa/Hillsborough Coordinated Intake assessment). After training is administered all users will have access to the training site, and a “take home” test will be given, where users will apply the knowledge they learned in training. Users must complete the test assignment within 5 business days of receiving training in order to be given access to the UNITY live site and keep their license active. This class is mandatory for all users.

Level 2 = UNITY Advanced Data Entry

Prerequisite: Completed UNITY Level 1 training, passed the test, and were granted a license to the UNITY live site.

Users will register at least 4 business days in advance of attending and must get approval from the Agency Administrator. All users must arrive at training no later than 15 minutes past the start of the training or they will be required to re-register for another date.

Level 2 is a continuation of Level 1 training for users who will be doing more advanced data entry and managing client case files in UNITY. This class will discuss usage of the case management tools, completing self-sufficiency outcomes matrix, logging service outcomes, outstanding referrals, and managing duplicate clients. Users will have had access in the UNITY live site, and post-training the features will be immediately available.

Level 2 is not required for all users.

Level 3 = UNITY Client Management Tools

Prerequisite: Completed UNITY Level 1 training A and B, passed the test, and were granted a license to the UNITY live site.

Users will register at least 4 business days in advance of attending and must get approval from the Agency Administrator. All users must arrive at training no later than 15 minutes past the start of the training or they will be required to re-register for another date.

Level 3 focuses on the modules in UNITY that are not taught in the Level 1 or 2.

A - SkanPoint/In & Out Feature: This class will teach usage of SkanPoint. Users will learn how to create ID cards for clients entered into UNITY and how to use the ID card to rapidly scan clients into services, beds or in & out of a facility.

B - ActivityPoint: This class will teach usage of ActivityPoint. Users will learn how to manage client activities such as support groups, program classes, and chores.

Level 3 is not required for all users.

Level 4 = UNITY Reporting

Prerequisite: Completed UNITY Level 1 training, passed the test, and were granted a license to the UNITY live site.

Users will register at least 4 business days in advance of attending and must get approval from the Agency Administrator. All users must arrive at training no later than 15 minutes past the start of the training or they will be required to re-register for another date.

This Level 4 training is an overview of the reporting tab in the system and how to read data quality report cards. This class will focus on increasing knowledge of data quality basics and using the canned reports available in UNITY. Reports overview will include: Client Served Report, Daily Unit Report, HUD-40118 APR, Exit/Entry Report, Outstanding Referral Report, Service Transaction Report and an introduction to ReportWriter and the Advance Reporting Tool (ART).

Level 4 is strongly encouraged for all users.

UNITY Training Process

Policy 7.1: All End Users are required to have a basic computer competency prior to attending any UNITY training.

Procedure: End Users should be able to turn on/off a computer, use a mouse and keyboard, launch a browser, enter a URL, and navigate the World Wide Web. End Users who cannot complete these tasks should be sent to a basic computer competency class prior to being scheduled for UNITY training. UNITY staff will verify the competency of all users prior to training.

Policy 7.2: UNITY staff offer Level 1, Level 2, and Level 3 trainings as group trainings with no less than 2 scheduled participants for any class.

Procedure: Classes with less than the minimum will be canceled and registered participants moved to the next available training class. After each group training, a personal individual session (usually virtual, through phone or email) is done with each user to provide them with individualized attention to answer their specific questions not captured during group training. Once these steps are complete, users are granted access to the live site to begin their data experience within UNITY.

Policy 7.3: UNITY staff offer the UNITY Agency Administrator training and Level 4 module as an individual or group training based on the needs of the user or UNITY Member Agency.

Procedure: For UNITY Agency administrator training and Level 4 module, both initial training and follow-up can be scheduled as a one-on-one in order to answer specific questions or issues that have arisen about the data in the system. Both one-on-one and group training sessions for these level courses will be offered to all UNITY partner agency providers.

Policy 7.4: All UNITY End Users must complete Level 1 training and the exam in order to obtain a license and gain access to the UNITY system.

Procedure: UNITY level 1 training is mandatory for every UNITY End User. Ensuring that everyone attends level 1 training allows the UNITY Information to ensure the integrity of data entry as well as compliance with client confidentiality and privacy policies. Homework is given after level 1 training for the potential end user to complete on their own. Homework should be completed within 5 business days of the training date and submitted to the UNITY trainer for review and scheduling of a follow-up session.

Policy 7.5: UNITY staff will schedule individual training follow-up sessions with each End User prior to them being given access to live client data. The End User must complete this follow-up session successfully in order to be granted UNITY access.

Procedure: Follow-up to training is done on a one-on-one basis post training to allow for personalized follow up, additional assistance, and feedback. Follow-up sessions are required for all users who complete a level 1 and level 2 training, but are optional for levels 3 or 4 training. Follow-up sessions are scheduled once a trainee completes their homework and submits it to their UNITY trainer for review. After the review, the UNITY trainer will schedule the follow-up session.

Section 8: UNITY Technical Support

Policy 8.1: The UNITY staff will provide a technical support help desk to capture End Users' technical assistance inquires and requests.

Procedure: All requests for technical assistance must be submitted to the UNITY help desk. Responses will be answered according to their level of priority. All inquiries will be answered during normal UNITY business hours, Monday through Friday, 8:30am to 5:00pm.

Policy 8.2: The UNITY staff will respond to all inquiries from Partner Agencies and clients in a timely manner.

Procedure: Inquiries consist of; client data and reporting related issues, data quality inquiries, and/or case or client inquires. Response times for technical assistance vary based on the item that is submitted and the associated priority. UNITY Staff have the right to adjust priority levels based on the type of request.

Issue Type	Type Definition	Tool to Report	UNITY Staff Response Time
Urgent Priority Response	Users are unable to use system. For example: the system is down or the site is unreachable.	Submit a ticket using UNITY Zendesk and call 813.280.8743	Immediate. No less than 12 hours.
High Priority Response	Users can use the system, but one or more functions important to day-to-day operational use is severely affected. For example: password issues, permission issues, security issues, not accepting data, or screens have changed.	Submit a ticket using UNITY Zendesk	Less than 24 hours.
Normal Priority Response	A problem is noted, but users are able to use all functions in the systems without major difficulty. For example: reporting issues, general questions, work flow issues, data entry problems, change to a report, or change to screens.	Submit a ticket using UNITY Zendesk	Less than 48 hours.
Low Priority Response	Questions not related to data entry, quality or reporting issues. For example, new membership requests, license requests, training requests, documentation requests, etc.	Submit a ticket using UNITY Zendesk	Less than 72 hours.
Feature Enhancement	Users are able to use all functions in the system as normal, but are requesting an enhancement to the system that is currently not available.	Submit a ticket using UNITY Zendesk	Less than 72 hours.

Normal Business Hours. Requests for routine system technical support will be honored on a first come-first served basis categorized in the following manor:

After Hours. After hours and weekend requests will be treated as if the request was received at opening of the next business day. UNITY staff normal working hours for Technical Assistance are Monday through Friday, 8:30 am. through 5:00 pm. For after-hour requests, please contact your Agency Administrator.

Policy 8.3: The UNITY staff will submit to the vendor all feature enhancement requests submitted through the proper channels from Agency Administrator(s) or End Users.

Procedure: It is a stated goal of UNITY to be as efficient and user-friendly as possible within the technical restraints of the system. Feature enhancement requests are welcomed and encouraged. Please submit all possible feature enhancements in the following manner:

- Begin by submitting an e-mail to UNITY Help Desk.
- Type feature enhancement in the subject line.
- Be as specific as possible in the request.
- If appropriate, describe the current work flow first and the suggested feature enhancement right after.
- If enhancement is for new system functionality, please describe a work flow and diagram as much as possible.
- If appropriate, please denote how much time savings would be achieved if the feature enhancement were to be enacted.
- If appropriate, please denote all of the possible benefits for your agency or End Users and other Member Agency providers if feature enhancement were to be enacted.

Policy 8.4: The UNITY Information Network staff will hold mandatory quarterly in-person meetings or conference calls for Agency Administrators to discuss system changes and provide technical support.

Procedure: Annually two quarterly conference calls and two in-person meetings will be scheduled for all Agency Administrators. All Agency Administrators are very strongly encouraged to attend and attendance will be taken. Agendas will be driven by submitted requests for agenda or discussion and items will be solicited from agency administrators no later than 2 weeks prior to the meeting. Only requests received 5 business days before the scheduled meeting can be assured inclusion in the call. All information, including agenda and instructions, will be sent to agency administrators via e-mail 48 hours before the meeting. All attendance records are open to review by local government entities and other community planners.

Section 9: Data Collection Process

Clients Served vs. Clients Benefiting from Service

Policy 9.1: All client data entered into UNITY by the Partner Agency should be that of a client receiving services and/or its family in attendance.

Procedure: Clients entered into UNITY should consist of the clients in attendance at the day of enrollment into the program or services. UNITY is not meant for clients who are not in attendance or may benefit from services at a later date. UNITY Partner Agency providers should refrain from entering clients into UNITY that are not physically seen to be enrolled in the program or provided the service. For example, if a person has a household of 8 people, but the UNITY Partner Agency is only serving 1 person in the family, then that 1 person only should be entered into UNITY until the other family members come in for services. For those providing financial assistance services per address, it is expected each member of the household receiving the service by the same address must provide consent and be entered as a household unit in UNITY and linked together using a service transaction, otherwise there is a risk of duplication of services. Data on all members of the family should be entered individually, but tied together as a household. The head of household can give consent for all minor children (under 18 years of age) in a family but cannot give consent for any adult members (over the age of 18). All adults must give their consent individually. Minors under the age of 18 should not be entered into the system without consent from a legal guardian. Minors under 18 may be entered only if the child is an emancipated minor.

Notice of Uses and Disclosures and Release of Information (ROI)

Refer to Section 5: Client Rights for details.

Data Entry Requirements

Policy 9.2: The UNITY Information Network requires each UNITY Partner Agency to enter client level data based on a set of predefined data standards.

Procedure: UNITY data standards are based on the most current revision of the HUD Homeless Management Information System (HMIS) Data Standards. Every program entering into UNITY must adhere to the requirements set by HUD and the Tampa/Hillsborough County Continuum of Care. Every program entering data into UNITY is graded based on the following elements: completeness, consistency, accuracy, and timeliness. *Refer to Section 10 on Data Quality for details.*

Procedure for All Programs. Every UNITY Partner Agency is required to enter the following Universal Data Elements in order to meet minimum standards, however the Tampa/Hillsborough County Continuum of Care has expanded the required data to include any data listed on the Tampa/Hillsborough County CoC Intake assessment. The Universal Data Elements required, as a minimum, for every person who is entered in the system are:

- Full Name (First, Last),
- Social Security Number (full or partial),
- Social Security Data Quality,
- Date of Birth,

- Date of Birth Data Quality,
- Primary Race,
- Secondary Race,
- Ethnicity, Gender,
- Veterans Status,
- Disabling Condition,
- Prior Living Situation,
- Zip Code of Last Permanent Address (90 days or longer at a permanent residence),
- Housing Status,

For a UNITY Partner Agency using the ShelterPoint module, a service transaction is already generated at the time of bed entry. For a UNITY Partner Agency supplying services or financial assistance only, they must add at least one service under the ClientPoint module (i.e. community voice mail, case management, bus pass, etc.). Financial assistance providers must also include the funding source and cost associated with the financial assistance transaction.

For all clients entered into a program, the client record must reflect an entry date upon admission and an exit date upon leaving. Certain day service and food providers are the only providers not required to have an entry logged in the system as they are based on the service transaction model only.

Procedure for McKinney-Vento Funded Programs. UNITY Partner Agencies who are funded through any of the programs below must meet the basic requirements set by UNITY and also meet additional Program Specific Data Elements (PSDE).

- Emergency Solutions Grant (ESG);
- Housing Prevention and Rapid Re-Housing Program (HPRP);
- Projects in Assistance of Transition from Homelessness (PATH);
- Supportive Housing Program (SHP);
- Shelter Plus Care (S+C);
- Section 8 Moderate Rehabilitation for Single Room Occupancy (SRO);
- Housing Opportunities for Persons with AIDS (HOPWA).

The additional elements to be collected include: Income, Non-Cash Benefits, Physical Disability, Developmental Disability, Chronic Health Condition, HIV/AIDS, Mental Health, Substance Abuse, Domestic Violence, Destination, Date of Contact (Street Outreach Only), Date of Engagement (Street Outreach Only), Financial Services Provided (HPRP only) and Housing Relocation and Stabilization Services Provided (HPRP only).

All providers receiving HUD funding must have at least one service transaction per client (for HPRP must have at least one service transaction under Financial Assistance and at least one under Housing Relocation and Stabilization). Every client must have a program entry and program exit and the UDE of income and sources and housing status must be recorded at program entry and program exit and at least one time during a year if in the program over a year.

Managing Bed Inventory (*Housing Providers Only*)

Policy 9.3: All Housing Providers are required to maintain the most current bed inventory in UNITY. UNITY must be notified at least 5 days in advance of a change to any beds at the facility and client inventory in UNITY in real-time must reflect the most current program utilization.

Procedure: All Housing Providers must work with UNITY Staff to build accurate bed lists in UNITY. Each UNITY bed list should be assigned to the appropriate program (Emergency, Transitional, Permanent Supportive, etc.). If there are any changes to the bed lists, the Agency Administrator is required to notify the UNITY System Administrator at least 5 business days prior to the beds becoming available. Clients being assigned to beds or exited from beds in the system should be done in real time as the client is entering and exiting the program. In cases where clients are unable to be entered or exited in real time due to technical difficulties, all data must be current within 24 hours. Clients entering as families must be built as families in UNITY prior to bed entry and must be assigned together as part of the ShelterPoint module.

Optional Requirements

Policy 9.4: All UNITY Partner Agency providers are encouraged to record all Program-Specific Data Elements (PSDE) for all clients entered into UNITY even if not required for funding.

Procedure: Optional PSDE are a valuable area of the client record and part of case management. Therefore, though not required, these elements are encouraged to be completed for each client especially if the client is in a housing or financial assistance program. The optional PSDE include: Employment, Adult Education, General Health Status, Pregnancy Status, Veteran's Information, and Children's Education. ***The more complete the client record, the better the information available is to more effectively help the client.***

Social Security number collection, viewing and changing

Policy 9.5: Client social security numbers will be collected to uniquely identify clients in the system.

Procedure: UNITY Partner Agencies are encouraged to secure any social security numbers that exist on paper from the time it is collected up to and including digital and non-digital storage. Furthermore, UNITY Partner Agencies are strongly encouraged to review their intake area for privacy and security to ensure client social security numbers are not overheard during the intake interview or collection process by other clients or staff.

Policy 9.5.1: Client social security numbers should be collected in full upon creation of a new client record.

Procedure: For each client in the system entered for the first time, it is a requirement to get a full or partial social security number upon creation of the client record in the system. This full or partial social security number is used to create a unique client record in the system to help obtain unduplicated counts of clients served.

UNITY encourages the collection of at least the last 6 numbers. If a client responds with a don't know, please enter 888-88-8888 and for unknown enter 999-99-9999.

Policy 9.5.2: Client social security numbers that need to be edited must have back-up documentation verifying the change is accurate.

Procedure: If a case manager, intake worker, volunteer or other data entry person would like to make a change to the social security number already in the system, they will need to contact the UNITY Help Desk with back-up documentation supporting the change. Back-up documentation would include a letter from the client or copy of the consent to release of information AND a copy of the social security card showing the correct number to be changed.

Case Management Tools

Policy 9.6: UNITY Partner Agency providers are encouraged to use the case management tools to track a clients' progress towards behavioral change and self-sufficiency.

Procedure: UNITY has several case management tools that will assist Partner Agency providers in helping clients reach self-sufficiency. These tools include case notes, goals, action steps, tracking referral progress and the self-sufficiency outcomes matrix. Training for these tools are covered in UNITY Level 2 training on case management.

Policy 9.6.1: Partner Agency providers are encouraged to use shared case notes that will allow other member agencies to read about the clients' progress.

Procedure: The sharing of case notes in UNITY can be a great way of communicating with partners about the progress being made on shared clients. The case notes are meant to remind the client and service providers on the progress made and to be made by the client. Training for these tools are covered in UNITY Level 2 training on case management.

Policy 9.6.2: Partner Agency providers are encouraged to use the UNITY Client Self-Sufficiency Outcomes Matrix as an assessment tool for all clients that are entering and exiting in a program.

Procedure: The Client Self-Sufficiency Outcomes Matrix is an optional assessment tool for each client in the UNITY system. The matrix is built with a series of assessment domains that a case manager may use to evaluate the strengths and weaknesses of a client as they begin and continue their case plans and assistance strategies. The domains are as follows: Income, Employment, Shelter, Food, Childcare, Children's Education, Adult Education, Legal, Health Care, Life Skills, Mental Health, Substance Abuse, Family Relations, Mobility, Community Involvement, Safety, and Parenting Skills. Case Managers utilizing this tool usually pick a series to focus on and then complete at entry, at several points during, e.g.(interim), and finally at exit. Client Self-Sufficiency Outcomes Matrix training is part of Level 2 = Case Management training.

UNITY Client Photo ID Cards/UNITY ScanCards

Policy 9.7: Member Agency providers are encouraged to create and disseminate UNITY Client Photo ID Cards for all clients being entered into UNITY.

Procedure: The UNITY Information Network and ServicePoint have made available the UNITY Client Photo ID Card as the identification for all homeless clients in the system. Homeless and clients at-risk of becoming homeless can be issued a UNITY Client Photo ID Card at their first point of entry in to the Continuum of Care. The cards may be issued at major continuum points of access such as day centers and one-stop centers or by other Partner Agency providers when a service is rendered.

UNITY Partner Agency providers are encouraged to take pictures of their clients (with the client's permission(included in ROI)) and upload it as a file attachment into UNITY. Once completed, the UNITY Partner Agency can generate an ID card for the client through the ClientPoint or ShelterPoint Module. Each ID Card has the picture, client name, and a bar code with the UNITY Client ID number. The UNITY Client Photo ID Cards can be used by the client as proof they are already in UNITY and by agencies to provide services to clients more rapidly. UNITY Client Photo ID Cards are covered in Level 3 training on SkanPoint.

UNITY ScanCard Program

The UNITY Information Network and the UNITY Advisory Committee has made available to the UNITY Partner Agencies of the Tampa/Hillsborough Continuum of Care the UNITY ScanCard Program. The UNITY ScanCard Program is a special project of the UNITY Information Network and governed by the UNITY Advisory Committee. The UNITY ScanCard Program provides homeless individuals served with the ability to obtain an UNITY ID card that may assist in quicker access to services at UNITY Partner Agencies, serve as proof of residency for accessing certain services. The UNITY Staff and UNITY Advisory Committee will continue to explore potential uses of the UNITY ID card. The UNITY Information Network staff is responsible for providing training on use of the ScanCard software and equipment, as well as limited hardware support.

The UNITY ScanCard Program provides homeless service programs with high volume meeting data requirements with the ability to generate individual ID cards for homeless served by offering a ScanCard equipment package. The ID equipment package can include one or all of the following; ScanCard laptop (pre-loaded with ScanCard generating software), ScanCard generating software, ScanCard card printer (cleaning kit), ScanCard camera, ScanCard electronic signature pad, Bar code scanner, UNITY ScanCard card stock, Color print ribbon.

The ID cards are printed on PVC card stock and contain the following information; Name, Date of Birth, Sex, Height, Date card was issued, Photo, Signature, and Barcode (created from existing UNITY system ID number). The UNITY logo is on the back of each card. The UNITY ScanCard contains more information than the Client Photo ID Cards.

Policy 9.7.1: UNITY Partner Agency providers are encouraged to accept the UNITY Client Photo ID Cards and the UNITY ScanCards as proof of ID for all clients to whom they provider services.

Procedure: In order for the Continuum of Care and clients to see the benefit of ID cards, UNITY Partner Agency providers should be willing to generate, accept and ask for UNITY Client Photo ID Cards from clients. In doing so, providers should be prepared to provide some basic education to clients about how the use of ID cards can enable them to better access services. UNITY Client Photo ID Cards are covered in Level 3 training on SkanPoint.

Policy 9.7.2: UNITY Partner Agency providers are encouraged to use the UNITY Client Photo ID Cards for all clients to whom they are providing services as proof of ID to rapidly check them into services and programs.

Procedure: Using the bar code on the UNITY Client Photo ID Cards, scan technology can help UNITY Partner Agency providers do business better. For low volume providers, scan technology can be used to access client records quicker. For high volume providers, scan technology can be used to check people into services rapidly. UNITY Client Photo ID Cards are covered in Level 3 training on SkanPoint.

Section 10: Data Quality

Data quality is vitally important to the success of the UNITY Information Network. Together the Tampa/Hillsborough County Continuum of Care (CoC), UNITY Partner Agency providers and UNITY staff will work diligently on adhering to data quality standards in order to ensure that reports both at the provider level and the system level are complete, consistent, accurate, and timely. Adherence to set data quality standards will help bring additional funding into our community as well as ensure that our data reflects our communities' level of service when reported at the local, state or national level. The Tampa/Hillsborough County CoC Data Quality Measures will be evaluated on Accuracy, Completeness, Consistency, and Timeliness. This data will be used by the Funder to review the CoC progress towards meeting its indicators.

Policy 10.1: The UNITY Partner Agency Administrator in conjunction with the UNITY staff will evaluate the quality of all UNITY Partner Agency data accuracy on a monthly basis.

Procedure: Accuracy is the degree to which data correctly reflects the client situation or episode based on client self-report.

Policy 10.1.1: All client data entered into UNITY should reflect what the client self-reported.

Procedure: UNITY Partner Agency users should not assume they know client data or make changes to client data not reported by the client. All data captured for entry into UNITY should reflect client self-report. Client self-report means any information reported to staff by the client.

Policy 10.1.2: All client data entered into UNITY should be congruent with program details.

Procedure: Client records entered into UNITY should reflect the client population served, match capacity of enrollment, program type, and entry/exit should fall within service parameters. This information is based on consistently accurate data entered on clients receiving services. For example, if you:

- are a program for men, you should not enter data on females.
- are a shelter program and state you have 20 beds, there should not be any more than 20 people in your shelter unless you are using the overflow beds.
- are a program fully funded by HUD, you should only have entry/exit types of HUD-40118.

Policy 10.1.3: All client data entered into UNITY must match the UNITY Partner Agency client record/case file.

Procedure: All client data entered into UNITY should match the information captured and filed in the UNITY Partner Agencies client record/case file. Observed discrepancies could be subject to audit by HUD, UNITY staff, funders, and other local community stakeholders.

Policy 10.2: The UNITY Agency Administrator will evaluate the quality of all UNITY Partner Agency data on the completeness of the data entered using a predetermined set of monitoring reports put in place by the UNITY Information Network and report compliance monthly to the UNITY Information staff.

Procedure: Completeness is the level to which a field has been answered in whole or in its entirety. Measuring completeness can ensure that client profiles are answered in whole and that an entire picture of the client's situation emerges.

Policy 10.2.1: For all clients served and entered into UNITY, a UNITY Partner Agency must maintain grade "A" data quality of 95% or above in completeness.

Procedure: It is expected that UNITY Partner Agencies will work to maintain grade "A" data quality of 95% or above in completeness. The UNITY Partner Agency Administrator's monthly monitoring reports will follow the grading scale below.

A = 95% to 100%

B = 90% to 94%

C = 85% to 89%

F = lower than 85%

Policy 10.2.2: For all clients served and entered into UNITY by a UNITY Partner Agency, the Tampa/Hillsborough County Continuum of Care has set an acceptable percentage of all client level data that can be "blank / not reported / null", the acceptable percentages are found in the UNITY Data Quality Plan, Section 2.2.2 Universal Data Elements / General Standard table and Section 2.2.3 Program Specific Data Elements / General Standard table. The percentages vary per data element by program type.

Procedure: It is expected that UNITY Member Agencies will work with clients to capture all necessary data. UNITY Member Agencies will be expected to adhere to the guidelines for acceptable "blank/not reported/null" values found in the UNITY Data Quality Plan. "Blank/not reported/null" values include fields that are left blank or answered with a don't know, refused, or unknown value. While these options may accurately reflect what the client has self-reported, they are considered of a low quality value.

Policy 10.2.3: For all clients served and entered into UNITY by a UNITY Partner Agency, all system data quality fields must be completed.

Procedure: In UNITY, there are several data quality fields that are essential to understanding patterns of data entry and client self-reporting. These fields are part of the Universal Data Element (UDE) requirements measured for each UNITY Partner Agency. These fields measure the quality of their associated fields. For example, if the Date of Birth field has been left blank, the Date of Birth Data Quality field is used to explain why the field is blank. There are three quality fields in the system.

- Social Security Data Quality
- Date of Birth Data Quality
- Zip Code of Last Permanent Address Data Quality

These fields allow for reporting only partial answers or full answers in order receive completeness credit. These fields in conjunction with the associated data element field will be used to account for grades on the report card.

Policy 10.3: The UNITY Partner Agency Administrator will evaluate the quality of all UNITY Partner Agency data on the consistency of the data entered.

Procedure: Monthly the UNITY Partner Agency Administrator will run the report cards on the quality of the data entered in UNITY by all Partner Agency provider staff. This data will be shared with Program Managers and EDs/CEOs, the Partner Agency programs will be given 5 business days to correct data before the final reports are run and the results are sent signed off on by the EDs/CEOs and sent to the UNITY Staff for record and where all reporting will be published to local funding entities for their contract management review.

Policy 10.3.1: All UNITY Partner Agency client data should be consistent with agreement and compatibility of previously entered client data.

Procedure: This means that data across the UNITY Partner Agency should be in synch with past entered data. If you were suddenly entering data for a field and then stopped, you organization would be dealing with a consistency problem. This behavior marker is a review of data over time to look for anomalies, trends, pattern of program and system use.

Policy 10.3.2: All UNITY Partner Agency client data should be consistent with past program performance/outcomes.

Procedure: Client data should be consistent with previously entered client data. Unless drastic changes to program eligibility or population, the client data entered will be similar from year to year. Therefore, program outcomes should be consistent with past performance evaluations.

Policy 10.3.3: All UNITY Partner Agency client data should consistently reflect the most current bed utilization rates.

Procedure: Bed inventory should be consistently maintained and managed to reflect true occupancy rates. Recent Partner Agency changes to bed lists and program eligibility/operations should be notified to UNITY staff within 5 days prior to change implementation. This will allow the UNITY staff to make the necessary changes to your bed list so as to ensure accuracy of the reported bed utilization rates.

Policy 10.3.4: All UNITY Partner Agency client data should consistently follow work flow practices outlined in training to reduce duplication in UNITY.

Procedure: UNITY Partner Agencies are trained to search for existing clients in the system before adding a new client into the system. Client data can be searched by Name, Social Security Number, and Client Alias. UNITY Partner Agencies are encouraged to follow this protocol and all work flow outlines in training.

UNITY staff review duplicate data entries into the system and have to merge client records by hand. When duplicate client records created by UNITY Partner Agency providers are discovered, the UNITY staff will contact the designated Agency Administrator to notify and address the user creating the duplication.

Policy 10.3.5: All UNITY Member Agency client data should adhere to UNITY font style guidelines.

Procedure: UNITY Partner Agencies are trained on the current method and style to enter client level data. It is suggested that no UNITY Partner Agency should enter a client in any of the following ways:

- ALL CAPS (PASSWORD)
- all lower case (password)
- Mix of lower and upper case words (PassWoRd)
- Enter nicknames in the name space (please use the Alias box)

Policy 10.4: The UNITY staff will evaluate the quality of all UNITY Partner Agency data on the timeliness of the data entered.

Procedure: Timeliness is an important measure to evaluate daily bed utilization rates and current client system trends. It also affects daily system reporting for Partner Agency providers. To ensure reports are accurate, Partner Agency providers should work to change their internal processes to facilitate real-time data entry.

Policy 10.4.1: All UNITY Member Agency client data should be entered in real-time or no later than 24 hours after intake, assessment, or program or service entry or exit.

Procedure: Real-time is defined as “the actual time during which a process takes place or an event occurs”. Client data can be entered into UNITY in real-time - as the client is being interviewed at intake or assessment. The more real-time the data, the more collaborative and beneficial client data sharing will be for all UNITY Member Agencies and clients. The goal is to get all program intake and assessment data into UNITY in real-time.

Policy 10.4.2: All UNITY Partner Agency providers should only back date any client data not entered in real-time and not associated with an entry, interim, or exit date, to ensure that the data entered reflects client service provision dates.

Procedure: All required data elements including program entry/exit, service transactions, universal data elements, and bed management must be entered for each client within 24 hours of program entry/exit or service provision dates. If the date was entered more than 24 hours later than the program entry/exit or service provision, the actual data of service or entry/exit must be used.

Policy 10.5: All UNITY staff, UNITY Partner Agency providers, and data partners will work together to ensure the highest quality of data in UNITY.

Procedure: Due to the many reports and projects the UNITY staff is asked to provide, UNITY Partner Agency's' response to UNITY staff inquires and correction of data quality issues is critical. Many of our project partners have very rigid time frames in which the UNITY staff must provide updated information. Therefore, the Partner Agency will provide a designated Agency Administrator whose role is to communicate with UNITY staff regarding these issues and ensure that the following measures are met.

Policy 10.5.1: All Agency Administrators should respond to UNITY Staff Inquiries no later than 24 business hours.

Procedure: The Agency Administrator or back-up Agency Administrator should respond to inquiries from UNITY staff no later than 24 business hours. In instances of vacation or illness, the back-up Agency Administrator will be contacted.

Policy 10.5.2: All UNITY Partner Agency providers should correct client data in UNITY within 5 business days of notification of data errors, or by the 15th of each month with data issues found by monthly internal monitoring.

Procedure: After a report that outlines data corrections has been sent to the UNITY Agency Administrator or back-up Agency Administrator, it is the responsibility of the Partner Agency to correct the issues within 5 business days. Once the corrections have been made, the Agency Administrator or back-up Agency Administrator should update the UNITY staff. Data corrects associated with the internal monthly monitoring will require the submission of a Data Compliance Verification form signed by the ED/CEO or ED/CEO designee.

Policy 10.6: All UNITY staff, UNITY Partner Agency providers, and data partners will work together to ensure accuracy of reporting.

Procedures: The UNITY software includes a series of reports to aid in reporting successes, find and correct data quality errors, and looking at system trends.

Policy 10.6.1: Reports will be made available to all Partner Agency providers in UNITY for use in reporting client success, monitoring data quality and repairing data errors.

Procedures: There are 2 types of free reporting tools available to all member agencies.

Canned Reports. For Users with Case Management II level access and above, the canned reports are hard coded reports created by the vendor that allow for review of aggregate client level data using predetermined reporting and format parameters.

Report Writer. Additionally, there is a Report Writer tool that provides a method for Partner Agencies to customize reports, look at counts, and download sets of client level data.

Policy 10.6.2: UNITY staff will make available access to advanced reporting to all UNITY Partner Agency providers. The HMIS software vendor has made available pre built reports that are accessible to all Partner Agency providers that have an Agency Administrator.

Procedures: For Advanced Users with Case Management II level access and above, there is an Advanced Reporting Tool, known as ART, which provides for complex detailed reporting on client-level data as well as providing reports with charts and graphs. This is a special version of Business Objects that allow users to either view only or create customizable reports. You will have access to system reports that the UNITY staff use to measure data quality.

ART does require a license for this system, currently the HMIS Lead agency will provide an ART license for each Agency Administrator, additional ART licenses are available and must be paid per user by the UNITY Partner Agency. There is a fee scale based on view only or report creation access levels. For more information, contact the UNITY staff.

Policy 10.6.3: The UNITY staff will provide specialty reports to all UNITY Member Agency providers for a fee.

Procedures: Assistance from the UNITY staff to customize reports is also a fee-based service. A Specialty Report Request form must be submitted to the UNITY staff for evaluation and fee determination. Once assessed and the agreement for work order signed, report generation, testing, and delivery will commence. This is only available to UNITY Partner Agencies that have been trained on use of the Advanced Reporting Tool (ART).

Section 11: Performance Measurement

The UNITY staff will measure the performance of UNITY Partner Agency providers as it relates to the quality of the data entered into the system. Additionally, performance on a system-level will be measured to show the progress towards our Continuum of Care goal of ending homelessness.

Policy 11.1: The UNITY staff will measure the timeliness and completeness of data entered by each UNITY Member Agency and publish the measurement monthly.

Procedure: As a quality monitoring tool, the UNITY staff will measure the effectiveness of data entry performed by each UNITY Partner Agency. It is suggested that these reports are generated out of the system on, or as near to, the second business day of each month and for review by the Agency Administrator. Each UNITY Partner Agency will have until the 15th day of each month (or closest business day if the 15th falls on a weekend/Holiday) to seek technical assistance regarding and/or correction of any data quality issues. On the 16th day of each month (or closest business day if the 16th falls on a weekend/Holiday) the UNITY staff will run the final report for review and publication. This final report will be summarized and sent to each CEO/Executive Director, Agency Administrator, and shared with each local contract manager, funder, the Tampa/Hillsborough County Continuum of Care Lead Agency and the Continuum of Care.

Policy 11.2: The UNITY staff will measure the bed utilization rates of homeless housing providers and publish it to the Internet in real-time.

Procedure: As a quality monitoring tool, the UNITY staff has published the real-time bed utilization rate for each homeless housing provider to the Internet. Information on how to access this information can be obtained by contacting the UNITY staff.

This live real-time information is pulled from the active bed list in the system. As beds become used or available, the utilization rate shows live online for the public to see. Each bed list will be monitored for accuracy. Providers who cannot fill vacant beds because the unit is full should place the bed(s) as HELD to accurately reflect their unit availability. However, upon review of any bed list in the system regardless of designation, if it is determined that a bed is being HELD without cause, the UNITY staff will take the bed off of hold to show the true vacancy. This practice will be reported to the local contract managers and the Tampa/Hillsborough County Continuum of Care Lead Agency

Policy 11.3: The UNITY staff will measure system-level performance of the Continuum of Care and publish the measurement.

Procedure: UNITY has been requested by HUD, Other Federal Programs, Local Government Entities, and the Tampa/Hillsborough County Continuum of Care Lead Agency to measure performance of our Continuum of Care towards the established best practices and mandated metrics. Once established, UNITY staff will work to meet the deadlines set and provide technical assistance to providers who are attempting to meet these metrics.

All Transitional Housing Projects Performance Measures

Projects will maintain an occupancy rate of 95% or greater

30% of adult headed households will exit to permanent, stable housing within 120 days

50% of adult headed households will exit to permanent, stable housing within 180 days

90% of adult headed households will exit to permanent, stable housing within 270 days

Less than 5% of program exits will be to another homeless location (ES, TH, literally homeless)

90% of participants at exit will have a documented destination

90% of participants will exit with earned or other income

100% of participants are assessed for benefits eligibility

65% of participants are enrolled in Non-Cash benefits programs

All Permanent Housing Projects Performance Measures

Projects will maintain an occupancy rate of 95% or greater

80% of program participants will remain permanently housed for more than 6 months

85% of program participants will remain permanently housed for more than 12 months

65% of program participants will remain permanently housed for more than 24 months

85% of those without a reliable source of income at program entry will increase their income within the first year through acquisition of benefits, employment, or a combination of both

75% of participants will avoid incarceration annually

100% of participants will be assessed annually for eligibility to transition to mainstream resources

Policy 11.4: UNITY staff may assist UNITY Member Agencies in their individual performance reporting, if requested and able, but the responsibility of performance measurement, oversight, and data correction is the responsibility of the UNITY Partner Agency.

Procedure: UNITY staff is responsible for, and accountable to, the overall health of the UNITY system and CoC System Performance and accountability. While the UNITY staff strive to assist all UNITY Partner Agencies in a timely manner with all issues presenting, it is the UNITY Partner Agency's responsibility to manage, monitor, prepare and repair its' client data and reports for performance reporting to fulfill its contract requirements. Since each UNITY Partner Agency controls the data and work flow from their programs, the UNITY staff will only be able to provide limited assistance. The UNITY staff are responsible for reporting system errors, bugs, defects, and other ill working processes to the vendor for repair. The UNITY staff is at the will of the software provider to make all functionality changes to the system.

Section 12: Data Use & Research

The UNITY staff will use the data entered into the system for system-wide trend & performance reporting, community planning purposes and for use in research projects. Data within UNITY is strictly for UNITY Partner Agency use and planning on service delivery in our community. All data uses will adhere to the policies outlined below:

Policy 12.1: Data within UNITY will be used for Tampa/Hillsborough County Continuum of Care Reporting.

Procedure: Data within UNITY will be used to assist clients accessing services, provider in-depth case management to help clients reach self-sufficiency, to understand the impact of services on clients, and the impact that the UNITY Partner Agencies are making in improving our community. Additionally, the data will be used to report and evaluate providers' performance on local contract objectives and local continuum requirements set by State and Federal Agencies. All data used for these purposes should be aggregated. No client-level personal identifiable data will be used outside the constraints of the UNITY system without proper authorization from the client and the service provider. Clients provide authorization for data use by signing the UNITY Release of Information and UNITY Notice of Uses and Disclosures forms prior to entering data into the system.

UNITY uses client-level personal identifiable data to develop aggregated reports for publication on several key reports annually: the Annual Homeless Assessment Report (AHAR), Homeless Point-In-Time Count, Housing Inventory Chart, State of Florida Homelessness Report and/or the Homeless Pulse Report. Additionally, aggregated client-level personal identifiable data can be distributed monthly to UNITY Partner Agency providers for data quality review and correction.

Policy 12.2: Data within UNITY will be used for UNITY Partner Agency evaluation & reporting.

Procedure: Data within UNITY will be used by Partner Agency providers to evaluate their program performance and report on their client successes. All data taken from the system to report to a third party, or to be published publicly, should only be used in aggregate; i.e. individual client data should not be submitted for such reports. Individual client data should be used solely for the purposes of internal program and data quality review. All client-level personal identifiable data downloaded from the UNITY system either electronically or printed on paper should be properly and permanently locked away after its use or destroyed as to protect the client from harm and client data from theft and/or misuse. All non-secured client-level personal identifiable data is in violation of this UNITY Policy. Any client-level identifiable data that need to be shared electronically should be encrypted (128-bit or higher) and password protected before being sent to another party through use of security software.

Policy 12.3: Data within UNITY will be used for collaborative data & research projects with partners outside the Tampa/Hillsborough County Continuum of Care.

Procedure: Data entered into UNITY by Partner Agency providers will not be used outside

the constraints mentioned in sections 12.1 or 12.2 without the authorization of any UNITY Partner Agency. Under no circumstances will any UNITY client-level personal identifiable data be shared with the Federal, State, or local Government entities for research purposes.

Any client-level personal identifiable data used and submitted to non-UNITY partners for any research purposes will require a specific agreement between the research entities and the entity that administers UNITY.

A written research agreement must:

1. outline the scope of the research project;
2. outline the data elements required for analysis;
3. outline a time line for data use;
4. identify who will have access to client-level personal identifiable data during the project;
5. require that the recipient of data formally agree to comply with all terms and conditions of the agreement by signing a document outlining the expectations for handling the data and the consequences for violations.
6. establish rules and limitations for the processing and security of client-level personal identifiable data in the course of the research;
7. provide for the return or proper disposal of all client-level personal identifiable data at the conclusion of the research;
8. restrict additional use or disclosure of client-level personal identifiable data, except where required by law.

A written research agreement is not a substitute for approval of a research project by an Institutional Review Board (IRB), Privacy Board or other applicable human subjects protection institution.

Once a written research agreement is in place, the UNITY staff will notify all UNITY Agency Administrators regarding the research project and allow providers to opt-in or opt-out of whether their service information will be included in the research project. Since UNITY is a shared client information system, clients shared between providers cannot be opted-out of a research study.

Once provider authorization has been received, the UNITY staff may use or disclose client-level personal identifiable data for academic research conducted by an individual or institution that has a specific agreement if the research is conducted either:

By a vetted individual employed by or affiliated with the research organization contracted to perform the research project; or

By an education, research institution, or consulting firm contracted to perform the research project.

All questions about the UNITY data used for research should be submitted in writing to UNITY@homelessofhc.org.

The only exception to this rule is in instances where a local government entity has a written contract with a UNITY Partner Agency that already includes language where their data can be used for research purposes. If this is the case, it is the responsibility of the local government

entity to notify the UNITY Partner Agency about the extraction and use of their data within UNITY.

Policy 12.3.1: UNITY Partner Agency providers will not violate the terms of use of data within UNITY system.

Procedure: UNITY Partner Agency providers will not breach system confidentiality by misusing UNITY data. UNITY data is not to be used for any purpose outside the use of program evaluation, education, statistical and research purposes.

Policy 12.3.2: UNITY Partner Agency providers shall not use any data within UNITY to solicit clients, organizations or vendors for any reason.

Procedure: At no time shall confidentiality of clients, organizations and vendors be violated by disclosing client information to non-members. Data in UNITY will not be used to solicit for donors, volunteers, sponsorship, or employees of any type. This information must not be sold, donated, given, or removed from UNITY for any purpose that would violate client, organization, or vendor confidentiality or put them at harm or risk. Those found in violation of this rule will have their access to UNITY immediately terminated and the violation disclosed to all local government and funding entities.

Policy 12.3.3: UNITY Partner Agency providers shall not sell any UNITY client, organization, or vendor data for any reason.

Procedure: At no time shall confidentiality of clients, organizations and vendors be violated by selling any information. UNITY Partner Agencies shall not profit from disclosure of client, organization or vendor information. Disclosure of any UNITY information puts every client and Partner Agency at legal risk. Violation or breaches in HIPAA and 42 CFR regulations include fines and jail time. Those found in violation of this rule will have their access to UNITY immediately terminated and the violation disclosed to all local government and funding entities.

Policy 12.4: Data within UNITY will be used to assist planners during times of death, disaster, public health emergencies or public safety where client are at risk.

Procedure: Data in UNITY can be used to help planners during times of death, disaster, public health emergencies or public safety where clients are at risk. During these instances, the UNITY staff will work closely with organizations, public officials, funders, and/or law enforcement to assist clients who are at risk. The UNITY staff will only validate information presented to the staff and provide local contact information for the most recent service provider serving the client. The UNITY staff will not print off, give an electronic copy of, or disclose any other personal information without a subpoena. However, in cases of death, UNITY will disclose any next of kin information in the system in addition to provide local contact information for the most recent service provider serving the client. UNITY will also do the following to note the client as deceased in the system.

1. The word "Deceased" should be written in the "Alias" name field.
2. The "Incidents" sub-assessment under the client profile, should be completed with the start date of the death and leaving the end date open
3. "Deceased" should be picked from the incident pick list and the note section should be filled accordingly.
4. The most recent provider with an open entry or service will be notified and requested to change the exit destination and reason for leaving to "Deceased".

Appendixes

Appendix I



UNITY Volunteer and Employee Background Check Verification Memo

Information

Please complete the following information for the volunteer/employee who has passed a background check and needs UNITY Basic Training.

Name: _____

Agency: _____

Title: _____

E-mail: _____

Phone: _____

Program(s) doing data entry for:

The Tampa/Hillsborough County Continuum of Care (CoC) requires all end users of the UNITY system to complete and pass a level two background check. The HMIS Lead Agency (THHI) must verify that each UNITY Partner Agency conducts a criminal background check for all UNITY users.

This form should be signed by one of the following: the CEO/Executive Director, a representative of the Human Resources department, or a Program Manager where the Program Manager is responsible for handling the submission and processing of background checks.

I verify that the individual named on this memo has completed and passed a level two background check as required by the UNITY Standard Operating Procedures (policy 3.4).

Date: _____

Title: _____

Signature: _____

The section for use by UNITY Staff only:

- Outlook Contacts
- Constant Contact

Appendix II



Date

Maria Barcus, CEO
Tampa Hillsborough Homeless Initiative
1414 North Marion Street
Tampa, Florida 33602

Re: UNITY User License Received for the Period July 1, 2010 through June 30, 2011

Dear Mrs. _____:

(Organization Name) received **(indicate dollar amount)** in the form of software licenses **during the period July 1, 2010 to June 30, 2011** for the provision of accessing and entering client data into the UNITY system.

This included **(number of user license allocated)**.

Please let me know if anything more is needed in this regard.

Signed,

Chief Executive Officer (must be signed by the CEO)

Appendix III



1414 N. Marion Street
 Tampa, Florida 33602
 Phone 813.223.6115 Fax 813.223.6178

INVOICE

INVOICE #HMIS-101
 DATE: AUGUST 19, 2014

To:

Tom Weston
 Partner Agency
 1111 Easy Street
 Tampa, FL 33602
 (310) 595-5371 phone
 tweston@partneragency.com

Ship To:

Tom Weston
 Partner Agency
 PO Box 1122334
 Tampa, FL 33602
 (310) 595-5371 phone
 tweston@partneragency.com

Comments or special instructions:

QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL
1	UNITY System License(s)	375.00	375.00
SUBTOTAL			375.00
SALES TAX			
SHIPPING & HANDLING			
TOTAL DUE			375.00

Make all checks payable to Tampa Hillsborough Homeless Initiative
If you have any questions concerning this invoice, contact UNITY Staff, 813-280-8743 or unity@homelessofhc.org

Thank you for your support!

Appendix IV



Agency Administrator Role

Duties & Responsibilities:

- Complete and pass End-User Training
- Complete and pass Agency Administrator Training
- Act as initial UNITY contact at Agency
- Reset in-house passwords and respond to other UNITY issues within their agency
- Document UNITY issues and escalate issues to UNITY Support Staff when applicable
- Be knowledgeable of basic ServicePoint flow
- Be knowledgeable of ServicePoint setup for agency's programs
- Maintain agency/program information on Provider Profile
- Update agency's Newflash within the UNITY system
- Generate monthly Bed list Reports (if applicable)
- Generate and Comprehend monthly reports (including data quality) for data cleanup
- Initiate data cleanup with appropriate agency staff
- Notify UNITY Support Staff of data issues associated with monthly reports
- Notify UNITY Support Staff when an employee leaves the agency (termination or willingly) and disable parting employee's UNITY ID
- Maintain ROI reviews of agency
- Contact UNITY Support Staff with ROI exceptions
- Administer the agency's infraction process
- Work with agency/program data entry staff to address data entry/data security issues
- Enforce data quality and completeness as determined by funding sources
- Responsible for co-administering Provider and Program set-up
- Responsible for co-administering and maintaining Bedlist(s)
- Maintain, review, administer Provider and Program security
- Review/Update Providers Data Security Policies
- Run outstanding referral report daily

Appendix V-A



Date

Tom Thomas, CEO
Trouble Agency
1111 Unhappy Street
Tampa, Florida 33555

RE: Notice of Probation from UNITY

Dear Mr. _____:

A violation of the UNITY policies has occurred within your organization. The severity of the violation requires that your agency be put on probation, in accordance with the UNITY Standard Operating Procedures UNITY Corrective Action Policy 3.11. We would like to schedule a meeting to discuss the violation. During the meeting we will assist you in the development of your Action Plan that will include; corrective measures and associated timeframes. Your agency will continue to have access to the UNITY System during the 90 day probationary period. During the probationary period monitoring and auditing will be performed regularly by the UNITY staff. If the corrective measures are not achieved within the probationary period, your agency access to UNITY will be suspended. Notification of the probation will be communicated to local contract funding managers.

If you have any questions that need to be addressed prior to the meeting feel free to contact the UNITY Program Manager at 813-223-6115.

Signed,

Appendix V-B



Date

Mr Tom Thomas, CEO
The Trouble Agency
1111 Unhappy Street
Tampa, Florida 33000

RE: Notice of Suspension from the UNITY System

Dear Mr. _____:

A violation of the UNITY policies has occurred within your organization. The severity of the violation requires that some, or all, your agency access to UNITY be suspended, in accordance with the UNITY Standard Operating Procedures UNITY Corrective Action Policy 3.11. Access was suspended on _____ due to _____.

Policy dictates that a meeting must be held between the Partner Agency's Executive Director/CEO, HMIS Lead Agency CEO, UNITY Staff, and local contract manager (if appropriate), to discuss suspension and requirements for resolution. Please contact the HMIS Lead Agency CEO to schedule the required meeting.

During the meeting we will assist you in the development of your Action Plan that will include; corrective actions and associated timeframes. Your agency will continue to be suspended until the violation is resolved. Upon resolution the agency will then be placed on a 90 day probationary period and the agency access to the UNITY System will be reinstated. During the 90 day probationary period monitoring and auditing will be performed regularly by the UNITY staff. Notification of Suspension will be communicated to local contract funding managers.

Signed,

Appendix V-C



Date

Mr Tom Thomas, CEO
The Trouble Agency
1111 Unhappy Street
Tampa, Florida 33000

RE: Notice of Termination from the UNITY System

Dear Mr. _____:

A violation of the UNITY policies has occurred within your organization. The severity of the violation requires that agency access to UNITY be terminated, in accordance with the UNITY Standard Operating Procedures UNITY Corrective Action Policy 3.11. Access was terminated on _____ due to _____ . Notification of Termination will be communicated to local contract funding managers. In the case where there is data quality costs or transfer costs the Partner Agency will assume responsibility for payment. If applicable, the Partner Agency will not be refunded for any license purchased by the agency.

Signed,

Appendix VI



Corrective Action Plan

Instructions for Completing the Corrective Action Plan

- Line A: Enter the name of the agency completing the corrective action plan
Line B: Enter the date that they corrective action plan is documented
Line C: Enter the name, phone number, and e-mail address of the partner agency representative who will be responsible for overseeing the completion of the corrective action plan.
Line D: Enter the cause of the violation(s)
Line E: Enter the corrective action(s) and expected date(s) of completion.

Corrective Action Plan

A. UNITY Partner Agency: _____

B. Date: _____

C. UNIT Partner Agency Contact: _____

Contact Phone: _____

Contact E-mail : _____

D. Cause of Violation(s): _____

Appendix VII



UNITY Training/User License Request Form

Partner Agency _____ is requesting UNITY Training for the following (all new users will require a UNITY User License):

Please Print

End user name: _____
New User Refresher Reactivate Reporting

End user name: _____
New User Refresher Reactivate Reporting

End user name: _____
New User Refresher Reactivate Reporting

End user name: _____
New User Refresher Reactivate Reporting

End user name: _____
New User Refresher Reactivate Reporting

Partner Agency acknowledges that new end users;

- have completed and passed a level 2 background check prior to the submission of this form,
- have a minimum set of computer competency/skills,
- have not been a program participant at the partner agency within the last 6 months,

Partner Agency will include a copy of the Background Check Verification Memo with this form for new end users. Partner Agency understands that individuals requiring *any* training must satisfactorily complete all training requirements before desired access to the UNITY live site is granted by the UNITY staff.

Request to inactivate a user license is on the reverse side of this form.**

If applicable, please complete the following information and return a copy of this form along with a check for the total amount owed (\$375.00* per new user), to:

The Tampa Hillsborough Homeless Initiative

1414 Marion Street

Tampa, FL 33602

*Per the UNITY Standard Operating Procedures Licensing Fees Policy 3.5, there is an initial set-up fee of \$250.00 per license, and an annual fee of \$125.00 per license.

** Request to inactivate a user license requires the following information;

End user name: _____

End user name: _____

End user name: _____

As the requestor I have authority to request user training for the individual(s) listed on this form, and if appropriate, approve payment for license purchase, and to request the inactivation of user licenses.

Date: _____

Title: _____

Signature: _____

Appendix VIII

UNITY Grievance Form

Employee Information		
Full First Name:	Full Last Name:	Date of Birth:
Social Security Number:	Daytime Phone:	Mailing Address:
Grievance Information		
Date of Occurrence:	Have you discussed this issue with a program manager? Γ yes Γ no	Manager's Name:
Agency Name:	Date(s) of discussion:	Manager's Phone:
Staff Name:		
<p>Issue of Grievance:</p> <p>List specific problem(s)/issue(s):</p> <hr/> <p>For clarification of the issues of your grievance, please provide statements regarding the unfavorable decision/condition which is the subject of this grievance. (Describe what happened, when and where, how you have been affected, and indicate names of others involved. Attach any supporting documentation.)</p> <hr/> <hr/> <hr/> <hr/> <hr/>		
<p>Relief Requested: Indicate the action(s) that would resolve your grievance.</p> <hr/> <hr/>		

My signature indicates that the information contained on this form and attachments to this form are true and factual to the best of my knowledge.

Date

Signature

For Personnel Office Use

Date Received

Signature of UNITY Manager

Note: Grievance is not officially filed until this form is received by the Personnel Office

Appendix IX



UNITY Agency Administrator

Designation form

From the UNITY Policies and Procedures Manual:

Each UNITY Partner Agency will designate an HMIS Site Administrator. The UNITY Agency Administrator is the primary HMIS contact at the agency.

This person will be required to:

- Complete and pass End User Training
- Complete and pass Agency Administrator Training
- Complete Reporting Training

This person will be responsible for:

- Providing a single point of communication between the end users and the UNITY Team around HMIS issues
- Resetting in-house passwords and responding to other UNITY issues within their agency
- Documenting UNITY issues and escalate issues to System Administrator when applicable
- Being knowledgeable of basic ServicePoint flow
- Being knowledgeable of ServicePoint set up for agency's programs
- Maintaining agency/program information on provider profile page
- Updating agency's Newsflash within the UNITY system when applicable
- Will be assigned the agencies ART Viewer license (cannot be reassigned)
- Generating and reviewing monthly data quality monitoring agency reports
- Generating monthly bed list reports (if applicable)
- Comprehending monthly reports for data clean up
- Initiating data clean up with appropriate agency staff
- Working with agency/program data entry staff to address data entry/data security issues
- Enforcing data quality and completeness as determined by funding sources
- Notifying UIN of data issues associated with monthly reports

- Notifying UIN when an employee leaves the agency (termination or willingly) and disable parting employee's UNITY ID
- Maintaining UNITY Release Of Information/Notice of Uses documentation reviews of agency
- Contacting UIN with ROI exceptions
- Administering the agency's infraction process when applicable
- Ensuring the stability of the agency connection to the Internet and ServicePoint, either directly or through communication with other technical professionals (UNITY System Admin, Bowman Systems, IT Department)
- Scheduling training for agency end users
- Monitoring compliance with standards of client confidentiality and ethical data collection, entry, and retrieval

Print Site Administrator Name

Is the designated UNITY Agency Administrator for:

Print Agency Name

Site Administrator Signature

Date

CEO/Executive Director or Designee Signature

Date

Appendix X

General Research Agreement for Study of Homelessness in Hillsborough County

-----~~SAMPLE~~-----

March 3, 2010

Version 1.2

Part I. Parties, Purposes, and Definitions

- A. This is an agreement between Some Research Institute (SRI) and the Tampa Hillsborough Homeless Initiative, the Continuum of Care (CoC) Lead, covering the sharing of Homeless data for the use of research in the areas of homelessness, criminal justice, mental health, substance abuse and other social issues.
- B. SRI attests that this research agreement covers SRI, and SRI's contractors, and colleagues working on research. The individual signing the agreement is authorized by SRI to sign the agreement on behalf of SRI.
- C. The CoC attests that the disclosure of client protected personal information (PPI) as defined in the Homeless Management Information System (HMIS) Privacy Standard, protected health information (PHI) as defined in the Privacy Rule issued under the Health Insurance Portability and Accountability Act (HIPAA), or any other personally identifiable information about clients for the purposes of the research allowed by this agreement is consistent with requirements of the CoC's privacy policy, management practice, and applicable law. The representative signing this agreement is authorized to execute agreements on behalf of the CoC.
- D. PPI, PHI and other personally identifiable information about CoC's clients are collectively described in this agreement as client information. Client information used for the research is research information. Any other CoC information provided by CoC to SRI as part of the research is additional CoC information.
- E. The parties to this agreement acknowledge that the agreement's purpose is to define the roles of the parties, to protect the privacy interests of clients, and to protect the institutional interests of the CoC while providing SRI with access to client information and additional CoC information for the sole purpose of academic research. If any additional CoC information provided to SRI by the CoC is subject to specific processing limitations or security requirements, the CoC agrees to identify those requirements to SRI.

Part II. The Research

- A. There are multiple research projects to be included in this agreement:
 - a. Conduct any analysis requested by CoC to aid in better understanding of the homeless population and their interactions with other local and state agencies and social service programs. (PI: Tom Tester)
 - b. Conduct a cost analysis for MHC (PI: Tom Tester)
 - c. Conduct research on patterns of VA services use among homeless users of CoC services over the next two years (PI: Tom Tester)
 - d. Conduct research on patterns of homelessness among those dealing with mental health illness, substance abuse (PI: Tom Tester)
 - e. Conduct research on patterns of homelessness among those also interacting with the criminal justice systems (jail/prison/court) (PI: Tom Tester)

NOTE: The signing of this agreement approves the research described in a –c. The research projects described in d and e will require detailed description to be given to CoC before final approval is given.

- B. SRI agrees to obtain the written approval of the CoC prior to any change in the research that materially effects the processing of client information
- C. SRI's research will be based in identified client information provided by CoC.
- D. SRI agrees that if it examines or has access to any client information that is not relevant to the research, SRI will not make any use of that client information. If SRI obtains any client information that is not relevant and necessary for the research SRI will promptly return or destroy that client information.
- E. In accordance with the requirements of HIPAA, SRI, based on the research protocol, has expressly determined that the waiver of any applicable need for client consent for the research disclosure of client information described in the protocol and determined to be necessary for the research satisfies these criteria:
 - a. The use or disclosure of client information (including PHI) involves no more than a minimal risk to the privacy of individuals, based on, at least, the presence of the following elements:
 - i. An adequate plan to protect the identifiers from improper use and disclosure;
 - ii. An adequate plan to destroy the identifiers at the earliest opportunity consistent with conduct of the research, unless there is a health or research justification for retaining the identifiers or such retention is otherwise required by law: and
 - iii. Adequate written assurances that the client information will not be reused or disclosed to any other person or entity, except as required by law, for authorized oversight of the research study, or for other research for which the use or disclosure of protected health information would be permitted under the HIPAA privacy rule;
 - b. The research could not practicably be conducted without the waiver; and
 - c. The research could not practicably be conducted without access to and use of the client information
- F. SRI has no plans to contact clients as part of this research, and only identified and conduct research using identified data for this project.

Part III. Security of Client Information

- A. SRI agrees, at a minimum, to comply with the baseline security standards (section 4.3) included in the HMIS Data and Technical Standards found at <http://www.hud.gov/offices/cpd/homeless/rulesandregs>.
- B. The CoC agrees to comply with security standards for research information that are comparable to the minimum standards applicable to SRI. Compliance with the security requirements of HMIS or HIPAA meets the terms of this agreement. Other comparable security requirements also meet the terms of this agreement.

- C. SRI agrees to tell each individual employed by or working with SRI on the research who has access to client information that the information is subject to the requirements of this research agreement; to provide a copy of this agreement to each individual; and to obtain a written and signed acknowledgement from each individual that the individual has received a copy of this agreement and will comply with the agreement.
- D. SRI agrees, upon the request of the CoC, to identify all computers and networks on which client information is expected to reside during the course of the research project. The CoC agrees, upon the request of SRI, to identify all computers networks on which client information is expected to reside during the course of the research project. Both parties agree not to store client information on laptop computers.

Part IV. Return or Proper Disposal of Client Information

- A. SRI agrees that upon conclusion of the research projects, SRI will return or properly dispose of all individually identifiable research information obtained under this agreement for the CoC in a manner consistent with the HMIS security standards. The CoC agrees that upon conclusion of the research projects, the CoC will return or properly dispose of all individually identifiable research information obtained from SRI under this agreement in a manner consistent with the HMIS security standards or other comparable security standards.

Part V. Use and Disclosure of Client Information

- A. Each party to this agreement agrees that the client information subject to this agreement will only be used or disclosed for purposes reasonably necessary to accomplish the purposes of the research projects. Use and disclosure required for the conduct of a research project include use by or disclosure to a research associate, service provider, and lawyer providing legal advice to the researcher. All other uses and disclosures are prohibited, except as otherwise provided by law.
- B. Each party to this agreement agrees to employ reasonable legal means to resist a disclosure of client information not expressly permitted by in this agreement unless the disclosure is expressly required by law or unless the person that originally provided the client information agrees to waive this requirement.
- C. SRI agrees that it will not include in any published report on this research any information identifying a client.
- D. CoC authorizes SRI to transfer de-identified data to the Center for Mental Health Policy and Services Research at Some Other University {CMHPSR} for their research study on Veterans and homelessness detailed under a separate agreement between CoC and CMHPSR.
- E. SRI agrees to limit the use of identifiable information to the purpose of this study {listed in Part II. A} and will protect all identifiable data as outlined in the contract and guarantee no disclosure of identifiable information will be published for any purpose.
- F. SRI and CoC agree the timeframe for use of provided information is limited to three years from the date of this contract.

- G. CoC will provide a copy of the requested data set based on clients entered in the Tampa/Hillsborough CoC HMIS from June 2005 through the date of contract execution.
- H. CoC will provide data set to SRI approximately ten business days after the contract has been signed by both parties.

Part VI. Effective date and Liability

- A. This agreement is not effective until:
 - a. It has been signed by an authorized CoC representative and by an authorized representative of SRI; and
 - b. All required information and attachments have been provided by SRI and accepted by CoC.
- B. Each party to this agreement is solely responsible for its own actions and obligations under the agreement and for the protecting client information in its possession as provided in the agreement.
- C. Each party to this agreement reserves the right to terminate this agreement at any time for any reason, and without incurring any financial or other obligation to other party.
- D. Each party to this agreement agrees that if the agreement is terminated, each party will, in accordance with the terms of this agreement, promptly return or properly dispose of individually identifiable research information obtained from the other party under this research agreement.

_____ Date
Continuum of Care Authorized Signature

Please print Name & Title: _____

_____ E-mail Address
Telephone Number

_____ Date
Authorized Signature

Please print Name & Title: _____

_____ E-mail Address
Telephone Number

_____ Date
Authorized Signature

Appendix XI



UNITY SOP Signoff Sheet

Date of Notice: 00/00/0000 Section: xx Policy xx.x

When new policies are created, or existing policies are edited, a copy will be sent out to the community by the UNITY staff. UNITY staff are the facilitators of communication between governing committees and the community. You have 10 business days after the date of notice found at the top of this form to sign and return the form to the UNITY Information Network staff. If you have any questions regarding the policy, please contact the UNITY Information Network staff for clarification:

Phone: 813-280-8743

E-mail: unity@homelessofhc.org

By signing this form you are agreeing that you; have read, understand, and will adhere to the new/updated policy you received with this signoff sheet, and that you understand the UNITY Standard Operating Procedure manual will be amended with the new/updated policy.

please print

Date: _____

Title: _____

Name: _____

Agency: _____

Appendix XII



Privacy Notice for _____

A. What This Notice Covers

1. This notice describes the privacy policy and practices of _____, specifically in regard to the _____ program. Our main office is at _____.
2. The policy and practices in this notice cover the processing of protected personal information for clients of _____.
3. Protected Personal information (PPI) is any information we maintain about a client that:
 - a. allows identification of an individual directly or indirectly
 - b. can be manipulated by a reasonably foreseeable method to identify a specific individual, **or**
 - c. can be linked with other available information to identify a specific client. When this notice refers to personal information, it means PPI.
4. We adopted this policy because of standards for Homeless Management Information Systems issued by the Department of Housing and Urban Development. We intend our policy and practices to be consistent with those standards. See 69 Federal Register 45888 (July 30, 2004).
5. This notice tells our clients, our staff, and others how we process personal information. We follow the policy and practices described in this notice.
6. We may amend this notice and change our policy or practices at any time. Amendments may affect personal information that we obtained before the effective date of the amendment.
7. We give a written copy of this privacy notice to any individual who asks.
8. We maintain a copy of this policy on our website at www._____.

B. How and Why We Collect Personal Information

1. We collect personal information only when appropriate to provide services or for another specific purpose of our organization or when required by law. We may collect information for these purposes:
 - a. to provide or coordinate services to clients
 - b. to locate other programs that may be able to assist clients
 - c. for functions related to payment or reimbursement from others for services that we provide
 - d. to operate our organization, including administrative functions such as legal, audits, personnel, oversight, and management functions
 - e. to comply with government reporting obligations
 - f. when required by law
2. We only use lawful and fair means to collect personal information.
3. We normally collect personal information with the knowledge or consent of our clients. If you seek our assistance and provide us with personal information, we assume that you consent to the collection of information as described in this notice
4. We may also get information about you from:
 - a. Individuals who are with you
 - b. Other private organizations that provide services (identify)
 - c. Government agencies (identify)
 - d. Telephone directories and other published sources

5. We post a sign at our intake desk or other location explaining the reasons we ask for personal information. The sign says:
- “We collect personal information only when appropriate. We may use or disclose your information to provide you with services. We may also use or disclose it to comply with legal and other obligations. We assume that you agree to allow us to collect information and to use or disclose it as described in this notice. You can inspect personal information about you that we maintain. You can also ask us to correct inaccurate or incomplete information. You can ask us about our privacy policy or practices. We respond to questions and complaints. Read the full notice for more details. Anyone can have a copy of the full notice upon request.”

C. How We Use and Disclose Personal Information

1. We use or disclose personal information for activities described in this part of the notice. We may or may not make any of these uses or disclosures with your information. We assume that you consent to the use or disclosure of your personal information for the purposes described here and for other uses and disclosures that we determine to be compatible with these uses or disclosures:
- a. to **provide or coordinate services** to individuals We share client records with other organizations that may have separate privacy policies and that may allow different uses and disclosures of the information.
 - b. for functions related to **payment or reimbursement for services**
 - c. to **carry out administrative functions** such as legal, audits, personnel, oversight, and management functions
 - d. to **create de-identified (anonymous) information** that can be used for research and statistical purposes without identifying clients
 - e. **when required by law** to the extent that use or disclosure complies with and is limited to the requirements of the law
 - f. to **avert a serious threat to health or safety** if
 - (1) we believe that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of an individual or the public, **and**
 - (2) the use or disclosure is made to a person reasonably able to prevent or lessen the threat, including the target of the threat.
 - g. to **report about an individual we reasonably believe to be a victim of abuse, neglect or domestic violence to a governmental authority** (including a social service or protective services agency) authorized by law to receive reports of abuse, neglect or domestic violence
 - (1) under any of these circumstances:
 - (a) where the disclosure **is required** by law and the disclosure complies with and is limited to the requirements of the law
 - (b) if the individual agrees to the disclosure, **or**
 - (c) to the extent that the disclosure is **expressly authorized** by statute or regulation, **and**
 - (I) we believe the disclosure is necessary to prevent serious harm to the individual or other potential victims, **or**
 - (II) if the individual is unable to agree because of incapacity, a law enforcement or other public official authorized to receive the report represents that the PPI for which disclosure is sought **is not intended to be used against the individual** and that an immediate enforcement activity that depends upon the disclosure would be materially and adversely affected by waiting until the individual is able to agree to the disclosure.
- and**
- (2) when we make a permitted disclosure about a victim of abuse, neglect or domestic violence, we will promptly inform the individual who is the victim that a disclosure has been or will be made, except if:
 - (a) we, in the exercise of professional judgment, believe informing the individual would place the individual at risk of serious harm, **or**
 - (b) we would be informing a personal representative (such as a family member or friend), and we reasonably believe the personal representative is responsible for the abuse, neglect or other injury, and that informing the personal representative would not be in the best interests of the individual as we determine in the exercise of professional judgment.
- h. for **academic research purposes**
 - (1) conducted by an individual or institution that has a formal relationship with the CHO if the research is conducted either:
 - (a) by an individual employed by or affiliated with the organization for use in a research project conducted under a written research agreement approved in writing by a designated CHO program administrator (other than the individual conducting the research), **or**
 - (b) by an institution for use in a research project conducted under a written research agreement approved in writing by a designated CHO program administrator.
- and**
- (2) any written research agreement:

- (a) must establish rules and limitations for the processing and security of PPI in the course of the research
- (b) must provide for the return or proper disposal of all PPI at the conclusion of the research
- (c) must restrict additional use or disclosure of PPI, except where required by law
- (e) must require that the recipient of data formally agree to comply with all terms and conditions of the agreement, **and**
- (e) is not a substitute for approval (if appropriate) of a research project by an Institutional Review Board, Privacy Board or other applicable human subjects protection institution.

i. to a law enforcement official **for a law enforcement purpose** (if consistent with applicable law and standards of ethical conduct) under any of these circumstances:

- (1) in response to a lawful court order, court-ordered warrant, subpoena or summons issued by a judicial officer, or a grand jury subpoena
- (2) if the law enforcement official makes a **written request** for PPI that:
 - (a) is signed by a supervisory official of the law enforcement agency seeking the PPI
 - (b) states that the information is relevant and material to a legitimate law enforcement investigation
 - (c) identifies the PPI sought
 - (d) is specific and limited in scope to the extent reasonably practicable in light of the purpose for which the information is sought, **and**
 - (e) states that de-identified information could not be used to accomplish the purpose of the disclosure.
- (3) if we believe in good faith that the PPI constitutes **evidence of criminal conduct** that occurred on our premises
- (4) in response to an oral request for the purpose of **identifying or locating a suspect, fugitive, material witness or missing person** and the PPI disclosed consists only of name, address, date of birth, place of birth, Social Security Number, and distinguishing physical characteristics, **or**
- (5) if
 - (a) the official is an authorized federal official seeking PPI for the provision of **protective services to the President** or other persons authorized by 18 U.S.C. 3056, or to foreign heads of state or other persons authorized by 22 U.S.C. 2709(a)(3), or for the conduct of investigations authorized by 18 U.S.C. 871 and 879 (threats against the President and others), **and**
 - (b) the information requested is specific and limited in scope to the extent reasonably practicable in light of the purpose for which the information is sought.

and

j. to comply with **government reporting obligations** for homeless management information systems and for oversight of compliance with homeless management information system requirements.

2. Before we make any use or disclosure of your personal information that is not described here, we seek your consent first.

D. How to Inspect and Correct Personal Information

- 1. You may inspect and have a copy of your personal information that we maintain. We will offer to explain any information that you may not understand.
- 2. We will consider a request from you for correction of inaccurate or incomplete personal information that we maintain about you. If we agree that the information is inaccurate or incomplete, we may delete it or we may choose to mark it as inaccurate or incomplete and to supplement it with additional information.
- 3. To inspect, get a copy of, or ask for correction of your information, ask any staff member for access.
- 4. We may deny your request for inspection or copying of personal information if:
 - a. the information was compiled in reasonable anticipation of litigation or comparable proceedings
 - b. the information is about another individual (other than a health care provider or homeless provider)
 - c. the information was obtained under a promise or confidentiality (other than a promise from a health care provider or homeless provider) and if the disclosure would reveal the source of the information, **or**
 - d. disclosure of the information would be reasonably likely to endanger the life or physical safety of any individual.

5. If we deny a request for access or correction, we will explain the reason for the denial. We will also include, as part of the personal information that we maintain, documentation of the request and the reason for the denial
6. We may reject repeated or harassing requests for access or correction.

E. Data Quality

1. We collect only personal information that is relevant to the purposes for which we plan to use it. To the extent necessary for those purposes, we seek to maintain only personal information that is accurate, complete, and timely.
2. We are developing and implementing a plan to dispose of personal information not in current use seven years after the information was created or last changed. As an alternative to disposal, we may choose to remove identifiers from the information.
3. We may keep information for a longer period if required to do so by statute, regulation, contract, or other requirement.

F. Complaints and Accountability

We accept and consider questions or complaints about our privacy and security policies and practices. Complaints must be submitted in writing to this Agency and to:

UNITY Grievance Committee
Tampa Hillsborough Homeless Initiative
P.O. Box 360181
Tampa, FL 33673-0181

The UNITY Grievance Committee will attempt to resolve your complaint. Should further review be required your complaint will be escalated to the UNITY Steering Committee to determine a voluntary resolution of the complaint. Resolution of the complaint will be provided in writing to the agency and the individual filing the complaint. This Agency and the UNITY Information Network are prohibited from retaliating against you for filing a complaint.

1. All members of our staff (including employees, volunteers, affiliates, contractors and associates) are required to comply with this privacy notice. Each staff member must receive and acknowledge receipt of a copy of this privacy notice.

G. Privacy Notice Change History

1. Version 1.0. June 1, 2005. Initial Policy
2. Version 2.0 February 25, 2008 Amendment to Section B5
3. Version 3.0 May 6, 2014 Updated Logo

Certification of Consistency with the Consolidated Plan

U.S. Department of Housing
and Urban Development

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Consolidated Plan.
(Type or clearly print the following information:)

Applicant Name: Tampa Hillsborough Homeless Initiative, Inc.

Project Name: Refer to the attached list (FY2016 Continuum of Care Program)

Location of the Project: Refer to the attached list

Name of the Federal Program to which the applicant is applying: HUD Continuum of Care Program

Name of Certifying Jurisdiction: City of Tampa

Certifying Official of the Jurisdiction Name: Thomas Snelling

Title: Planning and Development Services Director

Signature: 

Date: 8/30/16

Certification of Consistency with the Consolidated Plan

U.S. Department of Housing
and Urban Development

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Consolidated Plan.
(Type or clearly print the following information:)

Applicant Name: Tampa Hillsborough Homeless Initiative, Inc.

Project Name: Refer to the attached list (FY2016 Continuum of Care Program)

Location of the Project: Refer to the attached list

Name of the Federal Program to which the applicant is applying: HUD Continuum of Care Program

Name of Certifying Jurisdiction: Hillsborough County

Certifying Official of the Jurisdiction Name: Michael S. Merrill

Title: County Administrator

Signature: 

Date: 9/2/16

Tampa/Hillsborough County CoC FL-501
FY 2016 Continuum of Care Program CoC Project Snapshots
Project Listing for Certificate of Consistency with the Consolidated Plan

Grantee Name/Sub recipient	Project Name	Project Snapshot	Renewal Amount
Tampa Hillsborough Homeless Initiative.	UNITY Information Network	Homeless Management Information System (Renewal)	\$238,843
Agency for Community Treatment Services, Inc.	Hillsborough HEART (Homeless Engagement And Retention in Tenancy) Project,	1. Permanent Supportive Housing – Scattered/Rental 2. 16 points 3. Single Males/Females; mental illness/substance abuse/co-occurring 4. 100 units/100 beds 5. 100 ded. Chronic (100%) 6. 110 persons; 110 Adult Only HHs 7. 104% 8. None 9. None	\$1,803,678
Agency for Community Treatment Services, Inc.	Sandra Prince Samaritan Home	1. Permanent Supportive Housing - Project 2. 15 points 3. Single Males/Females; mental illness/substance abuse/co-occurring 4. 14 units/14 beds 5. 11 Ded. Chronic (79%); 3 Prior. Chronic (21%) 6. 17 persons; 17 Adult Only HH 7. 93% 8. None 9. None	\$185,825

Program Snapshot Components (#):

1. Project Type (type of program and type of housing – project-based, scattered site)
2. Housing First/Low Barrier – Questionnaire Score (Max 16 pts)
3. Population(s) Served (According to HUD's "Opening Doors" and Tampa/Hillsborough Consolidated Plans)
4. Number of Funded Units/Beds
5. Dedicated/Prioritized Beds (Chronic, Veteran, Unaccompanied Youth)
6. Total Number of Persons/Households served in most recently ended grant term (to be served if program has not started)
7. 2016 PIT Count Bed Utilization Rate
8. Findings Identified in Most Recent Audit/Monitoring(s)
9. Dollars returned to HUD at end of most recently ended grant year

Tampa/Hillsborough County CoC FL-501
FY 2016 Continuum of Care Program CoC Project Snapshots
Project Listing for Certificate of Consistency with the Consolidated Plan

Grantee Name/Sub recipient	Project Name	Project Snapshot	Renewal Amount
Agency for Community Treatment Services, Inc.	Hillsborough County Permanent Housing Programs	1. Permanent Supportive Housing - Project 2. 16 pts. 3. Single Males/Females; Families; mental illness/substance abuse/co-occurring 4. 38 units/38 beds 5. 15 ded. Chronic (39%); 15 prior. Chronic (39%) 6. 43 person; 37-Adult only HH, 3-HH w/Children 7. 78% 8. None 9. None	\$120,690
THHI/Agency for Community Treatment Services, Inc.	More HEART <i>(Program not yet started – awaiting FY 15 Contract from HUD)</i>	1. Permanent Supportive Housing – Scattered/leasing 2. 16 pts 3. Single Males/Females; Families 4. 16 units/16 beds <i>(program will provide CM to will provide CM to additional 20 units/20 beds through THA for total of 36 beds/36 units)</i> 5. 11 ded. Chronic (69%) <i>(plus 20 THA ded. Chronic = 86%)</i> 6. <i>Program Not Started Yet (36 persons; 36 Adult Only HHs)</i> 7. <i>Program Not Operational on night of 2016 PIT</i> 8. <i>Program Not Started Yet</i> 9. <i>Program Not Started Yet</i>	\$431,919

Program Snapshot Components (#):

1. Project Type (type of program and type of housing – project-based, scattered site)
2. Housing First/Low Barrier – Questionnaire Score *(Max 16 pts)*
3. Population(s) Served *(According to HUD's "Opening Doors" and Tampa/Hillsborough Consolidated Plans)*
4. Number of Funded Units/Beds
5. Dedicated/Prioritized Beds *(Chronic, Veteran, Unaccompanied Youth)*
6. Total Number of Persons/Households served in most recently ended grant term *(to be served if program has not started)*
7. 2016 PIT Count Bed Utilization Rate
8. Findings Identified in Most Recent Audit/Monitoring(s)
9. Dollars returned to HUD at end of most recently ended grant year

Tampa/Hillsborough County CoC FL-501
FY 2016 Continuum of Care Program CoC Project Snapshots
Project Listing for Certificate of Consistency with the Consolidated Plan

Grantee Name/Sub recipient	Project Name	Project Snapshot	Renewal Amount
Catholic Charities Diocese of St. Petersburg, Inc.	Pathways Rapid Re-housing Program	1. Rapid Rehousing 2. 16 pts 3. Families with children 4. 52 units; 138 beds 5. None dedicated/prioritized 6. 387 persons; 141 HHs w/Children 7. 100% 8. None 9. None	\$956,181
THHI/Catholic Charities Diocese of St. Petersburg, Inc.	Hillsborough Pathways to Housing (<i>Program not yet started – awaiting FY 15 Contract from HUD</i>)	1. Rapid Rehousing 2. 16 pts 3. Single Males/Females 4. 7 units/7 beds 5. None dedicated/prioritized 6. <i>Program Not Started Yet</i> 7. <i>Program Not Operational on night of 2016 PIT</i> 8. <i>Program Not Started Yet</i> 9. <i>Program Not Started Yet</i>	\$76,641

Program Snapshot Components (#):

1. Project Type (type of program and type of housing – project-based, scattered site)
2. Housing First/Low Barrier – Questionnaire Score (*Max 16 pts*)
3. Population(s) Served (*According to HUD's "Opening Doors" and Tampa/Hillsborough Consolidated Plans*)
4. Number of Funded Units/Beds
5. Dedicated/Prioritized Beds (*Chronic, Veteran, Unaccompanied Youth*)
6. Total Number of Persons/Households served in most recently ended grant term (*to be served if program has not started*)
7. 2016 PIT Count Bed Utilization Rate
8. Findings Identified in Most Recent Audit/Monitoring(s)
9. Dollars returned to HUD at end of most recently ended grant year

Tampa/Hillsborough County CoC FL-501
FY 2016 Continuum of Care Program CoC Project Snapshots
Project Listing for Certificate of Consistency with the Consolidated Plan

Grantee Name/Sub recipient	Project Name	Project Snapshot	Renewal Amount
Housing Authority of the City of Tampa	TRA Collaborative <i>(includes merge of TRA 2002 and 2003 effective after TRA 2003's most recently ended grant term – therefore #4 and #6 are for combined programs – to be served)</i>	1. Permanent Supportive Housing – Scattered/Rental 2. 15 pts. 3. Single Males/Females; families with children 4. 33 units/44 beds 5. None 6. 53 persons; 27 Adult Only HH; 10 HHs w/children 7. 104% 8. None 9. Yes (expended 89% of funds)	\$306,660
Housing Authority of the City of Tampa	TRA Collaborative 2004	1. Permanent Supportive Housing – Scattered/Rental 2. 15 pts. 3. Single Males/Females 4. 17 units/ 17 beds 5. 17 ded. Chronic (100%) 6. 21 persons; 21 Adult Only HHs 7. 105% 8. None 9. None	\$165,305

Program Snapshot Components (#):

1. Project Type (type of program and type of housing – project-based, scattered site)
2. Housing First/Low Barrier – Questionnaire Score *(Max 16 pts)*
3. Population(s) Served *(According to HUD's "Opening Doors" and Tampa/Hillsborough Consolidated Plans)*
4. Number of Funded Units/Beds
5. Dedicated/Prioritized Beds *(Chronic, Veteran, Unaccompanied Youth)*
6. Total Number of Persons/Households served in most recently ended grant term *(to be served if program has not started)*
7. 2016 PIT Count Bed Utilization Rate
8. Findings Identified in Most Recent Audit/Monitoring(s)
9. Dollars returned to HUD at end of most recently ended grant year

Tampa/Hillsborough County CoC FL-501
FY 2016 Continuum of Care Program CoC Project Snapshots
Project Listing for Certificate of Consistency with the Consolidated Plan

Grantee Name/Sub recipient	Project Name	Project Snapshot	Renewal Amount
Project Return, Inc.	Project Return Permanent Supportive Housing <i>(Friendship Palms)</i>	1. Permanent Supportive Housing - Project 2. 11 pts. 3. Single Males/Females; persons with mental illness 4. 20 units/20 beds 5. 5 ded. Chronic (25%); 6 ded. Chronic (30%) 6. 22 persons; 22 Adult Only HH 7. 80% 8. None 9. None	\$157,463
THHI/Gracepoint Wellness	HOME3 <i>(includes merge of HOME 2 and HOME3 effective after HOME3's most recently ended grant term)</i>	1. Permanent Supportive Housing – Scattered/Rental 2. 14 pts 3. Single Males/Females; Families with Children; Mental Illness 4. 56 Units/88 beds 5. 56 dedicated chronic (100%) 6. 114 persons; 33 Adult Only; 22 HHs w/children 7. 114% 8. None 9. Yes <i>(expended 88% of funds)</i>	\$769,680

Program Snapshot Components (#):

1. Project Type (type of program and type of housing – project-based, scattered site)
2. Housing First/Low Barrier – Questionnaire Score *(Max 16 pts)*
3. Population(s) Served *(According to HUD's "Opening Doors" and Tampa/Hillsborough Consolidated Plans)*
4. Number of Funded Units/Beds
5. Dedicated/Prioritized Beds *(Chronic, Veteran, Unaccompanied Youth)*
6. Total Number of Persons/Households served in most recently ended grant term *(to be served if program has not started)*
7. 2016 PIT Count Bed Utilization Rate
8. Findings Identified in Most Recent Audit/Monitoring(s)
9. Dollars returned to HUD at end of most recently ended grant year

Tampa/Hillsborough County CoC FL-501
FY 2016 Continuum of Care Program CoC Project Snapshots
Project Listing for Certificate of Consistency with the Consolidated Plan

Grantee Name/Sub recipient	Project Name	Project Snapshot	Renewal Amount
THHI/Gracepoint Wellness	PHAME (Permanent Housing Access Made Easy) (Program not yet started – awaiting FY 15 Contract from HUD)	1. Permanent Supportive Housing – Scattered/Rental 2. 14 pts. 3. 4. 18 units;18 beds; (program will provide CM to will provide CM to additional 20 units/20 beds through THA for total of 38 units/38 beds) 5. 13 ded Chronic (72%); (plus 20 THA ded. Chronic = 86%) 6. Program Not Started Yet 7. Program Not Operational on night of 2016 PIT 8. Program Not Started Yet 9. Program Not Started Yet	\$433,533
Volunteers of America – Florida	Volunteers of America of Florida PH	1. Permanent Supportive Housing – Scattered/Leasing 2. 13 pts. 3. Single Males/Females; Families 4. 18 units; 30 beds 5. 18 dedicated Chronic (100%) 6. 38 persons; 11 Adult only HH; 10 HH w/children 7. 107% 8. None 9. None	\$330,467
Tampa Hillsborough Homeless Initiative.	THC-CoC Coordinated Entry	Coordinated Entry (Reallocation – NEW)	\$78,160
		Total CoC Renewal Amount	\$6,055,045
New Project(s)*			

Program Snapshot Components (#):

1. Project Type (type of program and type of housing – project-based, scattered site)
2. Housing First/Low Barrier – Questionnaire Score (Max 16 pts)
3. Population(s) Served (According to HUD's "Opening Doors" and Tampa/Hillsborough Consolidated Plans)
4. Number of Funded Units/Beds
5. Dedicated/Prioritized Beds (Chronic, Veteran, Unaccompanied Youth)
6. Total Number of Persons/Households served in most recently ended grant term (to be served if program has not started)
7. 2016 PIT Count Bed Utilization Rate
8. Findings Identified in Most Recent Audit/Monitoring(s)
9. Dollars returned to HUD at end of most recently ended grant year

Tampa/Hillsborough County CoC FL-501
FY 2016 Continuum of Care Program CoC Project Snapshots
Project Listing for Certificate of Consistency with the Consolidated Plan

Grantee Name/Sub recipient	Project Name	Project Snapshot	Renewal Amount
Permanent Supportive Housing and/or Rapid Re-Housing		Amount Available	\$313,036
Catholic Charities Diocese of St. Petersburg, Inc.	Pathways to Rapid Re-housing Program 2	Rapid Re-housing	\$313,036
		New Project Total	\$313,036

Tier 1 = 93% of ARD = \$5,631,192

Tier 2 = 7% ARD (\$423,853) + PHB (\$313,036) = \$736,889

Program Snapshot Components (#):

1. Project Type (type of program and type of housing – project-based, scattered site)
2. Housing First/Low Barrier – Questionnaire Score (Max 16 pts)
3. Population(s) Served (According to HUD's "Opening Doors" and Tampa/Hillsborough Consolidated Plans)
4. Number of Funded Units/Beds
5. Dedicated/Prioritized Beds (Chronic, Veteran, Unaccompanied Youth)
6. Total Number of Persons/Households served in most recently ended grant term (to be served if program has not started)
7. 2016 PIT Count Bed Utilization Rate
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FY2016 – HUD-COC PROGRAM COMPETITION – FL-501 COLLABORATIVE APPLICATION

FL-501 HUD-FY2016 CoC Program Competition – Collaborative Application

THHI, as the lead agency and Collaborative Applicant for the Tampa/Hillsborough County CoC, is posting CoC's Collaborative Application as submitted to HUD for the FY16 HUD-CoC Competition.

The Collaborative Application consists of 3 parts:

1. Application
2. Project Priority Listing
3. Project Applications

FY16 Application (as submitted via HUD via esnaps)

FY16 – FL-501 HUD-CoC Collaborative Application – FINAL

FY16 – FL-501 HUD-CoC Collaborative Application – FINAL_ Attachments 1

FY16 – FL-501 HUD-CoC Collaborative Application – FINAL_ Attachments 2

FY16 – FL-501 HUD-CoC Collaborative Application – FINAL_ Attachments 3

Project Priority Listing – (as submitted via HUD via esnaps)

FY16 – FL-501 HUD-CoC Application Project Priority Listing

*(On 9/12/16, the THHI Board of Directors approved the Project Priority Listing that was recommended by the THHI Review Board following the Ranking and Selection process outlined in THHI's 2016 Universal RFP, Addendum 2: FY2016 HUD-CoC Program Competition – New/Renewal Application Process published on Tuesday, July 19, 2016. The **FL-501 – FY16 HUD – CoC Project Priority List with Tiers – Approved by THHI Board on 091216** document is the final approved to be submitted.)*

ANNOUNCEMENTS

: 6/28/16 – HFA Releases RFP and Application for Financing to Develop Permanent Supportive Housing Primarily for Individuals Who Are Chronically Homeless

: VA Accepting Bids for Safe Haven Contract

: THA Releases RFP for HUD-VASH Program for HUD Veterans Affairs Supportive Housing

: The Junior League of Tampa – Done in a Day Projects and Enabling Fund Grants

: Promoting Health In Homeless Shelters Workgroup Meeting

+ See all

Project Applications – SUBMITTED

ACTS – HEART

FY16 ACTS – Hillsborough HEART Renewal Application

ACTS – Permanent Housing Program

FY16 ACTS – Permanent Housing Program Renewal Application

ACTS – Sandra Prince Samaritan Home

FY16 ACTS – Sandra Prince Samaritan Home Renewal Application

Catholic Charities – Pathways to Housing

FY16 Catholic Charities – Pathways to Housing Renewal Application

FY16 Catholic Charities – Pathways to Housing Renewal Application Attachments

Project Return – Permanent Supportive Housing

FY16 Project Return – Permanent Supportive Housing Renewal Application

Tampa Housing Authority – TRA Collaborative

FY 16 – Tampa Housing Authority – TRA Collaborative Renewal Application

Tampa Housing Authority – TRA Collaborative 2004

FY16 Tampa Housing Authority – TRA Collaborative 2004 Renewal Application

THHI – CoC Planning Grant

FY16 – THHI FL-501 CoC Planning Application

THHI – Coordinated Entry – Reallocation (New Project)

FY16 THHI Coordinated Entry – Reallocation New Project Application

THHI – UNITY Information Network

FY16 – THHI UNITY Information Network – Renewal Application – FINAL

THHI/ACTS* – More HEART

FY16 THHI-ACTS – More HEART Renewal Application

THHI/Catholic Charities* – Hillsborough Pathways to Housing

FY16 THHI Catholic Charities – Hillsborough Pathways to Housing Renewal Application

THHI/Catholic Charities* – Hillsborough Pathways to Housing 2 (Permanent Housing Bonus – New)

**FY16 THHI Catholic Charities-Hillsborough Pathways to Housing 2
- New Application**

THHI/Gracepoint Wellness* – PHAME

FY16 THHI Gracepoint – PHAME Renewal Application

THHI/Gracepoint Wellness* – HOME3


FY16 THHI Gracepoint – HOME3 Renewal Application

Volunteers of America of Florida – Permanent Supportive Housing

**FY16 Volunteers of America – Permanent Supportive Housing
Renewal Application**

**NOTE: For projects that list THHI first followed by an agency name, THHI is the grantee and the agency is the sub-recipient. In all of these projects, the sub-recipient, if the project is awarded funding, will receive 95% or more of the total grant award to operate their program. THHI will receive a small portion of funding (between 3.5% and 5% of the total grant funding based on the percentage of admin dollars for each project) to provide project oversight, technical assistance and monitoring.*

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