

## 1A. Continuum of Care (CoC) Identification

### Instructions:

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.

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#### Resources:

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**1A-1. CoC Name and Number:** NC-502 - Durham City & County CoC

**1A-2. Collaborative Applicant Name:** City of Durham

**1A-3. CoC Designation:** CA

**1A-4. HMIS Lead:** North Carolina Coalition to End Homelessness

## 1B. Continuum of Care (CoC) Engagement

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

### 1B-1. CoC Meeting Participants.

For the period of May 1, 2018 to April 30, 2019, applicants must indicate whether the Organization/Person listed:

1. participated in CoC meetings;
2. voted, including selecting CoC Board members; and
3. participated in the CoC's coordinated entry system.

Organization/Person	Participates in CoC Meetings	Votes, including selecting CoC Board Members	Participates in Coordinated Entry System
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	Yes
EMS/Crisis Response Team(s)	Yes	Yes	Yes
Mental Health Service Organizations	Yes	Yes	Yes
Substance Abuse Service Organizations	Yes	Yes	No
Affordable Housing Developer(s)	Yes	Yes	Yes
Disability Service Organizations	Yes	Yes	Yes
Disability Advocates	Yes	Yes	Yes
Public Housing Authorities	Yes	Yes	Yes
CoC Funded Youth Homeless Organizations	Not Applicable	No	No
Non-CoC Funded Youth Homeless Organizations	Yes	Yes	No

Youth Advocates	Yes	Yes	No
School Administrators/Homeless Liaisons	Yes	Yes	Yes
CoC Funded Victim Service Providers	Yes	Yes	Yes
Non-CoC Funded Victim Service Providers	Not Applicable	No	No
Domestic Violence Advocates	Yes	Yes	Yes
Street Outreach Team(s)	Yes	Yes	Yes
Lesbian, Gay, Bisexual, Transgender (LGBT) Advocates	Yes	Yes	No
LGBT Service Organizations	Yes	Yes	No
Agencies that serve survivors of human trafficking	Yes	Yes	Yes
Other homeless subpopulation advocates	Yes	Yes	Yes
Homeless or Formerly Homeless Persons	Yes	Yes	Yes
Mental Illness Advocates	Yes	Yes	Yes
Substance Abuse Advocates	Yes	Yes	No
Other:(limit 50 characters)			
Universities	Yes	Yes	No
Faith-based organizations	Yes	Yes	Yes
Local Business Representatives	Yes	Yes	No

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

**Applicants must describe how the CoC:**

- 1. solicits and considers opinions from a broad array of organizations and individuals that have knowledge of homelessness, or an interest in preventing and ending homelessness;**
- 2. communicates information during public meetings or other forums the CoC uses to solicit public information;**
- 3. takes into consideration information gathered in public meetings or forums to address improvements or new approaches to preventing and ending homelessness; and**
- 4. ensures effective communication with individuals with disabilities, including the availability of accessible electronic formats, e.g., PDF. (limit 2,000 characters)**

1. The CoC’s strategy for soliciting & considering opinions from a broad array of organizations &/or individuals that have an interest in preventing or ending homelessness begins with publicly announcing CoC meetings. CoC board meetings & full semi-annual CoC meetings are publicly announced via the City of Durham & Durham County’s official meetings calendars & websites. Meetings are open to the public & include opportunities to make public comments to the board.

2. The CoC seeks to be transparent, fair, & inclusive of all who have an interest in preventing or ending homelessness. The CoC Board represents a broad array of stakeholders: 13 of 29 board positions are appointed through open application processes; the other 16 are appointed by organizations representative of most of the categories listed above in 1B-1. To allow & encourage direct communication with Board members, the email addresses of board members are publicly available through the CoC website. Agendas,

minutes & supporting documents for CoC Board meetings are distributed via email to about 180 community partners.

3. Participation on CoC Board workgroups is open to the public & many non-CoC Board members actively participate in the activities of a workgroup. Workgroups address & seek to implement improvements or new approaches to prevent & end homelessness. E.g. the Coordinated Entry System has been reorganized & strengthened over the last year through extensive consultation with CoC stakeholders. Another example, the “Disability Services Work Group” meets monthly & works to strengthen SOAR implementation in the CoC.

4. Public notices of public meetings include guidance for how people with disabilities, e.g. people with hearing impairments, may receive assistance to participate in meetings. Documents distributed via email to community partners/CoC members are regularly sent as PDF documents. As a City Department, the CoC Lead Agency complies with the City’s Language Assistance Plan (attached).

**1B-2. Open Invitation for New Members.**

**Applicants must describe:**

- 1. the invitation process;**
  - 2. how the CoC communicates the invitation process to solicit new members;**
  - 3. how the CoC ensures effective communication with individuals with disabilities, including the availability of accessible electronic formats;**
  - 4. how often the CoC solicits new members; and**
  - 5. any special outreach the CoC conducted to ensure persons experiencing homelessness or formerly homeless persons are encouraged to join the CoC.**
- (limit 2,000 characters)**

(1) Formally joining the CoC as a new member requires completing a membership form. The form is publicly available via the CoC website & at full CoC meetings.

(2) An invitation to join the CoC is distributed

(3) annually via a press release. The press release with its invitation is posted to the City of Durham's Facebook page. This invitation also is distributed via email to current CoC membership. In addition to the information in 1B-1a, the CoC conducts “CoC Orientation Sessions” every other month. Primarily intended for orienting new members of the CoC Board, the meetings are open to interested community members, and invitations are distributed via email to 150-200 people who are involved with providing housing and/or services to people experiencing a housing crisis within the CoC. Information reviewed in the orientation also is publicly available via the CoC website. At each semi-annual full CoC meeting, attendees also are invited to become a new member by completing a CoC membership form. Anyone living within the City of Durham or Durham County can apply for appointment to the CoC Board via open solicitation processes that the Durham County Board of Commissioners and the Durham City Council implement annually for appointees to dozens of “community boards,” including the Homeless Services Advisory Committee, the CoC Board. Anyone who has an interest in preventing or ending homelessness, including persons experiencing homelessness or formerly homeless persons, may participate in the subcommittees of the CoC Board. Organizations that receive CoC funds or Emergency Solutions Grants are required to appoint at least one person

experiencing homelessness or a formerly homeless person to their Board of Directors. The CoC Board, the Homeless Services Advisory Committee, has two formerly homeless persons on it. One of them, Angela Holmes, chaired the Board from August 2017 through August 2018.

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

**Applicants must describe:**

- 1. how the CoC notifies the public that it is accepting project application proposals, and that it is open to and will consider applications from organizations that have not previously received CoC Program funding, as well as the method in which proposals should be submitted;**
- 2. the process the CoC uses to determine whether the project application will be included in the FY 2019 CoC Program Competition process;**
- 3. the date(s) the CoC publicly announced it was open to proposal;**
- 4. how the CoC ensures effective communication with individuals with disabilities, including the availability of accessible electronic formats; and**
- 5. if the CoC does not accept proposals from organizations that have not previously received CoC Program funding or did not announce it was open to proposals from non-CoC Program funded organizations, the applicant must state this fact in the response and provide the reason the CoC does not accept proposals from organizations that have not previously received CoC Program funding.**  
**(limit 2,000 characters)**

(1)The CoC seeks to recommend proposals from non-CoC funded organizations, but it is difficult for new organizations to successfully compete with existing CoC funded organizations, especially with the limited amount of funds available for new projects. In an effort to overcome this, the CoC's Ranking Procedures (attached) provide a 10% bonus to applications from organizations that have not previously received funding. Proposals were submitted via a ZoomGrants.com website. The CoC did fund a new organization in the 2018 competition through the Domestic Violence Bonus. The CoC began soliciting project applications for the 2019 Competition by distributing a Press Release (attached) to media on (3) March 18, 2019, announcing an April 2 workshop about the CoC Program & anticipated 2019 funding. The release also was distributed via email to the CoC membership, publicly posted on the CoC website ([www.durhamopeningdoors.org](http://www.durhamopeningdoors.org)) on March 18, 2019 & posted on the City of Durham's social media sites. Eleven people attended the workshop, including representatives of five organizations not currently receiving CoC funds. However, none of these organizations submitted new project applications. Two new project applications were received, both from existing grantees. The deadline for the submission of full project applications, including a draft of the e-snaps application, for the local competition was August 16, 2019. (2) Both renewal & new project applications are scored using objective criteria (attached). Per the CoC Ranking Policy new projects are ranked after renewal projects approved for funding.

(4) Public notices of public meetings include guidance for how people with disabilities, e.g. people with hearing impairments, may receive assistance to participate in meetings. Documents distributed via email to community partners/CoC members are regularly sent as PDF documents. As a City Department, the CoC Lead Agency complies with the City's Language

Assistance Plan (attached).

# 1C. Continuum of Care (CoC) Coordination

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

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

Entities or Organizations the CoC coordinates planning and operation of projects	Coordinates with Planning and Operation of Projects
Housing Opportunities for Persons with AIDS (HOPWA)	Yes
Temporary Assistance for Needy Families (TANF)	Yes
Runaway and Homeless Youth (RHY)	Not Applicable
Head Start Program	Yes
Funding Collaboratives	Yes
Private Foundations	No
Housing and services programs funded through U.S. Department of Justice (DOJ) Funded Housing and Service Programs	Yes
Housing and services programs funded through U.S. Health and Human Services (HHS) Funded Housing and Service Programs	Yes
Housing and service programs funded through other Federal resources	Yes
Housing and services programs funded through State Government	Yes
Housing and services programs funded through Local Government	Yes
Housing and service programs funded through private entities, including foundations	No
Other:(limit 50 characters)	

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**1C-2. CoC Consultation with ESG Program Recipients.**

**Applicants must describe how the CoC:**  
**1. consulted with ESG Program recipients in planning and allocating ESG funds;**  
**2. participated in the evaluating and reporting performance of ESG Program recipients and subrecipients; and**  
**3. ensured local homelessness information is communicated and addressed in the Consolidated Plan updates.**  
**(limit 2,000 characters)**

- (1)The Community Development Dept. is the CoC Lead Agency & a Consolidated Plan (Con Plan) jurisdiction & manages the distribution of entitlement & State of NC ESG funds. Consultation with ESG Program recipients occurs primarily through Public Hearings for the Annual Action Plan. The CoC establishes priorities for the allocation of State ESG funds annually & Lead Agency staff communicates the priorities to dept. staff who manage ESG entitlement funds. State ESG staff consults with CoC Lead Agency staff from across NC, including Durham, in planning the allocation of State ESG funds & to prepare the State's Con Plan.
- (2)The CoC uses performance of ESG funded projects as reported on the ESG CAPER to evaluate ESG subrecipients. Past performance of ESG subrecipients is a major factor in considering whether an ESG subrecipient should be recommended for continuing ESG funding. A CoC workgroup evaluates ESG applications & makes initial funding recommendations for entitlement & State ESG. The CoC's unbiased review panel, the Citizens Advisory Committee (CAC), appointed by the Durham City Council, reviews recommendations for entitlement ESG funding. The CoC Board, the Homeless Services Advisory Committee approves recommendations for State ESG funding & City entitlement ESG funds. The Durham City Council has final authority for approving City ESG entitlement awards. The State ESG office has initiated quarterly performance & expenditure reporting requirements & these reports are shared with the CoC staff.
- (3)CoC staff in the dept. communicate directly with staff implementing the Durham Con Plan to ensure homelessness data are available for inclusion in Con Plan updates & inform local use of entitlement funds. Con Plan updates are reviewed by CoC staff & available to CoC & ESG sub-recipients & the public via the dept. website. This data also informs relevant sections of the "Regional Application" for State ESG funds.

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

**Applicants must indicate whether the CoC provided Point-in-Time (PIT) and Housing Inventory Count (HIC) data to the Consolidated Plan jurisdictions within its geographic area.**



**1C-2b. Providing Other Data to Consolidated Plan Jurisdictions.** Yes

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

**1C-3. Addressing the Safety Needs of Domestic Violence, Dating Violence, Sexual Assault, and Stalking Survivors.**

**Applicants must describe:**

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

1. The Durham CoC works closely with Durham Crisis Response Center (DCRC), the CoC’s only agency dedicated to serving survivors of domestic violence (DV), to implement protocols for supporting, sheltering, & housing survivors of domestic violence. DCRC participates in the CoC but, per HUD exemption, does not enter client data into the HMIS. The CoC’s protocols require that, when a client seeking housing assistance at Coordinated Intake (CI) reveals DV, a referral is made directly to DCRC for emergency shelter and/or supportive services. DCRC coordinates finding the best safety options & long-term services & partners with clients to identify the best housing options. At CI, survivors must sign a waiver to have information entered into the HMIS. Then that information is marked private so that only CI staff has access. Clients do not have to agree to participate in HMIS in order to receive CI services. If an HMIS-participating project identifies a client as needing DV services, the agency refers directly to DCRC for safe shelter & services. DCRC provides training individually to CoC agencies regarding assessing needs & providing support & conducts annual training to the entire CoC on best practices in serving survivors of DV.

2. The CoC works through DCRC to maximize survivors' choice while ensuring safety & confidentiality. DCRC enters client data into a comparable database. DCRC assists clients with safe shelter in an anonymous location & offers support groups, counseling, personal advocacy, legal advocacy, legal aid referrals, & assistance with protection orders, safety planning, case management & rapid re-housing. As desired by the client or when its shelter is full, DCRC works to find shelter options outside the CoC. DCRC staff complete the VI-SPDAT with shelter guests to identify the barriers the client may have & direct them to appropriate services. Also, DCRC partners with the CoC Lead Agency to refer survivors for HCVs or public hsg.

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

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

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

**(limit 2,000 characters)**

1. The CoC coordinates annual training for CoC area projects and Coordinated Entry (CE) staff with the Durham Crisis Response Center (DCRC), the CoC's only agency dedicated to serving DV survivors. The 2019 training is scheduled for 10/17/19, during Domestic Violence Awareness Month, at the meeting of the Council to End Homelessness in Durham, a network of homeless housing and service providers, including CoC-funded projects. DCRC offers community wide trainings & workshops to area partners regularly. Harm Reduction Training was offered early in 2019 to homeless housing and service providers & an orientation to Harm Reduction principles was provided to the CoC Board.
2. With the creation of a centralized CE "Front Door" for all households (see 1C-7), training of new CE staff included reviewing safety and planning protocols in serving survivors of domestic violence and procedures for making referrals to DCRC. DCRC oriented the new CE staff to the full range of services that the agency offers to DV survivors.

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

**Applicants must describe how the CoC uses de-identified aggregate data from a comparable database to assess the special needs related to domestic violence, dating violence, sexual assault, and stalking.**  
**(limit 2,000 characters)**

The CoC has two primary data sources for assessing the scope of community needs related to domestic violence (DV), etc.: HMIS data and data from the comparable database at the Durham Crisis Response Center (DCRC), the CoC's only agency dedicated to service survivors of domestic violence, etc. DCRC does not enter data into the HMIS system, but uses Osnum. This database helps simplify the complex data collection and reporting requirements essential to sexual assault and domestic abuse support providers. The user-friendly design and layout enable fast and accurate data entry and reporting, this system is widely used in Domestic Violence agencies across the North Carolina. It also keep sensitive data within the agency to protect the confidentiality and safety of survivors. DCRC has been transparent in providing data, as it relates to the survivors DCRC serves and/or to the Durham CoC upon request. Information about DCRC's housing inventory & client statistics are readily provided for the annual Point in Time Count & Housing Inventory Count. DCRC data is supplemented by DV data from the HMIS. Tables 14a and 14b of the CoC Annual Performance Report in the HMIS provide data on the number of adults who report a history of DV & the number of adults who report that "fleeing domestic violence" is a cause of their homelessness. Assessment of the scope of community needs also is supplemented by information from the State of NC's Dept. of Administration which publishes county-level data about DV, dating violence, and sexual assault annually.

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

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

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program during FY 2018 who were experiencing homelessness at entry	PHA has General or Limited Homeless Preference	PHA has a Preference for current PSH program participants no longer needing intensive supportive services, e.g., Moving On
Durham Housing Authority	65.00%	Yes-Both	Yes-HCV
Housing Authority of the County of Wake, NC	100.00%	No	No

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

**Applicants must:**

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

The CoC has developed a strong, positive working relationship with the Durham Housing Authority (DHA), the only PHA dedicated to serving the CoC’s geographic area. DHA appoints a standing representative, currently DHA’s Development Director, to the CoC Board. Due to CoC member advocacy, DHA has had homeless admission preferences for both its public housing & HCV programs for several years & it continues to explore with CoC members & local affordable housing advocates how these preferences can be more effectively implemented. The HCV preferences directly resulted in 65% of households admitted with HCVs in FY 2018 being homeless at entry. DHA is implementing new procedures to improve its data tracking to accurately report on how many households admitted to public housing were homeless at entry & has committed to reserving a minimum of 5% of public housing units for households that were homeless at entry. DHA remains committed to strengthening the working relationship with the CoC; it consulted extensively with both the CoC Lead Agency & members of Durham’s homeless housing system concerning improvements to the homeless admissions preferences for the ACOP & HCV Admin Plan for the upcoming FY & for the 2019 FY. DHA also operates one CoC-funded PSH project, Home Again. It also received a CoC grant to help fund the construction of Goley Pointe earlier this decade. Goley Pointe is a mixed income housing community that includes 32 beds dedicated to housing formerly chronically homeless individuals & families.

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

**Applicants must indicate whether the CoC has a Moving On Strategy with**

**affordable housing providers in its jurisdiction.**

Yes

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

The CoC is working to implement a Moving On Strategy with, the Durham Housing Authority (DHA), the only PHA dedicated to serving the CoC's geographic area. DHA allows up to fifteen of the 225 HCVs available for referrals from the CoC to be allocated to current residents of CoC-funded Permanent Supportive Housing (PSH) who had been chronically homeless prior to entry into the PSH. In addition, DHA is considering adopting a Moving On Strategy for the Home Again project, a CoC-funded PSH project, that DHA manages.

**1C-5. Protecting Against Discrimination.**

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

The CoC's policies require that “CoC resources and Coordinated Entry System (CES) resources are eligible to all people regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity, or marital status,” that projects “must document steps taken to ensure effective communication with people with disabilities,” and that projects must “take reasonable steps to offer Coordinated Entry process materials and instruction in multiple languages to meet the needs of minority, ethnic, and groups with Limited English Proficiency.” As part of the CoC's transition to a centralized CES, the CoC has offered training in the requirements of the Fair Housing Act and 24 CFR 5.105(a)(2) to all CoC projects. The CoC has distributed information about Reasonable Accommodations and Fair Housing requirements for people with disabilities. The CoC Lead Agency works with the City's Human Relations Division, which is responsible for enforcing the Fair Housing Act and Durham's Fair Housing Ordinance, to provide Fair Housing education and to mediate grievances against CoC shelter and housing projects.

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

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

1. Did the CoC implement a CoC-wide anti-discrimination policy that applies to all projects regardless of funding source?	Yes
2. Did the CoC conduct annual CoC-wide training with providers on how to effectively address discrimination based on any protected class under the Fair Housing Act?	Yes

3. Did the CoC conduct annual training on how to effectively address discrimination based on any protected class under 24 CFR 5.105(a)(2) – Equal Access to HUD-Assisted or -Insured Housing?	Yes
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**\*1C-6. Criminalization of Homelessness.**

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

1. Engaged/educated local policymakers:	<input checked="" type="checkbox"/>
2. Engaged/educated law enforcement:	<input checked="" type="checkbox"/>
3. Engaged/educated local business leaders:	<input type="checkbox"/>
4. Implemented communitywide plans:	<input checked="" type="checkbox"/>
5. No strategies have been implemented:	<input type="checkbox"/>
6. Other:(limit 50 characters)	
Adopted an Encampment Policy (attached)	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

**1C-7. Centralized or Coordinated Assessment System. Attachment Required.**

**Applicants must:**

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

1.The CoC Board approved an overhaul of CES Policies & Procedures (P&P) in June 2019. Local gov'ts added \$750K+ to our annual CES budget & created a centralized CE “Front Door (FD)” at the Durham Dept. of Social Services (DSS). The FD is accessible via public transit, known throughout the CoC as the access pt. of public resources & services, & has a call-in line to ensure everyone has access to CES. Anyone in the CoC can access CES via this FD. The CoC will expand access to CE further by launching a revitalized street outreach team.

2.The P&P’s guiding principles include Housing First, Client-centered Services,

& Prioritizing the Hardest to House. The City is funding street outreach to take CE services to people who are least likely to access the centralized FD. The P&P also allow for CE “Hubs” to be added to serve a specific homeless sub-population, e.g. youth, if needed. The P&P require that “Regardless of initial access, people receive the same assessment approach, including standardized decision-making & assessment tool specific to each population.” The FD has multiple access options. By placing the FD at DSS, people seeking other services are more likely to access homelessness asst. The FD is accessible to people with disabilities & people with limited English proficiency, has a call-in line to provide access to people who cannot attend an in-person assessment, & has a satellite location to provide access to people for whom gov’t buildings may present access barriers & when DSS is closed.

3. Scores on the standardized assessment, the VI-SPDAT, are used to prioritize people most in need of housing assistance & rapidly connect them to housing. A By Name List from HMIS is used to prioritize people with high VI-SPDAT scores & long histories of homelessness for referrals for housing & case conferencing. CES P&P require that people who are matched for permanent housing or transitional housing are prioritized for street outreach & emergency shelter vacancies.

# 1D. Continuum of Care (CoC) Discharge Planning

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**1D-1. Discharge Planning Coordination.**

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

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

# 1E. Local CoC Competition

## Instructions

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

**Applicants must indicate whether the CoC:**

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

## 1E-2. Project Review and Ranking–Objective Criteria.

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

1. Used objective criteria to review and rank projects for funding (e.g., cost effectiveness of the project, performance data, type of population served);	Yes
2. Included one factor related to improving system performance (e.g., exits to permanent housing (PH) destinations, retention of PH, length of time homeless, returns to homelessness, job/income growth, etc.); and	Yes
3. Included a specific method for evaluating projects submitted by victim services providers that utilized data generated from a comparable database and evaluated these projects on the degree they improve safety for the population served.	No

## 1E-3. Project Review and Ranking–Severity of Needs and Vulnerabilities.

FY2019 CoC Application	Page 16	09/27/2019
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**Applicants must describe:**

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

1. Permanent supportive housing (PSH) and rapid rehousing (RRH) renewals were scored and ranked on "the percentage of participants who had zero income at entry, the percentage of adult participants who had one or more disabilities, and the percentage of participants who had entered the project from a 'place not meant for human habitation.'" All projects also were rated on whether participants would be or are screened out for having little or no income, a history of or active substance use, a criminal record, or a history of domestic violence and on whether participants could be terminated for failing to participate in supportive services, failing to make progress on a service plan, a loss of income or failure to improve income, or any other activity not part of a typical lease agreement.

2. Renewal projects that had higher percentages of participants with more severe needs received higher scores on the above ratings. Project that did not screen out participants for the reasons listed above or terminate participants for any of the reasons listed above received higher scores and rankings. A local "threshold requirement" for renewals and new projects was that projects had a Housing First/Low Barrier implementation strategy. In addition to reviewing whether projects had a Housing First approach, new project applications also were reviewed, rated & ranked on how well the e-snaps application demonstrated an understanding of the needs of the proposed clients and whether the application described a clear plan for assisting clients with increasing income and/or employment. New project applications from Domestic Violence providers for the Domestic Violence Bonus were evaluated on an equal basis with new projects for PSH for chronically homeless people, which had been identified by the CoC Board as the CoC's priority for bonus funds.

**1E-4. Public Postings–CoC Consolidated Application. Attachment Required.**

**Applicants must:**

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

Public Posting of Objective Review and Ranking Process

Public Posting of CoC Consolidated Application including: CoC Application, CoC Priority Listing,

		Project Listings	
1. Email	<input checked="" type="checkbox"/>	1. Email	<input checked="" type="checkbox"/>
2. Mail	<input type="checkbox"/>	2. Mail	<input type="checkbox"/>
3. Advertising in Local Newspaper(s)	<input type="checkbox"/>	3. Advertising in Local Newspaper(s)	<input type="checkbox"/>
4. Advertising on Radio or Television	<input type="checkbox"/>	4. Advertising on Radio or Television	<input type="checkbox"/>
5. Social Media (Twitter, Facebook, etc.)	<input checked="" type="checkbox"/>	5. Social Media (Twitter, Facebook, etc.)	<input checked="" type="checkbox"/>
6. Did Not Publicly Post Review and Ranking Process	<input type="checkbox"/>	6. Did Not Publicly Post CoC Consolidated Application	<input type="checkbox"/>

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

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

**Reallocation: 19%**

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

**Applicants must:**

- 1. describe the CoC written process for reallocation;**
  - 2. indicate whether the CoC approved the reallocation process;**
  - 3. describe how the CoC communicated to all applicants the reallocation process;**
  - 4. describe how the CoC identified projects that were low performing or for which there is less need; and**
  - 5. describe how the CoC determined whether projects that were deemed low performing would be reallocated.**
- (limit 2,000 characters)**

1. The CoC’s “Monitoring, Evaluation, and Ranking Policy” details the CoC’s process for reallocation. The policy requires that low performing projects be placed on probation for at least two years before projects would be considered for reallocation. This allows projects ample opportunity to improve performance & avoid reallocation. After two years of probation, projects would still be able to advocate with the CoC Board to avoid reallocation. The Board retains discretion to continue to funding a low performing project for which there is a higher need.
2. The CoC Board adopted the attached “ranking/reallocation policy” & the reallocation process described therein in February 2019.
3. The policy was developed in consultation with CoC project applicants and CoC members and distributed to all CoC members prior to Board adoption.
4. In early 2019, two of nine projects were placed on probation for the coming year due to low scores on the attached evaluation tool, which is modeled on HUD’s optional Rating & Ranking Tool. The tool evaluates projects based on

performance as reflected in the CoC Annual Performance Report over the previous year and whether the project's policies indicate that the project is implementing Housing First strategies enumerated in HUD's optional ranking tool. Each low performing project developed a Performance Improvement Plan (PIP) that was approved by the CoC Board's Executive Committee. Per the policy, a 3rd project that had less than 24 months of implementation by the end of CY2018 also was asked to develop a PIP.

5. The CoC did not reallocate any projects in the 2019 competition, but low performing projects on probation for two years will be subject to reallocation in future competitions.

## DV Bonus

### Instructions

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.

Please submit technical questions to the HUD Exchange Ask-A-Question at <https://www.hudexchange.info/program-support/my-question/>

**Resources:**

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<https://www.hudexchange.info/programs/e-snaps/fy-2019-coc-program-nofa-coc-program-competition/#nofa-and-notice>

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

### 1F-1 DV Bonus Projects.

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

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

1. PH-RRH	<input type="checkbox"/>
2. Joint TH/RRH	<input type="checkbox"/>
3. SSO Coordinated Entry	<input checked="" type="checkbox"/>

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

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

Need Housing or Services	1,450.00
the CoC is Currently Serving	325.00

**1F-2a. Local Need for DV Projects.**

**Applicants must describe:**

- 1. how the CoC calculated the number of DV survivors needing housing or service in question 1F-2; and**
- 2. the data source (e.g., HMIS, comparable database, other administrative data, external data source).**  
**(limit 500 characters)**

1. Our DV agency served 1409 victims & sheltered 299 people in its last FY. During the period, it referred 463 households for other shelter. The HMIS reports another 27 people fled DV in the period. So approx. 1450 DV survivors need housing or services annually, & the CoC is providing housing to about 325 people annually, while the number of households referred for shelter outside the CoC was nearly 150% times the number sheltered. 2. This data is from a comparable database & the HMIS.

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

DUNS Number	057217981
Applicant Name	Durham Crisis Response Center

**1F-3a. Addressing Coordinated Entry Inadequacy.**

**Applicants must describe how:**

- 1. the current Coordinated Entry is inadequate to address the needs of survivors of domestic violence, dating violence, or stalking; and**
- 2. the proposed project addresses inadequacies identified in 1. above.**  
**(limit 2,000 characters)**

1. CE began universal screening for intimate partner violence (IPV) using a modified version of the HARK (Humiliation, Afraid, Rape, & Kick survey) in Sept. 2019. When IPV is identified, the person is referred to DCRC for safety planning & trauma-informed homeless services. Often there is no space available at the DV emergency shelter, & the household must work with DCRC staff to find alternate safe housing. Currently, staffing is insufficient to support homeless victims when they are fleeing. Now that DCRC is a CES “Hub” there is a need to ensure adequate staffing so that CE services are both specialized for survivors & fully aligned w. CES.

2. The CES overhaul with universal screening should result in more identified IPV survivors seeking hsg. asst. This grant would allow DCRC staff to serve as a 24/7 CES “Hub” for IPV survivors, arranging alternative housing, transportation, & support for victims. 24/7 services are crucial for addressing emergent safe hsg. needs, since other CE services are not currently available 24/7.

The DCRC CE advocates will provide on-site support & technical assistance to CE staff at least 20 hrs/wk, ensuring that approaches to screening & service delivery are trauma-informed & include safety planning. Advocates will provide specialized CE to IPV survivors, including seeking safe shelter in other counties when needed. Further assessment will be conducted after admission to the

shelter & permanent housing to prioritize for services based on vulnerability score, length of time homeless & chronicity. The 2018 DV bonus for RRH is an opportunity to integrate DV projects into our CES & to ensure non-DV projects serving survivors provide trauma informed services. Advocates will attend monthly By Name List meetings, provide updates on shelter space availability, & offer DV trainings to the CoC to ensure all IPV survivors have equal access to appropriate hsg, including DV specific projects, regardless of the service entry point.

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

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

Applicant Name	DUNS Number
This list contains no items	

## 2A. Homeless Management Information System (HMIS) Implementation

**Intructions:**

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.

Please submit technical questions to the HUD Exchange Ask-A-Question at <https://www.hudexchange.info/program-support/my-question/>

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**2A-1. HMIS Vendor Identification. Mediware**

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

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

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

Project Type	Total Number of Beds in 2019 HIC	Total Beds Dedicated for DV in 2019 HIC	Total Number of 2019 HIC Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ES) beds	273	14	259	100.00%
Safe Haven (SH) beds	0	0	0	
Transitional Housing (TH) beds	47	3	44	100.00%
Rapid Re-Housing (RRH) beds	188	0	188	100.00%
Permanent Supportive Housing (PSH) beds	332	0	332	100.00%
Other Permanent Housing (OPH) beds	0	0	0	

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

**For each project type with a bed coverage rate that is at or below 84.99 percent in question 2A-2., applicants must describe:**

**1. steps the CoC will take over the next 12 months to increase the bed coverage rate to at least 85 percent for that project type; and  
2. how the CoC will implement the steps described to increase bed coverage to at least 85 percent.  
(limit 2,000 characters)**

NA

**\*2A-3. Longitudinal System Analysis (LSA) Submission.**

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

**\*2A-4. HIC HDX Submission Date.**

**Applicants must enter the date the CoC submitted the 2019 Housing Inventory Count (HIC) data into the Homelessness Data Exchange (HDX).  
(mm/dd/yyyy)** 04/30/2019



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

### Instructions:

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.

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**2B-1. PIT Count Date.** 01/23/2019

**Applicants must enter the date the CoC conducted its 2019 PIT count (mm/dd/yyyy).**

**2B-2. PIT Count Data–HDX Submission Date.** 04/30/2019

**Applicants must enter the date the CoC submitted its PIT count data in HDX (mm/dd/yyyy).**

**2B-3. Sheltered PIT Count–Change in Implementation.**

**Applicants must describe:**

**1. any changes in the sheltered count implementation, including methodology or data quality methodology changes from 2018 to 2019, if applicable; and**

**2. how the changes affected the CoC’s sheltered PIT count results; or**  
**3. state “Not Applicable” if there were no changes.**

**(limit 2,000 characters)**

Not Applicable.

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

**Applicants must select whether the CoC No  
added or removed emergency shelter,**

**transitional housing, or Safe-Haven inventory because of funding specific to a Presidentially-declared disaster, resulting in a change to the CoC’s 2019 sheltered PIT count.**

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

**Applicants must describe:**

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

Not Applicable

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

**Applicants must:**

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

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

**Applicants must describe how the CoC engaged stakeholders serving youth experiencing homelessness to:**

- 1. plan the 2019 PIT count;**
  - 2. select locations where youth experiencing homelessness are most likely to be identified; and**
  - 3. involve youth in counting during the 2019 PIT count.**
- (limit 2,000 characters)**

The CoC has no emergency shelter licensed to shelter unaccompanied minor children, i.e. youth under 18. A youth workgroup is led by the director of the LifeSkills Foundation, a nonprofit dedicated to helping youth aging out of foster care to successfully transition to adulthood. The LifeSkills director also serves on the CoC Board. The workgroup, a coalition of organizations serving youth, is preparing to open a “day center” devoted to offering youth of all ages, including homeless youth & those at risk of homelessness, a one-stop center to access needed services. 1. In preparation for the 2019 PIT Count, the CoC Lead Agency reached out to the workgroup for assistance in identifying the locations where unsheltered youth might be staying. 2. The workgroup did not report any specific locations to be searched but encouraged visiting local malls, parks, and transit stations. Several local parks & the downtown transit station were searched. The workgroup believes that, at this time, minor youth who are estranged from family are either being housed through Child Protective Services, at the Dept. of Social Services, or are “couch surfing” & do not meet

HUD's homeless definition for inclusion in the PIT Count. In the 2019 PIT Count, no unaccompanied minor children were found. Four unsheltered youth ages 18-24 were counted, & the sheltered count included five families led by a young adult parent or parents & 8 single young adults. The youth workgroup conducted a "youth count" in 2017 & identified 40-50 unstably housed youth, but did not find unaccompanied homeless youth under age 18. In 2019, Durham's LGBTQ Center launched a Host Home Program (HHP), offering a housing intervention for 18-24 year olds who are homeless. The HHP has counted approx. 20 TAY across the range of HUD's four homeless categories. The HHP has interacted with 10 TAY of varying levels of homelessness since February 2019, including 3 homeless TAY in 2 of the local emergency shelters in August '19.

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

**Applicants must describe the CoC's actions implemented in its 2019 PIT count to better count:**

- 1. individuals and families experiencing chronic homelessness;**
  - 2. families with children experiencing homelessness; and**
  - 3. Veterans experiencing homelessness.**
- (limit 2,000 characters)**

The CoC's PIT Count Policy, adopted in 2015, requires that shelters dedicated to serving homeless people either participate in the HMIS or allow community volunteers to independently verify that people in the shelter were homeless at project entry. This policy enabled the CoC to have 100% HMIS bed coverage of emergency shelters and transitional housing for homeless people in 2019, ensuring accurate counts of all subpopulations in shelters & transitional housing. The HMIS Lead Agency leads efforts to ensure that the HMIS PIT Count data accurately reports the number of homeless veterans, homeless families, and chronically homeless people. Efforts to improve implementation of the unsheltered count in 2019 included "pre-count" canvassing of the CoC geography by street outreach workers, Crisis Intervention Team police-officers, and sheriff's deputies to identify potential locations of unsheltered people and outreach to representatives of organizations serving youth to identify any locations where unsheltered youth may have been staying. In addition, on the morning after the nighttime count, the CoC conducted a "Homeless Connect" event specifically targeted to unsheltered people. More than a dozen people who indicated that they were unsheltered on the previous night attended this event and were added to the unsheltered count.

## 3A. Continuum of Care (CoC) System Performance

### Instructions

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.

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

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

#### Applicants must:

Report the Number of First Time Homeless as Reported in HDX.
--------------------------------------------------------------

827
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### 3A-1a. First Time Homeless Risk Factors.

#### Applicants must:

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

1. The CoC analyzed three years of private diversion assistance offered to families at the CoC's largest publicly funded shelter. Identified risk factors for first time homelessness include a disabled head of household/adult without income or only minimal SSI; multiple evictions from housing, often after job loss; a history of substance use, mental illness, and/or domestic violence; a criminal background; large families headed by adults earning low wages; family disputes; and aging out of foster care (for transition age youth)
2. The CoC has been providing privately funded homeless diversion as part of coordinated entry for families for 3 years. All families seeking entry into shelter have been referred to diversion, which offers mediation & limited cash

assistance to find housing solutions that prevent families from entering the homeless system. By the end of Sept. 2019, a centralized, coordinated entry office at the County Dept. of Social Services will ensure that all households seeking emergency shelter will be evaluated for homeless diversion assistance, using up to \$290,000 annually from the City of Durham budget. Also, coordinated entry provides funds and legal assistance to prevent evictions for households at risk of homelessness. The City of Durham has budgeted \$90,000 for housing navigation assistance, and \$200,000 for eviction diversion work to address the needs of individuals & families at risk of becoming homeless.

3. The City of Durham's Dept. of Community Development, as the CoC Lead Agency, is currently responsible for overseeing the CoC's strategies to reduce first time homelessness. The City has contracted with the NC Coalition to End Homelessness for it to provide administrative oversight & direction to the centralized coordinated entry system.

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

**Applicants must:**

Report Average Length of Time Individuals and Persons in Families Remained Homeless as Reported in HDX.	75
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**3A-2a. Strategy to Reduce Length of Time Homeless.**

**Applicants must:**

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

1. The CoC has used one community-wide prioritized list of chronically homeless single adults since 2014. The CoC uses an HMIS-generated By Name List (BNL), supplemented by additions of people not yet in the HMIS. CH people are prioritized, based on their VI-SPDAT scores and length of time homeless, for PSH or Housing Choice Voucher (HCV) referrals when CoC PSH or other housing options are not available. USICH recognized the CoC for ending chronic homelessness among veterans in 2016 through the use of a BNL of homeless vets. In 2017, the CoC began using a similar HMIS BNL process to rapidly rehouse families, based on scores on the Family VI-SPDAT & the length of time families are homeless. The Durham Housing Authority allows the CoC to refer up to 225 homeless households for a HCV. Emergency shelters are encouraged to screen all guests for HCV eligibility. Households are referred for RRH assistance as "bridge housing" assistance to expedite moving to permanent hsg while a HCV or PSH referral is being processed. Emergency shelter & transitional hsg projects provide significant "after care" and/or crisis intervention supports for up to one year after people have been housed with a

HCV. The CoC also is devoting more resources to homeless diversion assistance & planning to implement a system-wide housing navigation component.

2. Households are prioritized for housing referrals to PSH & RRH & limited Housing Choice Voucher opportunities based on an HMIS By Name List of people with the longest lengths of time homeless & with the highest VI-SPDAT scores. Rapid Rehousing projects have primarily focused on rehousing families, but 1 CoC-funded RRH project is targeting chronically homeless adults with VI-SPDAT scores between 4-10 & a 2018 funded DV bonus project will target RRH resources to survivors of DV.

3. The CoC Lead Agency, the City of Durham's Dept. of Community Development, manages the compilation & distribution of the BNL list from the HMIS.

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

**Applicants must:**

	Percentage
1. Report the percentage of individuals and persons in families in emergency shelter, safe havens, transitional housing, and rapid rehousing that exit to permanent housing destinations as reported in HDX.	55%
2. Report the percentage of individuals and persons in families in permanent housing projects, other than rapid rehousing, that retain their permanent housing or exit to permanent housing destinations as reported in HDX.	96%

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

**Applicants must:**

1. describe the CoC's strategy to increase the rate at which individuals and persons in families in emergency shelter, safe havens, transitional housing and rapid rehousing exit to permanent housing destinations;
2. provide the organization name or position title responsible for overseeing the CoC's strategy to increase the rate at which individuals and persons in families in emergency shelter, safe havens, transitional housing and rapid rehousing exit to permanent housing destinations;
3. describe the CoC's strategy to increase the rate at which individuals and persons in families in permanent housing projects, other than rapid rehousing, retain their permanent housing or exit to permanent housing destinations; and
4. provide the organization name or position title responsible for overseeing the CoC's strategy to increase the rate at which individuals and persons in families in permanent housing projects, other than rapid rehousing, retain their permanent housing or exit to permanent housing destinations.

**(limit 2,000 characters)**

1. The CoC is implementing several strategies to increase exits to PH: a. The

CoC ensures that RRH projects are using a Housing First approach & offering RRH assistance according to the CoC’s Coordinated Entry Policies & Procedures. b. The CoC coordinates with ES & RRH projects to ensure that the CoC uses the 225 referrals of homeless people for Housing Choice Vouchers (HCV) allowed by the Durham Housing Authority’s (DHA) Administrative Plan. c. Shelters provide case management & crisis intervention support after households are placed into PH via HCVs. d. The Mayor’s Landlord Roundtable solicits more landlords to make units available to people leaving homelessness. Landlords may access a Risk Mitigation Fund for reimbursement of damages exceeding the security deposit, up to \$2500. TBRA projects also strengthen rapport with landlords/property managers with consistent communications & regular onsite visits & with tenants through education on tenant rights & responsibilities. e. A privately-funded project, “HomeShare Durham,” began in 2018 & seeks to match homeowners willing to rent/share a spare bedroom with a homeless person or person at risk of homelessness in return for completion of “live-in aide” duties &/or modest rent.

2. The Performance Management Subcommittee reviews system performance quarterly & evaluates performance of publicly funded projects at least semi-annually using local benchmarks & HUD SPMs.
3. The CoC works to improve the 96% rate for retention of or exit to PH primarily by working with DHA to implement a “Move On” strategy for formerly homeless people in its Admin Plan for the HCV program. This is in DHA's Admin Plan for the HCV program. Also, eviction diversion is increasing through collaboration between the City of Durham, Duke University, Legal Aid, & the Dept. of Social Services.
4. The CoC Lead Agency is responsible for overseeing the CoC’s strategies to ensure retention of or access to PH destinations.

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

**Applicants must:**

	Percentage
1. Report the percentage of individuals and persons in families returning to homelessness over a 6-month period as reported in HDX.	7%
2. Report the percentage of individuals and persons in families returning to homelessness over a 12-month period as reported in HDX.	12%

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

**Applicants must:**

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

1. The CoC’s Performance Management Subcommittee reviews System

Performance Measures (SPM) on a quarterly basis. The review includes considering client detail from the HMIS SPM report on the households that return to homelessness to determine what common factors, if any, are present among people returning to homelessness.

2. The CoC uses By Name List (BNL) processes for three subpopulations (Veterans, Families, and Chronically Homeless People) to quickly rehouse them. Those who have returned to homelessness from these subpopulations are readily identified in the HMIS when they return to the BNL; in prioritization meetings, additional attention to the support needs of the returning households can then be provided. Rapid rehousing projects that, in compliance with the Coordinated Entry System (CES) policies, are rehousing people with more intense service needs are encouraged to implement intensive case management approaches with these households & to provide medium-term rental assistance, as needed. Projects referring homeless households for Housing Choice Vouchers available through the Durham Housing Authority, per CoC policy, are required to provide a minimum of 12 months of "crisis intervention support" to the landlord & tenant after the client has moved into permanent housing. The City of Durham has budgeted additional funds for homelessness diversion & eviction diversion in 2018-2019; households at risk of returning to homelessness will have access to these resources along with those at risk of homelessness for the first time.

3. The CoC Performance Management Subcommittee, in collaboration with the CoC Lead Agency, is responsible for monitoring this measure as well as all system performance measures.

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

**Applicants must:**

	Percentage
1. Report the percentage of individuals and persons in families in CoC Program-funded Safe Haven, transitional housing, rapid rehousing, and permanent supportive housing projects that increased their employment income from entry to exit as reported in HDX.	9%
2. Report the percentage of individuals and persons in families in CoC Program-funded Safe Haven, transitional housing, rapid rehousing, and permanent supportive housing projects that increased their non-employment cash income from entry to exit as reported in HDX.	19%

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

**Applicants must:**

1. describe the CoC's strategy to increase employment income;
  2. describe the CoC's strategy to increase access to employment;
  3. describe how the CoC works with mainstream employment organizations to help individuals and families increase their cash income;
- and

4. provide the organization name or position title that is responsible for overseeing the CoC's strategy to increase jobs and income from employment.

**(limit 2,000 characters)**

1. Most PSH beds are dedicated to chronically homeless people, whose primary income source is often SSI/SSDI due to disabilities. Strategies to increase



employment income include promoting “Readiness to Work” training; setting employment goals in case mgmt. mtgs.; implementing trauma-informed care, training case managers to use mainstream employment services; partnerships between job training programs & homeless housing providers; paid internships via Vocational Rehab; making referrals to Vocational Rehab & NC Works (the State’s WIOA agency); assisting clients with completing job applications; & supporting local Living Wage Certification initiatives. NC Works negotiates with employers on wage levels; Staff Zone, a temp. employment service, regularly recruits temporary workers through CoC projects & Step Up Durham offers free training, referral, & support services to unemployed & underemployed people, & actively recruits participants from the CoC’s shelters & housing projects. Projects are evaluated on how well they help adults gain employment income.

2. Strategies to increase access to employment include the CoC Lead Agency distributing information about NC Works Job Fairs & encouraging CoC projects to invite clients to consider temporary & permanent job opportunities, exploring options for removing barriers to employment in group & individual mtgs., using matching funds to fund job skills, education, & career development activities; distributing information about job training opportunities at Durham Technical Community College (DTCC); Also, NCWorks NextGen, a State-funded effort to connect transition-age youth to employment & careers, has a local office.

3. The CoC & CoC projects strive to connect clients to services at many mainstream employment & training organizations, including those named in 1 & 2 above, via the strategies listed.

4. A Senior Analyst at the CoC Lead Agency is responsible for overseeing activities to increase jobs & income from employment.

**3A-5b. Increasing Non-employment Cash Income.**

**Applicants must:**

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

1. SOAR implementation in the CoC has been strong, & currently has funding for 1.5 FTE SOAR caseworkers. The CoC has submitted the 4th most SSI/SSDI applications of NC’s 100 counties as of 7/31/2019; 450 cases submitted since 2010. The approval rate of 84% is well above the statewide average of 76%. CoC PH project performance is evaluated in the annual CoC competition, in part, on how well they help clients increase employment & total income, including non-employment cash income.

2. The CoC encourages case managers to ensure that clients apply for all non-employment cash income and benefits for which they may be eligible & to use online benefit application portals with clients. The Coordinated Entry System’s Front Door has been placed at the County Department of Social Services in part to make it as easy as possible to enroll for non-employment cash & benefit sources.

3. The Disability Services Workgroup oversees strategy to access non-employment benefits with a particular focus on implementing SOAR. A CoC Lead Agency Senior Analyst also coordinates efforts to increase non-employment cash income. The NC Coalition to End Homelessness is responsible for overseeing implementation of the Coordinated Entry System, including evaluating how well the CE Front Door is connecting people to

mainstream benefits and resources.

**3A-5c. Increasing Employment. Attachment Required.**

**Applicants must describe how the CoC:**

**1. promoted partnerships and access to employment opportunities with private employers and private employment organizations, such as holding job fairs, outreach to employers, and partnering with staffing agencies; and**

**2. is working with public and private organizations to provide meaningful, education and training, on-the-job training, internship, and employment opportunities for residents of permanent supportive housing that further their recovery and well-being.**

**(limit 2,000 characters)**

1. The CoC Lead Agency regularly distributes information to homeless housing providers about job fairs that private employers are conducting through partnerships with NC Works, the State's WIOA agency. NC Works conducts community-wide outreach to employers. The CoC Lead Agency also promotes a partnership with Staff Zone, a staffing agency focusing on temporary employment opportunities. At an annual "Homeless Connect" event, staffing agencies, employers, & a mobile JobLink van are available to offer access to employment opportunities. 2. The CoC encourages residents of PSH to pursue opportunities with several public & private organizations & regularly informs project administrators of opportunities: Step Up Durham offers brief, no-cost job trainings. NC NextGen promotes internships for transition-age youth at its Durham office. Durham Technical Community College offers many education, job training, skills development, & career credentialing opportunities at no or low cost. The City of Durham's Office of Economic & Workforce Development, responsible for working with the Durham Workforce Development Board to implement the WIOA, prioritizes access to education and training opportunities for people experiencing homelessness & formerly homeless people in PSH.

**3A-5d. Promoting Employment, Volunteerism, and Community Service.**

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

1. The CoC trains provider organization staff on connecting program participants and people experiencing homelessness with education and job training opportunities.	<input type="checkbox"/>
2. The CoC trains provider organization staff on facilitating informal employment opportunities for program participants and people experiencing homelessness (e.g., babysitting, housekeeping, food delivery).	<input type="checkbox"/>
3. The CoC trains provider organization staff on connecting program participants with formal employment opportunities.	<input type="checkbox"/>
4. The CoC trains provider organization staff on volunteer opportunities for program participants and people experiencing homelessness.	<input type="checkbox"/>
5. The CoC works with organizations to create volunteer opportunities for program participants.	<input type="checkbox"/>
6. The CoC works with community organizations to create opportunities for civic participation for people experiencing homelessness (e.g., townhall forums, meeting with public officials).	<input type="checkbox"/>
7. Provider organizations within the CoC have incentives for employment.	<input type="checkbox"/>

8. The CoC trains provider organization staff on helping program participants budget and maximize their income to maintain stability in permanent housing.



**3A-6. System Performance Measures** 06/24/2019  
**Data–HDX Submission Date**

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

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

### Instructions

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<https://www.hudexchange.info/programs/e-snaps/fy-2019-coc-program-nofa-coc-program-competition/#nofa-and-notices>

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

### 3B-1. Prioritizing Households with Children.

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

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

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

**Applicants must:**

**1. describe how the CoC currently rehouses every household of families with children within 30 days of becoming homeless that addresses both housing and service needs;**

**2. describe how the CoC addresses both housing and service needs to ensure families with children successfully maintain their housing once**

**assistance ends; and**  
**3. provide the organization name or position title responsible for overseeing the CoC’s strategy to rapidly rehouse families with children within 30 days of them becoming homeless. (limit 2,000 characters)**

1. The CoC uses low barrier shelter to quickly shelter homeless families. Once sheltered, housing-focused case management (CM) works to determine the appropriate housing referral, given the family's VI-SPDAT score. The CoC invests in low barrier rapid rehousing (RRH) & PSH to rapidly rehouse all families. Upon referral, a housing locator works to find a rental unit for the household. The City of Durham is investing additional funds to expand the housing locator program & increase the number of landlords renting to homeless families. The CoC is using planning grant resources to provide trainings & technical assistance to increase capacity to re-house households without income within 30 days. The PHA allows up to 225 Housing Choice Voucher units & 5% of public hsg units to be filled by referrals from the CoC. Many homeless families are being referred for a HCV or public hsg quickly, but sometimes units are not ready for occupancy, delaying moves to housing. The PHA is shortening wait times for inspections. The CoC believes these strategies will decrease the length of time people are homeless.
2. Families receive readiness to rent training & CM. Housing & shelter projects provide After Care & crisis intervention to families for at least 12 months after housing placement. Families who face a short-term crisis after placement can access eviction diversion & legal assistance to prevent re-entry into homelessness. Families seeking re-entry into shelter are referred to shelter diversion which offers mediation & flexible funding to resolve barriers to maintaining housing. A Risk Mitigation Fund reimburses landlords for damages a referred tenant causes, increasing opportunities for tenants to maintain housing.
3. A Lead Agency Senior Analyst provides oversight of RRH implementation. He works with the “Families By Name List Advisory Group” to refer families for housing more rapidly. The group includes reps from DSS, emergency shelters, & RRH & Diversion programs.

**3B-1b. Antidiscrimination Policies.**

**Applicants must check all that apply that describe actions the CoC is taking to ensure providers (including emergency shelter, transitional housing, and permanent housing (PSH and RRH)) within the CoC adhere to antidiscrimination policies by not denying admission to or separating any family members from other members of their family or caregivers based on any protected classes under the Fair Housing Act, and consistent with 24 CFR 5.105(a)(2) – Equal Access to HUD-Assisted or - Insured Housing.**

1. CoC conducts mandatory training for all CoC- and ESG-funded housing and services providers on these topics.	<input type="checkbox"/>
2. CoC conducts optional training for all CoC- and ESG-funded housing and service providers on these topics.	<input checked="" type="checkbox"/>
3. CoC has worked with ESG recipient(s) to adopt uniform anti-discrimination policies for all subrecipients.	<input checked="" type="checkbox"/>

4. CoC has worked with ESG recipient(s) to identify both CoC- and ESG-funded facilities within the CoC geographic area that might be out of compliance and has taken steps to work directly with those facilities to come into compliance.	<input type="checkbox"/>
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**3B-1c. Unaccompanied Youth Experiencing Homelessness–Addressing Needs.**

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

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

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

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

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

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

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

- 1. all youth experiencing homelessness, including creating new youth-focused projects or modifying current projects to be more youth-specific or youth-inclusive; and**
  - 2. youth experiencing unsheltered homelessness including creating new youth-focused projects or modifying current projects to be more youth-specific or youth-inclusive.**
- (limit 3,000 characters)**

1. The CoC's strategies to increase housing & services for youth experiencing homelessness include:
  - a. The CoC has an MOU with the Durham Housing Authority (DHA) & the Durham County Dept. of Social Services (DSS) in support of a grant request for 10 more Family Unification Program (FUP) vouchers. DHA already administers 15 FUP vouchers in collaboration with DSS. The target populations for the FUP vouchers are youth experiencing homelessness who have been or are in foster care and families for whom the lack of adequate housing is a primary factor in the separation, or imminent separation of children from their families.
  - b. The Durham Housing Authority (DHA) has a homeless preference that allows the CoC to annually refer up to 225 households who are literally homeless for a Housing Choice Voucher (HCV). Many youth experiencing homelessness are young parents with children, and many of these families are referred for a HCV.
  - c. The CoC's Youth Subcommittee, in collaboration with the LIFE Skills Foundation, is supporting the development of a central "service center" for youth. "The HUB" would co-locate a variety of services available for youth at-risk of homelessness in a central Durham location. The HUB also would serve as a primary access point or Hub for Durham's Coordinated Entry System (CES) for youth experiencing homelessness.
  - d. The CoC and its homeless housing & services projects coordinate services with the Homeless Liaison at Durham Public Schools to ensure that youth experiencing homelessness are accessing educational services.
2. The CoC works to prioritize all people experiencing unsheltered homelessness for shelter, housing and services. In the 2019 PIT Count, 4 of 81 unsheltered people, (5%) were young adults, ages 18-24; no unaccompanied minors were found. Street Outreach projects seek to connect all unsheltered people, including unsheltered youth, to housing and services. While the CoC's primary & only publicly-funded street outreach (SO) project, Housing for New Hope's Assertive Engagement Team (AET), unexpectedly lost funding from the State of NC on 7/31/2019, the CoC Lead Agency is working to rebuild SO capacity as quickly as possible, using available ESG funds & local government investments. When The HUB opens, SO projects would inform unsheltered youth of the services available at The HUB & encourage them to access The HUB. The CoC Board approved an overhaul of CES Policies & Procedures (P&P) in June 2019, & local gov'ts added \$750K+ to our annual CES budget & created a centralized CE "Front Door (FD)" at the Durham Dept. of Social Services (DSS). The CoC also has relationships with the LGBTQ Center of Durham, whose offices coincidentally are now within a block of the offices of the CoC Lead Agency, to ensure that lesbian, gay, bisexual, transgender, and queer people who are experiencing homelessness are able to access the support & housing that they need.

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

**Applicants must:**

1. provide evidence the CoC uses to measure each of the strategies in question 3B-1d. to increase the availability of housing and services for youth experiencing homelessness;
2. describe the measure(s) the CoC uses to calculate the effectiveness of both strategies in question 3B-1d.; and
3. describe why the CoC believes the measure it uses is an appropriate

**way to determine the effectiveness of both strategies in question 3B-1d. (limit 3,000 characters)**

(1)The CoC Board’s “Youth Subcommittee” conducted a specific “Youth PIT Count” in May 2017 & learned that few Transition Age Youth (TAY) meet HUD’s homeless definition, but many experience housing instability & are homeless by other federal definitions. In that PIT Count, no unsheltered TAY were found, even though the subcommittee specifically looked for them in locations where such youth were thought to congregate, e.g. local shopping malls. In the official 2019 PIT Count, only four unsheltered youth, 18-24, were counted, and the overall count of TAY was 18, 5% of the total PIT Count of 361. The demographics reported on the Annual Homelessness Assessment Report (AHAR) for the 2015-2017 years show that the percentage of homeless people who are in the 18-24 year-old age group has remained relatively constant over the three-year period, between 7-9% of the total number of persons sheltered. These percentages are less than the American Community Survey’s report showing that approx. 10.5% of Durham County’s total population is 18-24 years old. In addition, the CoC is aware that the number of minors in the Durham Public Schools who qualify for educational services for homeless children under the McKinney-Vento Act has increased significantly over the last decade to 800 to 1000 children annually, however, the HMIS data suggests that most of these children do not meet HUD’s definition of homelessness. An HMIS demographics report for the period 7/1/2017 to 6/30/2018 showed 686 of 2511 unduplicated persons (27%) to be in the 0-17 age range & 177 TAY or 7% of the total.

(2)The CoC uses analysis of the PIT Count, AHAR data, and general population statistics from the Census’ American Community Survey to calculate the effectiveness of its strategies to house and provide support services to youth experiencing homelessness.

(3)The CoC believes that important measures of the effectiveness of strategies to increase the availability of housing and services to youth experiencing homelessness are the total count of youth experiencing literal homelessness and the percentage of homeless people who are TAY. These seem especially relevant when the CoC implemented a PIT Count specifically intended to identify and count unsheltered TAY in locations where they were thought to congregate. While PIT Counts certainly may miss some people living in unsheltered situations, AHAR data does capture demographics of all people participating in HMIS projects in a one-year period. While the CoC is working to make experiences of homelessness rare, brief, and non-recurring for all people, the low count of TAY in the PIT Counts and the low percentage of TAY reported for the AHAR suggest that CoC strategies and other community efforts to assist TAY at risk of homelessness, e.g. homeless diversion and foster care system assistance through age 24, are positively impacting the TAY at risk of homelessness in the CoC.

**3B-1e. Collaboration–Education Services.**

**Applicants must describe:**

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



**2. how the CoC collaborates with:  
a. youth education providers;  
b. McKinney-Vento Local LEA or SEA; and  
c. school districts.**

**(limit 2,000 characters)**

(1) - (2) The LEA is Durham Public Schools (DPS). DPS' fulltime Homeless Liaison & a member of the DPS Board serve on the CoC Board. The Homeless Liaison works closely with other community homeless service provider agencies to ensure that the rights of children experiencing homelessness are upheld. The Homeless Liaison provides annual trainings for shelter case managers and other direct housing provider agencies, cultivating strong relationships that immediately respond to the needs of unsheltered, sheltered and/or chronically homeless families with children.

The liaison regularly attends meetings of the Coalition to End Homelessness in Durham, the network of housing & service providers, & served as its secretary in 2017. The liaison works with other liaisons in local charter schools and with shelters to ensure that families are informed of their eligibility for educational services. Each DPS enrollment packet includes a questionnaire used to quickly identify homeless & at risk families. School social workers & data managers are trained annually on the McKinney-Vento Law. The liaison provides trainings frequently to increase awareness of the rights of homeless children & youth. Public notice of the educational rights of homeless children and youth is disseminated at schools, family shelters & throughout the community. Procedures ensure that homeless students are quickly identified & provided access to a free, public education.

The Homeless Liaison actively participates in a formal partnership named the Collaborative to End Family Homelessness, serves on the Guiding Team for the HUB (Durham's first resource center for transitional-aged youth) and other partnerships that respond to the needs of homeless children and youth. The CoC itself does not have additional formal partnerships.

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

**Applicants must describe policies and procedures the CoC adopted to inform individuals and families who become homeless of their eligibility for education services.**

**(limit 2,000 characters)**

The CoC's Standard for Service Coordination is, "Projects will assist project participants in obtaining appropriate supportive services and other federal, state, local, and private assistance as needed and/or requested by the household. Project staff will be knowledgeable about mainstream resources and services in the community." The benchmarks that the CoC uses to evaluate project performance on this Standard include that "Projects should arrange with appropriate community agencies & individuals the provision of education, employment, & training; schools & enrichment programs; . . ."

Also, Durham Public Schools (DPS) seeks to ensure that families experiencing homelessness are aware of their rights & provisions under the McKinney-Vento Act (MV). DPS has a full time MV Homeless Liaison (HL) who identifies & serves the educational needs of homeless children & youth in the CoC. The HL also works with & provides leadership to other homeless liaisons at public charter schools.

DPS adheres to all federal mandates that ensure homeless students & youth are notified of their rights under MV. The HL ensures that public notice of the educational rights of homeless children & youth are disseminated at schools, all local shelters, public libraries & throughout the community. Throughout the year, the HL facilitates trainings to increase awareness & hosts meetings specifically addressing the rights of homeless children and youth. Identification of homeless students & youth occurs through various means. Policy requires that each DPS enrollment packet includes a Residency Questionnaire. This quickly identifies homeless families. School Social Workers & Data Managers are trained annually on MV & are often the first to identify homeless students. Processes ensure that identified homeless students are quickly referred to the HL & are able to fully access a free, public education. Contact information for the HL & information regarding MV is accessible on the DPS website.

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

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

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

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

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

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

**Applicants must indicate whether the CoC is actively working with the U.S. Department of Veterans Affairs (VA) and VA-funded programs to achieve the benchmarks and** Yes

**criteria for ending veteran homelessness.**

**3B-2b. Housing First for Veterans.**

**Applicants must indicate whether the CoC has sufficient resources to ensure each veteran experiencing homelessness is assisted to quickly move into permanent housing using a Housing First approach.** No

**3B-3. Racial Disparity Assessment. Attachment Required.**

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

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

**3B-3a. Addressing Racial Disparities.**

**Applicants must select all that apply to indicate the CoC’s strategy to address any racial disparities identified in its Racial Disparities Assessment:**

1. The CoC is ensuring that staff at the project level are representative of the persons accessing homeless services in the CoC.	<input checked="" type="checkbox"/>
2. The CoC has identified the cause(s) of racial disparities in their homeless system.	<input type="checkbox"/>
3. The CoC has identified strategies to reduce disparities in their homeless system.	<input type="checkbox"/>
4. The CoC has implemented strategies to reduce disparities in their homeless system.	<input type="checkbox"/>

5. The CoC has identified resources available to reduce disparities in their homeless system.	<input type="checkbox"/>
6: The CoC did not conduct a racial disparity assessment.	<input type="checkbox"/>

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

**Instructions:**

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### 4A-1. Healthcare–Enrollment/Effective Utilization

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

Type of Health Care	Assist with Enrollment	Assist with Utilization of Benefits?
Public Health Care Benefits (State or Federal benefits, Medicaid, Indian Health Services)	Yes	Yes
Private Insurers:	No	No
Non-Profit, Philanthropic:	Yes	Yes
Other: (limit 50 characters)		

#### 4A-1a. Mainstream Benefits.

**Applicants must:**

- 1. describe how the CoC systematically keeps program staff up to date regarding mainstream resources available for program participants (e.g., Food Stamps, SSI, TANF, substance abuse programs) within the geographic area;**
- 2. describe how the CoC disseminates the availability of mainstream resources and other assistance information to projects and how often;**
- 3. describe how the CoC works with projects to collaborate with healthcare organizations to assist program participants with enrolling in**

**health insurance;**  
**4. describe how the CoC provides assistance with the effective utilization of Medicaid and other benefits; and**  
**5. provide the name of the organization or position title that is responsible for overseeing the CoC’s strategy for mainstream benefits.**  
**(limit 2,000 characters)**

1. A significant reason the CoC has created a centralized Coordinated Entry “Front Door” at the Dept. of Social Services (DSS) is so that DSS can ensure that households experiencing a housing crisis are aware of & enrolled in mainstream resources/benefits for which they qualify. In addition, The CoC works to connect participants with mainstream benefits as they come through CES and/or RRH or PSH prioritization processes. Alliance Health facilitates “Care Reviews” upon request for chronically homeless people & coordinates w. contracted MH/SA providers to ensure that people in CoC funded projects are connecting to mainstream benefits. The Disability Services Workgroup coordinates SOAR implementation, connecting people to mainstream disability benefits.
2. Project staff are kept up-to-date regarding mainstream resources through forwarded email announcements, publicized webinars, and presentations at the Council to End Homelessness in Durham (CEHD), a network of homeless housing & service providers. Most CoC projects supplement CoC funds with private charitable contributions from individuals, congregations & foundations.
3. North Carolina has not expanded Medicaid, but information about open enrollment periods for health insurance is communicated through the email list of CEHD and at its monthly meetings.
4. A new statewide initiative named NCCare360 is “the first statewide coordinated care network to electronically connect those with identified needs to community resources and allow for a feedback loop on the outcome of that connection.” All CoC projects have been & continue to be encouraged to use NCCare360 to connect participants with Medicaid & other benefits.
5. A Senior Analyst within the CoC Lead Agency is responsible for overseeing the CoC's strategy for mainstream benefits and ensuring that program staff are kept up-to-date on mainstream benefit resources and changes.

**4A-2. Lowering Barriers to Entry Data:**

**Applicants must report:**

1. Total number of new and renewal CoC Program-funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC has ranked in its CoC Priority Listing in FY 2019 CoC Program Competition.	11
2. Total number of new and renewal CoC Program-funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC has ranked in its CoC Priority Listing in FY 2019 CoC Program Competition that reported that they are lowering barriers to entry and prioritizing rapid placement and stabilization to permanent housing.	11
Percentage of new and renewal PSH, RRH, Safe-Haven, SSO non-Coordinated Entry projects the CoC has ranked in its CoC Priority Listing in the FY 2019 CoC Program Competition that reported that they are lowering barriers to entry and prioritizing rapid placement and stabilization to permanent housing.	100%

**4A-3. Street Outreach.**

**Applicants must:**

1. describe the CoC’s street outreach efforts, including the methods it

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

1. The CoC experienced a major setback this summer when an Assertive Engagement Team (AET) that had been the CoC’s primary street outreach (SO) provider lost State of NC funding. It had been identifying & engaging unsheltered homeless people throughout the CoC & adding many of them to the CoC’s BNL of chronically homeless people. It also employed a SOAR case worker on the team. Limited funding will support limited SO activity by one remaining worker through the end of CY 2019. Going into 2020, the CoC expects to rebuild SO capacity by devoting some ESG funds to SO. The City of Durham also was planning to use some City funds to supplement the work of the AET; going forward those funds will be used to rebuild SO capacity. A faith-based nonprofit engages with many unsheltered people in the downtown area where most unsheltered people are found, & that ministry continues.
2. With the loss of the AET, SO is currently referral based across 100% of the geographic area with one remaining AET member serving the entire CoC. This is supplemented currently by the faith-based nonprofit in downtown, by a team of Community Paramedics checking on high utilizers of the health care system, and by Crisis Intervention Team (CIT) police officers & deputies of the County Sheriff’s Dept. throughout the CoC’s geographic area.
3. When SO capacity is rebuilt in 2020, SO will be conducted in all areas of the CoC at least once weekly. The faith-based nonprofit in downtown is interacting with most unsheltered people in the downtown at least once weekly.

**4A-4. RRH Beds as Reported in HIC.**

**Applicants must report the total number of rapid rehousing beds available to serve all household types as reported in the Housing Inventory Count (HIC) for 2018 and 2019.**

	2018	2019	Difference
RRH beds available to serve all populations in the HIC	237	188	-49

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

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

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

**Applicants must indicate whether the CoC is requesting to designate one or more of its SSO or TH projects to serve families with children or youth defined as homeless under other federal statutes.**