

Before Starting the CoC Application

The CoC Consolidated Application is made up of three parts: the CoC Application, the Project Listing, and the Project Applications. The Collaborative Applicant is responsible for submitting two of these sections. In order for the CoC Consolidated Application to be considered complete, each of these two sections **REQUIRES SUBMISSION**:

- CoC Application
- Project Listing

Please Note:

- Review the FY2013 CoC Program NOFA in its entirety for specific application and program requirements.
- Use the CoC Application Detailed Instructions while completing the application in e-snaps. The detailed instructions are designed to assist applicants as they complete the application forms in e-snaps.
- As a reminder, CoCs are not able to import data from the 2012 application due to significant changes to the CoC Application questions. All parts of the application must be fully completed.
- All questions marked with an asterisk (*) are mandatory and must be completed in order to submit the application.

For Detailed Instructions click [here](#).

1A. Continuum of Care (CoC) Identification

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

1A-1 CoC Name and Number: GA-502 - Fulton County CoC

1A-2 Collaborative Applicant Name: Fulton County Board of Commissioners

1A-3 CoC Designation: CA

1B. Continuum of Care (CoC) Operations

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

1B-1 How often does the CoC conduct meetings of the full CoC membership? Quarterly

1B-2 How often does the CoC invite new members to join the CoC through a publicly available invitation? Monthly

1B-3 Does the CoC include membership of a homeless or formerly homeless person? Yes

1B-4 For members who are homeless or formerly homeless, what role do they play in the CoC membership? Outreach, Advisor, Volunteer, Community Advocate
 Select all that apply.

1B-5 Does the CoC’s governance charter incorporate written policies and procedures for each of the following:

1B-5.1 Written agendas of CoC meetings?	No
1B-5.2 Centralized or Coordinated Assessment System?	No
1B-5.3 Process for Monitoring Outcomes of ESG Recipients?	No
1B-5.4 CoC policies and procedures?	No
1B-5.5 Written process for board selection?	No
1B-5.6 Code of conduct for board members that includes a recusal process?	No
1B-5.7 Written standards for administering assistance?	No

1C. Continuum of Care (CoC) Committees

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

1C-1 Provide information for up to five of the most active CoC-wide planning committees, subcommittees, and/or workgroups, including a brief description of the role and the frequency of meetings. Collaborative Applicants should only list committees, subcommittees and/or workgroups that are directly involved in CoC-wide planning, and not the regular delivery of services.

	Name of Group	Role of Group (limit 750 characters)	Meeting Frequency	Names of Individuals and/or Organizations Represented
1C-1.1	Work Group	CoC-wide planning	Quarterly	Jerusalem House, CaringWorks, HomeStretch, Mary Hall Freedom House, Fulton County Board of Commisioners, The Quilt Sole Project,
1C-1.2				
1C-1.3				
1C-1.4				
1C-1.5				

**1C-2 Describe how the CoC considers the full range of opinions from individuals or organizations with knowledge of homelessness or an interest in preventing and ending homelessness in the geographic area when establishing the CoC-wide committees, subcommittees, and workgroups.
(limit 750 characters)**

The CoC identifies the points of contact for homeless individuals and families. Those individuals/organizations are recruited for participation in the CoC activities including but not limited to committee and/or workgroups.

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

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**1D-1 Describe the specific ranking and selection process the CoC uses to make decisions regarding project application review and selection, based on objective criteria. Written documentation of this process must be attached to the application along with evidence of making the information publicly available.
(limit 750 characters)**

The CoC uses objective scoring criteria that are based upon the applicant's organizational capacity and experience, project performance and budget, audit findings and CoC priorities. The applications are ranked according to their scores.

**1D-2 Describe how the CoC reviews and ranks projects using periodically collected data reported by projects, conducts analysis to determine each project's effectiveness that results in participants rapid return to permanent housing, and takes into account the severity of barriers faced by project participants. Description should include the specific data elements and metrics that are reviewed to do this analysis.
(limit 1000 characters)**

This CoC was recently formed by splitting 1 CoC into 3 separate CoCs. As such, we requested data reports from providers relative to populations served, conditions of those served, (i.e. physical/mental health issues victims of domestic violence, chronic or co-occurring), specific performance outcomes, activities, challenges, and data tracking. Additionally, providers were required to submit their most recent APR.

**1D-3 Describe the extent in which the CoC is open to proposals from entities that have not previously received funds in prior Homeless Assistance Grants competitions.
(limit 750 characters)**

The newly formed CoC is open to all interested individuals, organizations and community stakeholders and accepts applications without regards to prior participation in Homeless Assistance Grants competition. However, our initial focus was on the CoC registration and securing the HUD approved GIW. As such, in this instance, priority was placed on successfully preparing coc providers, for participation in this competition.

1D-4 On what date did the CoC post on its website all parts of the CoC Consolidated Application, including the Priority Listings with ranking information and notified project applicants and stakeholders the information was available? Written documentation of this notification process (e.g., evidence of the website where this information is published) must be attached to the application. 02/04/2014

1D-5 If there were changes made to the ranking after the date above, what date was the final ranking posted?

1D-6 Did the CoC attach the final GIW approved by HUD either during CoC Registration or, if applicable, during the 7-day grace period following the publication of the CoC Program NOFA without making changes? Yes

1D-6.1 If no, briefly describe each of the specific changes that were made to the GIW (without HUD approval) including any addition or removal of projects, revisions to line item amounts, etc. For any projects that were revised, added, or removed, identify the applicant name, project name, and grant number. (limit 1000 characters)

n/a

1D-7 Were there any written complaints received by the CoC in relation to project review, project selection, or other items related to 24 CFR 578.7 or 578.9 within the last 12 months? No

1D-7.1 If yes, briefly describe the complaint(s), how it was resolved, and the date(s) in which it was resolved. (limit 750 characters)

n/a

1E. Continuum of Care (CoC) Housing Inventory

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**1E-1 Did the CoC submit the 2013 HIC data in Yes
the HDX by April 30, 2013?**

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2A-1 Describe how the CoC ensures that the HMIS is administered in compliance with the CoC Program interim rule, conformance with the 2010 HMIS Data Standards and related HUD Notices. (limit 1000 characters)

All funded agencies are required to use the same HMIS system. On a monthly bases, a CoC rep runs and keep an APR of all funded program. We also run a data quality report quarterly and send them to affected agencies for data cleaning. The CoC also coordinate a attendance-required quarterly user group meeting to help all users, and train attendees on various HMIS and non-HMIS related matters.

The CoC ensures compliance with HUD rules, regulations and HMIS Data Standards by implementing the policies and procedures outlined in the attached Georgia HMIS Standard Operating Procedures (SOP). The HMIS Lead designates staff to periodically review changes to Data Standards and HUD required reports to ensure the HMIS system software and reports are in compliance. The CoC participates in the monthly Steering Committee meetings to stay apprised of the latest interim rule and proposed data standards. CoC and HMIS Lead monitor Housing Programs on a monthly basis to check for data quality and compliance issues. The CoC holds ongoing Planning meetings to monitor and implement processes that help to increase efficiency and effectiveness in service delivery.

2A-2 Does the governance charter in place between the CoC and the HMIS Lead include the most current HMIS requirements and outline the roles and responsibilities of the CoC and the HMIS Lead? If yes, a copy must be attached. Yes

2A-3 For each of the following plans, describe the extent in which it has been developed by the HMIS Lead and the frequency in which the CoC has reviewed it: Privacy Plan, Security Plan, and Data Quality Plan. (limit 1000 characters)

The Privacy Plan, Security Plan and the Data Quality Plan are currently in draft stage by the HMIS Lead and posted on website (December 2013) for review and discussion on line or at monthly CoC Steering Committee meetings. These plans will be finalized, and approved after HUD issues further guidance.

2A-4 What is the name of the HMIS software selected by the CoC and the HMIS Lead? Applicant will enter the HMIS software name (e.g., ABC Software). Pathways Compass

2A-5 What is the name of the HMIS vendor? Applicant will enter the name of the vendor (e.g., ESG Systems). Pathways Community Network Institute

2A-6 Does the CoC plan to change the HMIS software within the next 18 months? No

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

2B-1 Select the HMIS implementation coverage area: Regional (multiple CoCs)

2B-2 Select the CoC(s) covered by the HMIS: (select all that apply) GA-502 - Fulton County CoC

2B-3 In the chart below, enter the amount of funding from each funding source that contributes to the total HMIS budget for the CoC.

2B-3.1 Funding Type: Federal - HUD

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

2B-3.2 Funding Type: Other Federal

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

2B-3.3 Funding Type: State and Local

Funding Source	Funding
City	\$0
County	\$23,000
State	\$0
State and Local - Total Amount	\$23,000

2B-3.4 Funding Type: Private

Funding Source	Funding
Individual	\$0
Organization	\$0
Private - Total Amount	\$0

2B-3.5 Funding Type: Other

Funding Source	Funding
Participation Fees	\$9,750
Other - Total Amount	\$9,750

2B-3.6 Total Budget for Operating Year	\$32,750
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2B-4 How was the HMIS Lead selected by the CoC? Agency Volunteered

2B-4.1 If other, provide a description as to how the CoC selected the HMIS Lead. (limit 750 characters)

N/A

2C. Homeless Management Information System (HMIS) Bed Coverage

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2C-1 Indicate the HMIS bed coverage rate (%) for each housing type within the CoC. If a particular housing type does not exist anywhere within the CoC, select "Housing type does not exist in CoC" from the drop-down menu:

* Emergency shelter	86%+
* Safe Haven (SH) beds	Housing type does not exist in CoC
* Transitional Housing (TH) beds	86%+
* Rapid Re-Housing (RRH) beds	Housing type does not exist in CoC
* Permanent Supportive Housing (PSH) beds	86%+

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

2C-3 If the bed coverage rate for any housing type is 64% or below, describe how the CoC plans to increase this percentage over the next 12 months. (limit 1000 characters)

The Georgia HMIS Lead is enhancing the HMIS software to provide more tools that should entice non-HMIS providers to join the network of users contributing HMIS data via the shared HMIS software. Also joining the Coordinated Intake, Assessment and Referral system will require participating in the shared HMIS.

2C-4 If the Collaborative Applicant indicated that the bed coverage rate for any housing type was 64% or below in the FY2012 CoC Application, describe the specific steps the CoC has taken to increase this percentage. (limit 750 characters)

The Georgia HMIS Lead has reached out to both CHOs and non-participating providers to see what tools are needed to be a viable solution for Residential programs. These tools as well as improved user interface are being included into the HMIS Software development plan as resources are made available.

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

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2D-1 For each housing type, indicate the average length of time project participants remain in housing. If a housing type does not exist in the CoC, enter "0".

Type of Housing	Average Length of Time in Housing
Emergency Shelter	3
Transitional Housing	9
Safe Haven	0
Permanent Supportive Housing	21
Rapid Re-housing	0

2D-2 Indicate the percentage of unduplicated client records with null or missing values on a day during the last 10 days of January 2013 for each Universal Data Element listed below.

Universal Data Element	Percentage
Name	0%
Social security number	0%
Date of birth	0%
Ethnicity	0%
Race	0%
Gender	0%
Veteran status	0%
Disabling condition	0%
Residence prior to program entry	0%
Zip Code of last permanent address	0%
Housing status	0%
Head of household	0%

2D-3 Describe the extent in which HMIS generated data is used to generate HUD required reports (e.g., APR, CAPER, etc.). (limit 1000 characters)

All HUD reports are generated from the HMIS, with the exemption of the HIC, but the CoC is working with both funded, and not-funded agencies to enter their bed inventory into the HMIS, and the report changes as they occur to the CoC, this way we will be able to utilize the HMIS to report on the HIC as well as other reports.

2D-4 How frequently does the CoC review the data quality in the HMIS of program level data? Quarterly

2D-5 Describe the process through which the CoC works with the HMIS Lead to assess data quality. Include how the CoC and HMIS Lead collaborate, and how the CoC works with organizations that have data quality challenges. (Limit 1000 characters)

The CoC quarterly run data quality reports and send them to affected agencies with detail instructions on how to rectify the errors. Dedicated CoC staff also regularly receive calls from agency staffs and help with various HMIS issues. : The HMIS lead works with the CoC by conducting Monthly conference calls or meeting to review data quality. Site visits are conducted for those agencies with high levels or ongoing data quality issues. Monthly AHAR data quality reporting is provided to the CoC for each of its agencies for review. Webinars are scheduled to address common errors that are discovered through the monitoring process. Web based tutorials have been created to allow users to review proper data entry processes. All users are required to participate in the Data Quality Training provided by Pathways.

2D-6 How frequently does the CoC review the data quality in the HMIS of client-level data? Quarterly

2E. Homeless Management Information System (HMIS) Data Usage and Coordination

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2E-1 Indicate the frequency in which the CoC uses HMIS data for each of the following activities:

* Measuring the performance of participating housing and service providers	Monthly
* Using data for program management	Monthly
* Integration of HMIS data with data from mainstream resources	Annually
* Integration of HMIS data with other Federal programs (e.g., HHS, VA, etc.)	Never

2F. Homeless Management Information System (HMIS) Policies and Procedures

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2F-1 Does the CoC have a HMIS Policy and Procedures Manual? If yes, the HMIS Policy and Procedures Manual must be attached. Yes

2F-1.1 What page(s) of the HMIS Policy and Procedures Manual or governance charter includes the information regarding accuracy of capturing participant entry and exit dates in HMIS? (limit 250 characters)

Page 17 of the attached Standard Operating Procedures.

2F-2 Are there agreements in place that outline roles and responsibilities between the HMIS Lead and the Contributing HMIS Organizations (CHOs)? Yes

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

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2G-1 Indicate the date of the most recent sheltered point-in-time count (mm/dd/yyyy): 01/28/2013

2G-2 If the CoC conducted the sheltered point-in-time count outside of the last 10 days of January 2013, was an exception granted by HUD? Not Applicable

2G-3 Enter the date the CoC submitted the sheltered point-in-time count data in HDX: 04/30/2013

2G-4 Indicate the percentage of homeless service providers supplying sheltered point-in-time data:

Housing Type	Observation	Provider Shelter	Client Interview	HMIS
Emergency Shelters	0%	94%	0%	0%
Transitional Housing	0%	91%	0%	0%
Safe Havens	0%	0%	0%	0%

2G-5 Comparing the 2012 and 2013 sheltered point-in-time counts, indicate if there was an increase, decrease, or no change and then describe the reason(s) for the increase, decrease, or no change. (Limit 750 characters)

Fulton County numbers experienced an increase from 2012 count to the latest by 144 people, 62 percent increase. The largest number of homeless people was counted in Fulton County in 2013.

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

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

*** 2H-1 Indicate the method(s) used to count sheltered homeless persons during the 2013 point-in-time count:**

Survey providers:	<input type="checkbox"/>
HMIS:	<input type="checkbox"/>
Extrapolation:	<input type="checkbox"/>
Other:	<input checked="" type="checkbox"/>

2H-2 If other, provide a detailed description. (limit 750 characters)

A master list of sheltered agencies located in the CoC was created using the previous HIC and other agency lists such as providers participating in the HMIS and grantee organizations. Agencies on this list were notified of the upcoming 2013 sheltered count. Current information was verified or corrected as needed to update the list. The agencies were provided a tally sheet to fill out, along with detailed instructions, and a request to return forms promptly after the count. Most providers returned the form within the two weeks following the count. Non-reporting agencies were contacted weekly until their data was provided. The information given by the providers was compared to the 2012 HIC and 2011 sheltered count to check for any discrepancies. If any were found, staff contacted the providers to resolve the issues.

2H-3 For each method selected, including other, describe how the method was used to ensure that the data collected on the sheltered homeless population during the 2013 point-in-time count was accurate. (limit 750 characters)

The information provided by each agency for each program was compared to the 2012 HIC and 2011 sheltered count for any discrepancies. If any were found, the CoC staff contacted the providers to resolve the issues. Additionally, once all data was entered into the master spreadsheet, several staff members and a doctoral researcher from Pathways reviewed the information line by line in a meeting to discuss and address any issues. Finally, a staff member and the researcher then reviewed the data on the spreadsheet to determine that they added up correctly by category and overall. If discrepancies or issues were found, they were resolved by checking to see if numbers were entered correctly.

2I. Continuum of Care (CoC) Sheltered Homeless Point-in-Time (PIT) Count: Data Collection

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

*** 2I-1 Indicate the methods used to gather and calculate subpopulation data for sheltered homeless persons:**

HMIS:	<input type="checkbox"/>
HMIS plus extrapolation:	<input type="checkbox"/>
Sample of PIT interviews plus extrapolation:	<input type="checkbox"/>
Sample strategy: (if Sample of PIT interviews plus extrapolation is selected)	
Provider expertise:	<input checked="" type="checkbox"/>
Interviews:	<input checked="" type="checkbox"/>
Non-HMIS client level information:	<input type="checkbox"/>
Other:	<input checked="" type="checkbox"/>

**2I-2 If other, provide a detailed description.
(limit 750 characters)**

The tally forms used for the count provide basic demographics such as gender and household type and do not necessarily include information on subpopulations. Additionally, agency staff may not know the full extent of the subpopulation data among their clients. Therefore, to accurately calculate subpopulations, the most current CoC homeless survey data regarding detailed population characteristics - such as substance abuse, domestic violence, mental illness, sleeping place, causes of homelessness - are applied to the point-in-time count to develop estimates for special needs populations. Separate prevalence estimates are calculated for single persons and persons in families.

**2I-3 For each method selected, including other, describe how the method was used to ensure that the data collected on the sheltered homeless population count during the 2013 point-in-time count was accurate.
(limit 750 characters)**

For the tally forms, the information provided by each agency was compared to the 2012 HIC and 2011 sheltered count for any discrepancies. If any were found, CoC staff contacted the providers to resolve the issues. Several staff members and a doctoral researcher from Pathways reviewed the information line by line in a meeting to discuss and address any issues. Discrepancies or issues found were resolved.

With the questionnaires, extensive training was conducted with the interviewers on how to conduct the survey, along with instructions on proper survey techniques and protocol. Once the surveys were completed, the forms were reviewed by the researcher for accurate recording of the data such as following proper skip patterns.

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

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

*** 2J-1 Indicate the methods used to ensure the quality of the data collected during the sheltered point-in-time count:**

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

**2J-2 If other, provide a detailed description.
(limit 750 characters)**

**2J-3 For each method selected, including other, describe how the method was used to ensure that the data collected on the sheltered homeless population count during the 2013 point-in-time count was accurate.
(limit 750 characters)**

For the tally forms, the information provided by each agency was compared to the 2012 HIC and 2011 sheltered count for any discrepancies. If any were found, CoC staff contacted the providers to resolve the issues. Several staff members and a doctoral researcher from Pathways reviewed the information line by line in a meeting to discuss and address any issues. Discrepancies or issues found were resolved.

With the questionnaires, extensive training was conducted with the interviewers on how to conduct the survey, along with instructions on proper survey techniques and protocol. Once the surveys were completed, the forms were reviewed by the researcher for accurate recording of the data such as following proper skip patterns.

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

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2K-1 Indicate the date of the most recent unsheltered point-in-time count: 01/28/2013

2K-2 If the CoC conducted the unsheltered point-in-time count outside of the last 10 days of January 2013, was an exception granted by HUD? Not Applicable

2K-3 Enter the date the CoC submitted the unsheltered point-in-time count data in HDX: 04/30/2013

2K-4 Comparing the 2013 unsheltered point-in-time count to the last unsheltered point-in-time count, indicate if there was an increase, decrease, or no change and describe the specific reason(s) for the increase, decrease, or no change. (limit 750 characters)

The CoC had a 36% decrease of Unsheltered Homeless individuals in 2013 compare to 2011

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

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

*** 2L-1 Indicate the methods used to count unsheltered homeless persons during the 2013 point-in-time count:**

Public places count:	
Public places count with interviews on the night of the count:	
Public places count with interviews at a later date:	X
Service-based count:	
HMIS:	
Other:	

2L-2 If other, provide a detailed description. (limit 750 characters)

2L-3 For each method selected, including other, describe how the method was used to ensure that the data collected on the unsheltered homeless population during the 2013 point-in-time count was accurate. (limit 750 characters)

On count night, volunteers and homeless enumerator guides received extensive training from well trained deployment captains on enumerator roles, how to read maps, and enumeration process and safety tips. Enumerators were to drive at speeds of 10-15 miles per hour in areas where homeless people are likely to be. All enumerators left from the deployment sites around 1 a.m. In an effort to ensure accuracy of the count, prevent the loss of data and to get “real time” reporting of the count, a call-in reporting method was used. Enumeration teams reported the tallies for each block group in their assigned enumeration area to their deployment captains as they completed the count for the block group.

2M. Continuum of Care (CoC) Unsheltered Homeless Point-in-Time Count: Level of Coverage

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2M-1 Indicate where the CoC located unsheltered homeless persons during the 2013 point-in-time count: A Combination of Locations

2M-2 If other, provide a detailed description. (limit 750 characters)

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

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

*** 2N-1 Indicate the steps taken by the CoC to ensure the quality of the data collected for the 2013 unsheltered population count:**

Training:	<input checked="" type="checkbox"/>
"Blitz" count:	<input type="checkbox"/>
Unique identifier:	<input checked="" type="checkbox"/>
Survey question:	<input type="checkbox"/>
Enumerator observation:	<input checked="" type="checkbox"/>
Other:	<input type="checkbox"/>

**2N-2 If other, provide a detailed description.
(limit 750 characters)**

**2N-3 For each method selected, including other, describe how the method was used to reduce the occurrence of counting unsheltered homeless persons more than once during the 2013 point-in-time count. In order to receive credit for any selection, it must be described here.
(limit 750 characters)**

The CoC working group selected 1/28/13 as the count date, with a bad weather back-up date of 1/31/13. The working group chose both homeless count dates to be mid-week to represent a typical weekday morning and to avoid the higher number of non-homeless persons on the streets during weekends. In addition, several large shelters discharge residents in the early morning hours (5:00 a.m. to 6:00 a.m.). To avoid double counting people as sheltered and unsheltered, the working group decided to begin enumeration around 1 a.m. prior to the shelter early morning release times. All enumeration teams leave at the same time and have a specific, unique area to cover that is defined by the enumeration map provided. Clear instructions are given to the enumerators to reduce duplication such as only counting in their enumeration area.

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

Objective 1: Increase Progress Towards Ending Chronic Homelessness

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

In FY 2013, applications submitted to HUD for the Continuum of Care (CoC) Program will be evaluated in part based on the extent in which they further the achievement of HUD's goals as articulated in HUD's Strategic Plan and Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (FSP). The first goal in Opening Doors is to end chronic homelessness by 2015. Creating new dedicated permanent supportive housing beds is one way to increase progress towards ending homelessness for chronically homeless persons. Using data from Annual Performance Reports (APR), HMIS, and the 2013 housing inventory count, complete the table below.

3A-1.1 Objective 1: Increase Progress Towards Ending Chronic Homelessness

	Proposed in 2012 CoC Application	2013 Actual Numeric Achievement and Baseline	2014 Proposed Numeric Achievement	2015 Proposed Numeric Achievement
3A-1.1a For each year, provide the total number of CoC-funded PSH beds not dedicated for use by the chronically homeless that are available for occupancy.		468	539	628
3A-1.1b For each year, provide the total number of PSH beds dedicated for use by the chronically homeless.	0	62	73	87
3A-1.1c Total number of PSH beds not dedicated to the chronically homeless that are made available through annual turnover.		75	80	87
3A-1d Indicate the percentage of the CoC-funded PSH beds not dedicated to the chronically homeless made available through annual turnover that will be prioritized for use by the chronically homeless over the course of the year.		20%	20%	20%
3A-1.1e How many new PSH beds dedicated to the chronically homeless will be created through reallocation?		0	71	89

3A-1.2 Describe the CoC's two year plan (2014-2015) to increase the number of permanent supportive housing beds available for chronically homeless persons and to meet the proposed numeric goals as indicated in the table above. Response should address the specific strategies and actions the CoC will take to achieve the goal of ending chronic homelessness by the end of 2015. (limit 1000 characters)

The CoC is an active participant in a number of initiatives that have adopted the national goal of ending homelessness by 2015. The implementation of the CoC-wide coordinated intake system, coordination of funding and other resources amongst collaborative partners, and the relentless outreach activities in partnership with HUD-Vash, SSVF and other agencies that target the chronically homeless and veterans will help achieve the goal of ending chronic homelessness by 2015. The development and maintenance of positive relationships with landlords to help create affordable housing options, and the provision of resettlement assistance (rental/utility deposits, furniture and household items, i.e. cooking & shower utensils, linen), to facilitate the movement into housing. Additionally, we connect/reconnect the chronic homeless and veterans to mainstream benefits and/or vocational skills upgrades leading to employment income that assist with or meets the cost of their sustained housing.

3A-1.3 Identify by name the individual, organization, or committee that will be responsible for implementing the goals of increasing the number of permanent supportive housing beds for persons experiencing chronic homelessness. (limit 1000 characters)

The CoC staff and Collaborative Applicant will be responsible for overseeing the implementation of the goals of increasing the number of permanent supportive housing beds for person experiencing chronic homelessness.

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

Objective 2: Increase Housing Stability

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

In FY2013, applications submitted to HUD for the Continuum of Care (CoC) Program will be evaluated in part based on the extent in which they further the achievement of HUD's goals as articulated in HUD's Strategic Plan and the Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (FSP). Achieving housing stability is critical for persons experiencing homelessness. Using data from Annual Performance Reports (APR), complete the table below.

3A-2.1 Does the CoC have any non-HMIS projects for which an APR should have been submitted between October 1, 2012 and September 30, 2013? Yes

3A-2.2 Objective 2: Increase Housing Stability

	2013 Actual Numeric Achievement and Baseline	2014 Proposed Numeric Achievement	2015 Proposed Numeric Achievement
3A-2.2a Enter the total number of participants served by all CoC-funded permanent supportive housing projects as reported on APRs submitted during the period between October 1, 2012 and September 30, 2013:	590	679	781
3A-2.2b Enter the total number of participants that remain in CoC-funded funded PSH projects at the end of the operating year PLUS the number of participants that exited from all CoC-funded permanent supportive housing projects to a different permanent housing destination.	537	618	711
3A-2.2c Enter the percentage of participants in all CoC-funded projects that will achieve housing stability in an operating year.	91%	91%	91%

3A-2.3 Describe the CoC's two year plan (2014-2015) to improve the housing stability of project participants in CoC Program-funded permanent supportive housing projects, as measured by the number of participants remaining at the end of an operating year as well as the number of participants that exited from all CoC-funded permanent supportive housing projects to a different permanent housing destination. Response should address the specific strategies and actions the CoC will take to meet the numeric achievements proposed in the table above. (limit to 1000 characters)

The CoC will implement a quarterly training for Permanent Housing partners to feature best practices as well as to discuss overcoming barriers to assisting consumers and programs in attaining housing stability. We will monitor the programs on a quarterly basis to identify well performing programs and provide a platform for them to share. As underperforming programs are identified, we will work in concert with the agency to develop a plan of corrective action that leads to housing stability.

3A-2.4 Identify by name the individual, organization, or committee that will be responsible for increasing the rate of housing stability in CoC-funded projects. (limit 1000 characters)

The CoC staff and Collaborative Applicant will be responsible for overseeing the implementation of the goal of increasing housing stability of those residing in permanent supportive housing programs.

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

Objective 3: Increase project participants income

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

In FY2013, applications submitted to HUD for the Continuum of Care (CoC) Program will be evaluated in part based on the extent in which they further the achievement of HUD's goals as articulated in HUD's Strategic Plan and the Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (FSP). Assisting project participants to increase income is one way to ensure housing stability and decrease the possibility of returning to homelessness. Using data from Annual Performance Reports (APR), complete the table below.

3A-3.1 Number of adults who were in CoC- funded projects as reported on APRs submitted during the period between October 1, 2012 and September 30, 2013: 650

3A-3.2 Objective 3: Increase project participants income

	2013 Actual Numeric Achievement and Baseline	2014 Proposed Numeric Achievement	2015 Proposed Numeric Achievement
3A-3.2a Enter the percentage of participants in all CoC-funded projects that increased their income from employment from entry date to program exit?	18%	25%	26%
3A-3.2b Enter the percentage of participants in all CoC-funded projects that increased their income from sources other than employment from entry date to program exit?	14%	25%	26%

3A-3.3 In the table below, provide the total number of adults that were in CoC-funded projects with each of the cash income sources identified below, as reported on APRs submitted during the period between October 1, 2012 and September 30, 2013.

Cash Income Sources	Number of Participating Adults	Percentage of Total in 3A-3.1
Earned Income	234	36.00 %
Unemployment Insurance	11	1.69 %
SSI	106	16.31 %

SSDI	54	8.31	%
Veteran's disability	15	2.31	%
Private disability insurance	0		%
Worker's compensation	1	0.15	%
TANF or equivalent	19	2.92	%
General Assistance	10	1.54	%
Retirement (Social Security)	0		%
Veteran's pension	1	0.15	%
Pension from former job	0		%
Child support	31	4.77	%
Alimony (Spousal support)	2	0.31	%
Other Source	15	2.31	%
No sources	170	26.15	%

3A-3.4 Describe the CoC's two year plan (2014-2015) to increase the percentage of project participants in all CoC-funded projects that increase their incomes from non-employment sources from entry date to program exit. Response should address the specific strategies and actions the CoC will take to meet the numeric achievements proposed in the table (3A-3.2) above. (limit 1000 characters)

In collaboration with CoC homeless service providers, the Fulton County Department of Family and Children Services and other community partners, the CoC will facilitate a quarterly training for the benefit of consumers and homeless service providers. The goal of the trainings is to provide information and/or technical assistance to CoC homeless service providers that will assist them in increasing the percentage of their project participants that increase their income through non employment sources. Additionally, we will monitor the programs on a quarterly basis to identify well performing programs and provide a platform for them to share. As underperforming programs are identified, we will work in concert with the agency to develop a plan of corrective action that leads to goal attainment.

3A-3.5 Describe the CoC's two year plan (2014-2015) to increase the percentage of project participants in all CoC-funded projects that increase their incomes through employment from entry date to program exit. Response should address the specific strategies and actions the CoC will take to meet the numeric achievements proposed in the table above. (limit 1000 characters)

In collaboration with CoC homeless service providers, Fulton County Office of Workforce Development and other community partners, the CoC will facilitate a quarterly training for the benefit of consumers and homeless service providers. The Fulton County Office of Workforce Development, as well as other vocational training agencies will provide workforce preparation and job training services to CoC program participants. The goal of the trainings is to provide information and/or technical assistance to CoC homeless service providers that will assist them in increasing the percentage of project participants that increase their income through employment. Additionally, we will monitor the programs on a quarterly basis to identify well performing programs and provide a platform for them to share. As underperforming programs are identified, we will work in concert with the agency to develop a plan of corrective action that leads to goal attainment.

3A-3.6 Identify by name the individual, organization, or committee that will be responsible for increasing the rate of project participants in all CoC-funded projects that increase income from entry date to program exit. (limit 1000 characters)

The CoC staff and Collaborative Applicant will be responsible for increasing the rate of projects participants that increase their income.

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

Objective 4: Increase the number of participants obtaining mainstream benefits

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

In FY2013, applications submitted to HUD for the Continuum of Care (CoC) Program will be evaluated in part based on the extent in which they further the achievement of HUD's goals as articulated in HUD's Strategic Plan and the Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (FSP). Assisting project participants to obtain mainstream benefits is one way to ensure housing stability and decrease the possibility of returning to homelessness. Using data from Annual Performance Reports (APR), complete the table below.

3A-4.1 Number of adults who were in CoC- 650 funded projects as reported on APRs submitted during the period between October 1, 2012 and September 30, 2013.

3A-4.2 Objective 4: Increase the number of participants obtaining mainstream benefits

	2013 Actual Numeric Achievement and Baseline	2014 Proposed Numeric Achievement	2015 Proposed Numeric Achievement
3A-4.2a Enter the percentage of participants in ALL CoC-funded projects that obtained non-cash mainstream benefits from entry date to program exit.	60%	61%	62%

3A-4.3 In the table below, provide the total number of adults that were in CoC-funded projects that obtained the non-cash mainstream benefits from entry date to program exit, as reported on APRs submitted during the period between October 1, 2013 and September 30, 2013.

Non-Cash Income Sources	Number of Participating Adults	Percentage of Total in 3A-4.1
Supplemental nutritional assistance program	158	24.31 %
MEDICAID health insurance	49	7.54 %
MEDICARE health insurance	3	0.46 %
State children's health insurance	8	1.23 %
WIC	17	2.62 %

VA medical services	26	4.00	%
TANF child care services	10	1.54	%
TANF transportation services	6	0.92	%
Other TANF-funded services	1	0.15	%
Temporary rental assistance	1	0.15	%
Section 8, public housing, rental assistance	10	1.54	%
Other Source	6	0.92	%
No sources	106	16.31	%

3A-4.4 Describe the CoC's two year plan (2014-2015) to increase the percentage of project participants in all CoC-funded projects that access mainstream benefits from entry date to program exit. Response should address the specific strategies and actions the CoC will take to meet the numeric achievements proposed in the table above. (limit 1000 characters)

In collaboration with CoC homeless service providers, the Fulton County Department of Family and Children Services and other community partners, the CoC will facilitate a quarterly training for the benefit of consumers and homeless service providers. The goal of the trainings is to provide information and/or technical assistance to CoC homeless service providers that will assist them in increasing the percentage of their project participants that increase their income through non employment sources. Additionally, we will monitor the programs on a quarterly basis to identify well performing programs and provide a platform for them to share. As underperforming programs are identified, we will work in concert with the agency to develop a plan of corrective action that leads to goal attainment.

3A-4.5 Identify by name the individual, organization, or committee that will be responsible for increasing the rate of project participants in all CoC-funded projects that that access non-cash mainstream benefits from entry date to program exit. (limit 1000 characters)

The CoC staff and Collaborative Applicant will be responsible for increasing the rate of projects participants that access non-cash mainstream benefits.

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

Objective 5: Using Rapid Re-Housing as a method to reduce family homelessness

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

In FY2013, applications submitted to HUD for the Continuum of Care (CoC) Program will be evaluated in part based on the extent in which they further the achievement of HUD's goals as articulated in HUD's Strategic Plan and the Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (FSP). Rapid re-housing is a proven effective housing model. Based on preliminary evidence, it is particularly effective for households with children. Using HMIS and Housing Inventory Count data, populate the table below.

3A-5.1 Objective 5: Using Rapid Re-housing as a method to reduce family homelessness.

	2013 Actual Numeric Achievement and Baseline	2014 Proposed Numeric Achievement	2015 Proposed Numeric Achievement
3A-5.1a Enter the total number of homeless households with children per year that are assisted through CoC-funded rapid re-housing projects.	0	0	0
3A-5.1b Enter the total number of homeless households with children per year that are assisted through ESG-funded rapid re-housing projects.	0	0	0
3A-5.1c Enter the total number of households with children that are assisted through rapid re-housing projects that do not receive McKinney-Vento funding.	0	0	0

3A-5.2 Describe the CoC's two year plan (2014-2015) to increase the number homeless households with children assisted through rapid re-housing projects that are funded through either McKinney-Vento funded programs (CoC Program, and Emergency Solutions Grants program) or non-McKinney-Vento funded sources (e.g., TANF). Response should address the specific strategies and actions the CoC will take to meet the numeric achievements proposed in the table above. (limit 1000 characters)

The CoC maintains excellent working relationship with the Futon County School System’s Homeless services liaison and the 35 social workers housed in the schools system –wide, as well, as community based programs that focus on placing homeless families into housing. Fulton County is the recipient of the ESG funding annually. The CoC will partner with the Fulton County System and the community based program to increase the number of homeless households with children assisted through CoC programs, ESG programs and TANF. Additionally, Fulton County government, through its Human Services Department Community Grants Program, makes annual grants to non-profit organizations serving the homeless. The CoC will work with the school system and this Fulton County non-profit community based homeless services providers in identifying homeless households and moving the families through the housing assessment phase into housing. Fulton County, the Collaborative Applicant, will provide rental and utility deposits, furniture, assistance with household items (pot/pans, dishes, shower curtains, linen) and up to 3 months of rental assistance.

3A-5.3 Identify by name the individual, organization, or committee that will be responsible for increasing the number of households with children that are assisted through rapid re-housing in the CoC geographic area. (limit 1000 characters)

3A-5.3

CoC staff and Fulton County, the Collaborative Applicant will be responsible for increasing the number of households with children that are assisted through rapid-re-housing in the CoC geographic area.

3A-5.4 Describe the CoC’s written policies and procedures for determining and prioritizing which eligible households will receive rapid re-housing assistance as well as the amount or percentage of rent that each program participant must pay, if applicable. (limit 1000 characters)

Fulton County, through its general fund, provides the case management support for assessing the need for and providing the financial assistance to homeless house-holds with children. Fulton County receives the funding from HUD and matches the grant, dollar for dollar, resulting in 100% of the combined funds being used to provide assistance to homeless households with children. The policies and procedures require that case management work to assist the family in locating housing that is no more than 48% of their income. Once identified, and the application for rent approved by the landlord, Fulton County provides the landlord/utility provider with a commitment letter that spells out the amount of deposits and/or rental payments that will be made directly to the landlord/utility provider. This process allows for a more speedy move-in for the consumer.

3A-5.5 How often do RRH providers provide case management to households residing in projects funded under the CoC and ESG Programs? (limit 1000 characters)

Fulton County, through its general fund, provides the case management support for assessing the need for and providing ESG financial assistance to homeless households with children. Once assistance is provided, case management follows the family quarterly for 1 year.

3A-5.6 Do the RRH providers routinely follow up with previously assisted households to ensure that they do not experience additional returns to homelessness within the first 12 months after assistance ends? (limit 1000 characters)

N/A

3B. Continuum of Care (CoC) Discharge Planning: Foster Care

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

3B-1.1 Is the discharge policy in place State Mandated Policy mandated by the State, the CoC, or other?

**3B-1.1a If other, please explain.
(limit 750 characters)**

**3B-1.2 Describe the efforts that the CoC has taken to ensure persons are not routinely discharged into homeless and specifically state where persons routinely go upon discharge.
(limit 1000 characters)**

The CoC works with the Fulton County Department of Children and Family Services to ensure that youth in care reaches the ages of 18 and is unable to transition to independent living or be reunited with family has the option to sign a consent to remain in the Foster Care system. Adults seeking shelter and services frequently go to Fulton County’s Jefferson Place Assessment Center, Springdale Place Comprehensive Services Center or to one of several faith-based shelters.

**3B-1.3 Identify the stakeholders and/or collaborating agencies that are responsible for ensuring that persons being discharged from a system of care are not routinely discharged into homelessness.
(limit 1000 characters)**

The stakeholders and collaborating agencies responsible for ensuring that persons are not discharged into homelessness include the Georgia Department of Family and Children Services, United Way, Fulton County Court System and the CoC.

3B. Continuum of Care (CoC) Discharge Planning: Health Care

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

3B-2.1 Is the discharge policy in place State Mandated Policy mandated by the State, the CoC, or other?

**3B-2.1a If other, please explain.
(limit 750 characters)**

**3B-2.2 Describe the efforts that the CoC has taken to ensure persons are not routinely discharged into homeless and specifically state where persons routinely go upon discharge.
(limit 1000 characters)**

Grady Hospital, located in downtown Atlanta in Fulton County, is the CoCs only public hospital. Grady treats the majority of homeless patients and has an discharged policy in place. The United Way Regional Commission on Homelessness' initiative – Hospital to Home reduces and minimizes hospital visits and excessive emergency room use by the homeless population. In addition, the local hospital social workers collaborate with the Metro HOPE and PATH Teams, to go to hospitals and work with social workers to coordinate supportive housing options for homeless individuals.

**3B-2.3 Identify the stakeholders and/or collaborating agencies that are responsible for ensuring that persons being discharged from a system of care are not routinely discharged into homelessness.
(limit 1000 characters)**

The stakeholders and collaborating agencies responsible for ensuring that persons are not discharged from a system of care are not routinely discharged into homelessness include the Grady Health Systems, Georgia Department of Family and Children Services, Fulton County Health Department, and the United Way.

3B. Continuum of Care (CoC) Discharge Planning: Mental Health

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

3B-3.1 Is the discharge policy in place State Mandated Policy mandated by the State, the CoC, or other?

**3B-3.1a If other, please explain.
(limit 750 characters)**

**3B-3.2 Describe the efforts that the CoC has taken to ensure persons are not routinely discharged into homeless and specifically state where persons routinely go upon discharge.
(limit 1000 characters)**

The Continuity of Care Transition Planning Guidance is provided to all state mental health hospitals. The hospitals are asked to develop a transition plan for all individuals being discharged, which addresses housing, residential support, outpatient treatment, case management services, access to medications, socialization and recreation, family support and education transition employment, follow-up medical care and transportation. In addition, hospitals provide Case Expeditors who work with consumers who have support needs that warrant additional resources.

**3B-3.3 Identify the stakeholders and/or collaborating agencies that are responsible for ensuring that persons being discharged from a system of care are not routinely discharged into homelessness.
(limit 1000 characters)**

The Georgia Department of Behavioral Health and Developmental Disabilities and the Fulton County Department of Behavioral Health and Developmental Disabilities and the CoC are responsible for ensuring that persons are not discharged from a system of care into homelessness.

3B. Continuum of Care (CoC) Discharge Planning: Corrections

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

3B-4.1 Is the discharge policy in place State Mandated Policy mandated by the State, the CoC, or other?

**3B-4.1a If other, please explain.
(limit 750 characters)**

**3B-4.2 Describe the efforts that the CoC has taken to ensure persons are not routinely discharged into homeless and specifically state where persons routinely go upon discharge.
(limit 1000 characters)**

The Georgia Department of Pardons and Paroles implemented a process to ensure that persons are not routinely discharged into homelessness. When an individual is discharged from their facilities there are more than 60 places where they can be placed as a result of individual group homes. Additionally, The Fulton County Re-Entry Project in collaboration with the Fulton County Jail provides access to medical, substance abuse treatment, and vocational assistance in a case managed environment.

**3B-4.3 Identify the stakeholders and/or collaborating agencies that are responsible for ensuring that persons being discharged from a system of care are not routinely discharged into homelessness.
(limit 1000 characters)**

The Georgia Department of Pardons and Paroles, the Fulton County Re-Entry Project in collaboration with the Fulton County Jail and the CoC are responsible for ensuring that persons being discharged from a system of care are not being discharged into homelessness.

3C. Continuum of Care (CoC) Coordination

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

3C-1 Does the Consolidated Plan for the jurisdiction(s) within the CoC's geography include the CoC's strategic plan goals for addressing and ending homelessness? Yes

3C-1.1 If yes, list the goals in the CoC strategic plan. (limit 1000 characters)

Priority #1: Homeless Needs: Addressing the needs of the homeless requires a continuum of services to assist individuals and families in transitioning from a life on the streets to temporary housing or permanent supportive housing and self-sufficiency. The following activities are the primary objectives under the Homeless priority: Emergency and Transitional Housing, Prevention & Supportive Services, Permanent Supportive Housing, Assessing Mainstreams Benefits.

Priority #2: Affordable Housing Needs: The affordable housing priority area includes programs and services directed at the development and maintenance of affordable housing units; both rental and owner occupied, and direct assistance to families and individuals to assist with rental payments and homeownership. The following activities are the primary objectives under the affordable housing priority: Single-Family Housing Rehabilitation, Transitional housing, Down Payment Assistance, Affordable Housing Development/ Rental Rehabilitation, CHDO, Affordable Housing, Public housing, Rental Assistance.

3C-2 Describe the extent in which the CoC consults with State and local government Emergency Solutions Grants (ESG) program recipients within the CoC's geographic area on the plan for allocating ESG program funds and reporting on and evaluating the performance of ESG program recipients and subrecipients. (limit 1000 characters)

Fulton County government is the recipient of the ESG funds for the geographic area. As such, it coordinates with area providers regarding how best to utilize the funds to maximize assistance to consumers.

3C-3 Describe the extent in which ESG funds are used to provide rapid re-housing and homelessness prevention. Description must include the percentage of funds being allocated to both activities. (limit 1000 characters)

ESG funds are used to assist in the placement of the homeless in to housing by providing rental and utility deposits and rental assistance. Additionally, funds are used to prevent homeless by providing rental and utility assistance. A minimum of 40% of the grant award is used to provide rapid re-housing (20%) and homeless prevention (20%). These percentages (20/20) will be exceeded subject to request for rapid re-housing and/or prevention assistance.

3C-4 Describe the CoC's efforts to reduce the number of individuals and families who become homeless within the CoC's entire geographic area. (limit 1000 characters)

The CoC coordinates with community providers and stakeholders in communicating to the general public the types of services available to those experiencing homeless or at-risk of becoming homeless. Through our regular publicized meetings and quality assurance activities, we better understand the needs of the individuals and/or families and work collaboratively to systematically address service deficiencies. Homeless assistance agencies link the individuals and/or families into the appropriate services within the community focusing on stabilizing the consumers with case management and other supportive services.

3C-5 Describe how the CoC coordinates with other Federal, State, local, private and other entities serving the homeless and those at risk of homelessness in the planning and operation of projects. (limit 1000 characters)

The CoC membership is comprised of representation from federal, state, local and private entities involved in serving the homeless and those at risk of becoming homeless in planning and project operations. Through committee participation, advocacy and/or direct service delivery activities lessons learned are incorporated into our service delivery system .

3C-6 Describe the extent in which the PHA(s) within the CoC's geographic area are engaged in the CoC efforts to prevent and end homelessness. (limit 1000 characters)

The Fulton County Housing Authority participates in the CoC . The CoC is working to increase the PHAs level of participation in committees and/or workgroups. Several discussions are proceeding relative to more coordination of resources and services.

3C-7 Describe the CoC's plan to assess the barriers to entry present in projects funded through the CoC Program as well as ESG (e.g. income eligibility requirements, lengthy period of clean time, background checks, credit checks, etc.), and how the CoC plans to remove those barriers. (limit 1000 characters)

The CoC has commissioned a workgroup to better understand the barriers to entry in CoC programs experienced by those seeking assistance. The CoC will work through providers to eliminate/remove barriers to services.

3C-8 Describe the extent in which the CoC and its permanent supportive housing recipients have adopted a housing first approach. (limit 1000 characters)

Five of the CoCs 9 PSH projects utilize a housing first approach.

3C-9 Describe how the CoC's centralized or coordinated assessment system is used to ensure the homeless are placed in the appropriate housing and provided appropriate services based on their level of need. (limit 1000 characters)

The CoC's coordinated assessment system is under review for implementation system-wide. Emphasis is placed on the assessment and connecting the individual/family to the appropriate housing and services consistent with the identified needs. We expect to roll out the coordinated assessment model system wide within the 1st quarters of 2014.

3C-10 Describe the procedures used to market housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, age, familial status, or disability who are least likely to request housing or services in the absence of special outreach. (limit 1000 characters)

CoC staff will develop a marketing campaign, complete with brochures and a website to market housing and supportive services within the CoC. The campaign will also include a series of workshops and training for agencies to provide information and instruction of mandatory HUD requirements surrounding outreach and inclusion regardless of status. As a feature of our CoC quality assurance program, staff will access agencies to review their compliance and make recommendations for improvement.

3C-11 Describe the established policies that are currently in place that require all homeless service providers to ensure all children are enrolled in early childhood education programs or in school, as appropriate, and connected to appropriate services within the community. (limit 1000 characters)

The CoC requires all CoC funded agencies to follow the HUD McKinney Vento Act and develop policies approved by their respective Board of Directors regarding the process of registration and enrollment of homeless school aged children into school. Additionally, the CoC maintains a positive working relationship with the Fulton County School System Homeless Liaison and social workers. As a feature of our CoC quality assurance program, staff will access agencies to review their compliance and make recommendations for improvement.

3C-12 Describe the steps the CoC, working with homeless assistance providers, is taking to collaborate with local education authorities to ensure individuals and families who become or remain homeless are informed of their eligibility for McKinney-Vento educational services. (limit 1000 characters)

The CoC collaborates with the Fulton County School System Homeless Liaison via their participation and attendance in local and CoC collaborative meetings CoC staff attends school social worker meetings to provide information on resources and agencies that provide housing and supportive services to school aged homeless children and their families. CoC staff and the Fulton County School System Homeless Liaison will co-facilitate workshops for both school social workers and homeless service providers.

3C-13 Describe how the CoC collaborates, or will collaborate, with emergency shelters, transitional housing, and permanent housing providers to ensure families with children under the age of 18 are not denied admission or separated when entering shelter or housing. (limit 1000 characters)

The CoC collaborates with shelter providers, affordable housing developers, and other interested parties to increase the number of and access to family centered shelters as well as shelters for homeless men with children. To further address this issue, the CoC is focusing on directing more resources on rapid re-housing as the preferred approach for most families to avoid separation and increasing primary prevention to avoid or reduce shelter gridlock and to avert/reduce entries into the shelter system by quickly resolving housing crises so that families regain stability in their current housing or are redirected to alternative permanent housing.

3C-14 What methods does the CoC utilize to monitor returns to homelessness by persons, including, families who exited rapid re-housing? Include the processes the CoC has in place to ensure minimal returns to homelessness. (limit 1000 characters)

The CoC utilizes a follow-along approach to monitor the status of individuals and/or families that have been placed via rapid re-housing. At a minimum, face-to face contact between the placement provider and the homeless individual/family occurs bi-weekly to encourage and provide additional assistance as may be necessary, to ensure their continued housing and stability.

3C-15 Does the CoC intend for any of its SSO or TH projects to serve families with children and youth defined as homeless under other Federal statutes? No

3C-15.1 If yes, describe how the use of grant funds to serve such persons is of equal or greater priority than serving persons defined as homeless in accordance with 24 CFR 578.89. Description must include whether or not this is listed as a priority in the Consolidated Plan(s) and its CoC strategic plan goals. CoCs must attach the list of projects that would be serving this population (up to 10 percent of CoC total award) and the applicable portions of the Consolidated Plan. (limit 1000 characters)

n/a

3C-16 Has the project been impacted by a major disaster, as declared by President Obama under Title IV of the Robert T. Stafford Act in the 12 months prior to the opening of the FY 2013 CoC Program Competition? No

3C-16.1 If 'Yes', describe the impact of the natural disaster on specific projects in the CoC and how this affected the CoC's ability to address homelessness and provide the necessary reporting to HUD. (limit 1500 characters)

3D. Continuum of Care (CoC) Coordination with Strategic Plan Goals

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

In 2013, applications submitted to HUD for the Continuum of Care (CoC) Program will be evaluated in part based on the extent in which they further the achievement of HUD's goals as articulated in HUD's Strategic Plan and the Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (FSP).

3D-1 Describe how the CoC is incorporating the goals of Opening Doors in local plans established to prevent and end homelessness and the extent in which the CoC is on target to meet these goals. (limit 1000 characters)

The CoC is actively incorporating the goals of "Opening Doors" through our collaboration with Fulton County government and community stakeholders. This collaboration facilitates a path to achieving all 5 of the Plan objectives utilizing strategies that focus on engagement and coordination of mainstream housing, health, education, and human services programs.

3D-2 Describe the CoC's current efforts, including the outreach plan, to end homelessness among households with dependent children. (limit 750 characters)

The recently designated CoC covers an geographical area of more than 439 square miles, stretching more than 70 miles north to south. There is South Fulton Service Coalition and a North Fulton Service Coalition. While CoC Permanent Supportive Housing and Transitional Housing service providers and members are active in each service group, the two groups are unique, as are the communities. The community stakeholders, School System Homeless Liaison staff, CoC staff and the CA, are formulating a Plan for implementation, as an element of the system-wide coordinated assessment and intake system.

3D-3 Describe the CoC's current efforts to address the needs of victims of domestic violence, including their families. Response should include a description of services and safe housing from all funding sources that are available within the CoC to serve this population. (limit 1000 characters)

The recently formed CoC and community stakeholders are formulating a plan for implementation system wide

3D-4 Describe the CoC’s current efforts to address homelessness for unaccompanied youth. Response should include a description of services and housing from all funding sources that are available within the CoC to address homelessness for this subpopulation. Indicate whether or not the resources are available for all youth or are specific to youth between the ages of 16-17 or 18-24. (limit 1000 characters)

The list of CoC partners agencies working to addressing youth homelessness include the Georgia Department of Family and Children Services, Georgia Department of Juvenile Justice, United Way, Fulton County Courts System, and the Fulton County Offices of Children and Youth and Workforce Development. The Fulton County Office of Children and Youth and Workforce Development provides educational, vocational and life readiness and job training and work experiences. The community stakeholders, School System Homeless Liaison staff, CoC staff and the CA, are formulating a Plan for implementation, as an element of the system-wide coordinated assessment and intake system.

3D-5 Describe the efforts, including the outreach plan, to identify and engage persons who routinely sleep on the streets or in other places not meant for human habitation. (limit 750 characters)

The Shelter to Home Project, implemented by the United Way Regional Commission on Homelessness works to end homelessness for people who are long-term residents of the shelter system. The Street to Home project utilizes a housing first model for people who are chronically homeless and living on the streets long-term. The program consists of street outreach PATH teams formed to give attention to persons sleeping on the streets, under bridges and viaducts, and in abandoned buildings. The Path teams provide outreach and comprised of case managers, mental health workers, substance abuse counselors, specially trained police officers and homeless services providers.

3D-6 Describe the CoC’s current efforts to combat homelessness among veterans, particularly those are ineligible for homeless assistance and housing through the Department of Veterans Affairs programs (i.e., HUD-VASH, SSVF and Grant Per Diem). Response should include a description of services and housing from all funding sources that exist to address homelessness among veterans. (limit 1000 characters)

The CoC collaborates with the Department of Veterans affairs and various other non-profit agencies that provide housing and services for veterans. Additionally, the CoC and the CA are involved in the HUD Dedicating opportunities Veterans Sub-Committee. The goal of the committee is to identify housing, streamline the HUD-VASH process (including VA intake, housing search, PHA lease-up, and move-in), and coordinate resources to ensure that chronically homeless veterans have the support to successfully navigate this process. The committee also advocates ensuring homeless veterans who move into housing are connected to income (benefits and/or employment that are adequate to meet the costs of sustaining housing).

3E. Reallocation

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

3E-1 Is the CoC reallocating funds from one or more eligible expiring grant(s) into one or more new permanent supportive housing projects dedicated to chronically homeless persons? No

3E-2 Is the CoC reallocating funds from one or more eligible expiring grant(s) into one or more new rapid re-housing project for families? No

**3E-2.1 If the CoC is planning to reallocate funds to create one or more new rapid re-housing project for families, describe how the CoC is already addressing chronic homelessness through other means and why the need to create new rapid re-housing for families is of greater need than creating new permanent supportive housing for chronically homeless persons.
(limit 1000 characters)**

n/a

3E-3 If the CoC responded 'Yes' to either of the questions above, has the recipient of the eligible renewing project being reallocated been notified? Not Applicable

4A. Continuum of Care (CoC) Project Performance

Instructions

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

4A-1 How does the CoC monitor the performance of its recipients on HUD-established performance goals? (limit 1000 characters)

The CoC staff will monitor the performance of its recipients on HUD-established performance goals by reviewing agency and modality specific, statistical reports on a quarterly basis, in addition to annual reviews of agency APRs. Collectively, these reviews will serve as an indicator of the CoC/agency performance with respect to HUD established performance goals.

4A-2 How does the CoC assist project recipients to reach HUD-established performance goals? (limit 1000 characters)

The CoC will coordinate quarterly, modality specific, informational workshops, geared to assist providers in meeting their program goals.

4A-3 How does the CoC assist recipients that are underperforming to increase capacity? (limit 1000 characters)

As underperforming recipients are identified, CoC staff reaches out to the agency to confirm the data reported in hopes of providing assistance/training.

4A-4 What steps has the CoC taken to reduce the length of time individuals and families remain homeless? (limit 1000 characters)

This recently formed CoC is working with service providers and community stakeholders to formulate a plan that reduces the length of time individuals and families remain homeless.

4A-5 What steps has the CoC taken to reduce returns to homelessness of individuals and families in the CoC's geography? (limit 1000 characters)

This recently formed CoC is working with service providers and community stakeholders to formulate a plan that reduces the returns to homelessness of individuals and families within the CoC geography.

4A-6 What specific outreach procedures has the CoC developed to assist homeless service providers in the outreach efforts to engage homeless individuals and families? (limit 1000 characters)

This recently formed CoC is working with service providers and community stakeholders to formulate a outreach efforts to engage homeless individuals and families.

4B. Section 3 Employment Policy

Instructions

*** TBD ****

4B-1 Are any new proposed project applications requesting \$200,000 or more in funding? No

4B-1.1 If yes, which activities will the project(s) undertake to ensure employment and other economic opportunities are directed to low or very low income persons? (limit 1000 characters)

n/a

4B-2 Are any of the projects within the CoC requesting funds for housing rehabilitation or new constructions? No

4B-2.1 If yes, which activities will the project undertake to ensure employment and other economic opportunities are directed to low or very low income persons:

4C. Accessing Mainstream Resources

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

4C-1 Does the CoC systematically provide information about mainstream resources and training on how to identify eligibility and program changes for mainstream programs to provider staff? Yes

4C-2 Indicate the percentage of homeless assistance providers that are implementing the following activities:

* Homeless assistance providers supply transportation assistance to clients to attend mainstream benefit appointments, employment training, or jobs.	60%
* Homeless assistance providers use a single application form for four or more mainstream programs.	50%
* Homeless assistance providers have staff systematically follow-up to ensure mainstream benefits are received.	50%

4C-3 Does the CoC make SOAR training available for all recipients and subrecipients at least annually? No

4C-3.1 If yes, indicate the most recent training date:

4C-4 Describe how the CoC is preparing for implementation of the Affordable Care Act (ACA) in the state in which the CoC is located. Response should address the extent in which project recipients and subrecipients will participate in enrollment and outreach activities to ensure eligible households are able to take advantage of new healthcare options. (limit 1000 characters)

The recently formed CoC and community stakeholders are formulating a system wide plan.

**4C-5 What specific steps is the CoC taking to work with recipients to identify other sources of funding for supportive services in order to reduce the amount of CoC Program funds being used to pay for supportive service costs?
(limit 1000 characters)**

The recently formed CoC and community stakeholders are formulating a system wide plan.

Attachments

Document Type	Required?	Document Description	Date Attached
Certification of Consistency with the Consolidated Plan	Yes	Certification of ...	01/31/2014
CoC Governance Agreement	No		
CoC-HMIS Governance Agreement	No	CoC-HMIS Governan...	01/02/2014
CoC Rating and Review Document	No	CoC Rating and Re...	02/03/2014
CoCs Process for Making Cuts	No		
FY2013 Chronic Homeless Project Prioritization List	No		
FY2013 HUD-approved Grant Inventory Worksheet	Yes	FY2013 HUD-approv...	12/26/2013
FY2013 Rank (from Project Listing)	No	FY2013 Rank	02/03/2014
Other	No	HMIS Policies And...	01/02/2014
Other	No	Georgia HMIS Secu...	01/02/2014
Other	No	Georgia HMIS Data...	01/02/2014
Projects to Serve Persons Defined as Homeless under Category 3	No		
Public Solicitation	No		

Attachment Details

Document Description: Certification of Consistency with the Consolidated Plan

Attachment Details

Document Description:

Attachment Details

Document Description: CoC-HMIS Governance Agreement

Attachment Details

Document Description: CoC Rating and Review Document

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description: FY2013 HUD-approved Grant Inventory Worksheet

Attachment Details

Document Description: FY2013 Rank

Attachment Details

Document Description: HMIS Policies And Procedures Manual

Attachment Details

Document Description: Georgia HMIS Security Plan

Attachment Details

Document Description: Georgia HMIS Data Quality Plan

Attachment Details

Document Description:

Attachment Details

Document Description: Public Notifications

Submission Summary

Page	Last Updated
1A. Identification	No Input Required
1B. CoC Operations	02/02/2014
1C. Committees	02/03/2014
1D. Project Review	02/03/2014
1E. Housing Inventory	01/22/2014
2A. HMIS Implementation	01/22/2014
2B. HMIS Funding Sources	02/03/2014
2C. HMIS Beds	01/22/2014
2D. HMIS Data Quality	01/22/2014
2E. HMIS Data Usage	01/22/2014
2F. HMIS Policies and Procedures	01/22/2014
2G. Sheltered PIT	02/03/2014
2H. Sheltered Data - Methods	01/22/2014
2I. Sheltered Data - Collection	01/22/2014
2J. Sheltered Data - Quality	01/22/2014
2K. Unsheltered PIT	01/22/2014
2L. Unsheltered Data - Methods	01/22/2014
2M. Unsheltered Data - Coverage	01/22/2014
2N. Unsheltered Data - Quality	01/22/2014
Objective 1	02/03/2014
Objective 2	02/03/2014
Objective 3	02/03/2014
Objective 4	02/03/2014
Objective 5	02/03/2014
3B. CoC Discharge Planning: Foster Care	02/02/2014
3B. CoC Discharge Planning: Health Care	02/03/2014

3B. CoC Discharge Planning: Mental Health	02/02/2014
3B. CoC Discharge Planning: Corrections	02/02/2014
3C. CoC Coordination	02/03/2014
3D. Strategic Plan Goals	02/03/2014
3E. Reallocation	02/02/2014
4A. Project Performance	02/02/2014
4B. Employment Policy	01/31/2014
4C. Resources	02/03/2014
Attachments	02/03/2014
Submission Summary	No Input Required

Certification of Consistency with the Consolidated Plan

U.S. Department of Housing
and Urban Development

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Consolidated Plan.
(Type or clearly print the following information:)

Applicant Name: _____

Project Name: _____

Location of the Project: _____

Name of the Federal
Program to which the
applicant is applying: _____

Name of
Certifying Jurisdiction: _____

Certifying Official
of the Jurisdiction
Name: _____

Title: _____

Signature: _____

Date: _____

Fulton County Continuum of Care – GA502

Applicant Name	Project Name	Location of Project
1. Caring Works, Inc.	MOVE SHP	4031 Seven Oaks Lane, East Point, GA 30344
2. Georgia Housing and Finance Authority	Covenant House S + C 2007	8350 Roswell Road Atlanta, GA 30350
3. Georgia Housing and Finance Authority	DeKalb CSB S + CR	2950 Martin Luther King Jr. Drive Atlanta, GA 30311
4. Georgia Housing and Finance Authority	Jerusalem House	103,107,403,1605,1608,1616,1619 Hampton Drive, Sandy Springs, GA 30350 and 5501 Glenridge Drive, NE #428 Atlanta, GA 30342
5. Georgia Housing and Finance Authority	Tri-J HMIS	5440 Fulton Industrial Boulevard, Atlanta, GA 30336
6. Families First, Inc.	Weaver Gardens	2590 Jerome Road, College Park, GA 30349
7. Housing Initiative of North Fulton, Inc.	Homestretch Transitional Housing Program 2013	89 Grove Way, Roswell, GA 30075
8. Mary Hall Freedom House, Inc.	Higher Ground – Phase III	2902 Sandalwood Drive, Sandy Springs, GA 30350
9. Mary Hall Freedom House, Inc.	Reaching New Heights	2902 Sandalwood Drive, Sandy Springs, GA 30350
10. Mary Hall Freedom House, Inc.	Village of Hope	213 Windridge Drive, Atlanta, GA 30350
11. The Quilt Youth Transitional Services Inc.	The S.O.L.E. Project	1371 Kimberly Way, Atlanta, GA 30331
12. Fulton County Board of Commissioners	Scattered Site Permanent Housing Program	1988 Stanton Road, East Point, GA 30344 and 2360 Delowe Drive, East Point, GA 30344
13. Fulton County Board of Commissioners	HMIS Expansion	5440 Fulton Industrial Boulevard, Atlanta, GA 30336
14. Fulton County Board of Commissioners	GA-502 CoC Planning Application	5440 Fulton Industrial Boulevard, Atlanta, GA 30336
15. Travelers Aid of Metropolitan Atlanta, Inc.	HOPE Atlanta Fulton SHP	75 Marietta Street Suite 400, NW Atlanta, GA 30303
16. Zion Hill Community Development Corporation	Supportive Housing Program	2741 Bayard St. East Point, GA 30344

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<i>Category</i>	<i>Available Points</i>	<i>Point Earned</i>	<i>Sources</i>
Housing Emphasis in Budget	42'Rqlpw'Vqvcn' % of budget in housing divided by 7 e.g.: \$987,654 grant, \$678,910 in housing = 69/7 = 35.07 points		Exhibit 2 Grant-Agreement
Performance	47'Rqlpw'Vqvcn' <u>10 Points - Housing</u> <u>Permanent Housing:</u> % of persons who remained in the permanent housing (PH) program or exited to PH divided 10 e.g.: 25 Leavers, 20 remained or exited to PH = 80/10 = 8 points <u>Transitional Housing:</u> % of Leavers who exited to permanent housing (PH) divided by 10 e.g.: 32 Leavers, 26 exited to PH = 81/10 = 8.1 points <u>10 Points – Increase Income</u> % of Adults who increased their total income from all source divided by 10 e.g.: 32 clients, 18 with increase income = 56/10 = 5.63 points <i>NOTE: Multiply SSO increase income by 2</i> <u>5 Points – Threshold Result:</u> A current financial audit dated within the past 12 month – 4 points No unspent funds / No expired HUD grant funds – 1 point		Preparation Packet / HUD
HMIS Participation	57'Rqlpw'Vqvcn' Client Enrollment – 7 points Client Discharge – 7 points Service Transactions – 7 points User Group Meeting Attendance – 7 points BHSA/Goal Update/Housing Status Indicator – 7 points		HMIS Team
Leveraging	7'Rqlpw'Vqvcn' 3:1 ratio or better – 5 points 2:1 ratio or better – 3 points 1:1 to 2.0 ratio – 1 point 1:0 or lower – 0 point		Draft Application
Chronically Homeless Clients	7'Rqlpw'Vqvcn' % of Chronically Homeless clients served divided by 20 e.g.: 58 clients, 42 are Chronically Homeless = 72/20 = 3.62 points		Exhibits 2
Meeting / Training Attendance	32'Rqlpw'Vqvcn' Executive Meetings (Mandatory) – 2 points Homeless Census Participation/Meetings – 4 points Other Meetings – 1 point per meeting		Sign-in Sheets & Pathways
VQVCN''	322'Rqlpw'Vqvcn''		

**FULTON COUNTY CoC
FY2013 NOFA
PROJECT PRIORITIES CHART**

Applicant Name / Project Name	Project Type	Housing Emphasis	Performance Housing	Performance Supportive Services	Threshold Results	HMIS Participation	Leveraging	CH Emphasis	Meeting Attendance	Homeless Census Participation	Final Total	Ranking
Fulton County Board of Commissioners / <i>Tri-J HMIS</i>	HMIS										0.00	14
Fulton County Board of Commissioners / <i>Tri-J HMIS Expansion</i>	HMIS										0.00	14
CaringWorks Inc. / <i>MOVE - Moving On To Victory and Empowerment</i>	PH	10.65	10.00	5.50	5.00	35.00	0.00	5.00	6.00	4.00	81.15	5
Fulton County Board of Commissioners / <i>Permanent Supportive Housing Program</i>	PH	18.48	9.75	3.75	5.00	35.00	0.00	5.00	6.00	4.00	86.98	2
Georgia Housing & Finance Authority / <i>Covenant House S+CT</i>	PH	18.69	9.29	5.00	5.00	35.00	0.00	5.00	6.00	4.00	87.98	1
Georgia Housing & Finance Authority / <i>Dekalb CSB S+CR</i>	PH	18.71	9.43	5.80	4.00	35.00	0.00	0.75	6.00	4.00	83.69	3
Georgia Housing & Finance Authority / <i>Jerusalem House S+CR</i>	PH	18.71	8.75	2.31	5.00	35.00	0.00	0.00	6.00	4.00	79.77	6
Mary Hall Freedom House, Inc. / <i>Higher Ground - Phase III</i>	PH	12.41	8.28	6.50	5.00	35.00	5.00	0.00	6.00	4.00	82.19	4
Mary Hall Freedom House, Inc. / <i>Village of Hope</i>	PH	10.90	9.76	2.20	0.00	35.00	5.00	0.24	6.00	4.00	73.10	10
The Quilt Youth Transitional Service, Inc. / <i>The Quilt SOLE</i>	PH	8.11	8.83	2.86	5.00	35.00	0.00	0.45	6.00	4.00	70.25	11
Zion Hill Community Development Corporation / <i>Zion Hill CDC Supportive Housing Program</i>	PH	8.37	8.33	5.00	5.00	35.00	0.00	5.00	6.00	4.00	76.70	8
Families First, Inc. / <i>Weaver Gardens Transitional Housing</i>	TH	0.00	9.09	0.56	5.00	35.00	0.00	5.00	6.00	4.00	64.65	13
Housing Initiative of North Fulton, Inc. / <i>HomeStretch Transitional Housing Program 2013</i>	TH	0.00	7.22	3.33	5.00	35.00	5.00	0.00	6.00	4.00	65.55	12
Mary Hall Freedom House, Inc. / <i>Reaching New Heights</i>	TH	14.03	7.72	1.27	5.00	35.00	5.00	0.60	6.00	4.00	78.62	7
Travelers Aid of Metropolitan Atlanta, Inc. / <i>Atlanta SHP 2012</i>	TH	7.59	10.00	7.00	5.00	35.00	1.00	0.00	6.00	4.00	75.59	9

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Applicant Name:
Fulton County CoC
Applicant Number:
GA-502
Project Name:
GA-502 CoC Registration
and Application FY2013
Project Number:
COC_REG_2013_084551

CoC Registration and
Application FY2013

Project Priority List
FY2013

Before Starting

1A. Identification

2A. CoC New Project
Listing

**2B. CoC Renewal
Project Listing**

4A. CoC Planning Project
Listing

Funding Summary
Submission Summary

View Applicant Profile

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Back to Submissions List

Continuum of Care (CoC) Renewal Project Listing

Instructions: [show]

The Collaborative Applicant certifies that there is a demonstrated need for all renewal permanent supportive housing and rapid re-housing projects listed on the Renewal Project Listing.

The Collaborative Applicant does not have any renewal permanent supportive housing or rapid re-housing renewal projects.

Update List

[Show Filters] [Clear Filters]

View	View Submission	Amend	Project Name	Date Submitted	Grant Term	Applicant Name	Budget Amount	Rank	Comp Type
			Weaver Gardens	2014-01-02 16:32:...	1 Year	Families First, Inc.	\$161,145	T13	TH
			HomeStretch Trans...	2014-01-02 18:18:...	1 Year	Housing Initiativ...	\$22,077	W12	TH
			The Quilt SOLE	2014-01-02 13:05:...	1 Year	The Quilt Youth T...	\$402,259	T11	PH
			Supportive Housin...	2014-01-02 13:04:...	1 Year	Zion Hill Communi...	\$221,987	W8	PH
			Jerusalem House F...	2014-01-16 10:54:...	1 Year	Georgia Housing &...	\$84,509	W6	PH
			Dekalb CSB FUL S+CR	2014-01-16 10:51:...	1 Year	Georgia Housing &...	\$110,173	W3	PH
			Covenant House FU...	2014-01-16 10:49:...	1 Year	Georgia Housing &...	\$18,926	W1	PH
			Fulton SHP 2013	2014-01-17 12:23:...	1 Year	Travelers Aid of ...	\$48,749	W9	TH
			MOVE SHP	2014-01-17 15:09:...	1 Year	CaringWorks Inc.	\$362,942	W5	PH

View	View Submission	Amend	Project Name	Date Submitted	Grant Term	Applicant Name	Budget Amount	Rank	Comp Type
			Higher Ground - P...	2014-01-17 16:36:...	1 Year	Mary Hall Freedom...	\$275,086	W4	PH
			Reaching New Heights	2014-01-17 16:37:...	1 Year	Mary Hall Freedom...	\$273,144	W7	TH
			Scattered Site Pe...	2014-01-17 16:59:...	1 Year	Fulton County Boa...	\$291,294	W2	PH
			Fulton HMIS Renewal	2014-01-19 13:02:...	1 Year	Georgia Housing &...	\$28,015	W14	HMIS
			Fulton HMIS Expan...	2014-01-19 12:26:...	1 Year	Georgia Housing &...	\$50,030	W15	HMIS
			Village of Hope	2014-01-21 09:51:...	1 Year	Mary Hall Freedom...	\$406,515	W10	PH

1

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Applicant Name:
Fulton County CoC
Applicant Number:
GA-502
Project Name:
GA-502 CoC Registration
and Application FY2013
Project Number:
COC_REG_2013_084551

CoC Registration and
Application FY2013

Project Priority List
FY2013

- Before Starting
- 1A. Identification
- 2A. CoC New Project Listing
- 2B. CoC Renewal Project Listing
- 4A. CoC Planning Project Listing**
- Funding Summary
- Submission Summary

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Continuum of Care (CoC) Planning Project Listing

Instructions: [\[show\]](#)

[Update List](#)

[\[Show Filters\]](#) [\[Clear Filters\]](#)

View	View Submission	Amend	Project Name	Date Submitted	Project Type	Applicant Name	Budget Amount	Grant Term	Rank	Comp Type
			GA-502 Fulton Cou...	2014-01-19 19:10:...	--	Fulton County Boa...	\$18,665	1 Year	C16	CoC Planning Proj...

1

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Georgia Pathways Homeless Management Information System

Policies And Procedures Manual



<hmis>

Version 2.1

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Section A. Background and Structure

A.1 HMIS Background

A Homeless Management Information System (HMIS) is a software application designed to record and store client-level information on the characteristics and service needs of homeless persons. An HMIS is typically a web-based software application that homeless assistance providers use to coordinate care, manage their operations, share information and better serve their clients.

HMIS implementations can encompass geographic areas ranging from a single county to an entire state. They are based primarily on the Continuum of Care geography. A HUD Continuum of Care is the primary decision making entity defined in the funding application to HUD as the official body representing a community plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximum self-sufficiency. An HMIS helps to link homeless assistance providers within a community and create a more coordinated and effective housing and service delivery system.

The U. S. Department of Housing and Urban Development (HUD) and other planners and policymakers at the federal, state and local levels use aggregate HMIS data to obtain better information about the extent and nature of homelessness over time. Specifically, an HMIS can be used to produce an unduplicated count of homeless persons, understand patterns of service use, and measure the effectiveness of homeless programs.

The Georgia Homeless Management Information System was started in 2002. Pathways Community Network was designated as the State of Georgia's sole HMIS provider. The PATHWAYS COMPASS has been around since 1999 when it was developed to assist homeless service providers in Atlanta to share information and case manage their clients. By 2004, Pathways incorporated the HUD data standards and had added a number of agencies to the system from across the state. Currently the Georgia HMIS has over 300 active agencies and covers six of the seven Georgia Continuum's of Care. Active agencies have entered over 450,000 individuals and families into PATHWAYS COMPASS since 1999. The Georgia HMIS is a shared system, meaning agencies that are serving the same person can view information and coordinate services using HMIS.

A.2 HUD Requirements and HMIS Data Standards

HUD published the Homeless Management Information System (HMIS) Revised Data Standards Final Notice on March, 2010. The Final Notice describes the types of changes from the July 30, 2004 notice and an introduction to the 2010 Data Standards Notice including the new Program Descriptor Data Elements, Universal Data Elements, and Program Specific Data Elements for HUD-funded providers that must collect data from clients receiving homeless assistance services. The privacy and system security standards for providers remain the same as presented in the July 30, 2004 Final Notice.

Access the Revised Data Standards at:

<http://hmis.info/Resources/7523/Final-Revised-HMIS-Data-Standards-March-2010.aspx>

Access the Privacy and System Security Standards from the July 30, 2004 Final Notice at:

<http://www.hmis.info/Resources/724/Data-Standards-Training-Module-1-Handout-HUD-Data-and-Technical-Standards.aspx>

Access the Frequently Asked Questions document developed by Abt at:

<http://www.hmis.info/ClassicAsp/documents/2010%20HMIS%20Data%20Standards%20Training.pdf>

A.3 Annual Homeless Assessment Report (AHAR)

The Annual Homeless Assessment Report (AHAR) is a report to the U.S. Congress on the extent and nature of homelessness in America. The report is prepared by the Department of Housing and Urban Development (HUD) and provides nationwide estimates of homelessness, including information about the demographic characteristics of homeless persons, service use patterns, and the capacity to house homeless persons. The report is based primarily on Homeless Management Information Systems (HMIS) data about persons who experience homelessness during a 12-month period.

The AHAR uses aggregate HMIS data from communities across the country to produce a national report on homelessness to the U.S. Congress. The AHAR is designed to:

- Develop an estimate of the number of homeless persons nationwide;
- Create a descriptive profile of homeless persons;
- Understand service use patterns; and,
- Estimate the nation's capacity to house homeless persons.

The AHAR is based on an unduplicated count of homeless persons within each community, and focuses on persons who use emergency or transitional shelters. Thus, the AHAR reports only on the number of sheltered homeless persons and does not account for homeless persons who: only use a supportive service program, are formerly homeless and living in permanent supportive housing; or are service resistant and do not access any type of homeless service program during the study period.

Eventually, all Continuum of Care will most likely submit AHAR data. Therefore, it is important that all programs, especially those that provide shelter or housing, enter data accurately and in a timely manner.

For more information on Annual Homeless Assessment Report, see <http://ahar.hmis.info/>

A.4 Georgia HMIS Organization, Management and Contacts

Project Goals

The goals of the GA HMIS Project are:

- 1) Assist homeless persons to navigate the continuum of care
- 2) Assist homeless service agencies with information allowing them to better serve their clients
- 3) Assist homeless agencies, local, state and Federal entities with information on numbers of homeless persons, reasons for homelessness, services they require, services they receive, gaps in services, etc.

Project Organization

The Georgia HMIS is a collaborative statewide effort to implement HMIS across six of the seven Georgia continuum's of care. Columbus-Muscogee has a separate HMIS implementation. The Lead Agency for the Georgia HMIS project is the Department of Community Affairs. The lead agency oversees the HMIS project and manages the Supportive Housing Program grant from HUD, however each Continuum of Care is responsible for ensuring that the implementation is successful in their Continuum. Many of the Continuum of Care also have HMIS staff that work specifically on HMIS issues in that Continuum.

HMIS System Development and Planning

Each CoC is responsible for soliciting feedback from agencies and stakeholders and communicating that feedback to the Steering Committee. Each CoC should establish an advisory group made up of agencies and other stakeholders in order to solicit feedback on HMIS implementation. The CoC representative should then bring this feedback to the Steering Committee.

The Steering Committee is made up of representatives from each of the six continuum of care, the DCA project manager, and Pathways staff. The role of the steering committee is to oversee overall implementation and request enhancements to the Pathways system.

HMIS Implementation

Each CoC is responsible for ensuring that all agencies in that CoC are adhering to the State or Local CoC HMIS policies. The CoC lead should coordinate directly with Pathways in order to develop a training and technical assistance plan that will allow them to troubleshoot any problems in implementation. Agencies can also request training and technical assistance from Pathways directly, however, Pathways should communicate these requests as well as any training and technical assistance provided to the Continuum of Care representative on a regular basis.

If a user or agency has a request for a **system enhancement** they should communicate the request to their CoC lead that will pass it on to the project manager once it has been reviewed. The HMIS enhancement request form can be downloaded from the DCA website:

<http://www.dca.ga.gov/housing/specialneeds/programs/documents/HMISEnhancementRequest.doc>

Pathways System Errors

Georgia HMIS Standard Operating Procedures

For issues related to system errors, agencies and the continuum of care representatives should communicate directly with Pathways. System errors can be reported through the system itself using the “Contact Support” link or by calling Pathways Support at 866.818.1032, option 2 or 404.639.9933, option 2 in the Atlanta area. You may also contact Support by email at support@pcni.org. Pathways will provide the steering committee and project management with regular updates on any system errors reported and the status of their repair.

Contacts

The HMIS Lead contact at the Department of Community Affairs is Dave Totten. The lead contacts at Pathways are Jeanette Pollock, Pathways Support & Training Manager and Tommy Phillips, Pathways Community Relations.

The CoC lead contact for HMIS issues are:

Athens – Samanta Carvalho (Samanta.Carvalho@athensclarkecounty.com)

Atlanta – Susan Lampley (slampley@AtlantaGa.Gov)

Augusta – Daniel Evans (devans@augustaga.gov)

Balance of State – Jason Rodriguez (jason.rodriguez@dca.ga.gov)

Cobb – Joan Toder (jtoder@hotmail.com)

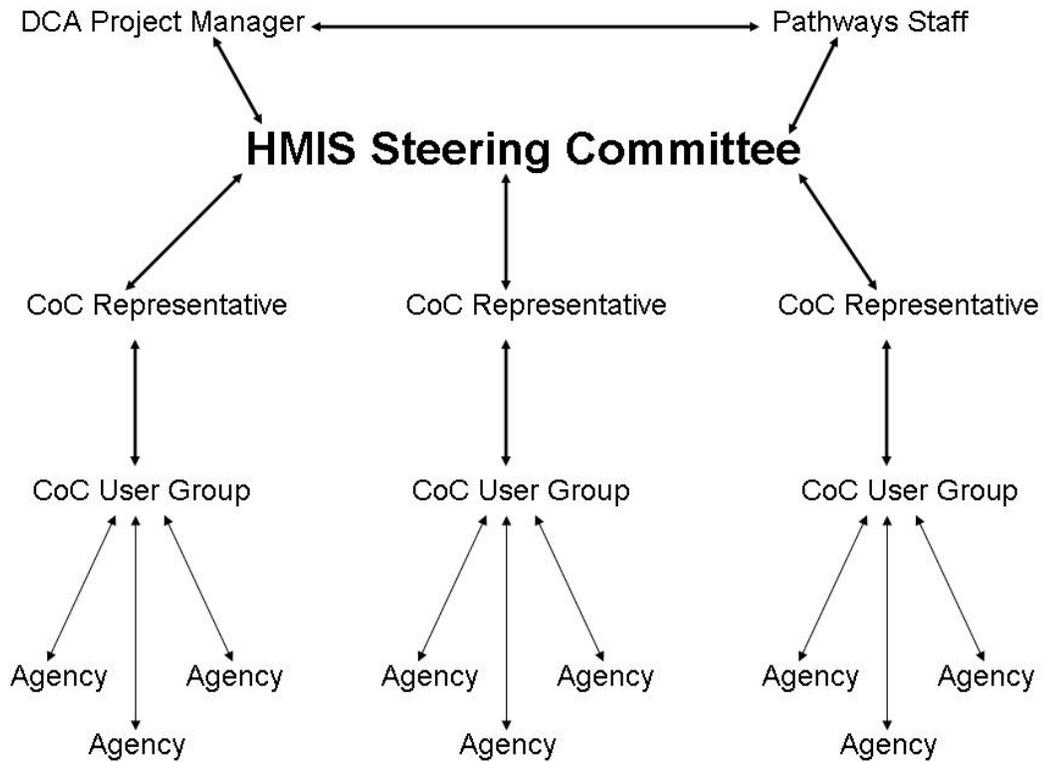
DeKalb – Melvia Richards (mwrichards@dekalbcountyga.gov)

Fulton – Gbolade Okestra Soneyin (Gbolade.Soneyin@fultoncountyga.gov)

Savannah – Janice Sheffield (janice@homelessauthority.org),

If your agency is located in Columbus/Muscogee, you should contact the Continuum of Care Lead, Liz Dillard (liz@homelessresourcenetwork.org) for information on the Columbus/Muscogee HMIS Implementation.

PROJECT ORGANIZATION CHART



ROLES AND RESPONSIBILITIES

User

- Maintain C&E Certification
- Maintain Password
- Obtain Client Consent
- Enter and Update Data
- Adhere to Privacy and Security Policies

Agency

- Attend Advisory/User Group Meetings
- Ensure Adherence to Relevant HMIS Policies
- Ensure Adherence to HMIS Privacy and Security Policies
- Communicate Concerns and Enhancement Requests to Continuum Representative
- Communicate Bugs to Pathways and Continuum HMIS Administrator
- Request Support and Technical Assistance from Pathways when needed

Georgia HMIS Standard Operating Procedures

Continuum of Care HMIS Representative(s)

- Run Continuum User Group
- Attend Steering Committee
- Inform Agencies of Continuum Specific Policies
- Monitor HMIS Utilization by CoC Agencies
- Communicate Concerns and Enhancement Requests to Project Manager
- Communicate Bugs to Pathways
- Troubleshoot Implementation and Training Needs
- Provide additional assistance to agencies as needed
- AHAR submission

Lead Agency Staff (DCA)

- Manage GA HMIS SHP Grant
- Coordinate Steering Committee
- Obtain Feedback from Continuum Representatives
- Compile Continuum Requested Enhancements for Steering Committee
- Monitor Project Progress and Deliverables
- Monitor Adherence to HUD HMIS Data and Technical Standards and Guidelines
- Communicate National HMIS Best Practices to Steering Committee

Pathways Staff

- Attend Steering Committee
- Develop Enhancements as Directed by Steering Committee
- Assist Continuums with Monitoring Data Quality and Completeness
- Monitor Agency and System Security
- Repair System Errors in a Timely Manner
- Ensure System is Operational and Accessible
- Provide Ongoing Reports to Project Manager and Steering Committee regarding: Data Quality; Training and Technical Assistance Provided; Enhancement Project Progress; Bug List and Fixes; HMIS Utilization Rates; Security Audit Findings

A.5 State and Local HMIS Policies

DCA has developed a policy regarding utilization of HMIS for all DCA grantees and Balance of State Continuum of Care grantees. The policy can be found on the DCA website at: http://www.dca.ga.gov/housing/specialneeds/programs/documents/HMIS_Policy_7-07-09.pdf. This policy may be updated periodically.

DCA grantees should also refer to the Housing Support Standards regarding additional requirements regarding PATHWAYS COMPASS. Information regarding the HSS Standards can be found on the DCA website at: <http://www.dca.ga.gov/housing/specialneeds/programs/HousingSupportStandards.asp>

Each additional Continuum of Care may have a Continuum policy regarding HMIS implementation. Agencies should contact Continuum leadership regarding any Continuum

specific requirements. If there are no specific Continuum Policy for their county and the agency is not a DCA grantee, the agency should follow general the Georgia HMIS Standard Operating Procedures on HMIS implementation found in this manual.

Additional funders (e.g. United Way, Salvation Army, local governments) may have additional requirements regarding the use of the Pathways System. Agencies should consult each of their funders to ensure they are aware of all relevant requirements.

A.6 Domestic Violence Agencies

According to the HUD Federal Register dated March 16, 2007 [FR-5056-N-01], agencies that are classified as Domestic Violence Agencies should not enter any identifying information into HMIS. Specifically, the register states:

“The new Confidentiality provision directs victim service providers not to disclose, for the purposes of HMIS, personally identifying information about any client. In accordance with this statutory requirement, victim service providers must maintain the confidentiality of personally identifying information of the providers’ clients.”

At this point in time, HUD has instructed Domestic Violence agencies not to use HMIS to enter any client level information, including non-identifying information.

Section B. Agency and User Procedures

B.1 New Agency Procedures

Step 1. Sign Agency Agreements

1. Complete General Service Agreement Form
2. Complete Business Associate Addendum
3. Complete Exhibit A Pricing form
4. Complete Waiver Certification Form (if applicable)
5. Complete New Agency Form
6. Ensure system and equipment requirements are met
7. Complete Memorandum of Understanding (MOU) with Continuum and/or Funders if applicable.

All agency forms should be completed and returned to Tommy Phillips at Pathways Community Network, Inc. by fax or mail. Keep a copy of all documents for your files. Proceed to step two.

Step 2. Ensure Agency Meets Technical Requirements

Recommended Computer Specifications:

Processor:	300 MHz Processor PC
Operating System:	Windows 98 or above
Memory:	128 MB RAM
Browser:	Internet Explorer 5.0 or greater, Mozilla Firefox
Internet Access:	DSL or better

Agencies must also be able to meet applicable security requirements. Detail on security requirements can be found in section D.2 of this manual.

Step 3. Designate PATHWAYS COMPASS Agency Administrator

This individual(s) will have the capability to configure the PATHWAYS COMPASS HMIS system to mirror the services the agency provides. The Administrator will be able to configure/update: Agency info, Custom fields, Funds, Keywords, Programs, Program Profile, Reasons, Referrals, Services, Beds, Admissions, Sites, Assessments, Reservations and Users. This individual will also want to sign up for the Agency Administrator Training that is provided.

Step 4. Set up Programs and Complete Program Profiles

Each Agency will need to complete a Program Profile for each type of program or service that is captured in the PATHWAYS COMPASS system. This profile will allow for better tracking of data and quality control, rendering more effective use of the system as well as quality data needed for HUD reporting.

Agencies should use the following guidelines when setting up programs in HMIS:

- All programs which provide shelter or housing must set up a program in the HMIS system.

Georgia HMIS Standard Operating Procedures

- Separate programs should be set up for emergency shelter, transitional housing, permanent supportive housing, overflow and winter shelter, and vouchers.
- Separate program should be set up for programs that cross multiple continuum of care. For example, if a program has beds or units in both Dekalb and Gwinnett County, they should set up two separate programs in HMIS – one for the beds in Dekalb County and one for the beds in Gwinnett County.
- If a program has separate beds or units in separate counties but within the same Continuum (i.e. Tri-J or Balance of State), they should contact their Continuum of Care Lead for guidance on whether or not they need to set up separate programs by county.
- Programs cannot be more than one type.
 - If services are provided as part of enrollment in a shelter or housing program, the agency does not have to set up a separate program for these services unless the agency chooses to do so.
- If a service program is required to produce an Annual Progress Report for HUD, they must set up a program in HMIS.

Instructions for Setting up Agency Sites and Programs (and Bed & Unit Inventory where applicable) in PATHWAYS COMPASS can be found at:

http://data.memberclicks.com/site/pat/Program_Profile_Guide_V51626_Document_V1.1.pdf

Step 5. Designate who will be authorized system users and their access level

It should be determined who within the Agency will be utilizing the PATHWAYS COMPASS system. For each User, a User Access Checklist (UAC) will need to be completed. The UAC determines each Users access to the Client and Client Visit Menu, the Reports Menu, and the My Agency Menu.

B.2 New User Procedures

Once the agency administrator has designated a user access level and completed the User Access Checklist, the user must complete several key steps in order to gain access to the system.

1. Visit www.pcni.info/trainings to get a listing on the available Confidentiality & Best Practices Trainings.
2. Sign up for and attend the Confidentiality & Best Practices Training.
3. Sign the attendance roster and pass the Confidentiality & Ethics post test by 70%.

Step 1. Attend Confidentiality & Best Practices Training

In order to obtain a PATHWAYS COMPASS User ID and password, each user will be required to pass the Confidentiality & Ethics with a score of 70% or above.

This training is offered monthly and the training schedule is posted on the www.pcni.info page, where you can also sign up electronically.

In extenuating circumstances a user needs to access the system prior to attending a Confidentiality & Best Practices training. If a user needs access to the system before they are able to attend the Confidentiality & Best Practices training, they can complete a user

responsibility that can be obtained from the Support Team or can be accessed at www.pcni.org under Forms. However, this method should be the exception and not the rule.

Step 2. Obtaining a Password

Each PATHWAYS COMPASS system user is required to maintain a private password that allows them access to the system. This password is not to be shared with anyone. This password is initially set up when a system user completes the Confidentiality & Best Practices Training with a passing score of 70%. Each subsequent year the system user is required to be recertified (attend another Confidentiality & Best Practices Training).

Within 2-3 business days of completing Confidentiality & Best Practices training, each new user should receive an email with their PATHWAYS COMPASS User Id and temporary password to activate their account. The account becomes activated once the User has logged in with their User Id and created a new password.

Step 3. Logging into PATHWAYS COMPASS

Once you have received via email your user id and temporary password, you have the information to now log in. If you do not receive this information via email, it may be one of the reasons listed below:

- An email address was not provided
- The email address provided may not have been legible
- The system may not have sent it as it should

In any event, if you have not received your login information after 3 days, please contact the Support Team.

If you have received the login information:

1. Go to www.pcni.info
2. Go to the PATHWAYS COMPASS login link (located on the right hand side of the picture).
3. In the Instructions box there are three links.
 - a. If you are required to use a registered computer click here.
 - b. If you are not required to register a computer, click here.
 - c. If you need to download the Java Runtime download, click here.

If this is your first time logging on, you will need to click on the link for the Java Runtime Environment download. Follow the prompts. Once you have downloaded the JRE download, you will need to go back to the Instruction box. Unless you have been directed by the Support Team, you will need to follow the instructions for Logging on for a registered computer.

Logging on for a registered computer:

Once you are back at the Instruction box,

1. Click on the first link (If you are required to use a registered computer). The Java coffee like screen will appear. You will then see the login box.
2. Enter your User Id and temporary password you received or were given by the Support Team. The screen will say you are being redirected to a secure site.

Georgia HMIS Standard Operating Procedures

3. Click Continue (if necessary) and another login screen will appear.
4. Enter your User Id and Temporary Password again. You will see a message saying your password has expired, please provide a new one. This new password should be 8 to 14 characters and must include at least 1 number. It cannot include your name or the name of your agency.
5. You should now see the Search Page. When you see this page, you have logged in successfully. You will need to remember your password, as Pathways does not store this information.

Logging into a non-registered computer:

In order to have the requirement removed, the Computer Registration Request must be completed and submitted to the Pathways Support/Training Coordinator. On that form a valid business reason must be included as part of your request. Ultimately, your CoC has the right to deny the request (See form in Appendix). If the Request has been granted:

1. Go to www.pcni.info
2. Go to the PATHWAYS COMPASS login link (located on the right hand side of the picture).
3. In the Instructions box, click on the second link (Not required to log in by a registered computer).
4. Enter your User Id and temporary password you received or were given by the Support Team. You will see a message saying your password has expired, please provide a new one. This new password should be 8 to 14 characters and must include at least 1 number. It cannot include your name or the name of your agency.
5. You should now see the Search Page. When you see this page, you have logged in successfully. You will need to remember your password, as Pathways does not store this information.

Step 4. Attend New User Training

Each authorized system user should attend a New User Training. In this training the user will learn what are the required HUD Data Elements, and how to: Sign on to the PATHWAYS COMPASS system, Navigate the pages within the system, Search for clients, Work with the Search Results, Verify and modify the authorization status of a client, Perform an Intake Process, Enroll and Discharge a client from a program. Additionally, the User will learn how to work with the following client information records: General, Household, Residential, Client Goals, Client Status Indicators, Financial, Services, and Program.

Section C. Data Entry and Data Quality

C.1 Client Authorization and Intake

Prior to a client's data being entered into the PATHWAYS COMPASS system, every client must read, complete and sign a Client or Family Authorization Form for each agency that provides services to them. The Authorization Forms are available for download from the Reports Menu under "Lists". This form allows the client decide if they wish to have their information entered in to the HMIS database. If the client agrees to have their information entered into the system, they must sign the Client Authorization Form. This Client Authorization Form should reside in the clients file for future verification and auditing purposes.

A Client Authorization Form should be completed for all unaccompanied adults. The Family Consent Form should be used by those parents/guardians with minor children. If there is more than one adult in a family, the second adult should sign their own client authorization form rather than signing the family authorization form. For example, if you have a family of four with two adult and two children, one adult can sign a family authorization for themselves and the children and one adult should sign a client authorization just for themselves.

If the client declines to have their information entered into the PATHWAYS COMPASS system, the client information should not be entered in to PATHWAYS COMPASS. The Client Authorization Form should reflect they declined and the form should be inserted into the client file for future verification and auditing purposes.

Client Opt-Out Form:

The client has the right to revoke their authorization at any time for any reason. If the client wishes to revoke the client authorization, an Opt-Out client form should be completed, signed and dated and inserted into the client file. Additionally, Authorization should be turned off within PATHWAYS COMPASS which will deny any member within the agency to access that client file. The Opt-Out form can be accessed by clicking on List under the Reports menu, then select Blank Forms, and then select the Blank Authorization Opt-Out Form.

Client Authorization Expired:

The Agency HMIS Administrator or Executive Director sets the time period in which a client can be seen by an agency before another authorization form is required to be completed again when the agency first signs up for PATHWAYS COMPASS. This duration can be updated at any time by the Executive Director. If the client authorization duration is not specified, by default the duration will be 1529 days before another authorization is required by a client. Once a client authorization is expired, the agency will have to obtain another signed authorization before they are able to enter additional information into the system.

Client Intake:

This is the process in which a client or potential client will go through a process where information is gathered and entered into the PATHWAYS COMPASS system. Client Intake includes entering new client data or updating information for a client that is already in the PATHWAYS COMPASS system. Any client intake should start with a thorough client search to

make sure the client is not already in Pathways. All efforts should be taken to ensure duplicate records are not created within the PATHWAYS COMPASS system. Conducting a thorough client search at Intake will help reduce the number of duplicates within the system. For further instructions on how to conduct a client search to avoid duplicates, refer to the PATHWAYS COMPASS User Guide.

Each agency should enter and/or update the Universal Data Elements for all household members and Program Specific Data Elements (where required) at intake. Detailed information about these data elements can be found below. Ideally, an agency would input the information into Pathways during the intake, however when paper intake forms are necessary agencies can use their own in-house forms if they collect all required information or can follow the Sample Intake Form available from the Pathways website:

http://data.memberclicks.com/site/pat/Paper_Client_Intake_Form_with_New_Data_Standards_9_1_20101.doc

Care should be taken to make sure that all of a client's information is updated (such as housing status, marital status, household, etc.) at intake if they have an existing record in the system

C.2 Required Data Elements

The HUD March 2010 Data Standards outline three categories of required data elements. Two of these categories are at the client level and the third, Program Descriptor, is at the program level.

HUD Universal Data Elements:

The Universal Data Elements are to be collected from all clients served by all homeless assistance programs reporting to the HMIS. Universal data elements are needed for Continuums of Care (CoC) to understand the basic dynamics of homelessness in their communities and for HUD to meet Congressional direction to: develop unduplicated counts of homeless services users at the local level; describe their characteristics; and identify their use of homeless assistance and mainstream resources.

The Universal data elements are: Name, Social Security Number, Date of Birth, Ethnicity, Race, Gender, Veteran Status, Disabling Condition, Residence Prior to Program Entry, Zip Code of Last Permanent Address, Program Entry Date, and Program Exit Date.

The PATHWAYS COMPASS system automatically generates the unique person identification number, the program identification number and household identification number data elements.

HUD Program Specific Data Elements:

Program Specific Data Elements as defined in the final Notice, are data elements that are required for programs receiving certain types of funding, but are optional for other programs. Program specific data elements are necessary to complete the Annual Progress Reports (APR's) required by programs that receive funding under the McKinney-Vento Homeless Assistance Act.

Georgia HMIS Standard Operating Procedures

The program specific data elements that are required for HUD's current APR reporting include: Income and Sources, Non-Cash Benefits, Physical Disability, Developmental Disability, Chronic Health condition, HIV/AIDS, Mental Health, Substance Abuse, Domestic Violence, Destination, Date of Contact, Date of Engagement, Financial Services Provided, Housing Relocation & Stabilization Services Provided. Program specific data elements that are optional for some programs include Employment, Education, General Health Status, Pregnancy Status, Veteran's Information, Children's Education, Reason for Leaving, and Services Provided. Some of these optional elements may be required for certain programs and funding streams.

Program Descriptor Data Elements

These elements are required of all programs in a Continuum of Care and provide descriptive information about an agency and their programs. Detailed information about completing the Program Descriptor elements can be found at:

http://data.memberclicks.com/site/pat/Program_Profile_Guide_V51626_Document_V1.1.pdf

For more guidance on the HUD data standards:

<http://hmis.info/Resources/7523/Final-Revised-HMIS-Data-Standards-March-2010.aspx>

DCA Data Requirements

DCA may request additional data elements of its grantees. If you receive funding from DCA refer to the DCA HMIS Policy and the Housing Support Standards for information about additional data collection requirements. These requirements can be found at:

http://www.dca.ga.gov/housing/specialneeds/programs/documents/HMIS_Policy_7-07-09.pdf

<http://www.dca.ga.gov/housing/specialneeds/programs/HousingSupportStandards.asp>

Continuum of Care Data Requirements

Each Continuum of Care may have additional data element requirements. You will need to consult with your CoC to verify what additional data elements may be required. Balance of State Continuum of Care Grantees should follow all DCA HMIS and HSS requirements.

Timelines for Data Entry

Each agency should follow the guidelines set forth by their respective Continua of Care relating to data entry timelines. However, whenever possible, it is best to input the data as soon as possible, in order to maintain the most current support being offered to a client.

DCA and Balance of State Continuum of Care Grantees, data should be entered within one week of intake/enrollment. Clients should be discharged from the HMIS program within one week of their discharge.

When client information is entered, the dates entered for enrollment and discharge should be the ACTUAL dates that an individual entered or left the program, not the date of data entry/update.

C.3 Programs (Enrollment and Discharge)

Program entry and exit dates should be recorded upon any program entry or exit on all participants. Entry dates should record the first day of service or program entry with a new program entry date for each period/episode of service. Exit dates should record the last day of residence in a program's housing before the participant leaves the shelter or the last day a service was provided.

Program Enrollment:

The PATHWAYS COMPASS system includes a program enrollment wizard that allows the user to enroll a client in to one or more programs. The client remains in the program based upon the expected length of stay as determined by the agency administrator. This requires programs to be configured prior to enrolling a client into a program.

Program Discharge:

In order for a client to be discharged from a program, the client must first be enrolled in a program. Once the client has completed or the time has expired for the client to be in the program, such as Emergency Shelter or Transitional Housing, the client should be discharged from the program. Failure to discharge the client on a timely basis will skew the data and will impact the accuracy of reporting, such as the HUD APR Entry Report and the HUD APR Exit Report.

The PATHWAYS COMPASS system includes a discharge wizard which guides the user through the process of collecting HUD-required information when a client leaves a program. Refer to the User Guide for more guidance on discharging a client

C.4 Updating Data

Care should be taken to make sure that the clients information is updated (such as housing status, marital status, household, etc.) each time the client file is reviewed. At the very minimum, data should be updated at program enrollment, once a year for long term programs, and at program discharge. It is recommended that at every visit by a client, the universal data elements should be verified to ensure the latest information in the client record is complete. Suggested updates that should also occur with each client visit should include: Income, Services Rendered, Housing Status/Residence, Household composition. While there are more suggested data elements, updating information on a client should occur as often as reasonably possible.

C.5 Data Quality and Data Integrity

Reducing Duplicates:

All efforts should be taken to ensure duplicate records are not created within the PATHWAYS COMPASS system. Conducting a thorough client search at Intake will help reduce the number of duplicates within the system. For further instructions on how to conduct a client search to avoid duplicates, refer to the PATHWAYS COMPASS User Guide or click on the Conducting a client search tutorial. If you do create a duplicate, please contact Pathways Support regarding ways to eliminate the duplicate.

Improving data quality

- One of the most effective ways to collect quality data is to make sure your agency develops clear data collection and entry standards that are implemented by all staff members entering data into the PATHWAYS COMPASS HMIS system.
- There should be a shared understanding of purpose and process. Minimally, each staff member should have a document that outlines the data collection process and explains the importance of accurate data and maintaining data quality.
- Establish a Rapport with Consumers. Often people in a vulnerable position of being homeless may give incorrect information intentionally or unintentionally for a host of reasons. Inaccurate information can be minimized by establishing a rapport with the consumer.
- Paper forms should closely resemble the layout of the Intake screens within the PATHWAYS COMPASS system. A sample client intake form in word format is available for download from:

http://data.memberclicks.com/site/pat/Paper_Client_Intake_Form_with_New_Data_Standards_9_1_20101.doc

- Proofread any hard copy of information that has been entered.
- Periodically review data quality at your agency. Emphasize and communicate any issues with data quality into already scheduled staff meetings.

Section D. Data Ownership, Security and Access

D.1 HMIS Privacy and Security Standards

HUD released HMIS Privacy and Security Standards in the Homeless Management Information System (HMIS) Data and Technical Standards Final Notice on July 30, 2004. The notice presents privacy and system security standards for providers, Continuums of Care and all other entities that use or process HMIS data.

Access the Privacy and System Security Standards from the July 30, 2004 Final Notice at: <http://www.hmis.info/Resources/724/Data-Standards-Training-Module-1-Handout-HUD-Data-and-Technical-Standards.aspx>

D.2 Agency Privacy and Security Procedures

All agencies must comply with the current HMIS Privacy, Confidentiality, and Security standards issued in the HUD Notice on 7/31/2004. These standards require, but are not limited to: installing virus protection software, with an automatic update on every computer that accesses HMIS; activating a locking screen saver on every computer that accesses HMIS; developing a data privacy policy and notice; posting the agency's privacy notice on its premises and website (if one exists); installing an individual or network firewall; and posting "purpose for data collection" signs at each intake desk. Information on how to develop a privacy policy can be found at:

<http://www.dca.ga.gov/housing/specialneeds/programs/downloads/HUDPrivacyPolicyRequirements.pdf>

For information about how to implement the security procedures required by HUD and Pathways, please contact the Pathways Support Team.

D.3 Pathways Privacy and Security Procedures

Pathways Privacy Policy

Pathways Community Network will not sell or rent personally identifiable information that we collect, and will not collect or share personally identifiable information from visitors or system users without first informing them that information will be collected, whether or not it could be shared, and with whom it might be shared. We will not share any individual's personally identifiable information without that individual's permission.

Log Files: We may use IP addresses to analyze trends, administer the site and gather broad demographic information for aggregate use. IP addresses are not linked to personally identifiable information.

Georgia HMIS Standard Operating Procedures

Links: Pathways Community Network web sites contain links to other sites. Please be aware that Pathways is not responsible for the privacy practices of such other sites. We encourage our users to be aware when they leave our site, and to read the privacy statements of each and every web site that collects personally identifiable information. This privacy statement applies solely to information collected by Pathways Community Network's web sites.

News Service: If a user wishes to subscribe to our news service, we require contact information such as name and email address.

Surveys: From time-to-time our site requests information from users via surveys. Participation in these surveys is completely voluntary and the user therefore has a choice whether or not to disclose this information. Information requested may include contact information (such as name and address), and demographic information (such as zip code, age level). Survey information will be used for purposes of monitoring or improving the use and satisfaction of Pathways Community Network's services.

Pathways Security Policy

Pathways Community Network takes every precaution to protect the information of people who use our services. When you submit sensitive information via the PATHWAYS COMPASS application website, your information is protected both online and off-line. When our case management system users are asked to enter sensitive information (such as a social security number) the information is encrypted. While on a secure page, the lock icon on the bottom of web browsers such as Mozilla Firefox and Microsoft Internet Explorer becomes locked, as opposed to un-locked, or open, when you are just 'surfing'. While we use SSL encryption to protect sensitive information online, we also do everything in our power to protect user-information off-line. All of our users' information, not just the sensitive information mentioned above, is restricted in our offices. Only employees who need the information to perform a specific job (for example, a technical support representative) are granted access to personally identifiable information. Furthermore, ALL employees are kept up-to-date on our security and privacy practices. Every quarter, as well as any time new policies are added, our employees are notified and/or reminded about the importance we place on privacy, and what they can do to ensure our customers' information is protected. Finally, the servers that we store personally identifiable information on are kept in a secure environment, in a locked data center.

The use of this system constitutes an express consent to the monitoring of system use and security at all times. If such monitoring reveals possible violations of the law, pertinent information will be provided to law enforcement officials. Any persons using this PATHWAYS COMPASS, or information obtained from this application, without proper authorization or in violation of these policies and procedures may be subject to civil and/or criminal prosecution. Any persons enabling access by an unauthorized individual may also be subject to internal disciplinary actions in addition to civil and/or criminal prosecution.

These policies are applicable to all users (employees, contractors, and others) of agencies, partners and funders and the computer systems, networks, and any other electronic processing or communications and related resources used in conjunction with the PATHWAYS COMPASS HMIS system and/or data obtained through the HMIS system.

Georgia HMIS Standard Operating Procedures

Pathways Community Network places highest priority on the security of its systems, and the private information they contain. Pathways, its staff and volunteers continually work to protect data and systems:

1. Confidentiality. Access to client information must be tightly controlled and people with access to confidential information must understand their personal responsibility to maintain its confidentiality.
2. Integrity. Client information must be protected so that it cannot be modified while in transit or storage. Reported data must be accurate.
3. Availability. Systems must be available to users when and where they need them.

If an employee leaves your agency, inform Pathways as soon as possible so that their account can be deactivated.

Information Security Procedures:

All Pathways Community Network employees and volunteers are responsible for protecting the confidentiality and security of Pathways data systems and the human services client information they contain. Information concerning the security related tasks an employee is responsible for are included in the employee's job description. The agency is responsible for ensuring that information that is printed from the PATHWAYS COMPASS is also kept confidential, private and secure.

HIPAA

Pathways Community Network consulted with HIPAA experts at Price Waterhouse Coopers to ensure that its privacy and security features meet or exceed requirements of the Health Information Portability and Accountability Act (HIPAA). PATHWAYS COMPASS was one of the first such systems in the country to fully comply with HIPAA. Agencies that are covered by HIPAA include health care providers, health care plans, or healthcare clearinghouse. These agencies should ensure that they complete the appropriate Business Associate Addendum when they sign their Pathways Contract.

For more information about HIPAA visit the following website:

<http://www.hhs.gov/ocr/privacy/hipaa/understanding/coveridentities/index.html>

D.4 Access to Data

Data Sharing across Providers

The Pathways HMIS gives individual clients complete control over which agencies can view their information. At point of service the client may authorize an agency to access existing information in the HMIS, and to add information about the client to the HMIS. When the client approaches another organization, the authorization process is repeated. This ensures that no agency accesses a client's record without that client's specific permission, and it significantly increases client confidence in the HMIS.

The PATHWAYS COMPASS system allows for data sharing across agencies, but also has color coding to enhance security measures that help to limit data access across agencies.

Color coding within PATHWAYS COMPASS application:

Dark Blue Areas: Information accessible for all agencies.

Teal Areas: Information only accessible by the recording agency.

Red Areas: Information only accessible by the User entering the data within the agency.

“Protected” Information

Protected Agency: Certain agencies that deal substantially with HIV/AIDS, domestic violence, substance abuse, mental illness, or legal services are designated as Protected Class agencies. If your agency is a Protected Class agency, all Client Services Information records (including referrals) are hidden, or protected, from view by any other agency. This includes all Need Information records as well.

Protected Need Codes: If a non-Protected Class agency creates a need record that uses a Protected Need Code, then that record is treated as if the agency that creates it is a Protected Class agency (i.e., protected at the agency level). In addition, if the record is a referral to a Protected Class agency, then it is visible only to the creating user (i.e., protected at the user level).

For more detail, go to the User's Guide under the Protected Class Agencies and Need Codes section.

Access to Data for Monitoring

Department of Community Affairs, as the lead HMIS agency, and your Continuum of Care representative will have access to your agency's data for monitoring purposes and aggregate reporting purposes. All staff at DCA and the Continuum of Care who have access to data will undergo Confidentiality and Ethics training as well as additional Community Administrator Training. Other funders may have access to your data for monitoring purposes based on their funding agreement with your agency.

Unauthorized Access to the PATHWAYS COMPASS system:

Any user accessing the PATHWAYS COMPASS system must be affiliated with an active member agency. Additionally, each system user must attend the required Confidentiality & Ethics Training or have completed a User Responsibility Form in order to be given a User Id and Password. Unauthorized access is prohibited and are grounds for legal action.

D.5 Client Grievances

Grievance Procedure:

- A client has the right to appeal his or her individual complaints related to their HMIS data to the entering agency in accordance with the agency's established grievance policy.
- Complaints about the conduct or practice of HMIS may be filed in writing to the Executive Director of Pathways or to the Project Manager at the Department of Community Affairs.
- Agencies are responsible for establishing an internal grievance process to handle client complaints and grievances related to consent and release of information related to the HMIS system.

Georgia HMIS Standard Operating Procedures

If a client has a grievance regarding erroneous data entry or inappropriate use of their data, they will need to follow the agency's established guidelines, standard operating procedures or protocol on resolving these issues.

Revoking Authorization:

The client has the right to revoke their authorization at any time for any reason. If the client wishes to revoke the client authorization, an Opt-Out client form should be completed, signed and dated and inserted into the client file. Additionally, Authorization should be turned off within PATHWAYS COMPASS which now would deny any member within the agency to access that client file.

Section E. Reporting

E.1 Introduction to Pathways Reporting

PATHWAYS COMPASS is a Community Information Sharing System for HMIS. The easiest and most accessible way to share this information is through the COMPASS Reports. The reporting module provides quick intuitive on demand reporting, analysis and data export for sharing the information stored in your HMIS.

Reports were designed to help you

- Make better decisions that support the success of your organization
- Know and understand your clients (What is working)
- Tap into and analyze data
- Help manage your organization and resources
- Produce accurate and up to date counts
- Monitor Agency Performance

The reports can provide users a variety of options for printing and sharing their HMIS information. An abundance of standard reports and data exports can be accessed by any user that has access rights. For a list of all the current reports and exports available in PATHWAYS COMPASS - Refer to

<http://data.memberclicks.com/site/pat/RM-CurrentListofReportsV5.16.26Dv1.3.pdf>

Your HMIS administrator controls access to different reports for each user. You should contact them if you would like access to the reports available in COMPASS.

All reports depend on the quality of information captured during data entry. Complete and accurate data is crucial for accurate reporting. Accurate reports, in turn help with funding, grant writing, staffing, tracking services and forecasting.

Report Formats

For most all of your report requirements PATHWAYS COMPASS provides an easy to use menu system where users can generate reports one of two formats – **PDF or HTML**.

HTML displays reports very quickly on the screen and does not require any additional software. These reports are not formatted to print on paper.

PDF (Portable Document Format) requires that [Adobe Acrobat Reader](#) (or any software that can display PDF documents) be installed on your computer. It may also take a little more time to display on your screen.

PDF display is easier to read and scroll through online, and easier to print on paper. In addition, [Adobe Acrobat Reader](#) adds the capability to search the report online for words or phrases. The reports can also be saved and transmitted by email.

Report Filters

Filters and Parameters are the mechanism PATHWAYS COMPASS uses to customize the standard on demand reports for your organization's particular requirements. Filters allow you to narrow the scope of data that meets the conditions of the filter.

Filters may be as simple as entering a Begin and End Date or as specific as program type or demographic. To simplify the use of filters in statistical reports many of the reports ask you if you want to apply filter conditions. If you answer YES, a list of available filters appear. This will then generate a report based on the filters you specify.

PATHWAYS COMPASS has incorporated into the Statistical Standard Reports the ability to filter a report by Need Code, Outcome, Homeless Status, Chronically Homeless Status, Referral Status, Disbursement, Reservation and Area (by County, City or Zip Code). Other reports may have different filter capabilities.

E.2 Reporting Categories

With the large number of reports available in PATHWAYS COMPASS, these reports have been organized by Categories of User, Function and Type. These reports have been organized in the Reports module by Category to help simplify the selection of Reports. These organization categories are briefly described below: (see Online Reports Manual available at: <http://www.pcni.info/mc/page.do?sitePageId=115878>)

List Reports - These reports includes agency lists by Code and Name and blank forms like Barriers to Housing Stability Assessment, Authorizations, Opt-Out, and Privacy Practice.

Summary Reports – These reports include detailed client level data on key areas such as Programs, Services, Authorizations and Custom Fields.

Funds Reports – These reports provide disbursement details and totals by Fund or Need.

Statistical Reports – These reports provide statistical data (numerical) with no client level identification.

Agency Reports – These reports are customized based upon specific request from an agency. There is generally a fee associated with these reports.

Data Exports – These reports are the raw data that has been entered into the system. These reports are in the .csv format and shown in Excel and allows for some modification to content and format.

E.3 Commonly Required Reports

ESGP-This report provides data on services received. This report can be filtered at the program level allowing for reporting of services at the program level.

APR- This report provides information on a subset of clients enrolled in a program. This report provides the demographic information, program enrollments and program discharges for clients that receive homelessness assistance funding.

QPR- This report is provides an unduplicated breakdown of those clients who have received housing assistance and/or prevention assistance and the Financial Assistance and Housing Relocation & stabilization Services the client may have received. This information is reported on a quarterly basis.

E.4 Advanced Use of Report Tools

Using Reports to Monitor Data Quality

System Utilization Report- This report provides overall information on the agencies system utilization by a specified date range. This report includes data for Authorizations, Services, Program enrollments and discharges, bed utilization, etc...

Alerts – These reports are located in across several report categories and are targeted on those client records where there is incomplete information. These reports include Alerts for Currently Authorized Clients and Alerts for Clients in Programs.

Using Data Exports

It would be difficult to anticipate and format all of the reports required by HMIS users. Therefore PATHWAYS COMPASS provides an Export utility to deliver unformatted data that can be downloaded to your local system and imported into different database reporting systems. Some of the exports available for download are Basic Client Demographics, Finance, Household, Housing Status, Education, Goals, HPRP, System Utilization, Programs and Bed Counts, HPRP, QPR and much more. For a description of these files and the menu commands and parameters needed to create them. (see [DATA EXPORT REPORTS](#) at: <http://s3.memberclicks.com/site/pat/RM-DataExportReportsV5.16.26Dv1.2.pdf>)

The PATHWAYS COMPASS Data Export feature creates a CSV format data file for download to your local computer which contain information about client demographics and transactions. Such a file can then be downloaded to your local computer and imported into a spreadsheet or database application. Once the information is in your local application, it can be processed, viewed, printed, etc. according to the needs of your agency.

Comma Separated Values (CSV) is a format for a data file that is commonly used to transfer information from one computer system to another. Practically every major spreadsheet and database application can import and work with data that is formatted this way.

The most commonly used Reporting software is Microsoft Excel which allows user to import their PATHWAYS COMPASS Data directly from the CSV Export File. Excel features common spreadsheet tasks like sorting on fields, filtering, grouping, calculation functions as well as creating Charts and Graphs for data visualization.

Microsoft Access is another common database application that can read your COMPASS Exported data. Access provides tools for working with your database, creating views and formatted reports.

Advanced Reporting Solutions

Oracle Discoverer is an ad hoc reporting tool that allows for additional manipulation of data fields. Users have the ability (based upon business views) to manipulate formatting, creating graphs, analyze data via pivot tables, use drilling, parameters, conditions, totals, percentages, calculations, sorting data, sharing and printing reports. There is an additional charge for the Oracle Software. Please contact a Pathways representative to find out more about Oracle Discoverer.

Oracle SQL Developer is a free *and fully supported* graphical tool for database development. With SQL Developer, you can browse database objects, run SQL statements and SQL scripts, and edit and debug PL/SQL statements. You can also run any number of provided reports, as well as create and save your own. SQL Developer enhances productivity and simplifies your database development tasks.

Other Report Writing Tools are available to create custom reports, charts and data visualization from PATHWAYS COMPASS exports. These database, spreadsheet and report writing tools include but are not limited to Microsoft Excel, IBM Lotus 1-2-3, OpenOffice.org Calc, Microsoft Access, OpenOffice.org Base, FileMaker, ESRI ArcGIS.

Section F. System Support, Training and Technical Assistance

F.1 Training

Pathways provides training via classroom, web cast and on-site. All Pathways training, locations, dates and times are listed on www.pcni.info/training. Each user can register for the training most conducive to their learning style. The most common training courses are described below.

Course	Required?	Objectives	Prerequisites
Confidentiality & Ethics Training	Yes	Explain what guides a Human Services Professional, explain the HIPAA Federal Mandates, explain State of Georgia Reporting Requirements, and additional mandated reporting requirements.	Ability to use a computer, including the use of a mouse and keyboard and a basic understanding of the Windows operating system. The ability to navigate the Internet, including the use of a browser and the ability to recognize and choose a link.
New Users Training	Yes	Process and Update a client record, which may include: Conduct a client search, working with the General Page, residence page, household page, income page, service page, client enrollment and discharge from a program(s). Additionally, users will learn what data that must be entered to run ESG, CDBG, and HUD APR reports.	The ability to use a computer, including the use of a mouse and keyboard and a basic understanding of the Windows operating system. The ability to navigate the Internet, including the use of a browser and the ability to recognize and choose a link.
Reports Training	No	Identify the category and the reports that are under each category Describe what data drives what reports Run a report, including: Enter parameters, display a pdf report, use Adobe Acrobat Reader to view the report online, and print a report. Additionally, some of the most common reports will be discussed.	User must take Confidentiality & Best Practices, New Users Training, and must have access to Reports Menu.

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Agency Administration Training	Yes - Admin Only	Demonstrate how to update the Agency Info page, create a Preferred Services list, add/edit/delete Users and Access levels, Custom fields, Keywords, Fields, Funds, and Program	User must have complete Confidentiality & Best Practices, New User Training, Reports Training and must be given Agency Menu access rights by the Supervisor or Executive Director.
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In addition to these primary training courses, there are often project specific or topic specific trainings available including but not limited to HPRP, Program Profile, Housing Support Standards, and System Utilization Report. For a full list of training opportunities, see: www.pcni.info/training

To assess the various trainings for HMIS, visit www.pcni.info and select Training Schedule. You can register online, by email at support@pcni.org or by phone at: 404-866-1032 option 2 toll free at 866-818-1032 option 2.

F.2 Technical Assistance

Technical Assistance Prerequisites:

1. Attend Confidentiality & Ethics training, pass with 70% or greater
2. Attend User Training
3. Attend Reports Training (where applicable)
4. Attend Agency Administration Training (where applicable)
5. Complete Pre-Onsite Assessment Form and submit to Support Team
6. Entering data into PATHWAYS COMPASS system
7. Basic knowledge of computer, use of browser, and mouse, navigate to various pages.

Technical Assistance Process:

The Technical Assistance/Training Specialist will work with an Agency to help them achieve HMIS compliance on the PATHWAYS COMPASS system. The proper personnel should be in attendance to make sure each user within the agency follows the same protocols and procedures needed to ensure good data quality. The outline below will serve as a guideline. Additional assistance, will be evaluated on a case by case basis.

Technical Assistance Visit:

Who should attend: All personnel that will be entering data into PATHWAYS COMPASS.

The TA will:

- Assess the agency's intake process and offer recommendations where necessary.
- Ensure that the agency is capturing the required data so they are in compliance.
- Reinforce and clarify concepts learned from the User Training.
- Utilize the Pre-Onsite Assessment Form to verify the agency configurations are setup to capture the required data for reports such as: ESG, CDBG, HUD APR and any other funder requirements.
- Discuss optional configurations that may be addressed in the visit or may be discussed on a subsequent visit.

For more information on requesting a TA, contact the Support Team at support@pcni.org or by phone at 404-639-9933 option 2 or toll free at 866-818-1032 option 2. Note: It is the expectation that the agency will be utilizing the system prior to their scheduled TA visit.

F.3 Online Resources

The following online documents can be found at www.pcni.info under Forms, Documents and Videos:

User Access Checklist

User Responsibility Statement

General Service Agreement - *The main agreement between your organization and Pathways*

Business Associate Addendum - *A data sharing agreement required under the federal Health Insurance Portability and Accountability Act (HIPAA)*

Business Associate Requirement Waiver Form - *For organizations not required to comply with HIPAA regulations*

New Agency Form - *Complete this form and send it to the Pathways Support Team so they can create or update your organization's system accounts.*

Referral Only Agency Form - *Complete this form and send it to the Pathways Support Team so they can add to a list of agencies that your agency can use to record client referrals. This form is not required.*

Oracle BI Discoverer Viewer users guide - *The complete Oracle Discoverer Viewer manual, which explains how to use all features of this user friendly reporting tool.*

Oracle BI Discoverer Plus users guide - *This manual describes how to use all features and functions of the powerful Oracle BI Discoverer Plus custom reporting system.*

PATHWAYS COMPASS Quick Reference Card - *The QRC contains information such as how to log into the PATHWAYS COMPASS system, check training class schedules and enroll online, and contact the Support Team.*

PATHWAYS COMPASS User Guide - *Step-by-step procedures for all of the end-user PATHWAYS COMPASS system functions, including logging in, searching, intake, building households, program enrollment and discharge, and recording services.*

HUD Data Elements Guide - *This job aid describes the data elements required in the COMPASS HMIS for the HUD Annual Performance Report (APR) and gives instructions on entering them and running the PATHWAYS COMPASS reports that relate to the APR.*

PATHWAYS COMPASS Reports User Guide - *How to display and print reports, plus a complete description of all the standard reports that come with the system. This includes the Data Export feature.*

PATHWAYS COMPASS Administration Guide - *The procedures needed to create configurations to ensure the required data is captured and maintain information about your agency's profile, display information, programs, funds, end-users, and more!*

In addition, Quick Reference "How To" Guides available:

Program & Service: *This Quick Reference Guide contains instructions to: a) enroll a client in a program and record a service for that client in one transaction; b) discharge a client from one or more programs.*

Sample Client Intake Form: *This sample form can be used as a starting point for agencies to use when creating their own Client Intake form. Download this form and then modify it to suit your agency's needs.*

PATHWAYS COMPASS Quick Reference Card: *The QRC contains information such as how to log into the PATHWAYS COMPASS system, check training class schedules, and contact the Support Team.*

The following Tutorials are available:

Program Profile – This tutorial walks the user through the various screens that must be configured to set up a Program, the Bed and Unit Inventory (where applicable) and Program Type Questionnaire.

HPRP User Training - This tutorial walks the user through each screen where data must be entered to capture HPRP data.

F.4 Reporting System Issues

Pathways provides several ways in which to report system outage, problems, or questions. Users can communicate with the Support Team by:

Email: support@pcni.org

Phone: 404-639-9933 option 2 (local)

Phone: 866-818-1032 option 2 (toll free)

Any request or system problems should be submitted to the Support Team. Phone requests are discouraged as it does not provide adequate documentation of who, when, where, what and other specifics that are needed to maintain an accurate listing of all support queues.

Process for minor quick system errors:

- 1) System errors that are reported to the Support Team are tested to confirm it is a system error
- 2) The error is discussed with the Development Team for a timeline for completion
- 3) The Development Team fixes and then sends to QA for testing
- 4) Client is notified

Process for major system errors:

- 1) System errors that are reported to the Support Team are tested to confirm it is a system error
- 2) The error is discussed with the Development Team for a timeline for completion
- 4) A resource is assigned to work on the error
- 5) The Development Team interacts with Support to ensure the details are correct
- 6) The Development Team fixes and then sends to QA for testing
- 7) Client is notified

Please keep in mind that other priorities and impact of the system error will be taken into consideration when determining the timeline for addressing system errors.

F.5 Requesting Enhancements

An enhancement to the system includes an additional data element, report, or function that was not previously in the system. Enhancements do not include fixing an existing function of the system. System errors should be communicated directly to Pathways Support. If Pathways Support determines the request is an enhancement rather than a System Error, they will communicate this to the requestor who should then follow enhancement request protocol.

If an agency would like to request an enhancement to the system, they should communicate this request to the HMIS representative for their continuum of care directly or through the advisory/user group. Continuum of Care HMIS contacts can be found on page 6 of this manual.

Once the continuum of care HMIS representative has determined that the request is a priority for the continuum, they will communicate this request to the DCA HMIS Project Manager. The project manager will then compile all requested enhancements for discussion at the steering committee meeting. All GA HMIS enhancements will be approved by the steering committee and/or project manager before placement in the GA HMIS development pipeline. If an agency has an enhancement request that they need immediately, they may contact Pathways for information about any fees associated with an enhancement outside of the GA HMIS project.

The HMIS Enhancement Request Form can be downloaded from the DCA website.

Section G. Monitoring

G.1 Data Monitoring

Each continuum of care or funder may have individual monitoring procedures. For specific information on monitoring, agencies should contact their funder or continuum of care representative.

If your agency receives DCA funding, agency utilization of the system is monitored on a quarterly basis in addition to being monitored during on-site visits. For more information about DCA monitoring, contact Lindsey Stillman (lindsey.stillman@dca.ga.gov). Information defining common DCA data concerns and providing information about how to correct them is available at:

http://www.dca.ga.gov/housing/SpecialNeeds/programs/documents/HMIS_Monitoring_Correction_Guidance_Q4.pdf

There are multiple ways in which an agency can monitor their own data quality and completeness in order to prevent any data concerns during monitoring. These include running the system utilization report and checking the program roster on a regular basis. For more information on the system utilization report, see the Reports User Guide at:

<http://www.pcni.info/mc/page.do?sitePageId=115878>

G.2 Privacy and Security Monitoring

Security Audits will be conducted periodically by Pathways Staff in pursuant to the baseline standards defined in the HUD 2004 Data and Technical Standards.

<http://www.hmis.info/Resources/724/Dta-Standards-Training-Module-1-Handout-HUD-Data-and-Technical-Standards.aspx>

These Security Audits will focus on the following areas:

Physical Access to Systems with Access to HMIS Data

Disaster Protection and Recovery

Disposal

System Monitoring

User Authentication

Electronic Data Submission

Electronic Data Storage

Security

Privacy Standards

Contact Pathways Support for a template of the Pathways Agency's Security and Privacy Policy Audit.

DCA and other funders may also monitor during on-site visits to ensure that the agency is following the key privacy and security standards. For information about what HMIS aspects are monitored during on-site visits, contact Lindsey Stillman (lindsey.stillman@dca.ga.gov).

ADDITIONAL RESOURCES

Pathways Documents, Forms and Tutorials –
<http://www.pcni.info/mc/page.do?sitePageId=62689>

DCA HMIS Website -
<http://www.dca.ga.gov/housing/specialneeds/programs/hmis.asp>

HUD HMIS Info Website – www.hmis.info

HUD Homelessness Resource Exchange – www.hudhre.info