

## 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:** IA-501 - Iowa Balance of State CoC

**1A-2 Collaborative Applicant Name:** Iowa Finance Authority

**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?** Bi-Monthly

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

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

## 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	Continuum of Care Committee	Assists in the development and maintenance of the statewide CoC program. Committee members participate in the completion of the Balance of State CoC application to HUD and support the development of local and regional continuum of care boards in communities across the state. This committee also oversees the monitoring of performance of CoC applicants during the program year around their stated objectives.	Bi-Monthly	Zeb Beilke-McCallum (Chair), Barb Kellogg, Cliff Heckman, Kristine Harris, Michael Witt, Donna Grgrich, Tony Timm, Reginald Schmitt
1C-1.2	Research and Analysis Committee	Oversees the completion of the annual Point-in-Time Count, is responsible for facilitating the collection of demographic data on homelessness in Iowa and anecdotal information on the causes of homelessness, and is also engaged in current efforts to bring additional agencies into the HMIS network to improve statewide data and reporting. Reviews the HMIS Policies and Procedures and recommends changes and updates. Works closely with the lead HMIS agency, the Iowa Institute for Community Alliances, to improve data collection, completeness, and quality.	Bi-Monthly	David Hagen (Interim Chair), Jane Erickson, Ann Hearn, Julie Bockenstedt, Rick Schloemer
1C-1.3	Public Awareness Committee	Responsible for increasing the public's awareness of homelessness in Iowa by coordinating an annual Day on the Hill legislative event at the State Capitol, developing an annual Letter to the Governor on the state of homelessness in Iowa, and supporting other regional and statewide educational events.	Bi-Monthly	Tim Wilson (Chair), David Binner, Stefanie Munsterman-Robinson, Becky Falck, Tom Lampe, Cliff Heckman, David Boss

1C-1.4	Coordinated Intake Committee	This committee has identified the capability of the HMIS system to support a Coordinated Intake system, worked with the lead HMIS provider to initiate a move from a closed to an open HMIS system that could better support Coordinated Intake, begun a local pilot Coordinated Intake project in Cedar Rapids, and developed new assessment tools for testing and review. The committee has educated CoC members about the benefits of a Coordinated Intake system and worked to assuage concerns about loss of confidentiality and/or loss of local agency control.	Bi-Monthly	David Hagen (Chair), Zeb Beilke-McCallum, Marileigh Fisher, and Ann Hearn, with non-voting representation from staff at the Iowa Institute for Community Alliances (lead HMIS agency).
1C-1.5	Executive Committee	This committee develops and reviews strategic planning for the Iowa Council on Homelessness (the CoC), sets full council agendas, conducts the official business of the council in between council meetings, oversees the work of the special projects carried out with legislative appropriations, and works closely with the Iowa Finance Authority in the coordination of the ESG grant.	Bi-Monthly	Allan Axeen (Chair), Donna Phillips, Ben Brustkern, David Hagen, Tim Wilson, Zeb Beilke-McCallum, Jeff Gronstal, Crissy Canganelli, Tony Timm

**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)**

Meetings follow State of Iowa open meetings and open records laws, with commitment to engage the full range of interested stakeholders. Anyone can participate as a voting member in any committee, and the actions of each committee are brought to the full council for consideration. All meetings of the full council are provided with three options to join in, including in-person, by conference call, or by Iowa Communications Network video-conferencing at one of several locations around the state. Agendas and materials are provided in advance by email and online to ensure access for conference call participants. Committee meetings also have both in-person and conference call options. Stakeholder diversity is also actively sought in member recruitment by the Nominating Committee.

## **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)**

Renewal applicants submitted a Supplemental Renewal Project Narrative, which included key performance measures from the most recent APR, a report of any unexpended funds, agency involvement in the CoC, leveraging capacity, and more. Maximum points were possible only for Permanent Housing projects, with additional bonus points for dedicating beds to the chronically homeless or proposing to prioritize beds for the chronically homeless. New project applicants also submitted written applications with modified criteria. The CoC Committee reviewed and scored all applications based on published criteria. An open public meeting of this committee was held the first week in January to make ranking recommendations. These recommendations were published and voted on by the full CoC at the Iowa Council on Homelessness meeting on January 17.

**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)**

Project performance review and ranking was based on the objectives known in advance as part of last year's 2012 CoC application. The CoC started with these established HUD performance goals and then set its own 12-month goals based on the CoC's current performance at that time. For PH projects, the established objective was at least 80% of participants remaining in CoC-funded PH for at least 6 months or more. For TH, it was at least 65% of participants moving to PH. For all projects, it was 38% employed and 72% obtaining mainstream benefits at program exit. Next year, the objectives used in ranking will be updated based on HUD's updated objectives for this competition. Data is pulled from each project's APR and the HMIS. Performance charts are made public that include the reported data from all projects for each of these metrics; projects respond in narrative form to explain the severity of barriers faced by participants that affected the performance results.

**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)**

New project applicants were invited to submit proposals, with all information made public and available in the same form and time as renewal applicants. Information was sent by email and posted online. Scoring criteria was adjusted for new applicants to allow for fair scoring of agencies that have not received prior Homeless Assistance Grants funds. Two new project applications were received; one scored high enough to be included in Tier 2. The CoC membership includes both HUD-funded and non-HUD-funded agencies, to engage a range of stakeholders and invite participation from new agencies.

**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.** 01/17/2014

**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)**

Not Applicable.

**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)**

Not Applicable.

## 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)**

As specified in the Iowa Balance of State CoC Governance Charter, the Iowa Council on Homelessness serves “as the designated board of the CoC.” In this capacity the Iowa Council oversees the activities of the HMIS Lead, the Iowa Institute for Community Alliances (IICA). Their cooperative working relationship “ensures the HMIS is administered in compliance with requirements prescribed by HUD.” IICA reports to the Iowa Council and Iowa Finance Authority (the Collaborative Applicant and state grantee for the Emergency Solutions Grant) regarding all aspects of the implementation of the HMIS network for the Balance of State, including compliance with Data and Technical Standards, composition and review of all required policies and procedures, training and technical assistance, and network participation and data quality. IICA meets on a monthly basis with Iowa Finance Authority staff, the Iowa Council Executive Committee and the Research & Analysis Committee to carry out this function.

### **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? Yes** If yes, a copy must be attached.

### **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)**

For each plan listed in question 2A-3, privacy, security, and data quality, the HMIS Lead for the Iowa Statewide HMIS, the Iowa Institute for Community Alliances (IICA), developed procedures that supported the intended plans, from the inception of the network in 2001. In 2004 those policies, procedures and practices were placed into a comprehensive HMIS Manual (attached to this application). This manual is reviewed annually in collaboration with the Iowa Finance Authority (the Collaborative Applicant) and the Research and Analysis (R&A) Committee of the CoC to ensure the document is current and updated with any new policies and procedures required. Each policy—privacy, security, and data quality—are part of this comprehensive review. Once reviewed and approved by the R & A Committee, the current manual is made available online on both the Iowa Council web site and the IICA web site for review and download.

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

**2A-5 What is the name of the HMIS vendor?** Bowman Internet Systems  
**Applicant will enter the name of the vendor (e.g., ESG Systems).**

**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:** Statewide

**2B-2 Select the CoC(s) covered by the HMIS: (select all that apply)** IA-502 - Des Moines/Polk County CoC, IA-501 - Iowa Balance of State CoC, IA-500 - Sioux City/Dakota, Woodbury Counties 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	\$346,608
ESG	\$0
CDBG	\$0
HOME	\$0
HOPWA	\$7,739
<b>Federal - HUD - Total Amount</b>	<b>\$354,347</b>

### 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	\$12,103
Other Federal	\$0
<b>Other Federal - Total Amount</b>	<b>\$12,103</b>

**2B-3.3 Funding Type: State and Local**

Funding Source	Funding
City	\$0
County	\$0
State	\$66,811
<b>State and Local - Total Amount</b>	<b>\$66,811</b>

**2B-3.4 Funding Type: Private**

Funding Source	Funding
Individual	\$0
Organization	\$0
<b>Private - Total Amount</b>	<b>\$0</b>

**2B-3.5 Funding Type: Other**

Funding Source	Funding
Participation Fees	\$0
<b>Other - Total Amount</b>	<b>\$0</b>

<b>2B-3.6 Total Budget for Operating Year</b>	<b>\$433,261</b>
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**2B-4 How was the HMIS Lead selected by the Agency Applied CoC?**

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

Not applicable.

## 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	51-64%
* Safe Haven (SH) beds	Housing type does not exist in CoC
* Transitional Housing (TH) beds	76-85%
* Rapid Re-Housing (RRH) beds	86%+
* Permanent Supportive Housing (PSH) beds	65-75%

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

**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)**

During recent meetings of the Research & Analysis Committee of the Iowa Council, the concern over the decreasing HMIS bed coverage for Emergency Shelter has been addressed. During the past year, additional bed coverage has been lost due to loss of funding or rejection of funding due to the increased regulatory demands of the program. The CoC intends to continue to pursue the agencies across the State that have left the HMIS network and attempt to draw them back on. We also plan to pursue HUD technical assistance on this matter to identify measures that might be employed to bring faith-based agencies onto the network. Finally, the CoC has begun preliminary discussions about the possibility of creating a part time position within the HMIS structure to support third party data entry for agencies that would meet predetermined criteria in order to be able to include those beds and increase the completeness of our data.

**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)**

Although the CoC did not have any housing type bed coverage at or below the 64% threshold last year, our Emergency Shelter bed coverage was just slightly above that threshold. During the past year, the Research & Analysis Committee of the Iowa Council formulated a strategy to identify through regional contacts a list of programs that were either on the network and had dropped off due to loss of funding or had never been on the network because of faith-based focus. During the course of the year, a team effort was launched by Iowa Council representatives and the HMIS lead, with minimal success. The CoC will continue to work its plan to encourage participation.

## 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	29
Transitional Housing	5
Safe Haven	0
Permanent Supportive Housing	9
Rapid Re-housing	1

**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	1%
Date of birth	1%
Ethnicity	1%
Race	1%
Gender	1%
Veteran status	0%
Disabling condition	0%
Residence prior to program entry	1%
Zip Code of last permanent address	1%
Housing status	6%
Head of household	5%

**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)**

The HMIS network software utilized by the Iowa Balance of State is fully capable of producing all HUD required reports - the CoC APR, ESG, and HOPWA CAPER data reports. Our HMIS network is used by local service providers to supply these reports to the Iowa Council CoC Committee and Research and Analysis Committee for evaluation, as well as to the Iowa Finance Authority who serves as the ESG and HOPWA grantee. Beyond these HUD reports, the HMIS network is used for PATH project sponsor reporting, and is utilized to collect and provide data to the Veterans Administration Registry in support of the Iowa SSVF grantees. Finally, the HMIS lead agency continues to work with the Iowa Council CoC Committee to develop a comprehensive local performance measures report for all local service providers to inform progress on HEARTH Act measures and to assist program management in achieving those goals.

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

**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)**

Provider agencies submit monthly Data Completeness/Quality/ Timeliness Reports to the HMIS Lead and the Iowa Finance Authority (IFA) as part of the CoC Program, State Shelter Assistance Fund (SAF) and ESG grant requirements. These reports provide summary and detailed client level error reporting to assist in correcting data issues. These reports are jointly reviewed by IFA and the HMIS Lead (IICA). When corrective action is required by the provider, IFA contacts the agency and holds any pending draw requests until the problem has been resolved. The HMIS staff work jointly with IFA to provide end user training and other appropriate technical assistance follow-up to correct identified concerns. IICA HMIS staff provide follow up reports to IFA and the Iowa Council (CoC) on the status of any pending training and technical assistance efforts. Identical TA efforts are offered to agencies collecting data that are not directly funded by HUD programs.

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

## 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	Quarterly
* Using data for program management	Quarterly
* Integration of HMIS data with data from mainstream resources	Never
* Integration of HMIS data with other Federal programs (e.g., HHS, VA, etc.)	Monthly

## **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)**

HMIS Policies and Procedures Manual - Pages 13-16 "Collection and Entry of Client Data". Also P & P Manual Attachment: "Minimum Required Data Set Agreement". Please note that we would have attached our MOU with Iowa CHOs to this application, but all non-designated attachment space was filled.

**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):** 01/30/2013

**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:** 04/19/2013

**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%	65%	0%	35%
Transitional Housing	0%	32%	0%	68%
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)**

The Point in Time count for 2013 saw an increase of 56 people. There was a decrease in emergency shelter of 26 people from 2012. Transitional housing increased by 82 clients, which was a direct result of a 92-bed increase in capacity. Two new DV-targeted transitional programs that will utilize a rapid rehousing model opened in 2012. Although these two programs caused an increase because of their transitional categorization, their use of a rapid rehousing model represents a positive direction for transitional housing. The remaining increase in transitional housing clients is mainly due to 6 new faith-based programs with 61 beds, which added 45 people to the 2013 count.

## 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:**

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

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

Not applicable.

**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)**

Agencies utilizing HMIS participated in the count by means of their ongoing data entry. An aggregate count was tabulated directly from the HMIS database by the HMIS administrator using HMIS reporting tools. HMIS agencies had direct access to reporting tools to allow them to view their point-in-time count totals and client level detail. This allowed them to correct errors and ensure the accuracy of their data before it was tabulated. Every known non-HMIS program was contacted prior to the count by letter and email to participate in the training. Any agency that did not attend the training was contacted by email after the training and provided with the data collection forms and instructions.

## 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 checked="" 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 type="checkbox"/>
Interviews:	<input type="checkbox"/>
Non-HMIS client level information:	<input checked="" type="checkbox"/>
Other:	<input type="checkbox"/>

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

Not applicable.

**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 programs using HMIS, subpopulation data was gathered from the universal data elements and program data in HMIS. All emergency shelter and transitional programs on our HMIS collect disability detail and chronic homeless status on all clients, and veteran status and domestic violence status on all adults. Two web trainings were held prior to the point-in-time count, during which the chronic homeless definition was reviewed. The VA's specifications for determining veteran status were covered and all programs were encouraged to review the veteran status for all existing clients. For programs not on HMIS, programs are asked to survey clients who stayed on the night of the count, tally the subpopulation data and submit the total counts.

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

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

Not applicable.

### 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)

Two point-in-time web trainings for HMIS programs were conducted and focused on how to produce a system report to tabulate the count. They were instructed to complete data entry, review their report and verify its accuracy, and make corrections within 10 days of the count. An email was sent a week after the count as a deadline reminder. After the deadline, the HMIS lead ran a report of total clients and utilization for all programs and emailed the report to all programs as a final check. For non-HMIS programs, two web trainings focused on how to correctly fill out the data collection form to report their count. Programs were given 10 days to submit totals. Any program that did not submit was contacted by phone and email until results were submitted.

## **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:** 01/30/2013

**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?**

**2K-3 Enter the date the CoC submitted the unsheltered point-in-time count data in HDX:** 04/19/2013

**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 2013 count saw a small increase of 4 persons compared to 2012. An almost identical number of areas across the state participated in unsheltered counts and turned in data for inclusion. It is somewhat surprising that the count increased slightly given that the weather across Iowa for the count in 2013 was very bad. Very cold temperatures and driving snow likely forced everyone into shelter that were willing or able. We do believe that each year, our communities become more consistent and accurate in their counting methods and some of the increase may be related to increasingly better methods despite the difficult weather of the day.

## 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:	<input type="checkbox"/>
Public places count with interviews on the night of the count:	<input checked="" type="checkbox"/>
Public places count with interviews at a later date:	<input type="checkbox"/>
Service-based count:	<input checked="" type="checkbox"/>
HMIS:	<input checked="" type="checkbox"/>
Other:	<input type="checkbox"/>

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

Not applicable.

**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)**

A combination of known locations and service based counts, supported by HMIS data, was determined to be the best approach to meet the needs of the Iowa Balance of State. During two webinar sessions, instruction was provided on a timetable for mapping of known locations where homeless persons are living or may typically gather. Training was provided on the use of the interview survey to be used uniformly by all groups. The survey collected personally identifiable information including name, age or birthdate, and other details to help ensure accurate data. Survey data was compared to longitudinal HMIS data entry done by homeless programs to both verify accuracy and also to eliminate any possible duplication of persons that might occur.

## 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)**

Not applicable

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

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

Not applicable.

**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)**

Two statewide training webinars were held. The training included direction to utilize a limited specific time frame for counting –blitz count. The survey collected first and last name, age or birth date, and additional details, to provide for effective de-duplication. The survey included an area that enumerators could use to describe the location where the individual or family was interviewed, so that in the event that the person was unwilling to provide complete identifiable information, location comparisons could be done. Finally, survey data was compared to longitudinal HMIS data entry from homeless programs serving areas in the Balance of State to verify accuracy and to eliminate any possible duplication of persons that might occur.

## 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.		114	114	114
3A-1.1b For each year, provide the total number of PSH beds dedicated for use by the chronically homeless.	100	111	111	135
3A-1.1c Total number of PSH beds not dedicated to the chronically homeless that are made available through annual turnover.		25	25	25
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.		88%	90%	90%
3A-1.1e How many new PSH beds dedicated to the chronically homeless will be created through reallocation?		18	20	20

**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)**

This current 2013 Consolidated Application includes one proposed new Permanent Supportive Housing (PSH) project dedicated to serving the chronically homeless; at capacity in two years, it proposes 18 new beds for the chronically homeless. This adds to six new beds for a CoC PSH project funded in 2012 that will soon be operational, bringing the total to 135 by 2015. Renewal PSH applicants committed to prioritize 22 out of the 25 PSH beds not already dedicated to the chronically homeless that are currently made available through turnover (88%); this will be accomplished through targeted outreach and a needs-based rather than first-come-first-served approach to assistance. Additional reallocation efforts are planned for the next two years to create additional PSH beds for the chronically homeless.

**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 Committee of the Iowa Council on Homelessness proposes application priorities each year for both renewal and new project applicants. This year, the renewal application included 10 bonus points (on top of 50 regular points) for PSH projects serving the chronically homeless, either through current dedicated beds or to prioritizing beds through turnover. The committee also invited new applications only from projects proposing PSH beds to serve the chronically homeless. The full Iowa Council on Homelessness votes on the process and outcome of the Committee's approach. A similar process is likely next year, and with the time and advance planning possible through the combined 2013-2014 NOFA, will be able to better assist applicants in meeting the chronically homeless priority. There is also interest from some renewal project applicants in requesting HUD technical assistance to review and develop a plan to transition some TH projects to PSH projects, which could provide better long-term stability for the chronically homeless.

## 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:	240	255	275
3A-2.2b Enter the total number of participants that remain in CoC-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.	212	225	243
3A-2.2c Enter the percentage of participants in all CoC-funded projects that will achieve housing stability in an operating year.	88%	88%	88%

**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)**

This year, 155 participants remained in CoC-funded PSH projects and 57 exited to other permanent housing, for a high housing stability outcome of 88%. Our goal is to maintain this while expanding total PSH beds and prioritizing more for the chronically homeless. A new 2012 CoC PSH project will add 6 additional beds in 2014 and, if funded, the new proposed 2013 CoC PSH project with this application will add 9 of 18 total new beds in 2014, and the remainder by 2015. A current initiative of the Iowa Council on Homelessness, supported by state appropriation, is the "Best Practices for Homelessness Services," which has convened a State Planning Advisory Committee to develop best practices and standards for our homelessness system. Specific housing stability strategies implemented by PSH projects include: landlord collaboration, public education on fair housing, housing first, tenant/landlord education, participant financial education, trauma care services, motivational interviewing, collaborating with PHAs to prioritize homeless households, progressive engagement, and prioritization tools such as the Vulnerability Index and Service Prioritization Decision Assistance Tool (VI-SPDAT).

**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 Committee of the Iowa Council on Homelessness (the decision-making body of the CoC) establishes the new and renewal CoC applications each year for the purposes of scoring and ranking; these applications heavily weight performance outcomes including housing stability (performance outcomes made up 50% of the scoring this year). The new State Planning Advisory Committee, described in 3A-2.3, was convened to begin the work of the current council initiative, "Best Practices for Homelessness Services;" when this initiative is complete in July of 2014, the ongoing responsibility will transition to the Policy and Planning Committee of the Iowa Council on Homelessness. To facilitate a smooth transition, the appointed chairs of the new State Planning Advisory Committee are also the current chairs of the Policy and Planning Committee of the Iowa Council.

### 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:** 2335

#### 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?	22%	23%	24%
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?	16%	18%	20%

**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	937	40.13 %
Unemployment Insurance	43	1.84 %
SSI	223	9.55 %

SSDI	178	7.62	%
Veteran's disability	17	0.73	%
Private disability insurance	4	0.17	%
Worker's compensation	4	0.17	%
TANF or equivalent	237	10.15	%
General Assistance	11	0.47	%
Retirement (Social Security)	26	1.11	%
Veteran's pension	15	0.64	%
Pension from former job	8	0.34	%
Child support	90	3.85	%
Alimony (Spousal support)	7	0.30	%
Other Source	248	10.62	%
No sources	506	21.67	%

**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)**

As directed, the table above does not include participants that maintain income, which in some cases may be the best outcome possible. The 16% outcome includes only participants that increased income, using new APR data from the HMIS system only. Excluding clients that maintain income, our goal is to increase our outcome to at least 20%. Our outcome for participants that maintained or increased some form of income is much higher—79%. Strong case management is important to this result, including education about program applications and eligibility. Strategies include application assistance, language translation, computer access, transportation, appointment scheduling, and advocacy. CoC-wide training was available on the SOAR process in 2013, and most CoC programs have staff currently trained, with plans for more. Additional specific efforts, at programs such as Shelter House, include connecting potential SSI/SSDI candidates with on-site health clinics, individual counseling, and psychological assessments, offered in partnership with the University of Iowa; partnerships with legal firms also provide guidance for the disability determination process, including for VA benefits.

**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)**

The percentage in the table includes only those participants that increased employment income, not participants that maintained income. The 22% of adults that increased employment income while in the CoC program is very good; our goal is to maintain this with modest increases. Additionally, the 2013-14 CoC NOFA also refers to total participants with employment income. For our CoC, that number was 41% this year, much higher than HUD's stated goal of 20%. Both numbers are evidence of the emphasis our CoC places on employment – through education and training, child care, transportation, computer-accessible employment labs, subsidized work placements and internships, employer partnerships, and ancillary needs such as work and interview clothing, eye exams and glasses, identification and vital records, and work tools. Additionally, Iowa's TANF PROMISE Jobs program (Promoting Independence and Self Sufficiency through Employment) through Iowa Workforce Development assists with training and child care; the Project IOWA public-private employer partnership program supports participants seeking living wage careers.

**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 Committee of the Iowa Council on Homelessness (the CoC) establishes the new and renewal CoC applications each year for the purposes of scoring and ranking; these applications heavily weight performance outcomes, including increasing income through employment and non-employment sources. Because this objective is measured in a new way this year, the data provided currently includes only HMIS-participating projects; next year, a fuller picture should be available that also includes non-HMIS participating domestic violence services providers.

### 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- 2335  
 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.	81%	81%	81%

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	1486	63.64 %
MEDICAID health insurance	795	34.05 %
MEDICARE health insurance	116	4.97 %
State children's health insurance	4	0.17 %
WIC	87	3.73 %

VA medical services	121	5.18 %
TANF child care services	21	0.90 %
TANF transportation services	6	0.26 %
Other TANF-funded services	3	0.13 %
Temporary rental assistance	9	0.39 %
Section 8, public housing, rental assistance	42	1.80 %
Other Source	173	7.41 %
No sources	450	19.27 %

**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)**

The CoC currently has very high outcomes in this area, with 81% of participants accessing mainstream benefits in CoC-funded projects. Because the HUD APRs do not currently measure benefits at entry compared with benefits at exit, there is no way to determine the change in access from entry to exit; these numbers therefore report total benefits accessed, the best information currently available. The CoC proposes to maintain the very high outcomes in this area, while continuing to adjust services and project types to meet ongoing federal changes in priorities and program requirements. Strong case management and housing plan development are keys to this outcome. Ongoing education for staff and participants about mainstream program application and eligibility changes is also important. Other specific strategies include easy access to information, language translation and accessibility services, access to computers, help with applications, transportation assistance, appointment scheduling, and advocacy for clients.

**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 Committee of the Iowa Council on Homelessness (the CoC) establishes the new and renewal CoC applications each year for the purposes of scoring and ranking; these applications heavily weight performance outcomes, including access to 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.	8	76	86
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.	1	5	15

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 2013 numbers above are low; this is because the Housing Inventory Chart (HIC) counted households served as of January 2013, when several Emergency Solutions Grant (ESG) programs were beginning rapid rehousing projects for the first time under the new ESG regulations. The 2014 estimated projection is based on the HMIS count of families served once the new ESG projects were at full capacity in mid-2013 (56), plus the count of families served through Supportive Services for Veterans Families (SSVF) grants as of December 2013 after these new SSVF projects were underway (5). Additionally, an estimate of 20 families is added in for ESG-funded rapid rehousing projects, to account for domestic violence services not entered in the HMIS. As the SSVF grantees continue to grow their new programs, we anticipate the number served will increase significantly. Rapid rehousing is also increasingly supported by the Iowa Attorney General Victim Services Support program for domestic violence survivors. According to instructions, all numbers provided reflect only what is counted by the HIC during this one-time count; many more families receive short-term assistance during the year.

**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)**

The Policy and Planning Committee of the Iowa Council on Homelessness is engaged with the current initiative of the Council (CoC) to develop standards and disseminate best practices throughout the CoC for various service types. This will include rapid rehousing, in particular for families. The Iowa Finance Authority, as the statewide ESG grantee as well as the Collaborative Applicant for the CoC and the Council, will also work to increase the number of households with children served through ESG-funded rapid rehousing. This will be accomplished by continuing the ESG competitive application bonus points for projects serving families with children, as well as dedicating at least 50% of total ESG funds to support rapid rehousing or homelessness prevention projects (likely moving further toward an emphasis on rapid rehousing over homelessness prevention). Additionally, if the current temporary change to CoC regulations that allows nonprofit agencies to administer rental assistance is extended past 2014, it will be much more feasible to expand rapid rehousing with CoC Program funding.

**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)**

Because there are not yet any CoC-funded rapid rehousing projects, it is the ESG program that currently provides the most significant source of funding for rapid rehousing in the CoC. The Iowa Finance Authority, as the statewide ESG grantee, thus determines the policy and requirements for ESG rapid rehousing subgrantees, in accordance with HUD regulations, and in consultation with the CoC/Iowa Council on Homelessness. As per ESG regulations, the Iowa Finance Authority requires each subrecipient to develop and follow written standards for determining and prioritizing which eligible households will receive rapid rehousing assistance and the amounts and percentages that participants must pay. The current statewide initiative of the Iowa Council on Homelessness, "Best Practices for Homelessness Services" (described elsewhere in the application), seeks to develop common services standards throughout the CoC, which would also then apply to ESG subgrantees.

**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)**

ESG-funded rapid rehousing providers meet with clients at least once per month for case management tailored to each client's needs (with some exceptions according to the Violence Against Women Act); similar standards are in place for other rapid rehousing projects. Most programs offer more frequent case management (once per week or more) for participants that are first entering the program. During these meetings, case managers work with clients to develop, review, and update each client's individualized housing plan, including goals and action steps focused on housing stability.

**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)**

Many rapid rehousing providers currently follow up with program participants after exit to prevent return to homelessness; protocol in this area is still under development, and the current initiative of the Iowa Council on Homelessness, "Best Practices for Homelessness Services," seeks to develop more consistent statewide standards in this area. Several programs encourage clients to maintain relationships and communication after exit as a general practice; for rapid rehousing in particular, some programs routinely follow up with clients at three months, six months, and one year after exit. Follow-up includes ongoing services, continued access to a housing specialist, additional resource referrals as needed, and periodic surveys.

## **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 mandated by the State, the CoC, or other?** State Mandated Policy

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

Not Applicable.

**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)**

Iowa law mandates that the case permanency plan for all children in foster care must include a written transition plan for youth aged 16 years and older. The Iowa Council on Homelessness developed Discharge Planning Guiding Principles for the CoC in 2005. The principles were informative to the establishment by the Iowa Department of Human Services of Transition Planning Specialists to address the needs of youth exiting foster care, including appropriate housing placement. In 2009, Iowa law extended foster care until the age of 21, during which time youth must participate in an education program or work full time. The law also allows for continued Medicaid coverage until 21. The Iowa Finance Authority administers the Aftercare Rent Subsidy Program, which includes a monthly rent stipend of up to \$350 plus education on renter rights and responsibilities.

**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 Transition Planning Specialists at the Department of Human Services ensure that all children in foster care have a written transition plan to avoid discharge into homelessness. The Iowa Finance Authority administers the Aftercare Rent Subsidy Program. The Partnership of Iowa Foster Care Youth Councils offers youth leadership opportunities, service learning, life skills, and educational/vocational assistance. Youth and Shelter Services is the lead CoC agency, ensuring that services reach youth in all 99 Iowa counties. Support is also provided by the Iowa Aftercare Services Network, a network of private agencies across the state that assist youth as they leave foster care. The Youth Policy Institute of Iowa provides state level coordination, policy development, quality assurance, and evaluation services for the network.

## **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)**

Not Applicable.

**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)**

Iowa's Administrative Code, 481, Chapter 58, Section 12 for the Department of Inspections and Appeals provides regulation for discharge from nursing facilities that includes: discharge planning initiated at entrance, proper notification of next of kin upon discharge, proper arrangements made for welfare of resident/patient in the event of emergency or inability to reach next of kin, provision of client records to any receiving institution, and prior to the transfer or discharge of a resident to another health care facility, arrangements to provide for continuity of care with the receiving facility. If someone was homeless prior to admission, health care clinics such as the University of Iowa have social workers that work with patients before discharge to develop housing plans. Contact is made with local housing authorities to determine if waiting lists are open for subsidized housing when appropriate. Other options are to stay with family or friends, or in some cases, faith-based or other privately funded facilities.

**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)**

Ultimately, the Department of Inspections and Appeals regulates discharge as described above. Additionally, board members from the Iowa Council on Homelessness (the CoC) represent the Iowa Departments of Elder Affairs, Human Services, Public Health, and the Iowa Veterans Medical Center; such members periodically update the CoC on current issues related to discharge practices. Some members also serve as members of the Olmstead Consumer Task Force and the Iowa Mental Health Planning Council. Discussion and planning at these meetings includes the availability of affordable housing resources in the community and case management services to adequately address housing stability. Among the recommendations from the Olmstead Task Force is to "Connect Iowans with disabilities who wish to leave institutional settings to peers who have already made a successful transition to community life."

## **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 mandated by the State, the CoC, or other?** State Mandated Policy

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

Not Applicable.

**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)**

All Iowa Mental Health Institutions (MHIs) are licensed hospitals, and two of four are also accredited by the Joint Commission on the Accreditation of Health Care Organizations. The Iowa Department of Human Services follows detailed discharge policies for MHIs. Discharge planning begins at admission and is part of an ongoing treatment plan. The plan includes housing arrangements, supportive services, and funding. The Iowa Council on Homelessness (the CoC) participates in continuing discharge policy planning, with Council members representing the Iowa Departments of Elder Affairs, Human Services, Public Health, and the Iowa VA; members also have served as members of the Olmstead Consumer Task Force and the Iowa Mental Health Planning Council. Community based programs assure individuals are discharged into appropriate living situations. When applicable, the Projects for Assistance in Transitioning from Homelessness (PATH) Program assists private hospital mental health units to place people into transitional or supportive housing. The VA routinely assists with placement into adult family living situations, long term care facilities, or permanent supportive housing.

**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)**

Iowa Department of Human Services (DHS) is the agency responsible for discharges from the four state mental health institutions. Iowa has a publicly funded system of care for adults with mental illness and other disabilities. During the past two years, Iowa has pursued a significant redesign of the mental health system statewide. The redesign was passed into law in early 2013. Previously, each county administered and funded mental health services individually, which led to a wide disparity in the available funding and services in each county. The redesign organizes the state into regions instead, requiring every region to provide a standardized package of core services, and changing the way funding is structured to support these services. The regions (approximately 15) will be finalized by mid-2014, and Iowa DHS will monitor and oversee each region's system of care. Additionally, Iowa DHS also awards SAMHSA Projects for Assistance in Transitioning from Homelessness (PATH) grants to providers in six Iowa communities (Waterloo, Cedar Rapids, Iowa City, Davenport, Dubuque, and Des Moines), and the Veterans Administration routinely assists in placement for veterans.

## **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 mandated by the State, the CoC, or other?** State Mandated Policy

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

Not Applicable.

**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 Iowa Council on Homelessness (the CoC) includes a representative from the Iowa Department of Corrections (DOC) that reports on issues related to reentry and housing. The Council initiated a formal discharge policy for the Governor in 2005. Also in 2005, the DOC received a Charter Agency grant of \$25,000 to fund a quality management work project to improve transition planning from the time of admission until release. The purpose was to design a consistent pre-release transition planning process across Iowa's correctional system. The result was the Offender Re-entry Program, which begins at the time of reception and continues until each offender re-enters the community. The program includes a comprehensive re-entry case management system, which includes housing and treatment issues. The goal is to have appropriate housing arranged prior to release, especially critical if the offender was homeless prior to incarceration. Homelessness is not an acceptable condition for supervision, and staff will quickly intervene to prevent this. In some cases, offenders will spend extra time in an institution or Residential Facility until housing is secured.

**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 Department of Corrections has created an Iowa Corrections Reentry Team consisting of senior department management to guide all reentry efforts. The 2009 Iowa Governor's Executive Order 13 also created an Ex-Offender Reentry Coordinating Council, which includes representation from housing agencies. In 2008, the DOC established a new State Re-entry Coordinator position that works with all state correction facilities. This person works closely with Wardens, District Directors, Treatment and Security Directors to develop the necessary processes to make offender transition successful. The DOC also has specialized reentry coordinators in place at each of the state's 11 correctional institutions from which most offenders are released. The result of this coordination is a more integrated method of offender supervision and interventions, better utilization of programming resources, and ultimately increased success in offender reentry, including appropriate housing.

## 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)

Increase the number of Transitional Housing and Permanent Supportive Housing units for Chronically Homeless; Increase the effectiveness of the jail diversion program; Promote the use of HOME funds for TBRA; Promote the use of Homeless Prevention as a priority; Fully implement the State's Discharge Policy; and Increase the support and residential services for chronically homeless persons with substance abuse.

### 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)

The Iowa Council on Homelessness (the CoC) has worked closely with the Iowa Finance Authority (the statewide ESG grantee) to plan how ESG funds are allocated. The Executive Committee of the Council has met several times with Iowa Finance Authority staff to discuss ESG allocation, and then the committee has developed recommendations for the funds, which are then voted on by the full Council membership. Recommendations have included a range of subjects: how many total subgrants should be made; how funds should be divided between Shelter, Outreach, Homelessness Prevention, and Rapid Rehousing; how state funds should be used in ESG entitlement cities that receive their own additional allocations, performance measures, and services in rural areas. Additionally, multiple Council representatives serve as ESG application reviewers. Performance outcomes are a scored element of the ESG applications, so Council members of the CoC have direct input into evaluating the performance of potential ESG subrecipients. This year, the Research & Analysis Committee of the Council also intends to add ESG performance measures into quarterly reporting and monitoring.

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

The Iowa Statewide ESG program for the 2014 Calendar Year includes \$1,086,697 (54%) in funding for Homelessness Prevention and Rapid Rehousing, and \$916,505 in funding for Shelter and Street Outreach (46%; percentages exclude funds reserved for Administration). This exceeds the recommendation by the Iowa Council on Homelessness (the CoC) beginning in 2012 to allocate at least 50% of ESG statewide funds to Homelessness Prevention and Rapid Rehousing.

**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 federal ARRA Homelessness Prevention and Rapid Rehousing (HPRP) Program, implemented during 2009 – 2012, emphasized building relationships with landlords and property managers; service providers benefited from this capacity building with increased housing placements for clients, which has continued past the end of HPRP. An HPRP landlord survey coordinated by the Iowa Council on Homelessness's Expanding Rapid Rehousing committee helped to identify best practices for ongoing services through ESG and other programs. Several agencies have new rapid rehousing programs through the Supportive Services for Veterans Families (SSVF) Program. The ESG program has expanded both Rapid Rehousing and Homelessness Prevention to reduce the number of individuals and families who become homeless. Iowa Legal Aid and other programs provide critical support to assist families facing possible eviction from becoming homeless.

**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)**

Representatives of state departments and the VA that administer other programs assisting the homeless serve on the Iowa Council on Homelessness (the decision-making body for the CoC). The Iowa Economic Development Authority administers the NSP and the CDBG programs; the Iowa Department of Human Services administers PATH and other programs serving low-income individuals at risk of homelessness; the VA Medical Center of Central Iowa administers the VASH program for the state; the Iowa Finance Authority is the state grantee for both the HOPWA and ESG programs. Each of these agencies is represented with voting members of the Iowa Council. Further close collaboration between the council, the Iowa Finance Authority, and the Iowa Economic Development Authority on ESG, HOPWA, NSP, and CDBG is anticipated in particular for the upcoming five-year Consolidated Plan due in 2014. The council and CoC also have input into planning for the state Shelter Assistance Fund, a \$1 million grant program for shelter and related homeless assistance services.

**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 balance of state CoC covers most of the state, and there are approximately 71 local PHAs across the state, so levels and types of participation vary. Frequently, PHA representatives participate on local homeless planning boards, and staff members at CoC provider agencies also participate on the boards of PHAs. Communication and collaboration have led to initiatives such as one in Oskaloosa where homeless households are given priority for public housing, and CoC providers can participate in Section 8 voucher hearings on behalf of clients. CoC-funded agencies include two PHAs; the Mason City PHA, for example, has several programs to assist homeless households, beyond just their CoC-funded PH program: HOME TBRA funds assist homeless and disabled households and the VASH program assists homeless veterans. Some barriers continue with public housing for homeless households, including, in some cases, poor rental history, criminal history, and/or poor housekeeping references. Where these continue, CoC providers continue relationship-building, education, and advocacy to help individuals obtain housing despite barriers.

**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 2013 statewide ESG and the Iowa Shelter Assistance Fund competitions scored applicants on the extent to which their programs had worked to remove or reduce barriers. Training opportunities for service providers at the annual HousingIowa Conference and the 2013 Iowa Homelessness Symposium have included information on removing barriers to entry. The FY 2014 state legislative appropriation to the Iowa Council on Homelessness resulted in a new statewide planning initiative, "Best Practices for Homelessness Services," which seeks to identify best practices in performance, services, and operations, toward common standards for our system; the initiative was developed in part to resolve the discrepancies noted among programs in areas such as barriers to entry. The combination of training, identification and dissemination of local best practices, plus funding incentives, are expected to further reduce barriers to entry in local programs.

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

This year’s competitive 2013 CoC renewal and new project applications included scored items for the extent to which projects had adopted a housing first approach. The 2013 statewide ESG and Iowa Shelter Assistance Fund competitions also included scored items requiring applicants to describe the extent to which they were using a housing first approach. Several training opportunities have been made available for CoC providers on how to move toward a housing first approach, including sessions at the annual HousingIowa conference and the 2013 Iowa Homelessness Symposium.

**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)**

Our CoC covers a regionally diverse 97-county area, with both rural counties and urban centers; available housing services mirror this diversity. To accommodate this, we have developed a common assessment tool based upon presenting needs (domestic violence, veteran services or housing) and the level of immediate need. This broadly defined common assessment integrates local crisis lines (DV and veteran services) and is designed to support available services statewide, through a quick initial triage to guide participants to services. A secondary assessment will take place by the respective DV, veterans or housing agency to determine the intensity of support. Our coordinated intake system works with local planning groups to identify physical intake sites – sites with housing services and HMIS – and the potential for virtual intake to eventually provide system access for rural areas. The system allows for local control of the secondary assessment based upon the available portfolio of homeless services. Currently, Linn County is implementing our CoC’s coordinated intake pilot project, including HUD- and non-HUD funded emergency shelters and transitional housing.

**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)**

Projects and local communities pursue multiple strategies. General strategies include outreach at local shelters, classes, schools, churches, community events, and other community agencies, plus distribution of flyers and brochures, online information, broadcast media, the 211 telephone crisis response system, and advertising in weekly papers. Some programs, such as the City of Dubuque and programs in Iowa City, routinely provide bilingual Spanish and English information; others such as Shelter House and Hawkeye Area Community Action Program provide translation services through volunteers. In Story County, Youth and Shelter Services hosts a Diversity Task Force that is made up of key program staff and community members who meet regularly to discuss current needs, services, and trends across three counties.

**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 Iowa Council on Homelessness (the CoC) first voted in July of 2011 to establish a policy to require homeless assistance providers to ensure that all children are enrolled in school and connected to appropriate services within the community. Also beginning in 2011, the Iowa Finance Authority offered further support by adding this to its application requirements for both the Iowa Statewide Emergency Shelter/Solutions Grant and the Iowa Shelter Assistance Fund. Agencies must describe their policies in this area on their applications, and follow-up is conducted during on-site monitoring visits during the grant year.

**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)**

Iowa Administrative Code 281, Chapter 33, Educating the Homeless, provides for a designated State Coordinator for Homeless Education within the Iowa Department of Education. The State Coordinator serves as liaison to the Iowa Council on Homelessness (the CoC), and works with homeless education liaisons at each local school district. Service providers work with the local school district liaisons and provide information and support directly to families. Residents are made aware of their children's eligibility for McKinney- Vento services in various ways: advocates are trained to provide information; resident handbooks include "Information for Parents" and "Information for School-Aged Youth" from the U.S. Department of Education, plus contact information for the local education liaison; and posters also provide information. Agencies ensure transportation if children are already enrolled in an area school district. Additional support may include school supplies, immunizations, previous school records, clothing, address documentation, assistance through Iowa Legal Aid, and transportation for parents to attend school conferences and open houses.

**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)**

This requirement is addressed during Iowa Council on Homelessness (CoC) meetings and other related CoC meetings, such as of domestic violence victim service providers. It's also reiterated through the ESG statewide program, with trainings and contract language that stress the importance of the new requirement, and offers guidance to agencies that have made adjustments to come into compliance with the requirement. Local communities also plan together which shelters can accommodate families with children, and ensure that all agencies have appropriate information on required policies regarding family admission. Several family shelters offer separate rooms for each family, which works well regardless of the age or gender of the children. Agencies have expressed their firm commitment to keep families intact, especially families that are already experiencing the trauma of homelessness. The increase in rapid rehousing through ESG has helped to quickly place more families into permanent housing, increasing shelter capacity for those that need it.

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

A comprehensive Performance Measures and Outcomes Report developed by the HMIS lead agency tracks repeating episodes for homeless individuals and families. The report "looks back" over a 24 month period and reports on persons and households that return to homelessness during the quarter, as reported by a new program entry in Emergency Shelter, Transitional Housing, or Outreach, after the individual or household previously showed an exit to a permanent setting. The report is organized into two sections: a top section for client demographics and a lower section to show quarterly change. The lower section of the report features quarterly homeless counts, then variables by program type including: client and household counts, new clients, clients returning to homelessness, exited clients, permanent exits, duration of episode among exited clients, veterans, chronic, employment at entry and exit, income at entry and exit and mainstream resources at entry and exit. The report was designed to be inclusive of the HEARTH Act performance measures in one comprehensive document.

**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)**

Not Applicable.

**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)**

Not Applicable.

## **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)**

Policy and funding decisions of the Iowa Council on Homeless (the CoC), as well as the Iowa Finance Authority (the Collaborative Applicant and the statewide ESG grantee), are aligned with the four Opening Doors goals. The 2013 competition for statewide ESG funds, as well as for an additional \$950,000 in funds from the similarly-aligned state Shelter Assistance Fund, introduced priority bonus points for projects focused on these goals. This included bonus points for projects focusing on families with children, veterans, and/or the chronically homeless. For this 2013 CoC competition, up to 10 bonus points (above 50 regular points) were made available to local applicants proposing to serve the chronically homeless or to prioritize the chronically homeless through turnover. Local planning bodies are encouraged by the Iowa Council on Homelessness to adopt similar strategies in local funding decisions to support the goals of Opening Doors.

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

As described in 3D-1, applicants for statewide ESG and Shelter Assistance Funds in 2013 received bonus points for focusing on households with children. More than half of statewide ESG funds are allocated to rapid rehousing or homelessness prevention; current and historical HMIS data in the CoC show a majority of these funds will likely be used in support of households with children. Support from other funders for rapid rehousing has increased significantly, especially for veteran families and families fleeing domestic violence. Some providers and local communities in the CoC have written policies prioritizing families with children. Supportive services that help to stabilize families include job training, life skills instruction, budgeting, and tenant rights and responsibilities education such as the RentWise program.

**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)**

Led by the Attorney General's Office of Victim Support Services, Iowa underwent a comprehensive restructuring last year of domestic violence services provided throughout the state. Iowa now has six coordinated regional systems of care for victims and their families; each region includes a consistent mix of available services, including emergency safe shelter, hotel/motel vouchers, shelter diversion, transportation assistance, rapid rehousing, homelessness prevention, transitional housing, permanent supportive housing, safety planning, advocacy, information and referral, education programs, and other supportive services. Services are available 24 hours a day through coordinated toll-free crisis lines. Community collaboration includes MOUs between service providers, law enforcement, courts, and hospitals. Staff are trained in advocacy, safety planning, crisis counseling, trauma-informed care, and housing assistance. Services are voluntary, confidential, and language-accessible. The primary mission of several CoC-funded programs is to serve domestic violence victims; some other programs prioritize victims and their families.

**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)**

CoC-wide programs described in previous sections ensure access to education, housing, and supportive services for homeless youth and youth exiting foster care; CoC agencies such as Youth and Shelter Services and Foundation 2 specifically target services to youth. Programs include street outreach and transitional living, and services include skill-development, substance abuse screenings, counseling, prevention, school-based assistance, and linkage to mainstream resources (in most cases for youth aged 16–21). Agencies also partner with adult-serving agencies to maintain a continuum of care for older youth moving into adulthood (aged 18–24). Iowa is in the final year of a five-year Family and Youth Services Bureau federal planning grant for a state and local demonstration project, the "Iowa Rural Homeless Youth Project." The project has raised awareness, engaged stakeholders, enhanced coordination of services, and created additional supports for rural youth.

**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)**

During regular meetings of the Iowa Council on Homelessness, representatives from various State departments report on current resources available. These include steps to coordinate with local school districts, community and public health providers, legal aid offices, the faith community, public housing authorities, and community meal sites for outreach to unsheltered homeless individuals and families. Resources include current contact lists, local community resources lists, training opportunities, and program information. Another part of Iowa's strategy to assist providers with outreach is the continued work towards a coordinated assessment system which will enhance local planning and outreach, particularly in rural settings.

**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)**

Representatives from the VA Medical Center for Central Iowa and the Iowa VA hold voting seats on the Iowa Council on Homelessness (the CoC). Veterans are assisted with Grant Per Diem beds, 190 HUD-VASH vouchers, and four SSVF programs. The VA coordinates contracted residential beds and outreach within shelters, food pantries, and camps. They also partner with local law enforcement, jails, court systems, and the Iowa Department of Corrections to visit prisons and assist discharging veterans. The VA has implemented a Synchronized Plan to End Homelessness, which includes housing first, a "no wrong door" approach, rapid rehousing and support services, and outreach in urban and rural areas. Local providers partner with Primary Medical Care to coordinate medical care and outreach, including veterans ineligible for the VA. Beginning this year, both the statewide ESG and the Shelter Assistance Fund program competitions awarded priority points for veterans' services, including veterans ineligible for VA services. Periodic Stand-Down events provide services. The new Home Base Iowa program, launched in 2013, provides a comprehensive source for job services and other supports for veterans.

### 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?** Yes

**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)**

Not Applicable.

**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?** Yes

### 3F. Reallocation - Grant(s) Eliminated

CoCs planning to reallocate into new permanent supportive housing projects for chronically homeless individuals may do so by reducing one or more expiring eligible renewal projects. CoCs that are eliminating projects entirely must identify those projects.

Amount Available for New Project: (Sum of All Eliminated Projects)				
Eliminated Project Name	Grant Number Eliminated	Component Type	Annual Renewal Amount	Type of Reallocation
This list contains no items				

### 3G. Reallocation - Grant(s) Reduced

CoCs that choose to reallocate funds into new rapid rehousing or new permanent supportive housing for chronically homeless persons may do so by reducing the grant amount for one or more eligible expiring renewal projects.

Amount Available for New Project (Sum of All Reduced Projects)					
\$227,758					
Reduced Project Name	Reduced Grant Number	Annual Renewal Amount	Amount Retained	Amount available for new project	Reallocation Type
Housing First	IA0046L7D011204	\$70,717	\$64,830	\$5,887	Regular
Service Coordinat...	IA0025L7D011205	\$162,542	\$136,515	\$26,027	Regular
MCHA Shelter Plus...	IA0047L7D011204	\$117,423	\$104,140	\$13,283	Regular
Home to Stay, CHOOSE	IA0052L7D011203	\$76,763	\$75,580	\$1,183	Regular
Phoenix Housing S...	IA0061L7D011202	\$102,115	\$73,675	\$28,440	Regular
Permanent Housing	IA0020L7D011205	\$134,599	\$96,663	\$37,936	Regular
REACH 2000: Renew...	IA0023L7D011205	\$38,264	\$38,047	\$217	Regular
Transitional Housing	IA0029L7D011205	\$246,958	\$228,058	\$18,900	Regular
Service Coordinat...	IA0026L7D011205	\$501,440	\$445,169	\$56,271	Regular
Service Coordinat...	IA0024L7D011205	\$224,220	\$212,022	\$12,198	Regular
24 Hour Homeless ...	IA0007L7D011205	\$32,171	\$14,855	\$17,316	Regular
Hopes Project 13-14	IA0010L7D011205	\$71,403	\$61,303	\$10,100	Regular

### 3G. Reallocation - Grant(s) Reduced Details

**3G-1 Complete each of the fields below for each eligible renewal grant that is being reduced during the FY2013 reallocation process. CoCs should refer to the final HUD approved FY2013 Grant Inventory Worksheet to ensure all information entered here is accurate.**

**Reduced Project Name:** Housing First  
**Grant Number of Reduced Project:** IA0046L7D011204  
**Reduced Project Current Annual Renewal Amount:** \$70,717  
**Amount Retained for Project:** \$64,830  
**Amount available for New Project(s):** \$5,887  
(This amount will auto-calculate by selecting "Save" button)

**3G-2 Describe how the CoC determined that this project should be reduced.  
(limit 750 characters)**

This grant was reduced according to the amount of unexpended funds during the most recently completed program year. This strategy was used across all CoC projects, and is in line with the approach taken last year as well. The CoC voted to approve this approach and the final budget and reallocation amounts at the Iowa Council on Homelessness meeting on January 17, 2014.

### 3G. Reallocation - Grant(s) Reduced Details

**3G-1 Complete each of the fields below for each eligible renewal grant that is being reduced during the FY2013 reallocation process. CoCs should refer to the final HUD approved FY2013 Grant Inventory Worksheet to ensure all information entered here is accurate.**

**Reduced Project Name:** Service Coordination through Collaboration for Permanent Housing  
**Grant Number of Reduced Project:** IA0025L7D011205  
**Reduced Project Current Annual Renewal Amount:** \$162,542  
**Amount Retained for Project:** \$136,515

**Amount available for New Project(s):** \$26,027  
**(This amount will auto-calculate by selecting "Save" button)**

**3G-2 Describe how the CoC determined that this project should be reduced.  
(limit 750 characters)**

This grant was reduced according to the amount of unexpended funds during the most recently completed program year. This strategy was used across all CoC projects, and is in line with the approach taken last year as well. The CoC voted to approve this approach and the final budget and reallocation amounts at the Iowa Council on Homelessness meeting on January 17, 2014.

### **3G. Reallocation - Grant(s) Reduced Details**

**3G-1 Complete each of the fields below for each eligible renewal grant that is being reduced during the FY2013 reallocation process. CoCs should refer to the final HUD approved FY2013 Grant Inventory Worksheet to ensure all information entered here is accurate.**

**Reduced Project Name:** MCHA Shelter Plus Care

**Grant Number of Reduced Project:** IA0047L7D011204

**Reduced Project Current Annual Renewal Amount:** \$117,423

**Amount Retained for Project:** \$104,140

**Amount available for New Project(s):** \$13,283  
**(This amount will auto-calculate by selecting "Save" button)**

**3G-2 Describe how the CoC determined that this project should be reduced.  
(limit 750 characters)**

This grant was reduced according to the amount of unexpended funds during the most recently completed program year. This strategy was used across all CoC projects, and is in line with the approach taken last year as well. The CoC voted to approve this approach and the final budget and reallocation amounts at the Iowa Council on Homelessness meeting on January 17, 2014.

### **3G. Reallocation - Grant(s) Reduced Details**

**3G-1 Complete each of the fields below for each eligible renewal grant that is being reduced during the FY2013 reallocation process. CoCs should refer to the final HUD approved FY2013 Grant Inventory Worksheet to ensure all information entered here is accurate.**

**Reduced Project Name:** Home to Stay, CHoOSE  
**Grant Number of Reduced Project:** IA0052L7D011203  
**Reduced Project Current Annual Renewal Amount:** \$76,763  
**Amount Retained for Project:** \$75,580  
**Amount available for New Project(s):** \$1,183  
(This amount will auto-calculate by selecting "Save" button)

**3G-2 Describe how the CoC determined that this project should be reduced.  
(limit 750 characters)**

This grant was reduced according to the amount of unexpended funds during the most recently completed program year. This strategy was used across all CoC projects, and is in line with the approach taken last year as well. The CoC voted to approve this approach and the final budget and reallocation amounts at the Iowa Council on Homelessness meeting on January 17, 2014.

### **3G. Reallocation - Grant(s) Reduced Details**

**3G-1 Complete each of the fields below for each eligible renewal grant that is being reduced during the FY2013 reallocation process. CoCs should refer to the final HUD approved FY2013 Grant Inventory Worksheet to ensure all information entered here is accurate.**

**Reduced Project Name:** Phoenix Housing Shelter Plus Care  
**Grant Number of Reduced Project:** IA0061L7D011202  
**Reduced Project Current Annual Renewal Amount:** \$102,115  
**Amount Retained for Project:** \$73,675  
**Amount available for New Project(s):** \$28,440  
(This amount will auto-calculate by selecting "Save" button)

**3G-2 Describe how the CoC determined that this project should be reduced.  
(limit 750 characters)**

This grant was reduced according to the amount of unexpended funds during the most recently completed program year. This strategy was used across all CoC projects, and is in line with the approach taken last year as well. The CoC voted to approve this approach and the final budget and reallocation amounts at the Iowa Council on Homelessness meeting on January 17, 2014.

### **3G. Reallocation - Grant(s) Reduced Details**

**3G-1 Complete each of the fields below for each eligible renewal grant that is being reduced during the FY2013 reallocation process. CoCs should refer to the final HUD approved FY2013 Grant Inventory Worksheet to ensure all information entered here is accurate.**

**Reduced Project Name:** Permanent Housing  
**Grant Number of Reduced Project:** IA0020L7D011205  
**Reduced Project Current Annual Renewal Amount:** \$134,599  
**Amount Retained for Project:** \$96,663  
**Amount available for New Project(s):** \$37,936  
**(This amount will auto-calculate by selecting "Save" button)**

**3G-2 Describe how the CoC determined that this project should be reduced.  
(limit 750 characters)**

This grant was reduced according to the amount of unexpended funds during the most recently completed program year. This strategy was used across all CoC projects, and is in line with the approach taken last year as well. The CoC voted to approve this approach and the final budget and reallocation amounts at the Iowa Council on Homelessness meeting on January 17, 2014.

### **3G. Reallocation - Grant(s) Reduced Details**

**3G-1 Complete each of the fields below for each eligible renewal grant that is being reduced during the FY2013 reallocation process. CoCs should refer to the final HUD approved FY2013 Grant Inventory Worksheet to ensure all information entered here is accurate.**

**Reduced Project Name:** REACH 2000: Renewed Efforts and Commitment for Housing 2000

**Grant Number of Reduced Project:** IA0023L7D011205

**Reduced Project Current Annual Renewal Amount:** \$38,264

**Amount Retained for Project:** \$38,047

**Amount available for New Project(s):** \$217  
**(This amount will auto-calculate by selecting "Save" button)**

**3G-2 Describe how the CoC determined that this project should be reduced.  
(limit 750 characters)**

This grant was reduced according to the amount of unexpended funds during the most recently completed program year. This strategy was used across all CoC projects, and is in line with the approach taken last year as well. The CoC voted to approve this approach and the final budget and reallocation amounts at the Iowa Council on Homelessness meeting on January 17, 2014.

### **3G. Reallocation - Grant(s) Reduced Details**

**3G-1 Complete each of the fields below for each eligible renewal grant that is being reduced during the FY2013 reallocation process. CoCs should refer to the final HUD approved FY2013 Grant Inventory Worksheet to ensure all information entered here is accurate.**

**Reduced Project Name:** Transitional Housing

**Grant Number of Reduced Project:** IA0029L7D011205

**Reduced Project Current Annual Renewal Amount:** \$246,958

**Amount Retained for Project:** \$228,058

**Amount available for New Project(s):** \$18,900  
**(This amount will auto-calculate by selecting "Save" button)**

**3G-2 Describe how the CoC determined that this project should be reduced.  
(limit 750 characters)**

This grant was reduced according to the amount of unexpended funds during the most recently completed program year. This strategy was used across all CoC projects, and is in line with the approach taken last year as well. The CoC voted to approve this approach and the final budget and reallocation amounts at the Iowa Council on Homelessness meeting on January 17, 2014.

### 3G. Reallocation - Grant(s) Reduced Details

**3G-1 Complete each of the fields below for each eligible renewal grant that is being reduced during the FY2013 reallocation process. CoCs should refer to the final HUD approved FY2013 Grant Inventory Worksheet to ensure all information entered here is accurate.**

**Reduced Project Name:** Service Coordination through Collaboration for Transitional Housing

**Grant Number of Reduced Project:** IA0026L7D011205

**Reduced Project Current Annual Renewal Amount:** \$501,440

**Amount Retained for Project:** \$445,169

**Amount available for New Project(s):** \$56,271  
**(This amount will auto-calculate by selecting "Save" button)**

**3G-2 Describe how the CoC determined that this project should be reduced.  
(limit 750 characters)**

This grant was reduced according to the amount of unexpended funds during the most recently completed program year. This strategy was used across all CoC projects, and is in line with the approach taken last year as well. The CoC voted to approve this approach and the final budget and reallocation amounts at the Iowa Council on Homelessness meeting on January 17, 2014.

### 3G. Reallocation - Grant(s) Reduced Details

**3G-1 Complete each of the fields below for each eligible renewal grant that is being reduced during the FY2013 reallocation process. CoCs should refer to the final HUD approved FY2013 Grant Inventory Worksheet to ensure all information entered here is accurate.**

**Reduced Project Name:** Service Coordination through Collaboration - Supportive Services Only

**Grant Number of Reduced Project:** IA0024L7D011205

**Reduced Project Current Annual Renewal Amount:** \$224,220

**Amount Retained for Project:** \$212,022

**Amount available for New Project(s):** \$12,198  
(This amount will auto-calculate by selecting  
"Save" button)

**3G-2 Describe how the CoC determined that this project should be reduced.  
(limit 750 characters)**

This grant was reduced according to the amount of unexpended funds during the most recently completed program year. This strategy was used across all CoC projects, and is in line with the approach taken last year as well. The CoC voted to approve this approach and the final budget and reallocation amounts at the Iowa Council on Homelessness meeting on January 17, 2014.

### **3G. Reallocation - Grant(s) Reduced Details**

**3G-1 Complete each of the fields below for each eligible renewal grant that is being reduced during the FY2013 reallocation process. CoCs should refer to the final HUD approved FY2013 Grant Inventory Worksheet to ensure all information entered here is accurate.**

**Reduced Project Name:** 24 Hour Homeless Hotline/Homeless Coordinator

**Grant Number of Reduced Project:** IA0007L7D011205

**Reduced Project Current Annual Renewal Amount:** \$32,171

**Amount Retained for Project:** \$14,855

**Amount available for New Project(s):** \$17,316  
(This amount will auto-calculate by selecting  
"Save" button)

**3G-2 Describe how the CoC determined that this project should be reduced.  
(limit 750 characters)**

This grant was reduced according to the amount of unexpended funds during the most recently completed program year. This strategy was used across all CoC projects, and is in line with the approach taken last year as well. The CoC voted to approve this approach and the final budget and reallocation amounts at the Iowa Council on Homelessness meeting on January 17, 2014.

### **3G. Reallocation - Grant(s) Reduced Details**

**3G-1 Complete each of the fields below for each eligible renewal grant that is being reduced during the FY2013 reallocation process. CoCs should refer to the final HUD approved FY2013 Grant Inventory Worksheet to ensure all information entered here is accurate.**

**Reduced Project Name:** Hopes Project 13-14

**Grant Number of Reduced Project:** IA0010L7D011205

**Reduced Project Current Annual Renewal Amount:** \$71,403

**Amount Retained for Project:** \$61,303

**Amount available for New Project(s):** \$10,100  
**(This amount will auto-calculate by selecting "Save" button)**

**3G-2 Describe how the CoC determined that this project should be reduced.  
(limit 750 characters)**

This grant was reduced according to the amount of unexpended funds during the most recently completed program year. This strategy was used across all CoC projects, and is in line with the approach taken last year as well. The CoC voted to approve this approach and the final budget and reallocation amounts at the Iowa Council on Homelessness meeting on January 17, 2014.

### 3H. Reallocation - New Project(s)

CoCs must identify the new project(s) it plans to create and provide the requested information for each project.

Sum of All New Reallocated Project Requests  
(Must be less than or equal to total amount(s) eliminated and/or reduced)

\$224,642				
Current Priority #	New Project Name	Component Type	Transferred Amount	Reallocation Type
32	Passport to ...	PH	\$224,642	Regular

### **3H. Reallocation - New Project(s) Details**

**3H-1 Complete each of the fields below for each new project created through reallocation in the FY2013 CoC Program Competition. CoCs can only reallocate funds to new permanent housing—either permanent supportive housing for the chronically homeless or rapid re-housing for homeless households with children.**

**FY2013 Rank (from Project Listing):** 32

**Proposed New Project Name:** Passport to Independence

**Component Type:** PH

**Amount Requested for New Project:** \$224,642

### 3I. Reallocation: Balance Summary

**3I-1 Below is the summary of the information entered on forms 3D-3H. and the last field, “Remaining Reallocation Balance” should equal “0.” If there is a balance remaining, this means that more funds are being eliminated or reduced than the new project(s) requested. CoCs cannot create a new reallocated project for an amount that is greater than the total amount of reallocated funds available for new projects.**

#### Reallocation Chart: Reallocation Balance Summary

Reallocated funds available for new project(s):	\$227,758
Amount requested for new project(s):	\$224,642
Remaining Reallocation Balance:	\$3,116

## **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)**

CoC recipients must provide their APR to the Iowa Finance Authority (the Collaborative Applicant) on behalf of the CoC. This APR is reviewed by IFA staff, CoC Committee members, and the HMIS Lead staff. APRs are reviewed for performance outcomes and expenditure rates. When submitting a renewal application each year, projects are also required to report, and are reviewed and scored, on any HUD monitoring findings. Quarterly performance reports have been developed for ongoing review of all CoC projects during the coming year. Similar steps are used by the Iowa Finance Authority for ESG subrecipients within the CoC for a consistent process across funding streams.

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

Training opportunities are offered as part of Iowa Council on Homelessness meetings and through the annual HousingIowa Conference. This conference regularly includes presentations from the National Alliance to End Homelessness, the Interagency Council on Homelessness, and others on the topic of HEARTH performance goals. In 2013, this was supplemented by the first-ever Iowa Homelessness Symposium, hosted by our local HUD office and the Technical Assistance Collaborative. Finally, the FY 2014 state legislative appropriation to the Iowa Council resulted in a new statewide planning initiative, "Best Practices for Homelessness Services," to identify best practices in performance, services, and operations, that will move us toward common standards for our CoC. Five inclusive local planning meetings around the state started off the initiative in late 2013; a state planning advisory committee has convened to continue the work in early 2014. It's anticipated that the development of statewide best practices and standards will help programs meet HEARTH performance goals.

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

CoC Program recipients provide quarterly APRs to the Iowa Finance Authority on behalf of the Iowa Council on Homelessness (the CoC) and the CoC Committee. Agencies receiving statewide Emergency Solutions Grant and Shelter Assistance Fund program grants also send monthly HMIS data quality reports to the Iowa Finance Authority. These tools inform the need for technical assistance to providers who are not meeting CoC goals. On-site monitoring visits include identification of technical assistance needs. Beginning this year, local agencies will also receive a copy of the CoC's comprehensive Quarterly Performance Outcomes Report and will be required to provide a written response and plan to address any CoC performance goals they are not meeting. The Iowa Council participated in the HUD CoC Check-Up, and regularly submits questions and technical assistance requests to HUD on behalf of the CoC to increase training and capacity on a variety of issues.

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

The Iowa HMIS lead agency led the process to develop a comprehensive Performance Outcomes Report with Iowa service provider staff, the Continuum of Care Committee, and the Research and Analysis Committee. The report is organized into two sections: a top section for client demographics and a lower section to show quarterly change. The lower section of the report features quarterly homeless counts, then variables by program type including: client and household counts, new clients, clients returning to homelessness, exited clients, permanent exits, duration of episode among exited clients, veterans, chronic, employment at entry and exit, income at entry and exit and mainstream resources at entry and exit. The formula for calculating the length of an episode of homelessness was developed by the staff analyst of the HMIS lead and updated to reflect HUD's formula this year. The CoC has begun making performance data for all projects publicly available, and intends to continue to do this on a quarterly basis; this enables projects to better understand how their data fits into CoC-wide data and goals, and plan any necessary adjustments to program design.

**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)**

As noted in 4A-4, the Quarterly Performance Outcomes Report developed by the CoC includes tracking repeating episodes for homeless individuals and families. The report "looks back" over a 24 month period and reports on persons and households that return to homelessness during the quarter, as reported by a new program entry in Emergency Shelter, Transitional Housing, or Outreach, after the individual or household previously showed an exit to a permanent setting. The report was designed to be inclusive of the HEARTH Act performance measures in one comprehensive document. Combined with the new statewide planning initiative, "Best Practices for Homeless Services," the CoC will be able to determine the strategies and practices that lead to the best outcomes (including fewer returns to homelessness), and can then promote the adoption of these best practices throughout the CoC.

**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)**

During regular meetings of the Iowa Council on Homelessness, representatives from various State departments report on current and emerging resources available to Iowa's local homeless coordinating boards. These resources include steps to coordinate with local school districts, community and public health providers, legal aid offices, the faith community, public housing authorities, and community meal sites to identify and outreach to homeless individuals and families. Information includes current contact lists, training and workshop opportunities, and new program information. Also, the State agency representatives have access to current listings of local community resources to assist homeless persons, and the representatives are able to provide that information to their local offices to support effective referrals. Another part of Iowa's strategy to assist providers is the continued work towards a coordinated intake and assessment system which will enhance local planning and outreach efforts, particularly in rural settings.

## 4B. Section 3 Employment Policy

### Instructions

\*\*\* TBD \*\*\*\*

**4B-1 Are any new proposed project applications requesting \$200,000 or more in funding?** Yes

**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)**

Family Alliance for Veterans of America (FAVA) works with individuals helping with job training skills, converting military to civilian, educating and teaching how to dress for an interview, role-play of interview skills, resume writing, and teaching basic computer skills. FAVA works with community partners like Iowa Workforce, VA and Iowa Vocational Rehabilitation and others. They are constantly working with any number of businesses looking to hire and keep active job postings. FAVA has approximately 1,000 jobs in the surrounding area posted each week. FAVA works with employers & colleges for certifications, apprenticeships, and on-the-job training programs. They assist with Food Stamps, connecting to County Veterans Affairs for benefits, VA services, Social Security, county & social services, emergency transportation needs, and work consistently with community partners to ensure that they are applying for all eligible assistance for example heat assistance.

**4B-2 Are any of the projects within the CoC requesting funds for housing rehabilitation or new constructions?** Yes

**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:** Advertise at social service agencies, Employment/Training/Community centers, local newspapers

## 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.	97%
* Homeless assistance providers use a single application form for four or more mainstream programs.	100%
* Homeless assistance providers have staff systematically follow-up to ensure mainstream benefits are received.	93%

**4C-3 Does the CoC make SOAR training available for all recipients and subrecipients at least annually?** Yes

**4C-3.1 If yes, indicate the most recent training date:** 09/05/2013

**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)**

Iowa is a Medicaid-expansion state under the ACA; Iowa's alternative plan was approved by federal officials in early December, 2013. Enrollment assistance has been led primarily by community health centers and hospitals across the CoC, along with some CoC program providers such as Hillcrest Family Services; many offer trained certified application counselors. The Iowa Department of Public Health and the Iowa Department of Human Services have led the way statewide with training on enrollment and outreach, including many "train-the-trainer" opportunities. Additional ACA training was available especially for CoC housing and homeless services providers in 2013. This included the September, 2013, HousingIowa Conference, with sessions including Steve Berg of the National Alliance to End Homelessness on the topic, "Breaking Down Barriers for Iowa's At-Risk Population." Training also included the first-ever Iowa Homelessness Symposium in the summer of 2013, hosted by our local HUD office and the Technical Assistance Collaborative, and included the topic, "ACA: Impact of Changes in Medicaid on Healthcare for Homeless Persons."

**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 HousingIowa Conference each year provides focused training for CoC providers on how to identify other sources of funding for supportive services and how to help participants access those services; the Iowa Homelessness Symposium in July of 2013 (described in 4C-4) added to those opportunities this year. Sessions at these conferences in 2013 included "Best Practices in Homeless Services," "SOAR Training," "Helping Homeless Persons Access Mainstream Benefits and Services," "Veterans/VA Services," "Accessing Behavioral Health Services," "Using Housing Choice Vouchers for Homeless Persons," "Strategies for Retaining Housing," and more.

## Attachments

Document Type	Required?	Document Description	Date Attached
Certification of Consistency with the Consolidated Plan	Yes	Certificates of C...	01/29/2014
CoC Governance Agreement	No	IA BOS CoC Govern...	12/26/2013
CoC-HMIS Governance Agreement	No	HMIS Policies/Pro...	01/29/2014
CoC Rating and Review Document	No	Iowa Balance of S...	01/15/2014
CoCs Process for Making Cuts	No	IA BOS Process fo...	12/26/2013
FY2013 Chronic Homeless Project Prioritization List	No		
FY2013 HUD-approved Grant Inventory Worksheet	Yes	Final 2013 GIW fo...	01/27/2014
FY2013 Rank (from Project Listing)	No		
Other	No	IA BOS New Projec...	12/26/2013
Other	No	IA BOS Renewal Pr...	12/26/2013
Other	No	Evidence of Publi...	01/27/2014
Projects to Serve Persons Defined as Homeless under Category 3	No		
Public Solicitation	No	IA BOS Public Inv...	12/26/2013

## **Attachment Details**

**Document Description:** Certificates of Consistency with Consolidated Plans

## **Attachment Details**

**Document Description:** IA BOS CoC Governance Charter

## **Attachment Details**

**Document Description:** HMIS Policies/Procedures with Data Agreement

## **Attachment Details**

**Document Description:** Iowa Balance of State CoC Rating & Review

## **Attachment Details**

**Document Description:** IA BOS Process for Making Cuts

## **Attachment Details**

**Document Description:**

## **Attachment Details**

**Document Description:** Final 2013 GIW for Iowa Balance of State

## **Attachment Details**

**Document Description:**

## **Attachment Details**

**Document Description:** IA BOS New Project Application - Invitation & Instructions

## **Attachment Details**

**Document Description:** IA BOS Renewal Project Application - Invitation & Instructions

## **Attachment Details**

**Document Description:** Evidence of Public Posting of CoC Application & Solicitation

## **Attachment Details**

**Document Description:**

## **Attachment Details**

**Document Description:** IA BOS Public Invitation for Applicants

## Submission Summary

Page	Last Updated
<b>1A. Identification</b>	No Input Required
<b>1B. CoC Operations</b>	01/23/2014
<b>1C. Committees</b>	01/29/2014
<b>1D. Project Review</b>	01/29/2014
<b>1E. Housing Inventory</b>	01/23/2014
<b>2A. HMIS Implementation</b>	01/29/2014
<b>2B. HMIS Funding Sources</b>	01/23/2014
<b>2C. HMIS Beds</b>	01/29/2014
<b>2D. HMIS Data Quality</b>	01/29/2014
<b>2E. HMIS Data Usage</b>	01/29/2014
<b>2F. HMIS Policies and Procedures</b>	01/29/2014
<b>2G. Sheltered PIT</b>	01/29/2014
<b>2H. Sheltered Data - Methods</b>	01/29/2014
<b>2I. Sheltered Data - Collection</b>	01/29/2014
<b>2J. Sheltered Data - Quality</b>	01/29/2014
<b>2K. Unsheltered PIT</b>	01/24/2014
<b>2L. Unsheltered Data - Methods</b>	01/24/2014
<b>2M. Unsheltered Data - Coverage</b>	01/23/2014
<b>2N. Unsheltered Data - Quality</b>	01/23/2014
<b>Objective 1</b>	01/29/2014
<b>Objective 2</b>	01/29/2014
<b>Objective 3</b>	01/29/2014
<b>Objective 4</b>	01/27/2014
<b>Objective 5</b>	01/29/2014
<b>3B. CoC Discharge Planning: Foster Care</b>	01/24/2014
<b>3B. CoC Discharge Planning: Health Care</b>	01/23/2014

<b>3B. CoC Discharge Planning: Mental Health</b>	01/29/2014
<b>3B. CoC Discharge Planning: Corrections</b>	01/24/2014
<b>3C. CoC Coordination</b>	01/29/2014
<b>3D. Strategic Plan Goals</b>	01/29/2014
<b>3E. Reallocation</b>	01/27/2014
<b>3F. Grant(s) Eliminated</b>	No Input Required
<b>3G. Grant(s) Reduced</b>	01/27/2014
<b>3H. New Project(s)</b>	01/27/2014
<b>3I. Balance Summary</b>	No Input Required
<b>4A. Project Performance</b>	01/27/2014
<b>4B. Employment Policy</b>	01/29/2014
<b>4C. Resources</b>	01/27/2014
<b>Attachments</b>	01/29/2014
<b>Submission Summary</b>	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: Balance of State CoC IA - 501

Project Name: SEE ATTACHED LIST

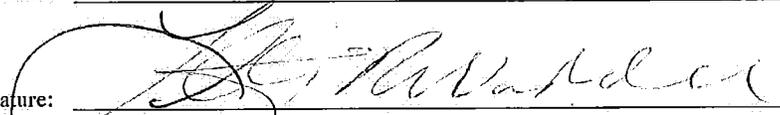
Location of the Project: VARIOUS LOCATIONS - SEE ATTACHED LIST

Name of the Federal Program to which the applicant is applying: HUD CONTINUUM OF CARE PROGRAM

Name of Certifying Jurisdiction: IOWA ECONOMIC DEVELOPMENT AUTHORITY

Certifying Official of the Jurisdiction Name: TIMOTHY R. WADDELL

Title: DIVISION ADMINISTRATOR, COMMUNITY DEVELOPMENT

Signature: 

Date: 1-2-14

STATE OF IOWA

2013-2014 CONTINUUM OF CARE

BALANCE OF STATE (IA-501)

Grantee	Project Name	Location	Project Type
Cedar Valley Friends of the Family	Northeast Iowa Permanent Housing Program	Waverly, IA	PH
Cedar Valley Friends of the Family	Turning Point Rural Housing Program	Waverly, IA	TH
Crisis Intervention Services	Pathway 2 Independence	Oskaloosa, IA	TH
Crisis Intervention and Advocacy	STAARS	Adel, IA	TH
Family Alliance for Veterans of America	Passport to Independence	Forest City, IA	New Project
IA. Institute for Community Alliances I-Count Network		State - Wide	HMIS
IA. Institute for Community Alliances I-Count Network		State-Wide	HMIS
Mason City Housing Authority	MCHA Shelter + Care	Mason City	PH
New Directions (ASAC)	Hightower Place	Clinton, IA	TH
Youth & Shelter Services	New Hope Transitional Living Project	Marshall County	TH
Youth & Shelter Services	Lighthouse Transitional Living Program	Boone & Marshall Counties	TH
YWCA Clinton	YWCA Transitional Housing Program	Clinton, IA	TH

# 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: Community Corrections Improvement Association

Project Name: Home to Stay, CHoOSE

Location of the Project: Scattered Sites in Johnson County

Name of the Federal Program to which the applicant is applying: Continuum of Care

Name of Certifying Jurisdiction: Iowa City

Certifying Official of the Jurisdiction Name: Thomas M. Markus

Title: City Manager

Signature: 

Date: January 8, 2014

# 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: Community Corrections Improvement Association

Project Name: Home to Stay, CHoOSE

Location of the Project: Scattered sites in Linn County

\_\_\_\_\_

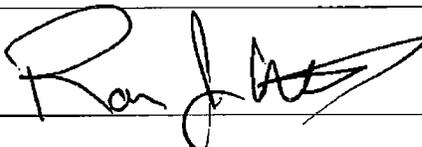
\_\_\_\_\_

Name of the Federal  
Program to which the  
applicant is applying: Continuum of Care

Name of  
Certifying Jurisdiction: Linn County

Certifying Official  
of the Jurisdiction  
Name: Ron J. Corbett

Title: Mayor

Signature: 

Date: January 6, 2014

# 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: CITY OF WATERLOO

Project Name: CONTINUUM OF CARE

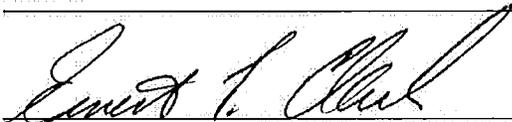
Location of the Project: CHI - TRANSITIONAL HOUSING, WATERLOO, IOWA  
CHI - PERMANENT HOUSING, WATERLOO, IOWA

Name of the Federal Program to which the applicant is applying: HUD - C OF C HOMELESS ASSISTANCE PROGRAM

Name of Certifying Jurisdiction: CITY OF WATERLOO, IOWA

Certifying Official of the Jurisdiction Name: ERNEST G. CLARK

Title: MAYOR

Signature: 

Date: 1/10/2014

# 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: City of Dubuque

Project Name: Phoenix Housing Shelter Plus Care

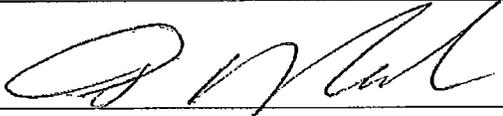
Location of the Project: C/O Housing and CD Dept  
350 West 6th Street Suite 312  
Dubuque IA 52001

Name of the Federal Program to which the applicant is applying: Continuum of Care Homeless Assistance Competition

Name of Certifying Jurisdiction: City of Dubuque

Certifying Official of the Jurisdiction Name: Alvin Nash

Title: Director, City of Dubuque Housing and Community Development Dept.

Signature: 

Date: 12-26-13

# 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: Family Resources

Project Name: Reach 2000 Family Resources

Location of the Project: 3567 Kimberly Downs Road  
Davenport, IA 52807

Name of the Federal Program to which the applicant is applying: HUD Continuum of Care Supportive Services

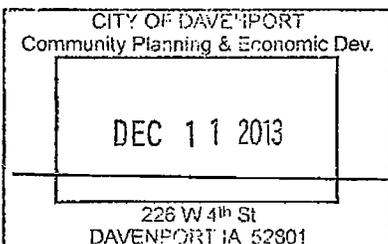
Name of Certifying Jurisdiction: Davenport, IA

Certifying Official of the Jurisdiction Name: RYAN BERGER

Title: SPECIAL PROJECTS COORDINATOR

Signature: *Ryan W. Berger*

Date: 12/18/13



**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: Hawkeye Area Community Action Program, Inc.

Project Name: Cedar Rapids Chronically Homeless Project

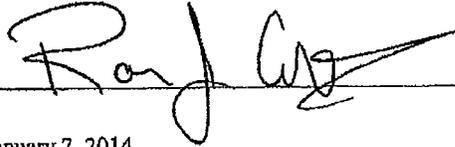
Location of the Project: Scattered site locations in Cedar Rapids, IA

Name of the Federal Program to which the applicant is applying: Continuum of Care

Name of Certifying Jurisdiction: Cedar Rapids, IA

Certifying Official of the Jurisdiction Name: Ron J. Corbett

Title: Mayor

Signature: 

Date: January 7, 2014

**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: Hawkeye Area Community Action Program, Inc.

Project Name: HUD II

Location of the Project: Scattered site locations in Cedar Rapids, IA

\_\_\_\_\_

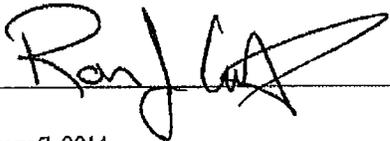
\_\_\_\_\_

Name of the Federal Program to which the applicant is applying: Continuum of Care

Name of Certifying Jurisdiction: Cedar Rapids, IA

Certifying Official of the Jurisdiction Name: Ron J. Corbett

Title: Mayor

Signature: 

Date: January 7, 2014

# 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: Hawkeye Area Community Action Program, Inc.

Project Name: HUD V

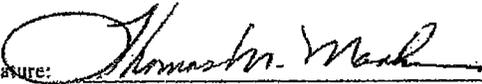
Location of the Project: Scattered site locations in Iowa City, IA

Name of the Federal Program to which the applicant is applying: Continuum of Care

Name of Certifying Jurisdiction: Iowa City

Certifying Official of the Jurisdiction Name: Thomas M. Markus

Title: City Manager

Signature: 

Date: 1-7-14

# 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: Hillcrest Family Services

Project Name: Hopes Project

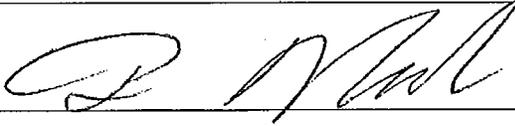
Location of the Project: 2005 Asbury Road  
Dubuque, IA 52001

Name of the Federal Program to which the applicant is applying: Continuum of Care Homeless Assistance Competition

Name of Certifying Jurisdiction: City of Dubuque

Certifying Official of the Jurisdiction Name: Alvin Nash

Title: Director, City of Dubuque Housing and Community Development Dept.

Signature: 

Date: 12-26-13

# 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: Manasseh House

Project Name: Manasseh House/Operation Empower

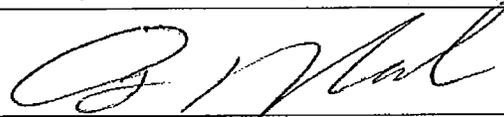
Location of the Project: 2080 Elm St. #103  
Dubuque, IA 52001

Name of the Federal Program to which the applicant is applying: Continuum of Care Homeless Assistance Competition

Name of Certifying Jurisdiction: City of Dubuque

Certifying Official of the Jurisdiction Name: Alvin Nash

Title: Director, City of Dubuque Housing and Community Development Dept.

Signature: 

Date: 12-26-13

# 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: Opening Doors

Project Name: Maria House

Location of the Project: 1561 Jackson Street

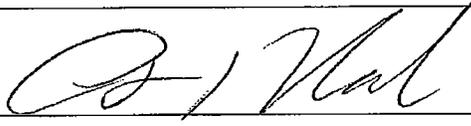
Dubuque, IA 52001

Name of the Federal Program to which the applicant is applying: Continuum of Care Homeless Assistance Competition

Name of Certifying Jurisdiction: City of Dubuque

Certifying Official of the Jurisdiction Name: Alvin Nash

Title: Director, City of Dubuque Housing and Community Development Dept.

Signature: 

Date: 12-26-13

# 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 Concern

Project Name: 24 Hour Homeless Hotline/Homeless Coordinator

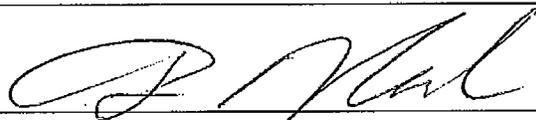
Location of the Project: 1789 Elm St. Suite B  
Dubuque, IA 52001

Name of the Federal Program to which the applicant is applying: Continuum of Care Homeless Assistance Competition

Name of Certifying Jurisdiction: City of Dubuque

Certifying Official of the Jurisdiction Name: Alvin Nash

Title: Director, City of Dubuque Housing and Community Development Dept.

Signature: 

Date: 12-26-13

# 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: The Salvation Army Waterloo/Cedar Falls Iowa

Project Name: Men's Transitional Housing Program

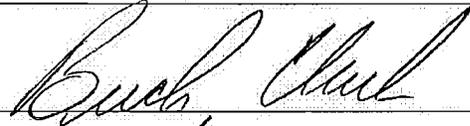
Location of the Project: 149 Argyle Street  
Waterloo, IA 50703

Name of the Federal Program to which the applicant is applying: Supportive Housing Program

Name of Certifying Jurisdiction: Waterloo

Certifying Official of the Jurisdiction Name: ~~XXXXXXXXXXXX~~ Mayor Buck Clark

Title: Mayor of Waterloo

Signature: 

Date: 1/7/2014

# 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: Shelter House Community Shelter and Transition Services

Project Name: Supported Training and Access to Resources (STAR) Program

Location of the Project: 429 Southgate Avenue  
Iowa City, IA 52240

Name of the Federal Program to which the applicant is applying: HUD Continuum of Care Supportive Housing Program (SSO)

Name of Certifying Jurisdiction: City of Iowa City

Certifying Official of the Jurisdiction Name: Thomas M. Markus

Title: City Manager

Signature: 

Date: 1-16-2014

# 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: Vera French Housing

Project Name: Vera French Reach 2000

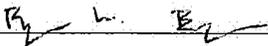
Location of the Project: Davenport, Iowa  
Scattered Sites- Master Lease Housing and supportive services for  
homeless persons with chronic mental illness.

Name of the Federal Program to which the applicant is applying: CoC Grant- Supported Housing Program

Name of Certifying Jurisdiction: City of Davenport

Certifying Official of the Jurisdiction Name: RYAN BERGER

Title: SPECIAL PROJECTS COORDINATOR

Signature: 

Date: 1/13/13

### 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: Youth and Shelter Services, Inc.

Project Name: Lighthouse Transitional Living Program

Location of the Project: Boone County, Hardin County, Marshall County, and Story County  
including Ames

Name of the Federal  
Program to which the  
applicant is applying: U.S. Department of Housing and Urban Development

Name of  
Certifying Jurisdiction: City of Ames

Certifying Official  
of the Jurisdiction  
Name: Ann Campbell

Title: Mayor

Signature: *Ann H. Campbell*

Date: 12-10-13

# 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: Humility of Mary Housing, Inc.

Project Name: REACH 2000: Renewed Efforts and Commitment for Housing 2000

Location of the Project: 3805 Mississippi Avenue  
Davenport, Iowa

Name of the Federal Program to which the applicant is applying: Continuum of Care Program

Name of Certifying Jurisdiction: City of Davenport, Iowa

Certifying Official of the Jurisdiction Name: RYAN BERBER

Title: SPECIAL PROJECTS COORDINATOR

Signature: *Ryan W. Berber*

Date: 12/12/13

# 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: Humility of Mary Shelter, Inc.

Project Name: Service Coordination through Collaboration for Permanent Housing

Location of the Project: 1016 West 5th Street  
Davenport, Iowa

Name of the Federal Program to which the applicant is applying: Continuum of Care Program

Name of Certifying Jurisdiction: City of Davenport, Iowa

Certifying Official of the Jurisdiction Name: RYAN BERGER

Title: SPECIAL PROJECTS COORDINATOR

Signature: Ryan W. Berger

Date: 12/12/13

# 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: Humility of Mary Shelter, Inc.

Project Name: Service Coordination through Collaboration - Supportive Services Only

Location of the Project: 1016 West 5th Street  
Davenport, Iowa

Name of the Federal  
Program to which the  
applicant is applying: Continuum of Care Program

Name of  
Certifying Jurisdiction: City of Davenport, Iowa

Certifying Official  
of the Jurisdiction  
Name: RYAN BERGER

Title: SPECIAL PROJECTS COORDINATOR

Signature: *Ryan W. Berger*

Date: 12/12/13

# 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: Humility of Mary Shelter, Inc.

Project Name: Service Coordination through Collaboration for Transitional Housing

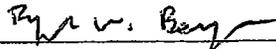
Location of the Project: 1016 West 5th Street  
Davenport, Iowa

Name of the Federal Program to which the applicant is applying: Continuum of Care Program

Name of Certifying Jurisdiction: City of Davenport, Iowa

Certifying Official of the Jurisdiction Name: RYAN BERGER

Title: SPECIAL PROJECTS COORDINATOR

Signature: 

Date: 12/12/13

# 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: Humility of Mary Shelter, Inc.

Project Name: Housing First

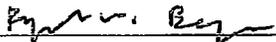
Location of the Project: 1016 West 5th Street  
Davenport, Iowa

Name of the Federal  
Program to which the  
applicant is applying: Continuum of Care Program

Name of  
Certifying Jurisdiction: City of Davenport, Iowa

Certifying Official  
of the Jurisdiction  
Name: RYAN BERGER

Title: SPECIAL PROJECTS COORDINATOR

Signature: 

Date: 12/12/13

# **Iowa Institute for Community Alliances Homeless Management Information System POLICIES & PROCEDURES**

**For: Iowa Balance of State CoC  
Des Moines/Polk County CoC  
Sioux City/Woodbury County CoC**

The Iowa Institute for Community Alliances  
1111 9<sup>th</sup> Street, Suite 245  
Des Moines, IA 50314

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## A. ATTACHMENTS

- I. USER CONFIDENTIALITY AND RESPONSIBILITY AGREEMENT
- II. MINIMUM REQUIRED DATA COLLECTION AGREEMENT

# 1. INTRODUCTION

This document provides the framework for the ongoing operations of the Iowa Institute for Community Alliances Homeless Management Information System Project (IICA HMIS). The *Project Overview* provides the main objectives, direction and benefits of IICA HMIS. The *Governing Principles* establish the values that are the basis for all policy statements and subsequent decisions. Finally, the *Operating Procedures* provide specific policies and steps necessary to control the operational environment for:

## **Privacy**

- Release and Disclosure of Client Data

## **Security**

- User Authorization
- Server Security
- Server Availability
- Workstation Security

## **Data Quality**

- Project Participation
- Collection and Entry of Client Data
- Training
- Technical Support

Other Obligations and Agreements discuss external relationships required for the continuation of this project.

# 2. PROJECT OVERVIEW

The long-term vision of the IICA HMIS is to enhance our Continua of Care participating agencies' collaboration, service delivery and data collection capabilities. Accurate information will put the various Continua of Care that IICA supports in a better position to request funding from various sources and help plan better for future needs.

The mission of the IICA HMIS Project is to support an integrated network of homeless and other service providers that use a central database to collect, track and report uniform information on client needs and services. This system will not only meet Federal requirements but also enhance local service planning and delivery.

The fundamental goal of the IICA HMIS is to document the demographics of homelessness in our partner Continua according to the HUD HMIS Data and Technical Standards. It is then the goal of the project to identify patterns in the utilization of assistance, and document the effectiveness of the services for the client. This will be accomplished through analysis of data that is gathered from the actual experiences of homeless persons and the service providers who assist them in shelters and homeless assistance programs throughout the partner Continua. Data that is gathered via intake interviews and program participation will be used to complete HUD required and related reports. This data may also be analyzed to provide unduplicated counts and anonymous aggregate data to policy makers, services providers, advocates, and consumer representatives.

The project utilizes a web-enabled application (ServicePoint™) residing on a central server to facilitate data collection by homeless service organizations across the various CoCs. Access to the central server is limited to agencies formally participating in the project and then only to authorized staff members who meet the necessary training and security requirements.

This HMIS project is staffed and advised by The Iowa Institute for Community Alliance. The Iowa Institute for Community Alliance's Executive Director is the authorizing agent for all agreements made between participating agencies and The Iowa Institute for Community Alliance. The IICA HMIS System Administrators are responsible for the administration of the network and user access. The Iowa Institute for Community Alliance Project Staff will also provide training and technical assistance to users of the system throughout the continua.

Various data related sub-committees of the Continua are responsible for oversight and guidance of the IICA HMIS. These groups are committed to balancing the interests and needs all stakeholders involved; homeless men, women, and children; service providers; and policy makers.

Potential benefits for homeless men, women, and children and case managers: Service coordination can be improved when information is shared among case management staff within one agency or with staff in other agencies (with written client consent) who are serving the same clients.

Potential benefits for agencies and program managers: Aggregated, information can be used to develop a more complete understanding of clients' needs and outcomes, and then used to advocate for additional resources, complete grant applications, conduct evaluations of program services, and report for funding agencies such as HUD.

Potential benefits for community-wide Continua of Care and policy makers: CoC - wide involvement in the project provides the capacity to generate HUD Annual Progress Reports (APRs), Consolidated Annual Performance and Evaluation Reports (CAPERs), and other HUD required or related reports. The network provides data to the Continua of Care and allows access to aggregate information both at the local and regional level that will assist in identification of gaps in services, as well as the completion of other service reports used to inform local policy decisions aimed at addressing and ending homelessness.

### **3. Governing Principles**

Described below are the overall governing principles upon which all decisions pertaining to the IICA HMIS are based.

Participants are expected to read, understand, and adhere to the spirit of these principles, even when the Policies and Procedures do not provide specific direction.

#### **Confidentiality**

The rights and privileges of clients are crucial to the success of the IICA HMIS. These policies will ensure clients' privacy without impacting the delivery of services, which is the primary focus of agency programs participating in this project.

Policies regarding client data are founded on the premise that a client owns his/her own personal information and provide the necessary safeguards to protect client, agency, and policy level interests. Collection, access and disclosure of client data through the IICA HMIS will only be permitted by the procedures set forth in this document.

### **Data Integrity**

Client data is the most valuable and sensitive asset of the IICA HMIS. These policies will ensure integrity and protect this asset from accidental or intentional unauthorized modification, destruction or disclosure.

### **System Availability**

The availability of a centralized data repository is necessary to achieve the ultimate state or CoC-wide aggregation of unduplicated homeless statistics. The System Administrator is responsible for ensuring the broadest deployment and availability for homeless service agencies across all participating Continua.

### **Compliance**

Violation of the policies and procedures set forth in this document will have serious consequences. Any deliberate or unintentional action resulting in a breach of confidentiality or loss of data integrity will result in the withdrawal of system access for the offending entity.

## **4. Roles and Responsibilities**

### ***The Iowa Institute for Community Alliance***

#### **The Iowa Institute for Community Alliance Executive/Associate Director**

- Liaison with HUD
- Project Staffing
- The Iowa Institute for Community Alliance Signatory for Memorandums of Understanding
- Overall Responsibility for Success of IICA HMIS

#### **Project Manager (Security Officer) and System Administrator**

- Selection and Procurement of Server Hardware
- Hosting Facility Agreement
- Domain Registration
- Procurement of Server Software and Licenses
- Distribution of End User Licenses
- Creation of Project Forms and Documentation
- Project Website Maintenance
- Project Policies and Procedures and Compliance

- General Ongoing Network Management
- Central Server Administration
  - ◆ Server Security, Configuration, and Availability
  - ◆ Maintenance of Software
  - ◆ Configuration of Network and Security Layers
  - ◆ Anti-Virus Protection for Server Configuration
  - ◆ System Backup and Disaster Recovery
- Keeper of Signed Memorandums of Understanding
- User Administration
  - ◆ Manage participating Agency Administrators
  - ◆ Manage User Licenses
- System Uptime and Performance Monitoring
- Ongoing Protection of Confidential Data
- Curriculum Development
- Training Documentation
- Confidentiality Training
- Application Training for Agency Administrators and End Users
- Outreach/End User Support
- Training Timetable
- Helpdesk

### **Data Analyst**

- Adherence to HUD Data Standards
- Application Customization
- Data Monitoring
- Data Validity
- Aggregate Data Reporting and Extraction
- Assist Partner Agencies with Agency-Specific Data Collection and Reporting Needs (Within Reason and Within Constraints of Other Duties)

### ***Participating Agency (CoC)***

#### **Participating Agency Executive Director**

- Authorizing Agent for CoC agreements (Memorandum of Understanding)
- Designation of Agency Administrator
- Agency Compliance with Policies and Procedures
- Oversight and Distribution of End User Licenses

- Agency Level HUD Reporting
- Each Participating Agency is responsible for ensuring they meet the Privacy and Security requirements detailed in the HUD HMIS Data and Technical Standards. Annually, Participating Agencies, in cooperation with the Iowa Institute will conduct a thorough review of internal policies and procedures regarding HMIS.

#### **Participating Agency Administrator**

- Authorizing Agent for Participating Agency User Agreements
- Keeper of Participating Agency User Agreements
- Keeper of Executed Client Informed Consent Forms
- Authorizing Agent for End User License Requests
- Staff Workstations
- Internet Connectivity
- End User Adherence to Workstation Security Policies
- Detecting and Responding to Violations of the Policies and Procedures
- First Level End User Support
- Maintain Agency/Program Data in IICA HMIS Application

#### **Agency End User Staff**

- Safeguard Client Privacy Through Compliance with Confidentiality Policies
- Data Collection as Specified by Training and Other Documentation

## **5. Operating Procedures \* security**

### ***5.1 Project Participation***

#### **Policies**

- Agencies participating in IICA HMIS shall commit to abide by the governing principles of IICA HMIS and adhere to the terms and conditions of this partnership as detailed in the Memorandum of Understanding

#### **Procedures**

#### **Confirm Participation**

1. The Partner Agency shall confirm their participation in IICA HMIS by submitting a Memorandum of Understanding to the IICA HMIS System Administrator.
2. The IICA HMIS System Administrator will obtain the co-signature of The Iowa Institute for Community Alliance Executive Director.
3. The IICA HMIS System Administrator will maintain a file of all signed Memorandums of Understanding.
4. The IICA HMIS System Administrator will maintain a list of all Partner Agencies

## **Terminate Participation**

### **Voluntary**

1. The Partner Agency shall inform the IICA HMIS System Administrator in writing of their intention to terminate their agreement to participate in IICA HMIS.
2. The IICA HMIS System Administrator will inform the The Iowa Institute for Community Alliance's Executive Director and update the Participating Agency List.
3. The IICA HMIS System Administrator will revoke access of the Partner Agency staff to IICA HMIS. Note: All Partner Agency-specific information contained in the IICA HMIS System will remain in the IICA HMIS system.
4. The IICA HMIS System Administrator will keep all termination records on file with the associated Memorandums of Understanding.

### **Lack of Compliance**

1. When the IICA HMIS System Administrator determines that a Partner Agency is in violation of the terms of the partnership, Executive Directors of Partner Agency and IICA will work to resolve the conflict(s).
2. If the Executive Directors are unable to resolve conflict(s), the appropriate CoC Data Committee will be called upon to resolve the conflict. If that results in a ruling of Termination:
  - i. The Partner Agency will be notified in writing of the intention to terminate their participation in IICA HMIS.
  - ii. The IICA HMIS System Administrator will revoke access of the Partner Agency staff to IICA HMIS.

- iii. The IICA HMIS System Administrator will keep all termination records on file with the associated Memorandums of Understanding.

#### **Assign Primary HMIS Administrator Contact**

1. The Partner Agency shall designate a primary contact for communications regarding IICA HMIS by submitting information in writing to the IICA HMIS System Administrator.
2. The IICA HMIS System Administrator will obtain all signatures necessary to execute the Partner Agency Technical Administrator Agreement.
3. The IICA HMIS System Administrator will maintain a file of all signed Technical Administrator Assignment forms.
4. The IICA HMIS System Administrator will maintain a list of all assigned Partner Agency Technical Administrators and make it available to the IICA HMIS staff.

#### **Re-Assign Technical Administrator**

1. The Partner Agency may designate a new or replacement primary contact in the same manner as above.

#### **Site Security Assessment**

1. Prior to allowing access to IICA HMIS, the Partner Agency Technical Administrator and the IICA HMIS System Administrator may meet to review and assess the security measures in place to protect client data. The Partner Agency Executive Director (or designee) and Partner Agency Administrator may meet with a The Iowa Institute for Community Alliance staff member to assess The Partner Agency's information security protocols. This review shall in no way reduce the responsibility for Partner Agency information security, which is the full and complete responsibility of the Partner Agency, its Executive Director, and Administrator.
2. Partner Agencies shall have virus protection software on all computers that access IICA HMIS.

### ***a. User Authorization & Passwords***

## Policies

- Partner Agency staff participating in IICA HMIS shall commit to abide by the governing principles of IICA HMIS and adhere to the terms and conditions of the Partner Agency User Agreement.
- The Partner Agency Technical Administrator must only request user access to IICA HMIS for those staff members that require access to perform their job duties.
- All users must have their own unique user ID and should never use or allow use of a user ID that is not assigned to them (see Partner Agency User Agreement).
- Temporary, first time only, passwords will be communicated via email or phone to the owner of the user ID.
- User-specified passwords should never be shared and should never be communicated in any format.
- New user IDs must require password change on first use.
- Passwords must consist of at least 8 characters and must contain a combination of letters and numbers (no special characters; alpha and numeric only). The password must contain at least two numbers (required by software). According to the HUD Data and Technical Standards Final Notice (July 2004):  
*User authentication. Baseline Requirement. A CHO must secure HMIS systems with, at a minimum, a user authentication system consisting of a username and password. Passwords must be at least eight characters long and meet reasonable industry standard requirements.*
- Passwords must be changed every 45 days. If they are not changed within that time period they will expire and the user will be locked out of the system.
- For Partner Agency Administrators and Agency Users, passwords may only be reset by the IICA HMIS System Administrator.
- Three consecutive unsuccessful attempts to login will disable the User ID until the account is reactivated by the IICA HMIS System Administrator.
- It is the responsibility of the partnering Agency to inform The Iowa Institute for Community Alliance about any changes to IP address information previously submitted and approved for authorized access to IICA HMIS.

## **Procedures**

### **Workstation Security Assessment**

1. Prior to requesting user access for any staff member, the Partner Agency Administrator will assess the operational security of the user's workspace.
2. Partner Agency Administrator will confirm that workstation has virus protection properly installed and that a full-system scan has been performed within the last week.
3. Partner Agency Administrator will confirm that workstation has and uses a hardware or software firewall.

### **Request New User ID**

1. When the Partner Agency Administrator identifies a staff member that requires access to IICA HMIS, a "User Ethics & Responsibility Agreement" (UERA) *will* be provided to the prospective user.
2. The prospective user must read, understand and sign the *UERA* and return it to the Executive Director.
3. The Agency Executive Director will co-sign the *UERA*, retain a copy on file and return original to IICA.
4. The IICA System Administrator will create the new user ID as specified and notify the user ID owner of the temporary password via email.

### **Change User Access**

1. When the Partner Agency Administrator determines that it is necessary to change a user's access level, the Partner Agency Technical Administrator will contact IICA who will update the user ID as needed.

### **Rescind User Access**

#### **Voluntary**

Use this procedure when any IICA HMIS user leaves the agency or otherwise becomes inactive.

### **Compliance Failure:**

Use this procedure when any IICA HMIS user breaches the “User Ethics & Responsibility Agreement” (UERA), or violates the Policies and Procedures, or breaches confidentiality or security.

1. The Partner Agency Administrator will deactivate staff user IDs
2. The IICA HMIS System Administrator will deactivate all other user IDs

### **Reset Password**

1. When a user forgets his or her password or has reason to believe that someone else has gained access to their password, they must immediately notify their Partner Agency Technical Administrator.
2. The Partner Agency Technical Administrator will reset the user’s password and notify the user of the new temporary password.

## ***b. Collection and Entry of Client Data*** ***\*privacy/data quality***

### **Policies**

- Client data will be gathered according to the policies, procedures and confidentiality rules of each individual program.
- Client data may only be entered into IICA HMIS with client’s authorization to do so.
- All universal and program data elements from the HUD IICA HMIS Data and Technical Standards Final Draft should be collected, subject to client consent.
- Client data will only be shared with Partner Agencies if the client consents, has signed the Client Consent form, and the signed Client Consent form is available on record.
- Client data will be entered into IICA HMIS in a timely manner.

- ◆ Client identification should be completed during the intake process or as soon as possible following intake and within 24 hours.
  - ◆ Required assessments should be entered as soon as possible following the intake process and within 48 hours.
  - ◆ If service records are recorded, IICA recommends these should be entered on the day services began or as soon as possible within the next 24 hours.
- All client data entered into IICA HMIS will be kept as accurate and as current as possible.
  - Hardcopy or electronic files will continue to be maintained according to individual program requirements, and according to the HUD IICA HMIS Data and Technical Standards Final Draft.
  - No data may be imported without the client's authorization.
  - Any authorized data imports will be the responsibility of the Partner Agency.
  - Partner Agencies are responsible for the accuracy, integrity, and security of all data input by said Agency.
  - Our Continuum of Care is committed to entering client specific data into IICA HMIS that is accurate, complete, and timely to ensure quality of data, and to provide reports to agency executive management, public policy decision makers, and all participating homeless service and housing providers.
  - Data quality of client specific data is essential to the meaningful analysis and accurate reporting of Continuums of Care data.
  - Data quality shall be a concern of highest importance and all members of Continuums of Care will work to continuously improve quality.
  - Quality assurance shall be the ultimate responsibility of each Partner's Agency's Executive Director. The Iowa Institute for Community Alliance will provide Exception Reports to the Partner Agency Technical Administrator who is designated by the Partner Agency Executive Director.
  - The Partner Agency that creates a client record owns the responsibility for a baseline of data quality to include: non-duplication of client record, Release of Information (ROI), Universal & Program level data elements as defined by HUD Data Standards, up-to-date Program Entries and Exits,

and answers to the questions, “Currently Homeless?” and “Chronically Homeless?”.

- Each Partner Agency that comes in contact with a client has an opportunity to improve data quality and should make every effort to do so when that opportunity arises.
- Each Partner Agency has agreed to and is responsible for collecting and entering all of the data elements on Iowa Basic or MACCH Basic Intake Form, whether required by HUD or not.
- The Continuums of Care will decide on a plan to dispose of (or remove identifiers from) client data seven (7) years after it was created or last changed.

## **Procedures**

1. Refer to User Manual and/or Training Materials for specific data entry guidelines.
2. The Iowa Institute for Community Alliance will provide each agency with an ongoing Exceptions Report, and provide the training necessary in order for the Partner Agency to be able to download and report to the appropriate parties within the agency.
3. The Partner Agency Technical Administrator will share data with authorized personnel only (those with IICA HMIS authorization).
4. Partner Agency Technical Administrator will be responsible for reviewing the weekly Exception Reports and notifying users to make corrections, within one week.
5. Partner Agency Technical Administrator will inform the IICA HMIS System Administrator if there are any technical issues retrieving the Exception Reports within three (3) business days.
6. Upon request of Partner Agency Executive Management, The Iowa Institute for Community Alliance will provide measures and metrics to verify data quality.
7. Upon request by The Continuum's Executive Committee, The Iowa Institute for Community Alliance will provide measures and metrics to assess the data quality of individual programs.
8. The CoC's Data Committee shall develop with IICA the procedure to properly dispose of client data within the seven-year time frame allocated in the HUD Data Standards.

## ***c. Release of Disclosure of Client Data***

### **Policies**

- Client-specific data from IICA HMIS may be shared with Partner Agencies only when the sharing agency has secured a valid Release of Information from that client authorizing such sharing, and only during such time that Release of Information is valid (before its expiration). Other non-IICA HMIS inter-agency agreements do not cover the sharing of IICA HMIS data.
- Sharing of client data may be limited by program specific confidentiality rules.
- No client-specific data will be released or shared outside of the Partner Agencies unless the client gives specific written permission or unless withholding that information would be illegal (see Release of Information). Note that services may NOT be denied if client refuses to sign Release of Information or declines to state any information.
- Release of Information must constitute INFORMED consent. The burden rests with the intake staff to inform the client before asking for consent. As part of informed consent, a notice must be posted explaining the reasons for collecting the data, the client's rights, and any potential future uses of the data. An example of such a sign for posting may be found at [www.iowainstitute.net](http://www.iowainstitute.net) under Forms.
- Client shall be given print out of all data relating to them upon written request and within 10 working days.
- A report of data sharing events, including dates, agencies, persons, and other details, must be made available to the client upon request and within 10 working days.
- Aggregate data that does not contain any client specific identifying data may be shared with internal and external agents without specific permission. This policy should be made clear to clients as part of the Informed Consent procedure.
- Each Partner Agency Executive Director is responsible for his or her agency's internal compliance with the HUD Data Standard.

### **Procedures**

1. Procedures for disclosure of client-specific data are readily obtained from the above policies, combined with the configuration of IICA HMIS, which facilitates appropriate data sharing.

## **5.5 Server Security**

### **Policies**

- The IICA HMIS System Administrator and our HMIS Vendor will strive to secure and keep secure the servers, both physically and electronically.

### **Procedures**

1. All procedures for maximizing Server Security are the responsibility of the IICA HMIS System Administrator and our HMIS vendor.

## **5.6 Server Availability**

### **Policies**

- The IICA HMIS System Administrator will strive to maintain continuous availability by design and by practice.
- Necessary and planned downtime will be scheduled when it will have least impact, for the shortest possible amount of time, and will only come after timely communication to all participants.
- The IICA HMIS System Administrator is responsible for design and implementation of a back and recovery plan (including disaster recovery).

### **Procedures**

1. A user should immediately report unplanned downtime to his or her Partner Agency Technical Administrator.
2. All other procedures for maximizing server availability, recovering from unplanned downtime, communicating, and avoiding future downtime are the responsibility of the IICA HMIS System Administrator.
3. The IICA HMIS System Administrator or our HMIS vendor will backup system, software, and database data on a weekly basis, as well as incremental backups nightly.

## **5.7 Workstation Security**

### **Policies**

- The Partner Agency Technical Administrator is responsible for preventing degradation of the whole system resulting from viruses, intrusion, or other factors under the agency's control.

- The Partner Agency Technical Administrator is responsible for preventing inadvertent release of confidential client-specific information. Such release may come from physical or electronic or even visual access to the workstation, thus steps should be taken to prevent these modes of inappropriate access (that is, don't let someone read over your shoulder: lock your screen).
- All workstations to be used with IICA HMIS must be secured by a firewall between the workstation and the internet. Software firewalls are acceptable.
- Recommended Internet connection: DSL or Cable Modem, at least 128 kbits.
- Definition and communication of all procedures to all Partner Agency users for achieving proper agency workstation configuration and for protecting their access by all Agency users to the wider system are the responsibility of the Partner Agency Technical Administrator.

### **Procedures**

1. At a minimum, any workstation accessing the central server shall have anti-virus software with current virus definitions (24 hours) and frequent full-system scans (weekly).

## **5.8 Training**

### **Policies**

- The Partner Agency Executive Director shall obtain the commitment of the Partner Agency Technical Administrator and designated staff persons to attend training(s) as specified in the *Memorandum of Understanding (MOU)* between Partner Agency and The Iowa Institute for Community Alliance.

### **Procedures**

#### **Start-up Training**

The Iowa Institute for Community Alliance will provide training in the following areas prior to the Partner Agency using IICA HMIS:

- Partner Agency Administrator training
- End User training
- Confidentiality training

#### **Partner Agency Technical Administrator Training**

Training will be done in a group setting, where possible to achieve the most

efficient use of time and sharing of information between agencies. Training will include:

- New user set-up
- Assigning agency within IICA HMIS hierarchy
- End User training
- Running package reports
- Creating customized reports

## **5.9 Compliance**

### **Policies**

- Compliance with these Policies and Procedures is mandatory for participation in IICA HMIS.
- Using the Servicepoint software, all changes to client data are recorded and will be periodically and randomly audited for compliance.
- Each Partner Agency is responsible for ensuring they meet the Privacy and Security requirements detailed in the HUD HMIS Data and Technical Standards. Annually, Partner Agencies will conduct a thorough review of internal policies and procedures regarding IICA HMIS.

### **Procedures**

1. See “Project Participation” and “User Authorization” sections for procedures to be taken for lack of compliance.

## **5.10 Technical Support**

### **Policies**

- Support requests include problem reporting, requests for enhancements (features), or other general technical support.
- Users shall submit support requests to their Partner Agency Technical Administrator (email is suggested).
- Users shall not, under any circumstances, submit requests to software vendor.
- Users shall not submit requests directly to The Iowa Institute for Community Alliance without specific invitation. All requests to The Iowa Institute for Community Alliance shall be submitted to Partner Agency Technical Administrator, who may then escalate to The Iowa Institute for Community Alliance, who may then escalate to vendors as appropriate.

- The Iowa Institute for Community Alliance will only provide support for issues specific to IICA HMIS software and systems.

## **Procedures**

### **Submission of Support Request**

1. User encounters problem or originates idea for improvement to system or software.
2. User creates support request via email sent to Partner Agency Technical Administrator specifying the severity of the problem and its impact on their work, specific steps to reproduce the problem, and any other documentation that might facilitate the resolution of the problem. User shall also provide contact information and best times to contact.
3. The Partner Agency Administrator, upon receipt of a support request, shall make reasonable attempts to resolve the issue.
4. If the Partner Agency Administrator is unable to resolve the issue and determines that the problem is specific to IICA HMIS software and systems, the Partner Agency Administrator shall consolidate multiple similar requests and submit to IICA. *Note: If the Support Request is deemed by IICA HMIS System Administrator to be an agency-specific customization<sup>1</sup>, resolution of the request may be prioritized accordingly. IICA reserves the right to charge on an hourly basis for these changes if/when the workload for such agency-specific customizations becomes burdensome.*
5. The IICA HMIS System Administrator may at this point determine that the cause of reported issue is outside the scope of control of the IICA HMIS software and systems.
6. The IICA HMIS System Administrator will consolidate such requests from multiple Partner Agencies, if appropriate, and strive to resolve issues according to their severity and impact.
7. If the IICA HMIS System Administrator is unable to resolve the issue, other software or system vendor(s) may be included in order to resolve the issue(s).
8. In cases where issue resolution may be achieved by the end user or other Partner Agency personnel, the IICA HMIS System Administrator will provide instructions via email to the Partner Agency Administrator.

## **5.11 Changes to This and Other Documents**

### **Policies**

- The Data Committee of the Continua will guide the compilation and amendment of these Policies and Procedures.

### **Procedures**

#### **Changes to Policies & Procedures**

1. Proposed changes may originate from any participant in IICA HMIS.
2. When proposed changes originate within a Partner Agency, they must be reviewed by the Partner Agency Executive Director, and then submitted by the Partner Agency Executive Director to the IICA HMIS System Administrator for review and discussion.
3. IICA HMIS System Administrator will maintain a list of proposed changes.
4. The list of proposed changes will be discussed by the Technology Committee, subject to line item excision and modification. This discussion may occur either at a meeting of the Technology Committee, or via email or conference call, according to the discretion and direction of the Technology Committee Chairperson.
5. Results of said discussion will be communicated, along with the amended Policies and Procedures. The revised Policies and Procedures will be identified within the document by the date of the Technology Committee discussion.
6. Partner Agencies Executive Directors shall acknowledge receipt and acceptance of the revised Policies and Procedures within 10 working days of delivery of the amended Policies and Procedures by notification in writing or email to IICA HMIS System Administrator. The Partner Agency Executive Director shall also ensure circulation of the revised document within their agency and compliance with the revised Policies and Procedures.

## **6 Other Obligations and Agreements**

Certain HUD grants for IICA HMIS projects provide for a limited number of user licenses within various Continua. While it may not be possible to meet every agency's full requirements for licenses within the HUD grant to The Iowa Institute for Community Alliance, the IICA HMIS System Administrator will endeavor to ensure that every agency participating in Continua with these designated funds, will have their minimum requirements met from the HUD grant as long as these funds are available.

### **6.1 HUD HMIS Data and Technical Standards**

This document should, at a minimum, reflect the baseline requirements listed in the HMIS Data and Technical Standards Final Notice, published by HUD in July 2004, and revised in 2010. Users of IICA HMIS are required to read and comply with the HMIS Data and Technical Standards. Failure to comply with these standards carries the same consequences as does failure to comply with these Policies and Procedures. In any instance where these Policies and Procedures are not consistent with the IICA HMIS Standards from HUD, the HUD Standards take precedence. Should any inconsistencies be identified, notice should be made to: [david.eberbach@icalliances.org](mailto:david.eberbach@icalliances.org)

### **6.2 HIPAA**

For agencies or programs where HIPAA applies, HIPAA requirements take precedence over both the HUD IICA HMIS Data Requirements (as specified in those requirements) and these policies and procedures.

**I-COUNT NETWORK**  
**IOWA'S CONTINUUM OUTCOME AND UNIVERSAL NEED TOOLKIT**  
**USER CONFIDENTIALITY AND RESPONSIBILITY CERTIFICATION**  
*Iowa's Homeless Information Management System*

Provider Name and Number: \_\_\_\_\_  
Contract Fiscal Year January 2014 – December 2014

**USER CONFIDENTIALITY AND RESPONSIBILITY AGREEMENT**

Your User ID and Password give you access to the statewide ServicePoint™ software of the I-COUNT Network. **Initial each item below to indicate your understanding and acceptance of the proper use of your User ID and password and your intention to comply with all elements of the Homeless Management Information System Data and Technical Standards Notice – originally published in the Federal Register on July 30, 2004, and revised in March of 2010 by the U. S. Department of Housing and Urban Development.** Failure to uphold the confidentiality and security standards set forth below is grounds for immediate termination from the Iowa Homeless Information Management System and forfeiture of grant funds if applicable.

- \_\_\_\_\_ An I-COUNT Network “Notice of Data Collection” sign will be posted at any location that client intake activity occurs that is entered or will be entered into the ServicePoint™ system.
- \_\_\_\_\_ This agency has a written privacy policy that includes the allowable uses and disclosures of protected personal information by this agency and it will be made available to the client upon request.
- \_\_\_\_\_ If applicable, this agency has their privacy policies posted on their agency internet web-site.
- \_\_\_\_\_ My ServicePoint™ User ID and Password are for my use only and must not be shared with anyone.
- \_\_\_\_\_ I will take all reasonable means to keep my User ID and Password physically secure.
- \_\_\_\_\_ I understand that the only individuals who can view information in the ServicePoint™ system are authorized users and the Clients to whom the information pertains.
- \_\_\_\_\_ I may only view, obtain, disclose, or use the database information that is necessary to perform my job.
- \_\_\_\_\_ If I am logged into ServicePoint™ and must leave the work area where the computer is located, I **must log-off** of ServicePoint before leaving the work area.
- \_\_\_\_\_ I will attend any and all HMIS and related topic training sessions as required to ensure accurate and appropriate data entry and use of the I-COUNT Network.
- \_\_\_\_\_ Any computer that has ServicePoint™ “open and running” shall never be left unattended.
- \_\_\_\_\_ Any computer that is used to access ServicePoint™ must be located in an area that can be physically secured with a lock when not in use by the authorized staff person.
- \_\_\_\_\_ Any computer that is used to access ServicePoint™ must be equipped with locking (password protected) screen savers.
- \_\_\_\_\_ Any computer that is used to access ServicePoint™ must have virus protection software installed with auto-update functions.
- \_\_\_\_\_ Any computer that is used to access ServicePoint™ must have software and/or hardware firewall protection.
- \_\_\_\_\_ Failure to log off ServicePoint™ appropriately may result in a breach in client confidentiality and system security.
- \_\_\_\_\_ Hard copies of Iowa ServicePoint information must be kept in a secure file.
- \_\_\_\_\_ When hard copies of Iowa ServicePoint™ information are no longer needed, they must be properly destroyed to maintain confidentiality.
- \_\_\_\_\_ If I notice or suspect a security breach, I must immediately notify the System Administrator - Iowa Institute for Community Alliances (IICA).

**I understand and agree to comply with all the statements listed above. I further understand that at the time of program site visits conducted under the direction of Iowa Finance Authority, our agency will be monitored for compliance with the I-COUNT Network management elements listed above.**

ServicePoint™ User (License Holder) Signature

Date

Agency Executive Director

Date

**I-COUNT NETWORK**  
**IOWA'S CONTINUUM OUTCOME AND UNIVERSAL NEED TOOLKIT**  
Iowa's Homeless Management Information System Network  
*Minimum Required Data Set Agreement*

Provider Name and Number: \_\_\_\_\_  
Contract Fiscal Year January 2014 – December 2014

**DATA COLLECTION POLICY**

As a funding requirement of both the U.S. Department of Housing and Urban Development and the State of Iowa, All homeless services provider agencies must attempt to collect a minimum data set from each client served by any program that is supported by the State of Iowa's Homeless Assistance Program Funds, either the Emergency Solutions Grant Program (ESGP) or the Shelter Assistance Fund and/or the Continuum of Care Fund, or the Housing Opportunities for Persons with AIDS/HIV Program, as well as other qualifying programs under the McKinney-Vento Homeless Assistance Act.

Provider agencies shall at all times have rights to the data pertaining to their clients that was created or entered by them in ServicePoint™ (this is the software used by the I-COUNT Network). Provider Agencies shall be bound by all restrictions imposed by clients pertaining to the use of personal data that they do not formally release.

**It is a Client's decision about which information, if any, entered into ServicePoint™ shall be shared and with any other provider agencies. The I-COUNT Client Informed Consent/Release of Information must be completed and signed by the Client if the Client wishes to share information with other service provider agencies.**

Minimum data entry on each consenting Client will be:

- Client Full Name
- Client Social Security Number
- Client Birth date
- Client Gender
- Client Race/Ethnicity
- All questions included in the "Iowa Basic Assessment" section of ServicePoint™.
- All questions in any program assessment of ServicePoint™ appropriate to one of the funding sources listed above.
- Client Service Transactions
- Complete/updated entry and exit information for each client.

I understand and agree to comply with all the statements listed above.

\_\_\_\_\_  
ServicePoint™ User Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Agency Executive Director

\_\_\_\_\_  
Date

Greetings,

**The Iowa Balance of State Continuum of Care (CoC) is requesting Project Applications for the 2013 CoC funding competition for homeless assistance services.**

This invitation includes renewal and new projects. If interested, please carefully review the information below. **All Project Applications are due Friday, January 3, 2014.**

**The Continuum of Care (CoC) program:** This is a program of the U.S. Department of Housing and Urban Development (HUD). Information can be found at this [link](#).

**The Iowa Balance of State CoC:** This includes most of the state, with the exception of Polk, Woodbury, and Pottawattamie Counties. The decision-making body for the Iowa Balance of State CoC is the Iowa Council on Homelessness. Any CoC program applicant within the Balance of State that is interested in this program must submit a Project Application for review by the CoC Committee and the Council.

**The 2013 competition:** Agencies are invited to submit Project Applications for new or renewal projects. HUD requires each CoC to submit one Consolidated Application that includes all the new and renewal Project Applications within the CoC. The Iowa Finance Authority provides support for this process, and eventually submits the application on the Council's behalf. While HUD's final Consolidated Application deadline is February 3<sup>rd</sup>, 2014, the internal deadline for all new and renewal Project Applications is **Friday, January 3<sup>rd</sup>, 2014.**

**The anticipated timeline:**

- Friday, December 6<sup>th</sup>, 10:00 a.m.: Informational [Webinar](#) for all Project Applicants
- Monday, December 9<sup>th</sup>: Project Application template will be available
- Friday, January 3<sup>rd</sup>: All Project Applications due
- Friday, January 10<sup>th</sup>: Notify Project Applicants of CoC Committee scoring and preliminary ranking
- Friday, January 17<sup>th</sup>: Iowa Council on Homelessness votes on final Project Application ranking and approves Consolidated Application draft
- Wednesday, January 29<sup>th</sup>: Final Consolidated Application and all Project Applications submitted to HUD

**Ways to prepare now:**

- 1) [Register](#) and plan to attend this Friday's webinar for all Project Applicants at 10:00 a.m. The webinar will also be recorded and posted for later reference.
- 2) Review the CoC Interim Regulations and the CoC NOFA at this [link](#) to understand the program, the changes from past years, and how your project may fit. Pay special attention to HUD's priority to serve the chronically homeless and to provide rapid rehousing for families. New Project Applications are limited to only the following: permanent supportive housing projects that propose to exclusively serve the chronically homeless, or rapid rehousing projects that propose to serve families.
- 3) Review HUD's training resources for this competition [here](#).
- 4) Make sure you have appropriate staff persons identified who have access to and will complete your Project Application in HUD's online [E-snaps](#) system.

- 5) Identify your local homeless services planning community, and plan how information will be submitted from your community for the application. Required information will be part of the final Project Application template made available in the next few days.
- 6) Identify your sources of leveraging, and plan to obtain commitment letters. Per HUD requirement, *letters must be dated after today, December 3<sup>rd</sup>.*
- 7) Plan to obtain your HUD Form 2991 Certificate of Consistency with the Consolidated Plan. Agencies located in the following jurisdictions must obtain local certification: Ames, Cedar Rapids, Iowa City, Davenport, Dubuque, and Waterloo. The form can be found at this [link](#). It's often easiest to work with any other local agencies to obtain this certification at the same time.
- 8) Make sure your organization has a valid DUNS number.
- 9) Make sure your organization's registration is current in the federal [System for Award Management \(SAM\)](#).

Additional information, as it becomes available, will be posted to the web page for the Iowa Council on Homelessness [here](#). You may also contact Zeb Beilke-McCallum at [zebb@icadv.org](mailto:zebb@icadv.org) throughout this process; he is the Chair of the CoC Committee of the Iowa Council on Homelessness.

Sincerely,



Amber Lewis  
HOMELESS PROGRAMS COORDINATOR  
2015 Grand Avenue | Des Moines, Iowa 50312  
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