

1A. Continuum of Care (CoC) Identification

Instructions:

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

1A-1. CoC Name and Number: LA-509 - Louisiana Balance of State CoC

1A-2. Collaborative Applicant Name: Louisiana Housing Corporation

1A-3. CoC Designation: CA

1A-4. HMIS Lead: Volunteer Center of Southwest Louisiana

1B. Continuum of Care (CoC) Engagement

Instructions:

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

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

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

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

The CoC's open meeting structure allows all parties to participate in CoC meetings and subcommittees. Member recruitment occurs in each of the three geographic areas. In the Southwest area the Calcasieu Parish Police Jury, a housing provider, leads member recruitment. Louisiana Housing Corporation staff leads recruitment efforts in Sabine, Natchitoches, St. Bernard and Plaquemines parish. CoC members are encouraged to participate in member recruitment. A formerly homeless participant participates on the CoC Board to ensure that the needs of persons experiencing homelessness are at the forefront of our decision making. This expertise is utilized to help projects understand the participants' needs and how to include their voice in the process. The Executive Director of the St. Bernard Battered Women's program is a CoC Board member and offers knowledge on issues facing victims and survivors of DV, date rape and human trafficking.

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

Youth Service Provider (up to 10)	RHY Funded?	Participated as a Voting Member in at least two CoC Meetings between July 1, 2015 and June 20, 2016.	Sat on CoC Board as active member or official at any point between July 1, 2015 and June 20, 2016.
Educational and Treatment Council, inc	Yes	Yes	No

1B-1c. List the victim service providers (CoC Program and non-CoC Program funded) who operate within the CoC's geographic area. Then select "Yes" or "No" to indicate if each provider is a voting member

or sits on the CoC Board.

Victim Service Provider for Survivors of Domestic Violence (up to 10)	Participated as a Voting Member in at least two CoC Meetings between July 1, 2015 and June 30, 2016	Sat on CoC Board as active member or official at any point between July 1, 2015 and June 30, 2016.
Oasis Shelter for Women	Yes	No
St. Bernard Battered Women's Program	No	Yes
Project Celebration	No	No

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

The CoC publicly announced our local CoC Program project funding competition on July 21, 2016 via the CoC website and through email distribution to the CoC mailing list. The competition was open to all HUD eligible applicants. There are no restrictions that applicants have to be present or past CoC Program fund recipients. New projects for the CoC must serve a priority population and propose to implement housing first principles to serve those who need the most assistance to exit homelessness. These factors are built into the CoC's published scoring tool for all applicants to review. All new projects are scored by an applicant review team that is not competing for funds. The highest scoring projects are awarded within the available new and reallocated project funding.

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

1C. Continuum of Care (CoC) Coordination

Instructions:

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

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

Funding or Program Source	Coordinates with Planning, Operation and Funding of Projects
Housing Opportunities for Persons with AIDS (HOPWA)	Yes
Temporary Assistance for Needy Families (TANF)	Yes
Runaway and Homeless Youth (RHY)	Yes
Head Start Program	Yes
Housing and service programs funded through Federal, State and local government resources.	Yes

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

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

	Number
Number of Con Plan jurisdictions with whom the CoC geography overlaps	2
How many Con Plan jurisdictions did the CoC participate with in their Con Plan development process?	2
How many Con Plan jurisdictions did the CoC provide with Con Plan jurisdiction level PIT data?	2
How many of the Con Plan jurisdictions are also ESG recipients?	1
How many ESG recipients did the CoC participate with to make ESG funding decisions?	1
How many ESG recipients did the CoC consult with in the development of ESG performance standards and evaluation process for ESG funded activities?	1

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

The CoC collaborated with all the jurisdictions in the geographic area. Louisiana State is the ESG recipient and Con Plan Jurisdiction. The Louisiana Housing Corporation (LHC) administers the ESG funding and is the CoC. The Division of Administration (DOA) coordinates the Con Plan for the State. LHC and DOA consult and collaborate on average an hour a month via planning calls, meetings and emails. The city of Lake Charles is the second Con Plan jurisdiction in the CoC. The City is a active member of the CoC Board and attends monthly meetings and receives ESG funds from LHC. Lake Charles invites the CoC membership to participate in the public hearing process and encourages feedback. Lake Charles holds three public hearings regarding the Con Plan.

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

LHC is the ESG recipient for Louisiana and is the Collaborative Applicant for the BoS CoC. LHC coordinates with all CoCs in the state regarding ESG funding opportunities and decisions. All ESG applications are discussed with the CoC. Training on the ESG applications was made available to the CoCs. The CoCs provided LHC with PIT and HMIS data. LHC convenes all of the CoCs quarterly. Through feedback provided by the CoCs at these meeting LHC developed performance measures to increase coordination and improve performance of ESG funded projects within the CoCs. The performance measures capture data regarding number of clients served by activity, length of stay and outreach efforts. The BoS CoC will monitor the ESG recipients outcomes, adherence to CoC established priorities and goals, HMIS and PIT data completeness and participation in the coordinated entry process. The CoC will utilize the information obtained in the monitoring to develop strategic goals and set performance standards.

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

The CoC coordinates with DV providers throughout the CoC geography and to ensure services are available to DV persons and works to ensure community partners are aware of services available. Programs are designed to meet the

immediate needs of victims and families offering safe housing in a violence free environment. Services provided include advocacy awareness, legal services and support programs. ESG funding supports operational costs of shelters and a RRH component to make available rental assistance for housing. Through the CES non-victim service providers make appropriate confidential referrals when they encounter victims/survivors of domestic violence. The CES allows for the access to all available housing opportunities throughout the region including CoC, DOJ and HHS funded projects. DV records are kept in a separate tracking system comparable to HMIS to collect and document data. The data collected on this population is not shared with other providers.

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

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program from 7/1/15 to 6/30/16 who were homeless at entry	PHA has General or Limited Homeless Preference
Louisiana Housing Authority	48.00%	Yes-HCV
Housing Authority of Lake Charles	0.00%	No
Calcasieu Parish Human Services Department	0.00%	No
Housing Authority of Sabine Parish	0.00%	No
Jefferson Davis Parish Section 8	0.00%	No

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

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

The CoC has HOPWA funding available to serve people experiencing homelessness who are have HIV/AIDS status. Also LIHTC properties in the geographic area participate in the project-based voucher project which has a people experiencing homelessness as a target population. Louisiana Housing Corporation (LHC) is working statewide with DOEH and HUD to get multi-family property owners to establish homeless preferences. No owners in the CoC's geographic area have yet to commit to establishing a preference. LHC and its partners will continue to engage owners and hope to successfully establish homeless preferences at properties throughout the geographic area.

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

Engaged/educated local policymakers:	<input type="checkbox"/>
Engaged/educated law enforcement:	<input checked="" type="checkbox"/>
Implemented communitywide plans:	<input type="checkbox"/>
No strategies have been implemented	<input type="checkbox"/>
Other:(limit 1000 characters)	
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

1D. Continuum of Care (CoC) Discharge Planning

Instructions:

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

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

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

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

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

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

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

Not applicable

1E. Centralized or Coordinated Assessment (Coordinated Entry)

Instructions:

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

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

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

The CoC's coordinated entry (CE) strives to: be easy to access; be transparent, consistent and accountable; and recognize individual's choice. The three CoC regions will each identify a single access point and will use a single BoS prioritization list across the three regions. The regions use a common needs assessment (VI-SPDAT), prioritization list, and referral process across communities. The three regions meet weekly to discuss housing placement for clients on the prioritization list. Clients can approach any entity and be directed to an access site for assessment and housing placement. Regular outreach and advertising is done to educate mainstream and human service providers and the general public on how to access the CE. All CoC and ESG funded programs must accept clients through the CE system and if a referral is declined, the agency will document the reason so it can be reviewed. The CoC Lead Agency will monitor the process to ensure clients are exiting to stable housing.

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

the screen, and then select the applicable checkboxes.

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

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

Instructions

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

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

How many renewal project applications were submitted in the FY 2016 CoC Program Competition?	2
How many of the renewal project applications are first time renewals for which the first operating year has not expired yet?	0
How many renewal project application APRs were reviewed by the CoC as part of the local CoC competition project review, ranking, and selection process for the FY 2016 CoC Program Competition?	2
Percentage of APRs submitted by renewing projects within the CoC that were reviewed by the CoC in the 2016 CoC Competition?	100.00%

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

Performance outcomes from APR reports/HMIS:	
% permanent housing exit destinations	<input checked="" type="checkbox"/>
% increases in income	<input checked="" type="checkbox"/>
Monitoring criteria:	
Utilization rates	<input checked="" type="checkbox"/>
Drawdown rates	<input checked="" type="checkbox"/>
Frequency or Amount of Funds Recaptured by HUD	<input checked="" type="checkbox"/>

Need for specialized population services:

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

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

The CoC Rating Tool includes scored criteria for target populations and project policies that promote housing stability through housing first practices. As part of the CoC rating and ranking process the committee reviewed the each project’s commitment to target of hard to serve eligible populations with an emphasis on those experiencing chronic homelessness and households with no income. The CoC rating tool also included points for fully adopting a housing first approach where the project removed barriers to be able to accept people with past criminal records, substance abuse history. Projects must also agree to lenient termination policies that do not stop housing assistance if people end services or choose not to follow original service plan goals to receive full points. The projects that met or exceeded the standards set were awarded maximum points and therefore given higher priority.

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

The CoC posted the local competition review, ranking, and selection criteria on the CoC website July 27, 2016. The link to the website was also emailed to the CoC membership on July 27, 2016. The materials posted were reviewed and approved by the CoC Board prior to distribution. The materials included: a notice of funds available for renewal and new projects which included eligible project types, the project application evaluation process and criteria and the new and renewal scoring tools. CoC staff was also available to assist new and renewal project agencies with any questions they had pertaining to the competition.

1F-4. On what date did the CoC and Collaborative Applicant publicly post all parts of the FY 2016 CoC Consolidated Application that included the final project application ranking? (Written documentation of the public posting, with the date of the posting clearly visible, must be attached. In addition, evidence of communicating decisions to the CoC's full membership must be attached). 09/26/2016

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

1F-5a. If the CoC rejected project application(s), on what date did the CoC and Collaborative Applicant notify those project applicants that their project application was rejected? (If project applications were rejected, a copy of the written notification to each project applicant must be attached.) 08/31/2016

1F-6. In the Annual Renewal Demand (ARD) is the CoC's FY 2016 CoC's FY 2016 Priority Listing equal to or less than the ARD on the final HUD-approved FY2016 GIW?

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

Instructions

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

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

Performances standards in the monitoring plan include verification of eligible participants, bed utilization rates, housing stability, reduction in length of homelessness, increase in participant income and access to mainstream benefits. Additionally, timely submission of APRs, resolution of HUD monitoring findings, maintenance of quarterly draw downs and full expenditure of awarded funds will also be reviewed. The current process includes on-site visits and remote report and HMIS data review. The Scoring Committee also assists with monitoring when reviewing annual applications looking at utilization rates and project outcomes. APRs and HMIS data are reviewed to assess project utilization and effectiveness at assisting the CoC to meet its goals to end homelessness.

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

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

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

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

Yes

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

Governance Charter P. 3, 9, and 13; HMIS Governance Agreement P. 2, 3 and 4

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

Yes

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

Yes

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

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

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

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

Instructions

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

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

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

2B-2.1 Funding Type: Federal - HUD

Funding Source	Funding
CoC	\$110,394
ESG	\$0
CDBG	\$0
HOME	\$0
HOPWA	\$0
Federal - HUD - Total Amount	\$110,394

2B-2.2 Funding Type: Other Federal

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

2B-2.3 Funding Type: State and Local

Funding Source	Funding
----------------	---------

City	\$2,533
County	\$2,533
State	\$20,000
State and Local - Total Amount	\$25,066

2B-2.4 Funding Type: Private

Funding Source	Funding
Individual	\$0
Organization	\$2,533
Private - Total Amount	\$2,533

2B-2.5 Funding Type: Other

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

2B-2.6 Total Budget for Operating Year	\$137,993
---	------------------

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

Instructions:

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

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

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

Project Type	Total Beds in 2016 HIC	Total Beds in HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ESG) beds	143	65	16	20.51%
Safe Haven (SH) beds	0	0	0	
Transitional Housing (TH) beds	84	0	8	9.52%
Rapid Re-Housing (RRH) beds	0	0	0	
Permanent Supportive Housing (PSH) beds	102	0	95	93.14%
Other Permanent Housing (OPH) beds	0	0	0	

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

Our bed coverage rate for emergency shelter and transitional housing falls below 85%. CoC and HMIS staff have started outreach to the non-participating projects to assist in identifying and removing participation barriers. This work includes face-to-face meetings as well as phone follow-up to offer technical assistance and financial resources to cover HMIS participation start-up costs. Education and outreach will continue until projects are participating.

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

VA Grant per diem (VA GPD):	
FY2016 CoC Application	Page 21 09/26/2016

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

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

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

Instructions:

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

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

Universal Data Element	Percentage Null or Missing	Percentage Client Doesn't Know or Refused
3.1 Name	0%	0%
3.2 Social Security Number	9%	9%
3.3 Date of birth	0%	0%
3.4 Race	0%	0%
3.5 Ethnicity	2%	1%
3.6 Gender	0%	1%
3.7 Veteran status	10%	11%
3.8 Disabling condition	1%	9%
3.9 Residence prior to project entry	3%	6%
3.10 Project Entry Date	0%	0%
3.11 Project Exit Date	0%	0%
3.12 Destination	0%	0%
3.15 Relationship to Head of Household	0%	36%
3.16 Client Location	0%	81%
3.17 Length of time on street, in an emergency shelter, or safe haven	0%	56%

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

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

None	<input type="checkbox"/>
------	--------------------------

2D-3. If you submitted the 2016 AHAR, how many AHAR tables (i.e., ES-ind, ES-family, etc) were accepted and used in the last AHAR? 0

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

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

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

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

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

All federal partner programs present in the CoC's geography are participating in HMIS.

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

Instructions:

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

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

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

2E-2. Indicate the date of the most recent sheltered PIT count: (mm/dd/yyyy) 01/26/2016

2E-2a. If the CoC conducted the sheltered PIT count outside of the last 10 days of January 2016, was an exception granted by HUD? Not Applicable

2E-3. Enter the date the CoC submitted the sheltered PIT count data in HDX: (mm/dd/yyyy) 04/29/2016

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

Instructions:

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

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

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

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

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

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

The CoC did a complete census count to determine the number of sheltered people experiencing homelessness. Subpopulation data was gathered from HMIS and providers conducted interviews of people staying in shelters or

transitional housing. The CoC developed an interview process including written instructions and standardized forms to be utilized by all shelters and transitional housing program staff to gather data in the CoC's geography. Homeless programs in the Balance of State completed surveys with all individuals and households with children served on the PIT day and submitted them to the state to tally. All information was put in HMIS in order to de-duplicate results and ensure accurate counts. The sheltered counting method was chosen because it follows HUD guidance on best practices and it helped the CoC develop a baseline to understand the scope of homelessness in the geography.

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

LA-509 was not created at the time of the January 2015 PIT count. Our chosen methodology was new and covered our entire geographic area and was built as a system to identify sheltered individuals and families through partnership with local homeless partners and public service partners.

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

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

Not Applicable

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

Instructions:

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

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

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

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

LA-509 was not created at the time of the January 2015 PIT count. Our chosen implementation method was new and covered our entire geographic area and was built as a system to identify sheltered individuals and families experiencing homelessness through partnership with local homeless partners and public service partners.

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

Instructions:

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

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

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

2H-2. Indicate the date of the most recent unsheltered PIT count (mm/dd/yyyy): 01/26/2016

2H-2a. If the CoC conducted the unsheltered PIT count outside of the last 10 days of January 2016, or most recent count, was an exception granted by HUD? Not Applicable

2H-3. Enter the date the CoC submitted the unsheltered PIT count data in HDX (mm/dd/yyyy): 04/29/2016

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

Instructions:

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

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

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

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

The CoC did a known location and service-based count to identify unsheltered people experiencing homelessness. The state engaged major public institutions including but not limited to police, state parks, school homeless liaisons and hospitals in the identification of people. Outreach teams canvassed pre-identified "hot spots" where people experiencing homelessness were identified. Subpopulation data was gathered from HMIS and interviews of people living unsheltered. The CoC developed an interview process including written instructions and standardized forms to be utilized by all outreach staff. Outreach staff completed surveys with all unsheltered people found and submitted them to the state to tally and de-duplication by using HMIS to ensure accurate counts. The unsheltered counting method was chosen because it follows HUD guidance on best practices and it helped the CoC develop a baseline to understand the scope of homelessness in the geography.

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

LA-509 was not created at the time of the January 2015 PIT count. Our chosen methodology was new and covered our entire geographic area and was built as a system to identify unsheltered individuals and families experiencing homelessness through partnership with local homeless partners and public service partners.

2I-4. Has the CoC taken extra measures to identify unaccompanied homeless youth in the PIT count? Yes

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

Not Applicable

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

Instructions:

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

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

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

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

LA-509 was not created at the time of the January 2015 PIT count. Our chosen implementation method was new and covered our entire geographic area and was built as a system to identify unsheltered individuals and families experiencing homelessness through partnership with local homeless partners and public service partners.

3A. Continuum of Care (CoC) System Performance

Instructions

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

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

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

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

	2015 PIT (for unsheltered count, most recent year conducted)	2016 PIT	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	104	179	75
Emergency Shelter Total	59	114	55
Safe Haven Total	0	0	0
Transitional Housing Total	14	20	6
Total Sheltered Count	73	134	61
Total Unsheltered Count	31	45	14

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

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

	Between October 1, 2014 and September 30, 2015
Universe: Unduplicated Total sheltered homeless persons	215
Emergency Shelter Total	174
Safe Haven Total	0
Transitional Housing Total	42

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

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

(limit 1000 characters)

The CoC identifies homeless risk factors by working with expert community partners for each subpopulation. The Department of Children and Family Services task force for youth aging out of foster care will make recommendations to the legislature concerning the reasons youth aging out of foster care are ending up homeless. ESG funds in Lake Charles funds homeless prevention to serve individuals and families who are at-risk of homelessness. Coordination of services with non-profit agencies and mainstream resources assists in identify people to link them to prevention assistance. Those who are at risk of homelessness presenting at the Access Center or to provider agencies are referred to the City's prevention and rapid re-housing program. The CoC coordinates with the Department of Corrections to ensure individuals are not discharged from the penal institution into homelessness. SW LA Law Center provides legal representation to prevent wrongful evictions and other issues related to housing.

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

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

(limit 1000 characters)

The CoC will use HMIS to track and record the length of time that individuals and families have remained homeless. Using this data in HMIS the CoC will be able to decide how to allocate and best utilize CoC and ESG funding. Using the coordinated entry process individuals and families with the longest lengths of homelessness will be prioritized first. LHC as the state recipient of ESG funds is emphasizing the use of rapid re-housing by creating a rapid re-housing bonus project, which \$200,000 is set aside for the bonus project. All CoC projects have adopted a housing first approach that will ensure those with the longest lengths of time homeless are able to access the projects\housing with no barriers. The adoption of the housing first model is instrumental in housing those that have experienced long episodes of homelessness. Through the coordinated entry process clients are identified and routed to the best resource to meet there situation, including PSH and RRH.

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

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

**3A-4a. Exits to Permanent Housing Destinations:
Fill in the chart to indicate the extent to which projects exit program**

FY2016 CoC Application	Page 34	09/26/2016
------------------------	---------	------------

participants into permanent housing (subsidized or non-subsidized) or the retention of program participants in CoC Program-funded permanent supportive housing.

	Between October 1, 2014 and September 30, 2015
Universe: Persons in SSO, TH and PH-RRH who exited	134
Of the persons in the Universe above, how many of those exited to permanent destinations?	81
% Successful Exits	60.45%

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

	Between October 1, 2014 and September 30, 2015
Universe: Persons in all PH projects except PH-RRH	111
Of the persons in the Universe above, indicate how many of those remained in applicable PH projects and how many of those exited to permanent destinations?	100
% Successful Retentions/Exits	90.09%

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

Through the Access Center the CoC currently produces resource guidebooks to inform individuals and families of what is available in the community to help them remain housed. The CoC also conducts educational training related to fair housing and budgeting to develop the necessary skill households need to maintain their housing. By partnering with other agencies the CoC is able to connect households with mainstream resources that will increase housing stability and minimize returns to homelessness. The CoC will use HMIS to track and monitor the returns to homelessness and measure the effectiveness of the strategies listed above. All DV programs use a comparable data base for tracking client data. The CoC is working to end veteran homeless and is anticipating achieving that goal in 2017.

3A-6. Performance Measure: Job and Income Growth. Performance Measure: Job and Income Growth. Describe the CoC's specific strategies to assist CoC Program-funded projects to increase program participants' cash income from employment and non-employment non-cash sources.

(limit 1000 characters)

The CoC provides resource information, linkage with local benefit specialists and career centers to assist CoC Program funded projects to link participants with income and non-cash resources. The CoC requires all of the PSH projects to assist households in applying for Social Security and Medicaid by utilizing the SOAR process in partnership with the Department of Health and Hospitals. Louisiana also has universal application that allows participant to apply for food stamps and TANF, if applicable at the same time as Medicaid. Each geographic area has at least one Career Solutions Center (OneStop Career Center) and Calcasieu Parish specifically has offers quarterly job fairs and employment summits. Local Career Center information is shared with all program participants and participation is encouraged.

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

(limit 1000 characters)

Each region of the LA BoS CoC has at least one Career center and a Ticket to Work program. The Ticket to Work program allows people with SSI/DI income to re-enter the workforce without a reevaluation by SSA and provides education and training to prepare them for the job market and employment. The CoC Program projects provide referral information for participations to the local resources. Calcasieu Parish Ticket to work targets CoC Program participants when outreaching for the quarterly job fairs. The CoC Program funds 2 PSH projects and both (100%) have relationships with the above agencies in their geographic areas.

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

(limit 1000 characters)

The state has engaged major public institutions including but not limited to police, state parks, school homeless liaisons and hospitals in the identification of homeless individuals in the Balance of State. Additionally outreach workers canvassed all pre-identified "hot spots" where people experiencing homelessness have been identified to build relationships and work to connect them with housing and services. Outreach staffs utilize HMIS to help track people living unsheltered. People identified as unsheltered are referred to the closest homeless program/services in the region through the coordinated entry process to get linked to available housing and services. Regional shelter information is provided to people to utilize while they are looking for a housing unit. The CoC assessment tool scoring system used to prioritize PH openings gives additional weight to unsheltered person which makes them higher on the priority list for available housing resources.

3A-7a. Did the CoC completely exclude geographic areas from the the most recent PIT count (i.e., no one counted there and, for communities using samples the area was No

excluded from both the sample and extrapolation) where the CoC determined that there were no unsheltered homeless people, including areas that are uninhabitable (e.g. disasters)?

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

Not applicable

**3A-8. Enter the date the CoC submitted the system performance measure data into HDX. The System Performance Report generated by HDX must be attached.
(mm/dd/yyyy)** 08/15/2016

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

Not applicable

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

Objective 1: Ending Chronic Homelessness

Instructions:

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

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

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

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

	2015 (for unsheltered count, most recent year conducted)	2016	Difference
Universe: Total PIT Count of sheltered and unsheltered chronically homeless persons	20	0	-20
Sheltered Count of chronically homeless persons	13	0	-13
Unsheltered Count of chronically homeless persons	7	0	-7

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

The LA BoS CoC did not locate any persons who met the chronic homeless definition on the night of the PIT. We estimate there are approximately 10 people annually who meet this definition. At the time of the PIT all known individuals and families were being assisted with transitional or permanent housing resources. This year was the CoC’s first PIT count since being created with new previously unclaimed geographic areas. We engaged major public institutions including but not limited to police, state parks, school homeless liaisons and hospitals in the identification of homeless individuals in the Balance of State. Individuals identified were referred to the closest homeless program/services in the region. Additionally the State canvassed all pre-identified “hot spots” where homeless people have been identified. Homeless programs in the Balance of State did surveys with people served and submit them to the State. All information is put in the HMIS in order to de-duplicate results.

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

	2015	2016	Difference
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homelessness persons identified on the HIC.	0	0	0

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

No changes were identified in the dedicated chronic bed count because the CoC does not currently dedicate PSH beds. The CoC prioritizes all PSH turnover beds to serve identified chronically homeless households. At the time of the 2016 PIT no household met the definition of chronic homelessness. The CoC will continue to review the needs of those experiencing homelessness compared to the housing program priorities to ensure people experiencing chronic homelessness continue to be served swiftly as they are identified in the geography.

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

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

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

This question will not be scored.

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

All CoC program funded PSH projects commit all turnover beds for persons experiencing chronic homelessness. LHC leveraged 25 housing choice vouchers with the Calcasieu Parish Police Jury in its 811 PRA application. Chronically homeless persons are a part of Louisiana's 811 PRA target population. These 25 vouchers will be targeted to chronically homeless persons first. LHC is working with partners to develop a graduation path to assist people in the CoC Program who no longer need services to move to a Housing Choice Voucher to maintain housing stability while freeing up CoC Program resources to serve people identified as chronically homeless. Through these actions the CoC will be able to meet the goal of ending chronic homelessness by 2017.

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

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

Instructions:

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

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

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

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

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

Families are identified by outreach workers, shelter workers and community stakeholders and are screened through the coordinated entry process. Families can present in person or connect with services by phone to receive assistance. The VI-SPDAT is completed with all families experiencing homelessness so they are assessed and prioritized for services with the ultimate goal of being housed or rehoused within 30 days. The CoC works with projects and state funders to identify and remove barriers to rehousing families. To assist in reaching this goal the State provided ESG funding to the city of Lake Charles for rapid re-housing (RRH) and the CoC is requesting a new RRH project as its bonus application. Existing Permanent Supportive Housing resources are available to families who have a member with a documented disability.

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

	2015	2016	Difference
RRH units available to serve families in the HIC:	0	0	0

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

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

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

PIT Count of Homelessness Among Households With Children

	2015 (for unsheltered count, most recent year conducted)	2016	Difference
--	--	------	------------

Universe: Total PIT Count of sheltered and unsheltered homeless households with children:	12	7	-5
Sheltered Count of homeless households with children:	7	2	-5
Unsheltered Count of homeless households with children:	5	5	0

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

Overall the households with children count decreased by 5 households. The sheltered count decreased and the unsheltered count remained the same as previous years. The CoC increased street outreach efforts to continue to identify and serve unsheltered families. This results in no change to the PIT count because new families were identified.

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

Human trafficking and other forms of exploitation?	Yes
LGBTQ youth homelessness?	Yes
Exits from foster care into homelessness?	Yes
Family reunification and community engagement?	Yes
Positive Youth Development, Trauma Informed Care, and the use of Risk and Protective Factors in assessing youth housing and service needs?	Yes
Unaccompanied minors/youth below the age of 18?	Yes

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

Diversion from institutions and decriminalization of youth actions that stem from being trafficked:	<input type="checkbox"/>
Increase housing and service options for youth fleeing or attempting to flee trafficking:	<input checked="" type="checkbox"/>
Specific sampling methodology for enumerating and characterizing local youth trafficking:	<input type="checkbox"/>
Cross systems strategies to quickly identify and prevent occurrences of youth trafficking:	<input checked="" type="checkbox"/>
Community awareness training concerning youth trafficking:	<input checked="" type="checkbox"/>
	<input type="checkbox"/>

N/A:	<input type="checkbox"/>
------	--------------------------

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

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

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

	FY 2014 (October 1, 2013 - September 30, 2014)	FY 2015 (October 1, 2014 - September 30, 2015)	Difference
Total number of unaccompanied youth served in HMIS contributing programs who were in an unsheltered situation prior to entry:	234		-234

3B-2.8a. If the number of unaccompanied youth and children, and youth-headed households with children served in any HMIS contributing program who were in an unsheltered situation prior to entry in FY 2015 is lower than FY 2014 explain why. (limit 1000 characters)

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

	Calendar Year 2016	Calendar Year 2017	Difference
Overall funding for youth homelessness dedicated projects (CoC Program and non-CoC Program funded):	\$200,000.00	\$0.00	(\$200,000.00)
CoC Program funding for youth homelessness dedicated projects:	\$0.00	\$0.00	\$0.00
Non-CoC funding for youth homelessness dedicated projects (e.g. RHY or other Federal, State and Local funding):	\$200,000.00	\$0.00	(\$200,000.00)

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

Cross-Participation in Meetings	# Times
CoC meetings or planning events attended by LEA or SEA representatives:	3
LEA or SEA meetings or planning events (e.g. those about child welfare, juvenile justice or out of school time) attended by CoC representatives:	1
CoC meetings or planning events attended by youth housing and service providers (e.g. RHY providers):	3

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

A representative from the Department of Education serves on the CoC Board. The liaison, Education Program Consultant, is an active participant in CoC meetings and activities including being a voting member on all CoC actions. The CoC member agencies work closely with the McKinney Vento homeless liaisons to ensure that children remain in school, the liaisons address barriers such as, transportation, school fees, providing tutoring and school uniforms. The member agencies collaborate with DOE staff to identify homeless children that meet the criteria for program placement in early childhood development programs. When the school liaison identifies a homeless family they make the referral for services to the Access Center. Annually a representative from DOE provides education and updates on DOE programs to the CoC membership. In addition, CoC member agencies provide program updates at the CoC meetings; these updates include program eligibility criteria.

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

The CoC has an effective collaboration with local education authorities (LEAs) in the identification of unaccompanied youth and families with children who become homeless or remain homeless and are informed of their eligibility for

educational services. unaccompanied youth and families with children who become homeless are informed of their eligibility by the school homeless liaison, homeless provider project staff and the coordinated entry system staff. The LEA has established a policy to remove barriers from enrolling school age children into school. Posters and pamphlets are placed in every LEA school and other public buildings informing family and youth of their educational rights. Families experiencing homelessness and unaccompanied youth are referred by schools to the Access Center to be assessed for services including CoC and ESG funded programs. CoC and ESG funded projects who serve families with children or unaccompanied youth connect them to the McKinney Vento homeless liaison at the school district to enroll in educational services.

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

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

Objective 3: Ending Veterans Homelessness

Instructions:

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

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

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

	2015 (for unsheltered count, most recent year conducted)	2016	Difference
Universe: Total PIT count of sheltered and unsheltered homeless veterans:	4	5	1
Sheltered count of homeless veterans:	3	3	0
Unsheltered count of homeless veterans:	1	2	1

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

The sheltered Veteran count did not change from 2015 to 2016 but SSVF providers and shelters continue to work together to offer sheltered Veterans access to housing and services. The unsheltered Veteran count increased by 1 due to increased outreach efforts to identify Veterans living in places not meant for human habitation.

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

SSVF providers and local outreach teams coordinate to conduct outreach to find Veterans in sheltered and unsheltered locations. They visit known locations and follow-up on referrals from community agencies and members when a Veteran experiencing homelessness is reported. Veterans are assessed through the coordinated entry process information is collected from the Veteran to determine what project(s) they may be eligible for to help resolve their housing crisis. SSVF providers are well versed in eligibility criteria for VA, HUD and other community resources that Veterans may need. Over the past year the CoC funded agencies have built relationships with the SSVF providers to serve Veterans better by streamlining assessments, referrals and housing placements. Additionally, the CoC adopted written standards giving priority access for CoC Program project openings to Veterans who do not qualify for VA funded services and are of the highest need in the CoC.

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

	2010 (or 2009 if an unsheltered count was not conducted in 2010)	2016	% Difference
Total PIT Count of sheltered and unsheltered homeless veterans:	6	3	-50.00%
Unsheltered Count of homeless veterans:	8	2	-75.00%

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

This question will not be scored.

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

The CoC is working with HUD technical assistance providers to implement systemic changes to assure an end to Veteran homelessness. This process includes creation of a By-Name List, coordinated entry enhancements to streamline referrals and continued outreach to projects to dedicated housing resources for Veterans. The CoC currently has a priority for high-service need Veterans experiencing homelessness for CoC Program project turnover beds. Also, The Louisiana Housing Authority created a preference for Veterans in its PSH Project-Based Voucher program effective January 1, 2016 which will help the CoC maintain a functional zero. The CoC is working with the SSVF provider in the CoC's geographic area to ensure that eligible Veterans are able to access

SSVF services to either prevent homelessness or quickly exit homelessness.

4A. Accessing Mainstream Benefits

Instructions:

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

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

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

FY 2016 Assistance with Mainstream Benefits

Total number of project applications in the FY 2016 competition (new and renewal):	2
Total number of renewal and new project applications that demonstrate assistance to project participants to obtain mainstream benefits (i.e. In a Renewal Project Application, "Yes" is selected for Questions 2a, 2b and 2c on Screen 4A. In a New Project Application, "Yes" is selected for Questions 5a, 5b, 5c, 6, and 6a on Screen 4A).	2
Percentage of renewal and new project applications in the FY 2016 competition that have demonstrated assistance to project participants to obtain mainstream benefits:	100%

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

Louisiana became a Medicaid expansion state in 2016. The CoC partners with the Louisiana Department of Health to ensure that all participants apply for Medicaid and the appropriate state plan or waiver services. The state's Medicaid Director has created a "presumptive eligibility" process for Medicaid, whereby an applicant can gain Medicaid coverage on the date of application for SSI or SSDI. This process has streamlined the timeline for an applicant's ability to have coverage for health care and behavioral health services.

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

Educational materials:	<input checked="" type="checkbox"/>
In-Person Trainings:	<input type="checkbox"/>
Transportation to medical appointments:	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
Not Applicable or None:	<input type="checkbox"/>

4B. Additional Policies

Instructions:

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

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

FY 2016 Low Barrier Designation

Total number of PH (PSH and RRH), TH and non-Coordinated Entry SSO project applications in the FY 2016 competition (new and renewal):	2
Total number of PH (PSH and RRH), TH and non-Coordinated Entry SSO renewal and new project applications that selected "low barrier" in the FY 2016 competition:	2
Percentage of PH (PSH and RRH), TH and non-Coordinated Entry SSO renewal and new project applications in the FY 2016 competition that will be designated as "low barrier":	100%

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

FY 2016 Projects Housing First Designation

Total number of PSH, RRH, non-Coordinated Entry SSO, and TH project applications in the FY 2016 competition (new and renewal):	2
Total number of PSH, RRH, non-Coordinated Entry SSO, and TH renewal and new project applications that selected Housing First in the FY 2016 competition:	2
Percentage of PSH, RRH, non-Coordinated Entry SSO, and TH renewal and new project applications in the FY 2016 competition that will be designated as Housing First:	100%

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

Direct outreach and marketing:	<input type="checkbox"/>
--------------------------------	--------------------------

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

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

	2015	2016	Difference
RRH units available to serve all populations in the HIC:	0	0	0

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

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

Not Applicable

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

4B-7a. If "Yes", to question 4B-7, describe how the use of grant funds to serve such persons is of equal or greater priority than serving persons

defined as homeless in accordance with 24 CFR 578.89. Description must include whether or not this is listed as a priority in the Consolidated Plan(s) and its CoC strategic plan goals. CoCs must attach the list of projects that would be serving this population (up to 10 percent of CoC total award) and the applicable portions of the Consolidated Plan. (limit 2500 characters)

Not Applicable

4B-8. Has the project been affected by a major disaster, as declared by the President Obama under Title IV of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended (Public Law 93-288) in the 12 months prior to the opening of the FY 2016 CoC Program Competition? Yes

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

In 8/2016, 22 parishes in Louisiana (LA) experienced historic level flooding and were federally declared a disaster. The PSH initiative (CoC Program and PBV) was impacted by the flood, 31 people on the North Shore and Baton Rouge displaced. The flood impacted our ability to address homelessness because 20% of staffs at the Louisiana Housing Corporation (LHC) were impacted by the flood with many losing everything including the CoC's point person. LHC also is LA's Disaster Housing Task Force lead working on housing solutions for the state with the LHA ED playing a large role including the coordination of the impacted CoCs and devising strategies to address the needs of the pre-disaster homeless and precariously housed. The BoS CoC continues to report to HUD on the impact of this disaster with the status of all displaced families. HUD was notified via email on 8/18/16 regarding the impact to the BoS CoC because of the flood and was given an extension on the application deadline until 9/30/16.

4B-9. Did the CoC or any of its CoC program recipients/subrecipients request technical assistance from HUD since the submission of the FY 2015 application? This response does not affect the scoring of this application. Yes

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

This response does not affect the scoring of this application.

CoC Governance:	<input type="checkbox"/>
CoC Systems Performance Measurement:	<input type="checkbox"/>
Coordinated Entry:	<input checked="" type="checkbox"/>
Data reporting and data analysis:	<input type="checkbox"/>
HMIS:	<input checked="" type="checkbox"/>
Homeless subpopulations targeted by Opening Doors: veterans, chronic, children and families, and unaccompanied youth:	<input checked="" type="checkbox"/>
Maximizing the use of mainstream resources:	<input checked="" type="checkbox"/>
Retooling transitional housing:	<input type="checkbox"/>
Rapid re-housing:	<input type="checkbox"/>
Under-performing program recipient, subrecipient or project:	<input type="checkbox"/>
	<input type="checkbox"/>
Not applicable:	<input type="checkbox"/>

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

Type of Technical Assistance Received	Date Received	Rate the Value of the Technical Assistance
Coordinated Entry	06/01/2016	5
HMIS	06/01/2016	5
Vets@Home	08/01/2016	5
Maximizing the use of mainstream resources	03/01/2016	5

4C. Attachments

Instructions:

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

Document Type	Required?	Document Description	Date Attached
01. 2016 CoC Consolidated Application: Evidence of the CoC's communication to rejected participants	Yes	LA-509 Evidence o...	09/26/2016
02. 2016 CoC Consolidated Application: Public Posting Evidence	Yes		
03. CoC Rating and Review Procedure (e.g. RFP)	Yes	LA-509 Rating and...	09/25/2016
04. CoC's Rating and Review Procedure: Public Posting Evidence	Yes	LA-509 Public Pos...	09/26/2016
05. CoCs Process for Reallocating	Yes		
06. CoC's Governance Charter	Yes	LA-509 Governance...	09/25/2016
07. HMIS Policy and Procedures Manual	Yes	LA-509 HMIS Polic...	09/25/2016
08. Applicable Sections of Con Plan to Serving Persons Defined as Homeless Under Other Fed Statutes	No		
09. PHA Administration Plan (Applicable Section(s) Only)	Yes	LA-509 PHA Prefer...	09/25/2016
10. CoC-HMIS MOU (if referenced in the CoC's Governance Charter)	No	LA-509 CoC-HMIS MOU	09/25/2016
11. CoC Written Standards for Order of Priority	No		
12. Project List to Serve Persons Defined as Homeless under Other Federal Statutes (if applicable)	No		
13. HDX-system Performance Measures	Yes	LA-509 - LA BOS ...	08/26/2016
14. Other	No		
15. Other	No		

Attachment Details

Document Description: LA-509 Evidence of CoC's Communication to Projects

Attachment Details

Document Description:

Attachment Details

Document Description: LA-509 Rating and Review Procedure

Attachment Details

Document Description: LA-509 Public Posting of Rating and Review

Attachment Details

Document Description:

Attachment Details

Document Description: LA-509 Governance Charter

Attachment Details

Document Description: LA-509 HMIS Policy and Procedure Manual

Attachment Details

Document Description:

Attachment Details

Document Description: LA-509 PHA Preference Documentation

Attachment Details

Document Description: LA-509 CoC-HMIS MOU

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description: LA-509 - LA BOS PM Report

Attachment Details

Document Description:

Attachment Details

Document Description:

Submission Summary

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

Page	Last Updated
1A. Identification	08/11/2016
1B. CoC Engagement	09/25/2016
1C. Coordination	09/25/2016
FY2016 CoC Application	Page 60 09/26/2016

1D. CoC Discharge Planning	08/24/2016
1E. Coordinated Assessment	09/25/2016
1F. Project Review	Please Complete
1G. Addressing Project Capacity	Please Complete
2A. HMIS Implementation	09/25/2016
2B. HMIS Funding Sources	09/07/2016
2C. HMIS Beds	09/26/2016
2D. HMIS Data Quality	09/25/2016
2E. Sheltered PIT	09/25/2016
2F. Sheltered Data - Methods	09/25/2016
2G. Sheltered Data - Quality	09/25/2016
2H. Unsheltered PIT	09/25/2016
2I. Unsheltered Data - Methods	09/25/2016
2J. Unsheltered Data - Quality	09/25/2016
3A. System Performance	09/26/2016
3B. Objective 1	Please Complete
3B. Objective 2	Please Complete
3B. Objective 3	09/25/2016
4A. Benefits	09/26/2016
4B. Additional Policies	09/25/2016
4C. Attachments	Please Complete
Submission Summary	No Input Required



Louisiana Housing Corporation

August 31, 2016

Lake Charles Housing Authority
Attention: Benjamin Taylor, Executive Director
800 Bilbo St
Lake Charles, LA 70601

Dear Mr. Taylor

The Louisiana Balance of State Continuum of Care (CoC) – Ranking and Prioritization Committee met on August 26, 2016 to review, prioritize and rank the projects that submitted an application for FY 16 CoC funding. The applications were to be submitted via the HUD *esnaps* system, the application deadline for submission was August 13, 2016. The Lake Charles Housing Authority did not submit an application for renewal of FY 16 CoC funding. Since no application was received the committee voted to reallocate the funding within the CoC.

The Housing Authority has funding available from the FY 15 CoC allocation in the amount of \$80,192, for the period October 1, 2016-September 30, 2017.

If you have any questions please don't hesitate to contact me at 225-242-1381 or nsweazy@lhc.la.gov.

Sincerely,

A handwritten signature in cursive script that reads "Nicole Sweazy".

Nicole Sweazy
Louisiana Housing Authority Executive Director

Winona Connor (LHC)

From: Nicole Sweazy
Sent: Wednesday, August 31, 2016 4:21 PM
To: 'sbt@lcha-housing.org'
Cc: 'Melany Mondello'; Winona Connor (LHC); Jonathan Wesley
Subject: Notification of CoC funding decision for FY16
Attachments: lcha coc notification ltr 8-31-16.pdf

Importance: High

Good afternoon Ben,

Attached is notification of the Balance of State Continuum of Care FY16 rating and ranking decision on the Lake Charles Housing Authority grant LA0165L6H091506. Please contact me with any questions or concerns.

Thanks,
Nicole

Nicole Sweazy | *Louisiana Housing Authority Executive Director*

LOUISIANA HOUSING CORPORATION

nsweazy@lhc.la.gov | www.lhc.la.gov

Desk: 225.242.1381 | Fax: 225.242.1391

1690 North Blvd. 2nd Floor, Baton Rouge, LA 70802

twitter: [@lahousingcorp](https://twitter.com/lahousingcorp) | facebook: [LouisianaHousingCorp](https://www.facebook.com/LouisianaHousingCorp)

Winona Connor (LHC)

From: Winona Connor (LHC)
Sent: Wednesday, August 31, 2016 2:13 PM
To: 'Tarek Polite'; 'Shannon.dietz@310info.org'; Keith Cunningham
Cc: Nicole Sweazy; Jonathan Wesley
Subject: BoS CoC Project Ranking
Attachments: BoS CoC Project Ranking 2016.pdf

Good afternoon

The Louisiana Balance of State Rating and Ranking Committee met on August 26, 2016. The purpose was to review and prioritize the applications received for FY 16 CoC funding. The prioritization list is attached and can also be viewed on Louisiana Housing Corporation website: <http://www.lhc.la.gov/page/balance-of-state-continuum-of-care>

If you have any questions or concerns please contact our office.

Winona Connor | *Housing Finance Manager*

LOUISIANA HOUSING CORPORATION

wconnor@lhc.la.gov | www.lhc.la.gov

Desk: 225.242-1389 | Fax: 225.342-8891

1690 North Blvd. 2nd Floor, Baton Rouge, LA 70802

twitter: [@lahousingcorp](https://twitter.com/lahousingcorp) | facebook: [LouisianaHousingCorp](https://www.facebook.com/LouisianaHousingCorp)

Winona Connor (LHC)

From: Winona Connor (LHC)
Sent: Wednesday, August 31, 2016 2:17 PM
To: (aap414@yahoo.com); (aarmstrong@namiswla.org); (ahartley@cppj.net); (bcahee@cwshelter.org); (bccadmin@bellsouth.net); (beverly.mccormick@310info.org); (carolyn.toups@cpsb.org); (cthomas@lwia51.com); (dal@lcha-housing.org); (Doanie.Doucet@LA.GOV); (dtate@cppj.net); (harristroyia@yahoo.com); (hope@theopendoorlc.com); (jessica.watson@lcdiocese.org); (jfelton@cppj.net); (jfoster@unitedwayswla.org); (jtill@voaswla.org); (karceneaux@cppj.net); (kclapp@gogroupswla.com); (kelli.stawecki@gmail.com); (khitrikev@hotmail.com); (kimberly@etc-youth.org); (kreado@literacyswla.org); (mcclement@voaswla.org); (melissa@etc-youth.org); (mjudson@swla-law-center.com); (mmcinnis@unitedwayswla.org); (mstreete@swla-law-center.com); (nicolem@projectbuildafuture.org); (patricia.mcclinton@la.gov); (ref2332@yahoo.com); (reneed@projectbuildafuture.org); (Robert.Fontenot@la.gov); (sandrafelix6@gmail.com); (sunbeamjaneal@yahoo.com); (susan.fry@la.gov); (talissaj@slac.org); (tammithomas208@yahoo.com); (tina_nehls.uss@salvationarmy.org); (tmoreland@swla-law-center.com); (tpolite@cppj.net); (twanda.lewis@gmail.com); (uthomas@cppj.net); (vena60@bellsouth.net); (vicki.sisson@ffbla.com); (wprimeaux@unitedwayswla.org); Angela Jouett (ajouett@cppj.net); 'Annette Gary'; Courtney D. Montgomery; 'Esther Vincent'; Jacqueline Higginbotham; Laurie Hebert <laurie.hebert@la.gov>; (laurie.hebert@la.gov); mailto:adam.hollister@310info.org (adam.hollister@310info.org); Monette B Kilburn (Monette.Kilburn@amerigroup.com)
Subject: BoS CoC Project Ranking
Attachments: BoS CoC Project Ranking 2016.pdf

Good afternoon

The Louisiana Balance of State Rating and Ranking Committee met on August 26, 2016. The purpose was to review and prioritize the applications received for FY 16 CoC funding. The prioritization list is attached and can also be viewed on Louisiana Housing Corporation website: <http://www.lhc.la.gov/page/balance-of-state-continuum-of-care>

If you have any questions or concerns please contact our office.

Winona Connor | Housing Finance Manager

LOUISIANA HOUSING CORPORATION

wconnor@lhc.la.gov | www.lhc.la.gov

Desk: 225.242-1389 | Fax: 225.342-8891

1690 North Blvd. 2nd Floor, Baton Rouge, LA 70802

twitter: [@lahousingcorp](https://twitter.com/lahousingcorp) | facebook: [LouisianaHousingCorp](https://www.facebook.com/LouisianaHousingCorp)

LA BoS CoC Project Ranking	Amount
Tier 1	
310INFO/211 HMIS-Renewal	\$ 110,394.00
New Project: BoS Rental Assistance Program	\$ 590,924.00
Lake Charles Coordinated Entry:Abrahams Tent-Re-allocation	\$ 182,144.00
Louisiana State Permanent Supportive Housing Initiative-Renewal	\$ 10,991,193.00
Tier 2	
Amount	
Louisiana State Permanent Supportive Housing Initiative-Renewal	\$ 827,294.00
Total CoC Funding Request	\$ 12,701,949.00

Continuum of Care - Louisi...

http://www.lhc.la.gov/page/balance-of-state-continuum-of-care

- › A Balance of State (BoS) CoC is an organizational option for large, often rural areas not covered by existing parish or city CoCs. A BoS CoC is a special CoC that is run by a state and is the only type of CoC that can claim unclaimed geography all over the state.
- › The Louisiana Housing Corporation's Shelter Plus Care (S+C) program must be renewed in the 2015 funding cycle. S+C can only be renewed through the annual homeless application. The only entities that may apply for funding through the annual homeless application are CoCs. Formation of the BoS CoC is the HUD recommended vehicle for renewing the State's S+C project.
- › Louisiana's BoS CoC geography includes Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis, Sabine, Natchitoches, Plaquemines and St. Bernard Parishes.

Resources

- › Louisiana Balance of State Continuum of Care Project Ranking (LA 509)
- › 2016 Continuum of Care Program Funding Availability
- › Balance of State Continuum of Care Notice of Funding Availability
- › Project Application Evaluation
- › Governance Charter
- › LA BoS CoC HMIS Governance Agreement
- › *Ma Maison*
- › HUD Exchange

PROJECT-BASED VOUCHERS CONTINUUM OF CARE SECTION 811

My LHC About LHC LHC Employees Helpful Links

1:46 PM
8/31/2016

LOUISIANA BALANCE OF STATE CONTINUUM OF CARE
HUD CoC Program
2016 Project Application Evaluation

Introduction

HUD conducts an annual CoC program national competition. In response to the limited availability of project funding expected, the Louisiana Balance of State Continuum of Care (LA BoS CoC) has established a Rating and Project Selection Committee for the purpose of developing the CoC project evaluation and ranking process and tools. The Louisiana Housing Corporation is the collaborative applicant responsible for completing and submitting an annual application for CoC funding on behalf of the Louisiana BoS CoC. The evaluation process and prioritization strategy will help the LA BoS CoC fully maximize CoC Program funds and make decisions related to project funding.

CoC Renewal Project Application Review Process

Project Evaluation: Overview

The LA BoS CoC developed a CoC Renewal Project evaluation process and tool that will be used to review, score, and rank all CoC Projects as part of the 2016 CoC Competition. The priority areas that will be reviewed are as follows:

Project Participant Impact

- Housing stability
- Access to income and benefits
- Length of time homeless

Meeting Community Need

- Bed utilization
- Targeting hard to serve persons/households

Project Capacity

- Meeting reporting requirements
- Unspent funds
- HMIS data quality
- Audit/monitoring findings

Data Sources

Almost all data used in project evaluation comes from projects' most recently submitted Annual Performance Reports (APRs) and HMIS reports. However, information in four Project Capacity priority areas can only be obtained directly from providers themselves:

1. HUD audit/monitoring findings documentation;
2. Information on unspent funds from each applicant's LOCCS accounts;
3. Information on HIC/PIT data submission will be provided by the CoC lead; and

CoC New Project Review Process

Project Evaluation: Overview

The LA BoS CoC developed a CoC New Project evaluation process and tool that will be used to review, score, and rank all new CoC Projects as part of the 2016 CoC Competition. The priority areas that will be reviewed are as follows:

- Project Type
- Serving persons who meet HUD's definition of experiencing chronically homelessness

- Serving households with children
- Applicant experience level
- Utilizing a Housing First approach

Data Sources

The project application and any required attachments will be the primary data source for the review.

Details about the data source for each priority area are listed in the Criteria and Scoring Tool in Appendix B and C. Details about the submission process and timeline follow.

CoC Project Evaluation

The LA BoS CoC Rating and Project Selection Committee will complete a Project Evaluation for each project application (see Appendix B and C for Criteria and Scoring Tool). Projects failing to submit required information for a priority area will receive zero points for that priority area.

A list of all LA BoS CoC 2016 Renewal Projects can be found in Appendix A of this document.

After completing all Renewal Project Evaluations the LA BoS CoC Rating and Project Selection Committee will rank all renewal projects according to their evaluation score within the categories listed below. The categories will be ranked in the following order. The CoC Project Review Team and CoC Board may consider application adjustments and propose changes to project scope or budget for such issues as HUD incentives, bonus funding, program requirements, geographic distribution, identified community needs.

1. Renewal PH: PSH and RRH	5. New Reallocated SSO Projects for Coordinated Access
2. Renewal HMIS	6. New Bonus Project(s) for RRH or PSH
3. New Re-allocated PSH serving chronically homeless individuals or families, including unaccompanied youth	
4. New Re-allocated RRH for homeless individuals and families, including unaccompanied youth, coming directly from the streets or emergency shelter or fleeing domestic violence	

Submission of Project Information

Any projects planning NOT to renew CoC funding, must let the CoC Board know by July 29, 2016 at 5pm.

Submission of Project Information

Renewal Projects will need to provide some information to the CoC as part of the project evaluation process. All renewal projects will need to provide the following items:

- Most recent Annual Performance Report (APR) for each project application
- Project applications Recipients will submit the application downloaded from e-snaps
- Most recent HUD audit/monitoring results²
 - If there were findings that have since been resolved, please provide documentation from HUD
 - If there were findings that are currently being resolved, please provide an explanation of what efforts are currently underway

² If the project applicant has not had a HUD audit/monitoring visit please write a letter indicating that HUD has not visited the agency for that purpose. Write the letter on the agency letterhead and add the Executive Director's signature.

- 2016 CoC project leverage documentation
 - This should include all cash/in-kind match and leverage commitment letters reported as part of the 2016 CoC Competition
- LOCCS data
 - Monthly drawdown records for the project years 2013-14, 2014-15, and 2015-16 to date

All documentation must be emailed to Jwesley@lhc.la.gov by August 15, 2016.

Failure to submit a timely APR, or any of the items mentioned above will automatically result in a lower scoring project evaluation and a lower ranking among renewal projects.

APPENDIX A

LA BoS CoC 2016 Renewal CoC Project Evaluation: List of 2016 Renewal CoC Projects

Applicant Name	Project Name	First-Time Former Project under the SHP or S+C Program	Project Component
Lake Charles Housing Authority	Lake Charles S+C Program	CoC	PH
Volunteer Center Southwest Louisiana, Inc.	310INFO/211 HMIS	CoC	HMIS
Louisiana Housing Authority	Shelter Plus Care	S+C	PH

2016 LA BoS CoC Renewal CoC Project Evaluation

Criteria and Scoring Tool

Project Participant Impact	Standard	Points	Scoring	Data Source	Points Awarded
Housing Stability					
PSH Programs: Housing Retention Persons remaining in PSH at end of year or moving to other permanent housing during year	80%	10	80% or > = 10 72 – 79% = 7.5 Below 72%=0	APR	
RRH, TH and SSO Programs: Persons who exited to PH	80%	10	80% or > = 10 72 – 79% = 7.5 Below 72%=0	APR	
Access to Income and Benefits					
All Programs: Participants age 18 or older with increased employment income by program exit	20%	10	20% or > = 10 12- 19% = 7.5 Below 12%=0	APR	
All Programs: Participants with one or more source(s) of non-cash benefits by program exit	32%	10	32% or > = 10 27 – 31% = 7.5 Below 27%=0	APR	
All Programs: Participants age 18 and older who increased non-employment income by program exit	54%	10	54% or > = 10 48 – 53% = 7.5 Below 48%=0	APR	
All Programs: Participants age 18 and older who increased their total income (from all sources) as of the end of the operating year or program exit	73%	10	73% or > = 10 68 – 72% = 7.5 Below 68%=0	APR	

Meeting Community Need	Standard	Points	Scoring	Data Source	Points Awarded
Project Demand					
PSH Programs: Average daily bed utilization	84%	10	84% > = 10 79 - 83% = 7.5 Below 79% = 0	APR	
Targeting Hard to Serve					
All Programs: Entries with no income	48%	10	48% > = 10 43 - 47% = 7.5 Below 43% = 0	APR	
Upon turnover, how many current non-CH PSH units will you prioritize for a CH individual or family?	100%	10	100% > = 10 86 - 99% = 7.5 Below 86% = 0	Project App.	

Project Capacity	Standard	Points	Scoring	Data Source	Points Awarded
Reporting Requirements					
How often does the program drawdown from HUD?	Monthly	5	Monthly = 5 Quarterly = 2 Less than Quarterly = 0		
All Programs: HIC/PIT data submitted on time	Yes	5	Yes = 5 No = 0	LHA	
Cost Effectiveness					
Did the project serve the number of people proposed in the project application?	Yes	5	100% < = 5 90-99% = 3 80-89% = 1 Under 79% = 0	LHA	
All Programs: 2012 – 2013 Total CoC Funds Expended/Awarded	< 5% of unspent funds	7.5	5% < = 7.5 6-10% = 5 Above 10% = 0	LOCCS	
All Programs: 2013 – 2014 Total CoC Funds Expended/Awarded	< 5% of unspent	7.5	5% < = 7.5 6-10% = 5 Above 10% = 0	LOCCS	

HMIS Data Quality					
All Programs: Missing data in "Q7. Data Quality"	< 2%	15	2% < = 15 3-7% = 10 Above 7% = 0	APR	
Project Monitoring Results					
All Programs: Any unresolved HUD monitoring findings noted?	HUD Monitoring findings	5	None/resolved = 5 Unresolved findings= 0	LHC Staff and project applicant	
Total Possible Points		130			

APPENDIX C

2016 LA BoS CoC New CoC Project Evaluation Criteria and Scoring Tool

THRESHOLD QUESTIONS

All new projects must meet HUD threshold requirements.

1 Is the project RRH or PSH?

Yes No

2. Project proposes to serve an eligible population for the project type

Yes No

3. Match is greater than or equal to 25%

Yes No

4. Project agrees to participate in CoC Coordinated Entry System (CES) and HMIS

Yes No

If any of the above answers are No project does not meet threshold, is not eligible for funding consideration and will be rejected.

Project Type/Participants/Experience	Standard	Points	Scoring	Data Source	Points Awarded
Project Type	n/a	20	RRH = 20 PSH = 10	Application	
Percentage of participants projected to meet definition of chronically homeless at program entry	85%	20	85% or > = 20 70 – 84% = 10 Below 69% = 1	Application	
Percentage of Households with Children proposed to be served	85%	20	85% or > = 20 70 – 84% = 10 Below 69% = 1	Application	
Experience level of applicant and any subrecipient partners in successfully managing similar housing projects	n/a	20	Extensive = 20 Moderate = 10 None = 0	Application	
Will the project practice a Housing First Approach?	Yes	15	Yes = 15 No= 0	Application	
How frequently does the agency attend full CoC meetings?	100%	5	76% or > = 5 51 – 75% = 7.5 Below 50%=0	Meeting Records	
Total Possible Points		100			

Jonathan Wesley

From: Winona Connor (LHC)
Sent: Thursday, July 21, 2016 10:03 AM
To: (aap414@yahoo.com); (aarmstrong@namiswla.org); (ahartley@cppj.net); (bcahee@cwshelter.org); (bccadmin@bellsouth.net); (beverly.mccormick@310info.org); (carolyn.toups@cpsb.org); (cthomas@lwia51.com); (dal@lcha-housing.org); Doanie Perry; (dtate@cppj.net); (harristroyia@yahoo.com); (hope@theopendoorlc.com); (jessica.watson@lcdiocese.org); (jfelton@cppj.net); (jfoster@unitedwayswla.org); (jtill@voaswla.org); (karceneaux@cppj.net); (kclapp@gogroupswla.com); (kelli.stawecki@gmail.com); (khitrikev@hotmail.com); (kimberly@etc-youth.org); (kreado@literacyswla.org); (mclement@voaswla.org); (melissa@etc-youth.org); (mjudson@swla-law-center.com); (mmcinnis@unitedwayswla.org); (mstreete@swla-law-center.com); (nicolem@projectbuildafuture.org); Patricia McClinton; (ref2332@yahoo.com); (reneed@projectbuildafuture.org); Robert Fontenot; (sandralfelix6@gmail.com); (sunbeamjaneal@yahoo.com); Susan Fry; (talissaj@slac.org); (tammithomas208@yahoo.com); (tina_nehls.uss@salvationarmy.org); (tmoreland@swla-law-center.com); (tpolite@cppj.net); (twanda.lewis@gmail.com); (uthomas@cppj.net); (vena60@bellsouth.net); (vicki.sisson@ffbla.com); (wprimeaux@unitedwayswla.org); Angela Jouett (ajouett@cppj.net); 'Annette Gary'; Courtney D. Montgomery; 'Esther Vincent'; Jacqueline Higginbotham; Laurie Beaugh Hebert; mailto:adam.hollister@310info.org (adam.hollister@310info.org); Monette B Kilburn (Monette.Kilburn@amerigroup.com)
Cc: Jonathan Wesley; Nicole Sweazy; 'Melany Mondello'
Subject: BoS CoC funding
Attachments: LA BOS New projects 2016.docx
Importance: High

The Balance of State Continuum of Care will be accepting applications for new projects. If you are interested in applying for 2016 funding through the HUD Continuum of Care program see the attached guidance for further instructions .

Additional information coming soon.

Winona Connor | *Housing Finance Manager*

LOUISIANA HOUSING CORPORATION

wconnor@lhc.la.gov | www.lhc.la.gov

Desk: 225.242-1389 | Fax: 225.342-8891

1690 North Blvd. 2nd Floor, Baton Rouge, LA 70802

twitter: [@lahousingcorp](https://twitter.com/lahousingcorp) | facebook: [LouisianaHousingCorp](https://www.facebook.com/LouisianaHousingCorp)

Louisiana Balance of State Continuum of Care 2016 Continuum of Care Program Funding Availability

In the FY 2016 Continuum of Care (CoC) Program Competition the Louisiana Balance of State Continuum of Care (LA BOS CoC) is accepting requests for new projects eligible under the permanent housing bonus.

New projects through the permanent housing bonus may be for the following types of new projects:

1. New permanent supportive housing (PSH) projects that will serve 100 percent chronically homeless families and individuals, and
2. New rapid re-housing (RRH) projects that will serve homeless individuals and families coming directly from the streets or emergency shelters, and includes persons fleeing domestic violence situations and other persons meeting the criteria of paragraph (4) of the definition of homeless.

Approximately \$590,924 is available this year for one or more projects that meets the criteria above.

Currently, the HUD application forms are not yet available in e-snaps but the LA BOS CoC will publish application information, instructions and scoring criteria for new project applications at a later date.

If your agency is interested in applying for these funds please submit a letter of interest to Jonathan Wesley by **Friday, July 29, 2016**. Please include the following information in your letter:

- Agency name and contact information
- Proposed location (s)
- Project Type
 - PSH – Leasing
 - PSH – Rental Assistance
 - RRH

More information about the CoC Program rules can be found at the HUD Exchange CoC Program page at <https://www.hudexchange.info/programs/coc/>.

More information about the FY 2016 CoC Program competition can be found at the HUD Exchange CoC Competition page at <https://www.hudexchange.info/e-snaps/fy-2016-coc-program-nofa-coc-program-competition/>.

If you have questions about the CoC Program or the competition process please contact Jonathan Wesley at jwesley@lhc.la.gov or 225.242.1374.

Jonathan Wesley

From: Jonathan Wesley
Sent: Wednesday, July 27, 2016 10:20 AM
To: Adam Hollister; Albertha Mills-Chavis - Calcasieu Parish Police Jury (amills@cppj.net); Amanda Hartley; Anastasia Armstrong; Aneeda McIntyre; Angela Jouett; Annette Gary; Antoinette Prudhomme; Barbara Cahee; Beverly McCormick (beverly.mccormick@310info.org); Carissa McCormic (carissamccormic@gmail.com); Carolyn Toups; Catherine D. Thomas; Courtney Montgomery; Debra LeCompte; Debra Tate; Demetria Coleman; Doanie Perry; Eboness Black; Edna Semar; Esther Vincent (evincent@cityoflc.us); Fran Ledger; G. Coleman Lee; Gail Gowland (deanobwp@aol.com); Jacqueline Higginbotham; Janeal McCauley; Jessica Watson; Jill Foster; Joy Till; Juana Taylor; Karen Clapp; Katrise Reado; Kelli Stawecki; Kimberly Tremblay; Kristin Brooks; Kristy Miller (kristym@projectbuildafuture.org); Laura Tuggle (ltuggle@slls.org); Laurie Beaugh Hebert; Letosha Kelly; Lilya Williams; Marcell Clement; 'Mark Johnston'; Mark Judson; Melany Mondello; Melissa Kapp; Michell Brown; Monette Kilburn; Morgan Streete; Nancy Lasher; Nicole Sweazy; Patricia McClinton; Patty Doyle; Raychel Kiser; Rebecca Guynes; Rene'e Davis; Robert Fontenot; Sandra Felix; Shelley Chretien; Susan Fry; Talissa Johnson; Tammy Thomas; Tanya McGee; Tarek Polite - Calcasieu Parish Police Jury (tpolite@cppj.net); Tasha Anthony; Tina Mouton; Tonda Moreland; Troya Harris; Twanda Laurant-Lewis; Uemih Thomas (Uthomas@cppj.net); Vena Bertrand; Vera Collins; Vicki Sisson; Wendy Primeaux; Winona Connor (LHC)
Subject: Notice of Funding Availability
Attachments: Balance of State Continuum of Care FY16 NOFA.pdf

The LA BoS CoC Notice of Funding Availability (NOFA) for renewal projects for the Fiscal Year (FY) 2016 Continuum of Care Program Competition has been posted to the LA BoS CoC page on the Louisiana Housing corporation website at the following address:

<http://www.lhc.la.gov/index.cfm/page/235>

Submission Deadline: Thursday, August 13, 2016

For your convenience a copy of the notice has been attached to this email.

Jonathan Wesley | *Executive Management Officer*

LOUISIANA HOUSING CORPORATION

jwesley@lhc.la.gov | www.lhc.la.gov

Desk: 225.242.1374 | Fax: 225.342.8891

2415 Quail Drive, Baton Rouge, LA 70808

twitter: [@lahousingcorp](https://twitter.com/lahousingcorp) | facebook: [LouisianaHousingCorp](https://www.facebook.com/LouisianaHousingCorp)

Balance of State Continuum of Care (CoC)

Notice of Funding Availability for the 2016 Continuum of Care Program Competition

HUD has announced the 2016 Continuum of Care (CoC) Notice of Funding Availability (NOFA) for the Continuum of Care Program Competition. This guidance applies to all renewing Continuum of Care grants for permanent housing, transitional housing, supportive services only, and HMIS as well as new applications for permanent supportive housing bonus projects. This announcement is being made in accordance with HUD's NOFA for the HUD Continuum of Care programs.

The US Department of Housing and Urban Development (HUD) conducts an annual CoC Program national competition. The Louisiana Housing Corporation is the collaborative applicant responsible for completing and submitting an annual application for CoC funding on behalf of the LA BoS CoC.

The CoC Consolidated Application is due to HUD on September 14, 2016 and includes all new and renewal project applications. HUD requires that project applications are submitted to the CoC no later than 30 days before the application deadline of September 14, 2016.

**The Deadline for Submission of Applications is
August 13, 2016**

All applications must be submitted through HUD's e-snaps electronic application system in order to be considered in the 2016 LA BoS CoC Consolidated Application for funding.

LA BoS CoC Program funds are currently used to support various projects, including Permanent Supportive Housing and HMIS.

Additional information on the Continuum of Care Program can be found on the HUD Exchange by going to:

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

ELIGIBLE APPLICANTS

Eligible project applicants for the CoC Program Competition are nonprofit organizations, States, local governments, and instrumentalities of State and local governments, and public housing agencies, as such term is defined in 24 CFR 5.100, without limitation or exclusion. For-profit entities are not eligible to apply for grants or to be subrecipients of grant funds. **24 CFR 578.15**

RENEWAL PROJECTS

Awards made under the CoC Program, Supportive Housing Program (SHP), and Shelter Plus Care (S+C) are eligible for renewal for FY 2016 funds if they have an executed grant agreement by December 31, 2016 and have an expiration date that occurs in Calendar Year (CY) 2017 (the period between January 1, 2017 and December 31, 2017). These projects are renewable under the CoC Program Competition as set forth in 24 CFR 578.33 to continue ongoing leasing, operating, supportive services, rental assistance, HMIS, and project administration costs. Grant agreements for FY 2015 funds must be executed by December 31, 2016 in order to be eligible for renewal. If a project application is submitted for FY 2016 funds where the grant agreement for FY 2015 funds is not executed by December 31, 2016, HUD will withdraw any funds conditionally awarded for FY 2016.

All applicants for renewing projects must complete the HUD application in *e-snaps* by **August 13, 2016**.

NEW PROJECTS

Applications for new projects will be accepted for review only if funds are available either through bonus projects or reallocation.

In the event that funds are available, applications for new projects will be considered only from entities that have submitted an application by the deadline and are proposing, in alignment with HUD priorities:

- A. Permanent Supportive Housing (PSH) dedicated to serving chronically homeless individuals, including unaccompanied youth, and/or families; or
- B. Rapid Re-housing (RRH) dedicated to serving homeless individuals, including unaccompanied youth, and/or families coming directly from the streets or emergency shelter

****All projects will be reviewed and ranked by the BoS CoC- Standards Rating and Project Selection Committee.**

ELIGIBLE COST

Provisions at 24 CFR 578.37 through 578.63 identify the eligible costs for which funding may be requested under the CoC Program.

MAXIMUM AMOUNT OF FUNDING AVAILABLE

Funding availability for renewal projects will be dependent upon the amount made available by the HUD allocation method. Funding for new projects will be dependent upon information contained in the HUD NOFA, including the opportunity to apply for bonus projects, and any reallocated funds made available through the local project review process. Administrative funds will be limited to no more than seven percent (7%) of the total project budget.

MATCH REQUIREMENT

The subrecipient must match all grant funds, except for leasing funds, with no less than 25% of funds or in-kind contributions from other sources in accordance with 24 CFR 578.73. Subrecipients will not be required to meet this match per category, but rather as an aggregate sum.

APPEALS

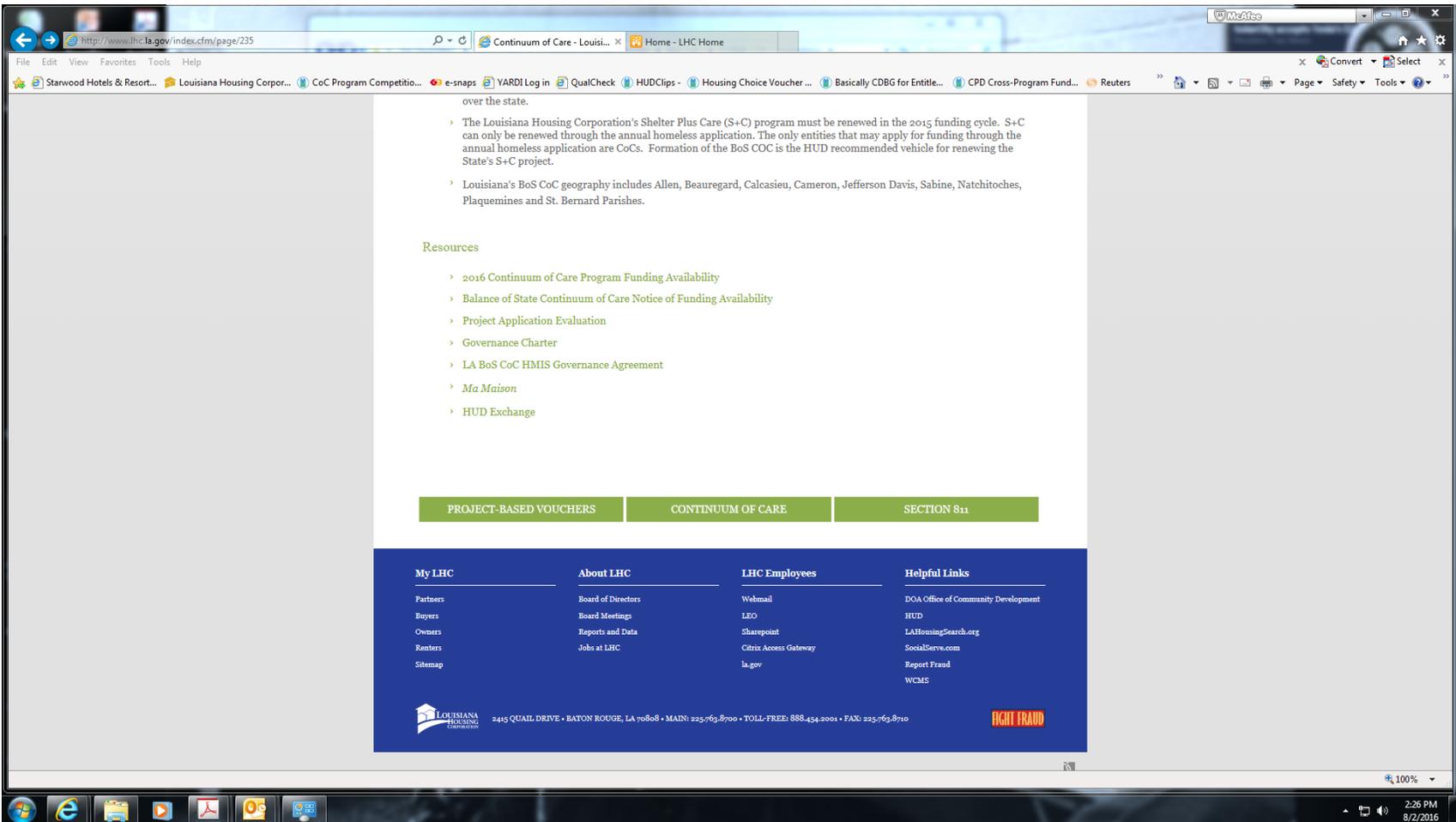
Refer to the HUD NOFA FR-6000-N-25 for guidance on the appeals process.

Please submit any questions to:

Jonathan Wesley

jwesley@lhc.la.gov

225.242.1388



over the state.

- > The Louisiana Housing Corporation's Shelter Plus Care (S+C) program must be renewed in the 2015 funding cycle. S+C can only be renewed through the annual homeless application. The only entities that may apply for funding through the annual homeless application are CoCs. Formation of the BoS COC is the HUD recommended vehicle for renewing the State's S+C project.
- > Louisiana's BoS CoC geography includes Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis, Sabine, Natchitoches, Plaquemines and St. Bernard Parishes.

Resources

- > [2016 Continuum of Care Program Funding Availability](#)
- > [Balance of State Continuum of Care Notice of Funding Availability](#)
- > [Project Application Evaluation](#)
- > [Governance Charter](#)
- > [LA BoS CoC HMIS Governance Agreement](#)
- > [Ma Maison](#)
- > [HUD Exchange](#)

PROJECT-BASED VOUCHERS
CONTINUUM OF CARE
SECTION 811

My LHC

- [Partners](#)
- [Buyers](#)
- [Owners](#)
- [Renters](#)
- [Sitemap](#)

About LHC

- [Board of Directors](#)
- [Board Meetings](#)
- [Reports and Data](#)
- [Jobs at LHC](#)

LHC Employees

- [Webmail](#)
- [LEO](#)
- [Sharepoint](#)
- [Citrix Access Gateway](#)
- [la.gov](#)

Helpful Links

- [DOA Office of Community Development](#)
- [HUD](#)
- [LAHousingSearch.org](#)
- [SocialServe.com](#)
- [Report Fraud](#)
- [WCMS](#)



2415 QUAIL DRIVE • BATON ROUGE, LA 70808 • MAIN: 225-763-8700 • TOLL-FREE: 888-454-2001 • FAX: 225-763-8710



Louisiana Balance of State Continuum of Care Governance Charter

I. Overview

The Louisiana Balance of State Continuum of Care (generally referenced in this document as “BoS CoC” or “Continuum”) is the group composed of representatives of relevant organizations that are brought together to plan for and provide, as necessary, a system of outreach, engagement, and assessment; emergency shelter; rapid rehousing; transitional housing; permanent housing; and prevention strategies to address the various needs of homeless or at risk of homelessness persons for a specific geographic area. The Continuum utilizes the Continuum of Care (“CoC”) model mandated by the Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 (“HEARTH Act”) amendment to the McKinney-Vento Homeless Assistance Act as further promulgated by the Department of Housing and Urban Development (“HUD”) CoC Interim Rule (24 CFR Part 578) (the “Interim Rule”).

HUD REQUIREMENTS for CoC OPERATION AND GOVERNANCE

HUD charges communities that receive funds under the Homeless CoC Program with specific responsibilities. Section 578.3 of the HEARTH Interim Rule published in July 2012 (Interim Rule), defines a Continuum of Care as “the group organized to carry out the responsibilities required under this part [Part 578-Continuum of Care Program] and that is composed of representatives of organizations, including nonprofit homeless providers, victim service providers, faith-based organizations, governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, organizations that serve homeless and formerly homeless veterans, and homeless and formerly homeless persons to the extent these groups are represented within the geographic area and are available to participate.”

The Interim Rule requires CoCs to establish a Board to act on behalf of the CoC. The CoC assigns the Board responsibilities through a written agreement called a Governance Charter that reflects the policies developed by the CoC. The CoC Board does not have any authority except as specified in the Governance Charter and Bylaws. Otherwise, authority and responsibility are retained by the CoC. This Governance Charter is adopted in accordance with The Interim Rule and is established in consultation with the designated Collaborative Applicant, and the HMIS Lead Agency. This document outlines the establishment of the Louisiana Balance of State Continuum of Care (BoS CoC) and the roles and responsibilities assigned by the BoS CoC to the Board. It also provides additional insight into the duties of the Board and describes the standing committees, and structure of the CoC.

The policies and provisions in this Governance Charter are subject to regular review of the CoC Board, which may establish a task group to accomplish this task with input from the Board.

RESPONSIBILITIES OF THE CoC

Section 578.7 of the HEARTH Interim Rule (July 2012) identifies the Responsibilities of the CoC as described:

A. Operate the CoC

The CoC must:

- (1) Hold meetings of the full membership, with published agendas, at least semiannually;
- (2) Make an invitation for new members to join publicly available within the geographic area at least annually;
- (3) Adopt and follow a written process to select a Board to act on behalf of the CoC. The process must be reviewed, updated, and approved by the CoC at least once every 5 years;
- (4) Appoint additional committees, subcommittees, or workgroups;
- (5) In consultation with the Collaborative Applicant and the Homeless Management Information System (HMIS) Lead, develop, follow, and update annually a governance charter, which will include all procedures and policies needed to comply with subpart B of this part and with HMIS requirements as prescribed by HUD; and a code of conduct and recusal process for the Board, its chair(s), and any person acting on behalf of the Board;
- (6) Consult with recipients and sub-recipients to establish performance targets appropriate for population and program type, monitor recipient and sub-recipient performance, evaluate outcomes, and take action against poor performers;
- (7) Evaluate outcomes of projects funded under the Emergency Solutions Grants (ESG) program and the CoC program, and report to HUD;
- (8) In consultation with recipients of ESG program funds within the geographic area, establish and operate either a centralized or coordinated assessment system that provides an initial, comprehensive assessment of the needs of individuals and families for housing and services. The CoC must develop a specific policy to guide the operation of the centralized or coordinated assessment system on how its system will address the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim service providers. This system must comply with any requirements established by HUD by Notice.
- (9) In consultation with recipients of ESG program funds within the geographic area, establish and consistently follow written standards for providing CoC assistance. At a minimum, these written standards must include:
 - (i) Policies and procedures for evaluating individuals' and families' eligibility for assistance under this part;

- (ii) Policies and procedures for determining and prioritizing which eligible individuals and families will receive transitional housing assistance;
- (iii) Policies and procedures for determining and prioritizing which eligible individuals and families will receive rapid re-housing assistance;
- (iv) Standards for determining what percentage or amount of rent each program participant must pay while receiving rapid re-housing assistance;
- (v) Policies and procedures for determining and prioritizing which eligible individuals and families will receive permanent supportive housing assistance; and
- (vi) Policies and procedures set forth in 24 CFR 576.400(e)(vi), (e)(vii), (e)(viii), and (e)(ix), where the CoC is designated a high-performing community, as described in Subpart G.

B. Designating and Operating an HMIS

The CoC must:

- (1) Designate a single HMIS for the geographic area;
- (2) Designate an eligible applicant to manage the CoC's HMIS, which will be known as the HMIS Lead;
- (3) Review, revise, and approve a (i) privacy plan, (ii) a security plan, and (iii) a data quality plan for the HMIS.
- (4) Ensure consistent participation of recipients and sub-recipients in the HMIS; and
- (5) Ensure the HMIS is administered in compliance with requirements prescribed by HUD.

C. CoC Planning

The CoC must develop a plan that includes:

- (1) Coordinating the implementation of a housing and service system within its geographic area that meets the needs of the homeless individuals (including unaccompanied youth) and families. At a minimum, such system encompasses the following:
 - (i) Outreach, engagement, and assessment;
 - (ii) Shelter, housing, and supportive services;
 - (iii) Prevention strategies.
- (2) Planning for and conducting, at least biennially, a point-in-time count (PITC) of homeless persons within the geographic area that meets the following requirements:
 - (i) Homeless persons who are living in a place not designed or ordinarily used as a regular sleeping accommodation for humans must be counted as unsheltered homeless persons.

- (ii) Persons living in emergency shelters and transitional housing projects must be counted as sheltered homeless persons.
- (iii) Other requirements established by HUD by Notice.
- (3) Conducting an annual gaps analysis of the homeless needs and services available within the geographic area;
- (4) Providing information required to complete the Consolidated Plan(s) within the CoC's geographic area;
- (5) Consulting with State and local government 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 sub-recipients.

II. Mission and Goals

The mission of Louisiana's BoS CoC is to work with stakeholders throughout its geographic area to design effective strategies to combat homelessness. To maximize effectiveness, the BoS CoC will often work in collaboration with outside entities such as the Housing and Transportation Planning and Coordinating Commission (HTPCC), to help create integrated, state-wide and community based strategies and plans to prevent and end homelessness; provide coordination among the many regional organizations and initiatives that serve people experiencing homelessness across Continuum of Care geographic areas; and to prepare, for submission to HUD, the comprehensive grant application for the Continuum of Care Program.

The BoS CoC shall align and update its mission and goals in order to remain consistent with the HUD Strategic Plan and with the Federal Interagency Homeless Council's plan entitled "Opening Doors," as updated and the Louisiana plan to end homelessness entitled "Ma Maison". These plans put an emphasis on ending veteran's homelessness by 2015, chronic homelessness by 2017, and homelessness among children, families, and youth by 2020.

Homelessness has significant detrimental effects on everyone, yet there are some whose health and safety are placed at even greater risk for harm without a safe and stable place to call home. These groups include, but are not limited to: children, women fleeing from domestic violence situations and people with disabilities. Strategies to identify and assist the most vulnerable groups will be prioritized.

While ending homelessness remains the BoS CoC's overarching goal, the Continuum is focused on moving all unsheltered persons to a shelter or otherwise safe location. At the same time, and with a priority on best practices for rapid re-housing, the Continuum will persistently focus its efforts to mitigate the trauma of homelessness by working with all stakeholders to immediately link persons to appropriate homeless and mainstream services and to shorten the length of time that persons remain unsheltered or in shelters. Further priority will be placed upon putting all homeless persons on a path toward permanent stable housing that optimizes self-sufficiency.

III. Responsibilities of the Continuum

A. Membership

Membership shall consist of interested individuals and representatives from relevant organizations within the geographic area. Ongoing efforts will be made to solicit open membership from relevant organizations including nonprofit homeless assistance providers, victim service providers, faith-based organizations, governments, local chambers of commerce, local development authorities, businesses, advocates, local housing authorities, school districts, social service providers, mental health agencies, hospitals, colleges, technical schools, universities, affordable housing developers, landlords, law enforcement, and organizations that serve veterans and homeless and formerly homeless individuals.

Proactive member recruitment efforts will take place at least semi-annually through targeted emails to parties associated with relevant organizations. In addition, there will be an open membership recruitment process posted on the collaborative applicant's website at www.lhc.la.gov.

To remain in good standing, Continuum members are expected to attend not less than one meeting (annual membership, Board, Committee or Subcommittee) per year. Members must also adhere to the code of conduct requirements (conflict of interest, rules of order, etc.) established by the Membership and Rules Committee. Among other requirements established by the Membership and Rules Committee, no member may participate in or influence discussions or resulting decisions concerning the award of a grant or other financial benefit to the organization that the member represents. Otherwise, members may be subject to sanctions by this Committee that may include loss of voting privilege, termination of committee or subcommittee assignments, or other actions consistent with policy established and interpreted by the Committee, including membership termination, which is anticipated only in the most egregious cases. The work of the BoS CoC will be accomplished through a comprehensive process that includes full membership, regional, board and committee meetings. Full membership votes shall be taken as follows:

- An initial vote for ratification of the Charter;
- Review and/or update the Charter's process for Board selection not less than once every five (5) years [578.7(3)].

B. Governing Board

The process for Board selection shall take place as follows [578.7(3)]:

The BoS CoC Board of Directors (hereinafter referred to as "Board") is the governing body of the Balance of State Continuum. Considerations for board representation include expertise and experience in homelessness, geographic distribution,

diversification of interests, provider perspective, the perspective of homeless persons, limiting/managing conflicts of interest, and other relevant factors. The Board shall consist of eleven (11) appointed members. Board members must be relevant; meaning that they must live or work in the geographical area of the BoS CoC, provide homeless funding, homeless services, mainstream services that serve homeless persons, or provide other indirect services to homeless persons or to community organizations in the Continuum. Board members must also be otherwise qualified, as outlined in this Charter and by HUD rule. By accepting a Board position, all Board members by definition also become Continuum members.

The BoS CoC Board membership shall be established as follows:

- The Executive Director of the LHA, to represent the Collaborative Applicant;
- The Executive Director of Southeast Legal Aid Services;
- One (1) representative of the HMIS Lead Agency;
- Three (3) ESG representatives. One (1) appointed from the Southwest Region, One (1) appointed from St. Bernard Parish, and one (1) appointed from Sabine Parish;
- One (1) currently or formerly homeless person;
- Three (3) at large members. One (1) from each of the geographic regions;
- One (1) representative of the Department of Health and Hospitals;

Appointments will be made by the Collaborative Applicant based on recommendations by the members of the BoS CoC and the Membership and Rules Committee. The Membership and Rules Committee shall develop and implement a process for the nomination of “at large” Board members from each of the three (3) geographic regions. All appointments will be subject to approval by the Membership and Rules Committee based upon criteria established by that Committee.

The responsibilities of the Board include:

- Following its initial ratification by membership, and in consultation with the Collaborative Applicant and the HMIS Lead, update and follow the Louisiana Balance of State Continuum of Care Governance Charter [578.7(5)]. Exception: The Board selection process outlined in the Charter may only be revised by a vote of membership;
- Publish agendas on the LHC Continuum of Care website and hold meetings as necessary to carry out the work of the Continuum. Full membership meetings must be held at least twice annually [578.7(1)];
- Appoint standing committees outlined in this Charter, as well as additional committees, as necessary, and in collaboration with its committees, manage the work of the “Collaborative Applicant,” and “HMIS Lead” [578.7(4)].
- Appoint Committee members;
- Act on recommendations of Continuum Committees; and set priorities for the Continuum based solely upon committee recommendations.

Board procedure shall be established as follows:

From its membership, the Board shall appoint a Chair and a Vice-Chair. The Chair of the Membership and Rules Committee shall serve as the Ethics Officer of the Board but may or may not be a member of the Board. The Board shall be governed by this Charter, and otherwise by Roberts Rules of Order. Each Board member shall serve a staggered term (3 to 5 years), as determined by the Membership and Rules Committee. Absent reappointment or a new appointment, Board Members shall continue to serve indefinitely following the end of their term. There shall be no limit on terms of service. Board members may be terminated by the Membership and Rules Committee for reasonable cause. Reasonable cause includes, but is not limited to, the presence of a conflict of interest that cannot be mitigated or if attendance at meetings does not meet standards established by the Membership and Rules Committee. Meetings of the Board shall be held as called by the Collaborative Applicant, and each meeting shall be attended by the Collaborative Applicant. Meetings may be attended either in person, via conference call or via Webinar, and must be called at least seven (7) days in advance unless extenuating circumstances exist. Meetings will be open to the public. Meeting notices shall be distributed to all Continuum members and posted by the Collaborative Applicant on the LHC Continuum of Care website. Board actions shall require a majority vote. In the event that a board majority is not available action may be taken by a quorum of the Board. For the purpose of conducting CoC business a quorum shall be defined as a minimum of 4 board members consisting of the current representatives of The LHA, The Department of Health and Hospitals, The HMIS Lead Agency and at least one other board member. The Chair, or the person acting as Chair, shall only vote in the two following situations:

1. In the event of a tie vote from other board members.
2. In the event that the Chair is serving as a member of the quorum and a quorum vote is required.

C. Committees and Subcommittees

General Requirements for All Committees

While decisions for the Continuum will be made by the Board, the work of the Continuum will generally be carried out by committees and, as appointed by committees, subcommittees. Committee members may be recommended to the Board by Committees themselves, but all Committee appointments shall also be “members” of the Continuum with formal appointment of each by the Board. Board members may also, and are encouraged to, serve on committees. All subcommittee appointments may be made by the appropriate committee. Each committee is responsible for establishing a committee chair and the chair, or his/her designee, must attend all board meetings.

Subcommittees are formulated by committees in order to add specific expertise and to develop special recommendations to the committee. Expertise may come from outside

the Continuum geography, so logically; subcommittee appointments (made by members of each committee) may or may not be members of the Continuum.

Formal Committee meetings must be called and attended by the Collaborative Applicant. The Collaborative Applicant will maintain committee records. With the exception of the Membership and Rules Committee, committees are responsible not for decision-making, but for making recommendations to the Board.

The Board may appoint committees as it deems necessary to carry out the work of the Continuum, but at a minimum, BoS CoC Committees shall include the following:

- Standards, Rating and Project Selection Committee;
- HMIS Committee;
- Membership and Rules Committee; and
- Coordinated Access Committee.

At its discretion, the Board may expand the work of these Committees and/or appoint other Committees with special purposes associated with priorities such as ending chronic, veterans, family and youth homelessness, coordination with educational and family violence providers, etc.

1. Standards, Rating and Project Selection Committee

The Standards, Rating and Project Selection Committee shall be responsible for developing and recommending written standards for all phases of BoS CoC and Emergency Solutions Grants programs for Board approval. In accordance with the goals of the Continuum, these written standards shall prioritize assistance and placement for persons and families who are chronically homeless, persons with disabilities, and persons with the highest number of barriers to placement and stable housing [578.9(2)].

Acting on behalf of the Continuum, and as a part of its duty to “design, operate and follow a collaborative process” in response to a HUD NOFA, the process established by this Committee and due diligence in its implementation shall serve as “approval for submission” of the BoS CoC by the Collaborative Applicant [578.9(a)(1)]. These written standards will be developed in consultation with the Collaborative Applicant, and with stakeholders throughout the Continuum, including Continuum Recipients and sub recipients, shall be updated annually, and shall be approved by the Board [578.7(a)(9)]. Standards shall reflect the goals of the Continuum which are also consistent with the HUD Strategic Plan.

Written standards will be established for all prevention, outreach, shelter, rapid rehousing, transitional, supportive service, and permanent supportive housing programs that serve homeless or near homeless persons in the Continuum [578.7(a)(9)(i-vi)]. Among other requirements, these standards will include criteria for CoC programs, as follows:

- Policies and procedures for evaluating household eligibility;

- Policies and procedures for determining appropriate transitional, permanent supportive (including rapid re-housing), or other housing placement; and
- A rental payment standard for the Continuum’s rapid re-housing programs.

The standards will reflect priority for project type and performance and outcome criteria. Standards shall include scoring criteria for project applications and renewal applications, as well as monitoring criteria and accompanying policy surrounding poor performance to be implemented by the Collaborative Applicant [578.7(a)(6)].

The Standards, Rating and Project Selection Committee shall evaluate the outcomes of ESG and Continuum of Care programs, and as possible other programs within the Continuum, and report those outcomes to the Board, Continuum membership, to HUD, and to others [578.7(a) (7)].

This Committee shall also be responsible for developing the semi-annual “point in time count,” as well as the annual shelter and transitional housing count methodologies. The Committee shall determine gaps in housing and services, consult with ESG entitlements on the allocation of funds [578.7(c)(5)], and develop and implement a rating and selection system for Continuum projects. This Committee, or a subcommittee that it may choose to appoint, is further responsible for review of Continuum of Care applications. The work of this Committee may also include tasks assigned by the Board [578.7(c) (2-3)].

For this Committee, the Membership and Rules Committee shall review all appointments, and direct conflicts of interest will not be allowed. Perceived conflicts of interest will be disclosed and mitigated through a process established by the Membership and Rules Committee.

2. Homeless Management Information Systems (HMIS) Committee

The HMIS Committee will be responsible for assisting the Board with management and oversight of the HMIS Lead and the Continuum’s HMIS implementation. This committee, in consultation with the Collaborative Applicant, and as appropriate, the HMIS Lead, shall have further responsibilities, as follows [578.7(b)]:

- As may be necessary, making recommendations to the Board on changes to the HMIS system, HMIS Lead, and HMIS Applicant utilized by the Continuum;
- Reviewing, revisions and recommendations for a privacy, security, and data quality plan to the Board;
- Monitoring the Continuum’s compliance with HMIS requirements prescribed by HUD [587.7(a)(5)]; and
- Monitoring participation in HMIS by users throughout the Continuum.

3. Membership and Rules Committee

Unlike any of the other committees, the Membership and Rules Committee will act with a great deal of autonomy. It will provide checks and balances for the Continuum and operate with absolute authority over all matters related to:

- Development and operationalizing the Continuum’s “Conflict of interest and recusal policy” [578.7(a)(5)] and process, as required by HUD rule at 24 CFR 578.95 (see Exhibit A). Until the recusal policy is fully developed and operationalized, any Continuum member or subcommittee appointee must disclose any real or perceived conflict of interest. If there is a direct conflict of interest, he/she shall (1) not discuss any matter before the Continuum relating to the conflict, (2) abstain from any voting related to matters subject to the conflict, and (3) leave the room while matters are discussed. This policy shall also include code of conduct provisions for all members. This duty shall also include oversight of implementation, interpretations of policy, etc.;
- The exercise of judgment over the selection of Board members in order to assure that prospective members are qualified,
- Assurance that there is geographical dispersion and diversity among Board members, and
- Ethics and parliamentary procedure while carrying out its duties to provide Board oversight.

The Membership and Rules Committee will have ultimate responsibility for making sure that appointments meet HUD and Continuum rules around diversity in the selection of Board members so that “relevant organizations” will be included.

The Membership and Rules Committee will create criteria for conducting elections of Board Members. The Committee will work with appointing authorities to assure relevance and diversification in Board appointments. It may develop criteria for selection, verify that candidates meet said criteria, and must ratify all appointments. This Committee may serve, as necessary, as a nominating committee for Board appointments, as well as for candidates for election. The Committee shall monitor service by all Continuum and Board members and shall set terms for all Board members. The Committee shall also review, and as necessary, propose revisions to the criteria for Board selection not less than once every five (5) years. Revisions to Board structure must be presented to the Board for approval, and once approved, ratified by a majority vote of membership. The Membership and Rules Committee will act on complaints filed against the Continuum in accordance with 24 CFR 578.7 and 578.9 and report on all complaints and actions to the Board. As necessary, Committee recommendations will be presented to the Board for mitigation. In consultation with the Collaborative Applicant and the HMIS Lead, this Charter shall be updated by the Committee and approved not less than annually by a majority vote of a quorum of the Board. For substantial updates to this Charter, as determined by this Committee, a majority vote of Continuum membership must be obtained.

4. Coordinated Access Committee

The Coordinated Access Committee will be primarily responsible for identifying and seeking to maximize and coordinate mainstream and homeless services as well as housing resources available for homeless and near homeless persons throughout the Continuum. Together with the Collaborative Applicant, the Committee will develop written standards for assessment and program admissions within the Continuum.

The Committee will develop policy to be approved by the Board and will work to insure that the Continuum's system of care meets the needs of homeless individuals and families by seeking to implement comprehensive prevention, outreach, engagement, assessment, shelter (or other short-term housing), transitional (very limited), and permanent housing strategies throughout its broad geographic area. The group served will also include persons fleeing family violence, including victims of dating or sexual assault, and/or stalking, as well as unaccompanied youth.

This work will include identification of ongoing gaps in housing and service resources, as well as barriers to housing (including barriers to housing choice) and services that limit the ability of homeless persons to access and sustain stable housing. The Committee will work in partnerships with all stakeholders (including educational liaisons, family violence staff, public housing officials, etc.) at local, regional, state and federal levels in order to identify resources to fill identified gaps in housing and services. Specific work of this Committee will center on measures that will enable the Continuum's homeless providers to:

- Implement plans within their programs that will affirmatively further fair housing, per 24 CFR 578.93(c);
- Prevent involuntary separation of families experiencing homelessness within the Continuum; and
- Best collaborate with Louisiana Department of Education officials and with homeless liaisons and others associated with local school systems in order to maximize the availability of HUD McKinney resources for housing and services (including prevention) for families with school age children, as well as to measure the mainstreams services of the school system in order to further stabilize families in housing.

The Committee will recommend (and may oversee the development of) training for continuum providers. It will monitor changes and proposed changes to funding programs and other public assistance at all levels (local, regional, state and federal) for diminished programs and benefits, as well as stricter eligibility requirements that limit access to ongoing benefits that may either (1) limit the Continuum's ability to place and serve homeless persons in stable housing, or (2) lead to further destabilization of fragile populations currently housed.

This Committee will troubleshoot system access issues on a state, local and regional basis, and will coordinate/collaborate closely with the HTPCC. Working closely with the Collaborative Applicant, the Coordinated Access Committee will be responsible for oversight related to meeting the HUD mandate for "coordinated or centralized intake and assessment" [578.7(a)(8)].

D. Collaborative Applicant

In accordance with HUD's Continuum of Care Interim Rule, the Louisiana Housing Corporation (LHC) or (The Corporation) is designated as the Collaborative Applicant.

The Louisiana Housing Authority (LHA) is a state authority attached to LHC. At its discretion, the Collaborative Applicant shall have the authority to apply for planning funds from HUD. LHC shall provide comprehensive oversight for the Continuum in order to meet HUD's rule for Continuum of Care and to assure that requirements are met for the annual HUD Continuum of Care funding competition. LHC shall collaborate with other Louisiana Continuum and shall provide administrative support for the Board, all Continuum committees, and as otherwise necessary to assure the sound operation of and the success of the Balance of State Continuum of Care. LHC shall work to build awareness for and public/stakeholder confidence in the Continuum and will publicize its work. For the Continuum, LHC will maintain membership lists, conduct membership recruitment campaigns targeted to stakeholders [578.7(a)(2)], publish agendas for membership meetings, and assist the Board in conducting meetings of full membership not less than twice annually [578.7(a)(1)]. LHC shall update and maintain the Continuum's website with meeting notices, a list of Board members, Board meeting minutes, downloads of documents related to Board actions, and other related documents. The website shall also include an open invitation and process for membership.

LHC's work with the Board will include, but will not be limited to, providing or securing meeting space, calling meetings, providing notice to Board/Continuum members and others, technology for web meeting capacity, recordkeeping, assisting the board with draft policies and updates (including updates to this Charter) as directed by the Board, and other duties assigned by the Board or as necessary in order to meet Continuum compliance requirements or other standards established by HUD. LHC shall serve as staff to all Continuum committees, call meetings, develop agendas, keep records of committee meetings, provide technical assistance and monitor recipients of funds, and assist with research and the development of plans and documents for each committee. Working with the Standards, Rating and Project Selection Committee, LHC will seek outside funds for, and will provide staff oversight and training for the semi-annual unsheltered point in time count and the annual shelter survey [578.7(c)(2)].

Working with stakeholders state-wide, regional and local meetings (onsite and/or web-based) as well as attendance at local and regional events, the Collaborative Applicant will provide lead staff for the Continuum's planning. This includes coordination and implementation *"of a housing and service system within its geographic area that meets the needs of the homeless individuals (including unaccompanied youth) and families. At a minimum, such system encompasses the following: (i) Outreach, engagement, and assessment; (ii) Shelter, housing, and supportive services; and (iii) Prevention strategies"* [578.5(c)].

LHC will meet the Continuum's obligations through the HUD rule to coordinate with ESG Entitlements, and to collaborate with and provide information to complete plans for the HUD Consolidated Planning jurisdictions (the city of Lake Charles, and the State) within the Continuum [578.7(c)(4)].

LHC will collect and combine all required application information from projects within the

Continuum, prepare, and submit the annual Continuum application to the Board for approval and then to HUD.

E. Homeless Management Information Systems (HMIS) Lead

The Volunteer Center Southwest Louisiana (The Volunteer Center) or (VCSL) is designated by the Louisiana Balance of State Continuum of Care to operate an HMIS system on its behalf. A representative of The Volunteer Center shall attend all HMIS Committee meetings and coordinate closely with this Committee in all of its work. VCSL shall have the authority to apply for and administer Continuum funds for HMIS in accordance with all HUD requirements. VCSL, in working with the Continuum's HMIS Committee, shall review, revise and approve a privacy, security and data quality plan (or plans) for the Continuum's HMIS.

The Volunteer Center shall exercise required due diligence in order to assure that the Continuum's HMIS is administered in compliance with all present and future HUD requirements, and it shall ensure consistent participation by all HUD McKinney-funded recipients and sub recipients in the Continuum. For non-HUD funded Continuum agencies, VCSL shall work with those agencies as well as their funders to maximize HMIS participation. Lastly, VCSL will work to maximize the use of HMIS data in order to meet the Continuum's obligations through the HUD rule to coordinate with ESG Entitlements and HUD Consolidated Planning jurisdictions within the Continuum.

F. Procedural Processes

By numerical order the work of the Balance of State Continuum of Care shall proceed, as follows:

- 1) LHC shall make Board appointments based on the availability of potential board members.
- 2) Once the Founding Board is in place it shall conduct an initial Board meeting for the purpose of appointing members to the Membership, Rules and Project Selection Committee and approval of the Founding Governance Charter.
- 3) Initial Continuum Membership will be established by LHC based upon full membership meetings.
- 4) Once approved by the board this Founding Governance Charter shall first be posted on the Continuum's website by LHC for review and ratification by a majority vote of Continuum membership.
- 5) The Rules and Membership Committee shall:
 - a) First develop criteria for and approve appointed Board members;
 - b) Develop criteria for approval and for the election of regional Board members;
 - c) Call upon membership for nominees by email notification; and
 - d) Develop a slate of nominees for review by Members.

Exhibit A

24 CFR 578.95 Conflicts of interest.

(a) Procurement. For the procurement of property (goods, supplies, or equipment) and services, the recipient and its subrecipients must comply with the codes of conduct and conflict-of-interest requirements under 24 CFR 85.36 (for governments) and 24 CFR 84.42 (for private nonprofit organizations).

(b) Continuum of Care board members. No Continuum of Care board member may participate in or influence discussions or resulting decisions concerning the award of a grant or other financial benefits to the organization that the member represents.

(c) Organizational conflict. An organizational conflict of interest arises when, because of activities or relationships with other persons or organizations, the recipient or subrecipient is unable or potentially unable to render impartial assistance in the provision of any type or amount of assistance under this part, or when a covered person's, as in paragraph (d)(1) of this section, objectivity in performing work with respect to any activity assisted under this part is or might be otherwise impaired. Such an organizational conflict would arise when a board member of an applicant participates in decision of the applicant concerning the award of a grant, or provision of other financial benefits, to the organization that such member represents. It would also arise when an employee of a recipient or subrecipient participates in making rent reasonableness determinations under §578.49(b)(2) and §578.51(g) and housing quality inspections of property under §578.75(b) that the recipient, subrecipient, or related entity owns.

(d) Other conflicts. For all other transactions and activities, the following restrictions apply:

(1) No covered person, meaning a person who is an employee, agent, consultant, officer, or elected or appointed official of the recipient or its subrecipients and who exercises or has exercised any functions or responsibilities with respect to activities assisted under this part, or who is in a position to participate in a decision-making process or gain inside information with regard to activities assisted under this part, may obtain a financial interest or benefit from an assisted activity, have a financial interest in any contract, subcontract, or agreement with respect to an assisted activity, or have a financial interest in the proceeds derived from an assisted activity, either for him or herself or for those with whom he or she has immediate family or business ties, during his or her tenure or during the one-year period following his or her tenure.

(2) Exceptions. Upon the written request of the recipient, HUD may grant an exception to the provisions of this section on a case-by-case basis, taking into account the cumulative effects of the criteria in paragraph (d)(2)(ii) of this section,

provided that the recipient has satisfactorily met the threshold requirements of paragraph (d)(2)(ii) of this section.

(i) Threshold requirements. HUD will consider an exception only after the recipient has provided the following documentation:

(A) Disclosure of the nature of the conflict, accompanied by a written assurance, if the recipient is a government, that there has been public disclosure of the conflict and a description of how the public disclosure was made; and if the recipient is a private nonprofit organization, that the conflict has been disclosed in accordance with their written code of conduct or other conflict-of-interest policy; and

(B) An opinion of the recipient's attorney that the interest for which the exception is sought would not violate State or local law, or if the subrecipient is a private nonprofit organization, the exception would not violate the organization's internal policies.

(ii) Factors to be considered for exceptions. In determining whether to grant a requested exception after the recipient has satisfactorily met the threshold requirements under paragraph (c)(3)(i) of this section, HUD must conclude that the exception will serve to further the purposes of the Continuum of Care program and the effective and efficient administration of the recipient's or subrecipient's project, taking into account the cumulative effect of the following factors, as applicable:

(A) Whether the exception would provide a significant cost benefit or an essential degree of expertise to the program or project that would otherwise not be available;

(B) Whether an opportunity was provided for open competitive bidding or negotiation;

(C) Whether the affected person has withdrawn from his or her functions, responsibilities, or the decision-making process with respect to the specific activity in question;

(D) Whether the interest or benefit was present before the affected person was in the position described in paragraph (c)(1) of this section;

(E) Whether undue hardship will result to the recipient, the subrecipient, or the person affected, when weighed against the public interest served by avoiding the prohibited conflict;

- (F) Whether the person affected is a member of a group or class of persons intended to be the beneficiaries of the assisted activity, and the exception will permit such person to receive generally the same interests or benefits as are being made available or provided to the group or class; and
- (G) Any other relevant considerations.

**Louisiana Services Network Data Consortium
Policies and Standard Operating Procedures
Version 1.2**

Louisiana Services Network Data Consortium

Effective Date
May 3, 2013

**Louisiana Services Network Data Consortium
Policies and Standard Operating Procedures
Table of Contents**

1. Organization and Management of the LSNDC

- 1.1. LSNDC Board
- 1.2. Fiscal Agency
- 1.3. State LSNDC System Administrator
- 1.4. Regional Lead Agency Operating LSNDC Locally
- 1.5. Regional LSNDC System Administrator
- 1.6. Participating Agency
- 1.7. Agency Administration
- 1.8. LSNDC User
- 1.9. System Availability
- 1.10. Ethical Data Usage
- 1.11. Inter-Agency Data Sharing
- 1.12. Support

2. Requirements for Agency Participation

- 2.1. Participating Agency Agreement
- 2.2. User Licenses
- 2.3. User Cost
- 2.4. User Activation
- 2.5. User Agreement
- 2.6. Hardware and Software Requirements and Maintenance
- 2.7. Training
- 2.8. Contract Termination

3. Security and Access

- 3.1. Security of Data on File Server
- 3.2. Back Up of Data on File Server
- 3.3. Updates/Upgrades to LSNDC
- 3.4. Data on File Server
- 3.5. Data Collection
- 3.6. User Access
- 3.7. User Changes
- 3.8. Passwords
- 3.9. Password Recovery
- 3.10. Use and Disposal of Exported Data

4. Data Collection, Quality Assurance and Reporting

- 4.1. Appropriate Data Collection
- 4.2. Client Grievances
- 4.3. Required Data Collection
- 4.4. Client Informed Consent
- 4.5. Client Release of Information to Share Data
- 4.6. Data Ownership
- 4.7. Data Entry Shared Information
- 4.8. Data Element Customization
- 4.9. Data Integrity

- 4.10. Monitoring and Evaluation
- 4.11. On-Site Review
- 4.12. Client Request for Data
- 4.13. Release of Data for Public Use

5. Disaster/Emergency Policy

- 5.1. Emergency Procedures
- 5.2. Chain of Command
- 5.3. Communication
- 5.4. System Continuity
- 5.5. Privacy Policy within LSND
- 5.6. Public Privacy Policy (Data Sharing with a Third Party)
- 5.7. Data Entry
- 5.8. Training

Louisiana Services Network Data Consortium Policies and Standard Operating Procedures

This document details the policies and standard operating procedures that govern the operation of the Louisiana Services Network Data Consortium Management Information System (LSNDC System). It defines the roles and responsibilities of the LSNDC System Administrators, agencies and individuals accessing LSNDC System data. It includes important information on the way the LSNDC System data is secured and protected. All individuals accessing the LSNDC System must read and understand these Standard Operating Procedures.

INTRODUCTION

This document details the policies and standard operating procedures that govern the operation of the Louisiana Services Network Data Consortium Management Information System (LSNDC System). It defines the roles and responsibilities of the LSNDC System Administrators, agencies and individuals accessing LSNDC System data. It includes important information on the way the LSNDC System data is secured and protected. All individuals accessing the LSNDC System must read and understand these Standard Operating Procedures.

LSNDC System is administered by the Louisiana Services Network Data Consortium, a non-profit corporation acting in the behalf of the LSNDC Board. The LSNDC Board is comprised of regional Homeless Management Information System administrative agencies and nine regional Continua of Care that are under contract with the U.S Department of Housing and Urban Development (HUD) to provide homeless services. The central server is administered by the contracted HMIS software vendor, and the LSNDC administers licensing, training, and compliance.

The primary purpose of the LSNDC System is to provide a client and service data management tool to aid the regional Continua of Care to end homelessness in Louisiana and meet HUD requirements for CoCs to provide an unduplicated demographic report of the number and characteristics of clients served as well as program outcomes. This tool is Internet-based technology to assist homeless service organizations across Louisiana in capturing information about the clients that they serve.

The LSNDC System provides a standardized assessment of consumer needs creates individualized service plans and records the use of housing and services which communities can use to determine the utilization of services of participating agencies, identify gaps in the local service continuum, and develop outcome measurements.

Benefits of LSNDC System

LSNDC System benefits homeless men, women, and children:

Improvements in service delivery for clients as case managers assess the client's needs, inform the client about available services on site or through referral, help the client find and keep permanent housing, and improve service coordination when information is shared between programs within one agency that are serving the same client.

LSNDC System benefits agencies, program managers and case managers:

Aggregate program-level and agency-level information and reports should be accessible to agencies and program managers to provide a more complete understanding of clients' needs and outcomes, advocate for additional resources, complete grant applications, conduct evaluations of program services and staff performance, and report to funders. Minimally, the software should be able to generate the program portions of the HUD Annual Progress Report (APR).

LSNDC System benefits the regional Continuum of Care:

Unduplicated, de-identified, system-wide information should be readily accessible to provide a more complete understanding of homelessness, clients' needs and outcomes, and program and system-level performance to inform policy decisions aimed at addressing and ending homelessness at local, state and federal levels. The software should also be able to generate data and/or reports to fulfill Federal Annual Homeless Assessment Report (AHAR), Continuum application requirements, and city-wide and system-level funding reports.

Definitions

Many of the terms used in this Policies and Standard Operating Procedures Manual may be new to many users. Definitions of some of these terms are as follows:

Agency Administrator: The person responsible for system administration at the agency level. This person is responsible for adding and deleting users, basic troubleshooting, and organizational contact with the Regional LSNDC System Administrator.

Authentication: The process of identifying a user in order to grant access to a system or resource; usually based on a username and password.

Authorized Agency: Any agency, organization or group who has an LSNDC Agency Agreement with the Regional LSNDC System Administrator and that is allowed access to the LSNDC database.

Bowman Systems: Also known as Bowman. The company that wrote the software used for the LSNDC, Bowman Systems, also houses and maintains the server owned by the LSNDC that holds our HMIS database.

Client: Any recipient of services offered by a Provider or Authorized Agency.

Client-level Data: Data collected or maintained about a specific person. This type of data can be de-identified for purposes of data analysis, which means that personally identifying information is removed from the record.

Database: An electronic system for organizing data so it can easily be searched and retrieved; usually organized by fields and records.

De-identified Data: Data that has been stripped of personally identifying information.

Encryption: Translation of data from plain text to a coded format. Only those with the “key” have the ability to correctly read the data. Encryption is used to protect data as it moves over the internet and at the database level through the use of special software.

Fiscal Agency: The agency chosen by the LSNDC governing board to manage the financial aspects of the corporation, including the general ledger, accounts payable, and accounts receivable. The Agency shall follow fiscal policies established by general accounting principles.

Firewall: A method of controlling access to a private network, to provide security of data. Firewalls can use software, hardware, or a combination of both to control access.

HMIS: Homeless Management Information System. This is a generic term for any system used to manage data about homelessness and housing. The HMIS used in Louisiana is called the LSNDC System.

HUD HMIS Data and Technical Standards (the Standards): The most recent HUD Standards published for Continuum of Care to systematically collect and report data for projects funded under Title IV of the McKinney-Vento Homeless Assistance Act. The current Standards were published in the July 30, 2004 Federal Register, Vol. 69, No. 146, pp. 45888 through 45934, with revisions released by HUD in March 2010. These standards fall into three categories: a) data elements required to be collected by HMIS users including “universal” and “program specific” data elements; b) Privacy and Security Standards for data confidentiality; and c) Technical Standards for the creation of HMIS data systems. Whenever the Standards are revised, this definition will reflect the most recently adopted revisions, and a change to the LSNDC policies is not required.

Identifying Information: Information that is unique to an individual and that may be used to identify a specific person. Examples of identifying information are name and social security number.

LSNDC: The non-profit 501c3 that operates the LSNDC System.

LSNDC System: The software system as well as the information input, generated or acquired in print or machine readable format.

Module: The ServicePoint software has several sections that focus on different types of functions related to HMIS. These sections, known as “modules,” include ClientPoint (for entering client data), ResourcePoint (for looking up homeless services), and ShelterPoint (for checking clients in and out of beds). Modules may be added to the LSNDC as needed in the future.

Provider: ANY organization providing outreach, shelter, housing, employment and/or social services.

Regional LSNDC Lead Agency: Manages the LSNDC for their respective regional Continua of Care

Regional LSNDC System Administrator: The job title of the person at the regional HMIS administrating agency who provides technical support and training to Users. This person has the second highest level of user access in ServicePoint and has full access to all user and administrative functions within the respective region.

Server: A computer on a network that manages resources for use by other computers in the network. For example, a file server stores files that other computers (with appropriate permissions) can access. One file server can “serve” many files to many client computers. A database server stores a data file and performs database queries for client computers.

ServicePoint™: A web-based software package developed by Bowman Systems which tracks data about people in housing crisis in order to determine individual needs and provide aggregate data for reporting and planning.

State LSNDC System Administrator: The job title of the person who is responsible for the coordination and administration of the LSNDC System. This person has the highest level of user access in *ServicePoint* and has full access to all user and administrative functions across the State.

User: An individual who uses a particular software package; in the case of the LSNDC, the *ServicePoint* software.

User License: An agreement with a software company that allows an individual to use the product. In the case of *ServicePoint*, user licenses are agreements between the Fiscal Agency and Bowman Systems that govern the distribution of regional licenses for individual connections to the LSNDC. User licenses cannot be shared.

Policy 1.0 Organization and Management of the LSNDC System

Responsible: LSNDC Board
Authorized: LSNDC Board

Effective Date: April 17, 2008
Last Revision: May 3, 2013

Scope

This policy establishes requirements for the LSNDC Board regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement

The LSNDC Board is comprised of regional HMIS administrative agencies and nine regional Continua of Care that are under contract with the U.S Department of Housing and Urban Development (HUD) and shall establish guidelines and operating policies for the LSNDC System to comply with federal regulation and guidance provided through the Department of Housing and Urban Development. These Policies and Standard Operating Procedures will be made available to all participating agencies, and a system of review will be established to ensure ongoing viability and responsiveness of policies to the project's environment.

Policy 1.1 LSNDC Board

Responsible: LSNDC Board
Authorized: LSNDC Board

Effective Date: April 17, 2008
Last Revision: May 3, 2013

Scope

This policy establishes requirements for the LSNDC Board regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement

The LSNDC Board is the governing body in control of the statewide HMIS system and has sole responsibility for the following programmatic areas: fundraising and resource development; consumer involvement; and quality assurance/accountability. The Board meets at least bi-monthly with one annual meeting. The Board is the final decision making authority of the LSNDC.

Membership of the LSNDC Board will be established according to the following guidelines:

- Target for membership will be 18 persons, with two designated representatives each from Regions II – IX and two representatives for Region I and X combined; advisory seats will be named as needed;
- There will be a concerted effort to find replacement representatives when participation has been inactive or inconsistent from the organizations involved in the project.

Roles and responsibilities of the Board include, but are not limited to:

- Determining the guiding principles that should underlie the implementation activities of the LSNDC, participating organizations and service programs;
- Selecting the minimal data elements to be collected by all programs participating in the LSNDC and adopting the Data Quality Plan for ensuring participation compliance;
- Defining criteria, standards, and parameters for the release of aggregate data;
- Ensuring adequate privacy protection provisions in project implementation;
- Administer fees for usage of the statewide HMIS system;
- Selecting state administrators of the HMIS System; and

- Selecting and contracting with an HMIS software vendor

Policy 1.2 Fiscal Management	
Responsible: LSNDC Board	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes requirements for the Governing Board regarding financial management of the corporation.

Policy Statement

The LSNDC Board has fiduciary responsibility for the corporation. All financial activities will be documented through General Accounting Principles and comply with financial regulatory requirements as applicable. In relation to fiscal management, the Board is the final decision making authority of the LSNDC.

The LSNDC Board shall adopt a budget; continuously review the operation of that budget and recommend appropriate changes therein during the fiscal year; supervise the financial operations of the corporation; make investment decisions; have the power to authorize the investment from time to time of the monies or other liquid assets of the Corporation and to authorize the sale of any such investments; and examine the report of the independent public accountants auditing the Corporation's accounts or the Fiscal Agency's accounts.

The LSNDC Board has the authority to contract with a fiscal agency to perform the day to day financial activities of the corporation. The Fiscal Agency will be required to follow the equivalent financial guidelines as the corporation and must be audited annually by an independent public accountant.

The Treasurer of the Board will ensure compliance of all financial policy and procedures and has the following responsibilities:

- have custody of the funds and securities of the Corporation;
- shall see to the deposit of all monies and securities to the credit of the Corporation in such depositories as may be designated by the Board of Directors and shall keep full and accurate accounts thereof and of all other financial matters of the Corporation;
- shall render a full report of transactions conducted as Treasurer whenever required by the Board of Directors and the books and accounts of the Treasurer shall at all times be open to the Board of Directors and to such persons as such Board may designate to inspect the same.

Policy 1.3 State LSNDC System Administrator	
Responsible: Fiscal Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes requirements for the State LSNDC System Administrator regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement

The LSNDC Board will contract to provide for State LSNDC System Administrator services. The State Administrator(s) will be responsible for the management and supervision of the LSNDC HMIS Statewide System. In the absence of the State LSNDC

System Administrator(s), the LSNDC Board President and/or the Executive Committee will designate a back-up staff person, until a new State Administrator is determined. The State LSNDC System Administrator(s) is governed by these Policies and Standard Operating Procedures.

The State LSNDC System Administrator is responsible for the following:

- Manage the day-to-day operations of the LSNDC System.
- Respond to all system-wide questions and issues;
- Provide quality assurance reports to the LSNDC Board;
- Build Agency Assessments upon written request from Regional LSNDC System Administrators;
- Issue Regional User Licenses to Regional LSNDC System Administrator;
- Provide support to Regional LSNDC System Administrators upon request;
- Manage version controls;
- Report regional data quality issues to Regional LSNDC System Administrator to ensure timely correction and support; and
- Manage password recovery to Regional LSNDC System Administrator.

Policy 1.4 Regional Lead Agency Operating LSNDC Locally
--

Responsible: Regional Continua of Care
--

Effective Date: April 17, 2008

Authorized: LSNDC Board

Last Revision: May 3, 2013

Scope

This policy establishes requirements for the Lead Agency regarding administration and management of the LSNDC System locally.

Policy Statement

The Lead Agencies will be designated by the local Continuum of Care and will designate a Regional LSNDC System Administrator to manage and operate the LSNDC System locally. The Lead Agency will enter into a contractual agreement (Agency Agreement) with each Participating Agency.

Lead Agency is responsible for the following:

- Act as the fiduciary for the operation of LSNDC System locally.
- House the System Administration.
- Guide the HMIS process locally.
- Convene/coordinate Community User Meetings and local group trainings upon request.
- Report database problems/successes to State LSNDC System Administrator.
- Attend System Administration User Meetings to share and benefit from the lessons learned across the State.
- With the help of the State LSNDC System Administrator, mine the database for continuum-wide numbers. The degree to which this activity occurs at a local level will be determined at the local level.

Policy 1.5 Regional LSNDC System Administrator

Responsible: Regional Continuum of Care

Effective Date: April 17, 2008

Authorized: LSNDC Board

Last Revision: May 3, 2013

Scope

This policy establishes requirements for the Regional LSNDC System Administrator regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement

Each Continuum of Care must identify a Lead Agency to administer the LSNDC System locally and will designate a staff member as the local HMIS administrator to manage the LSNDC system locally. The local administrator will be the Regional LSNDC System Administrator and will have regional administrative access. All Regional LSNDC System Administrators have full access to all agency records within their Continuum, and may have access to other Continua when appropriate. Regional administrators have access levels as dictated by the user agreement

The Regional LSNDC System Administrator is responsible for the following:

- Manage the day-to-day operations of the LSNDC System in the respective region
- Train and support Participating Agencies in the use of LSNDC System
- Communicate all statewide and regional news to Agency Administrators
- Respond to all Agency Administrator questions and issues
- Provide quality assurance reports to the State LSNDC System Administrator
- Submit requests of building Agency Assessments in writing to the State LSNDC System Administrator
- Issue End User Licenses
- Provide support to HMIS End Users upon request
- Manage notification of upgrades and updates to Agency Administrators
- Monitor data quality
- Manage password recovery for LSNDC End Users
- Prepare formal reports for the local Continuum of Care
- Mine database to respond to authorized requests of information
- Sign Participating Agency Confidentiality Oaths as requested
- Sign and Understand the LSNDC EndUser Agreement
- Complete required trainings with regard to Privacy and System Use.
- Respond to questions from the assigned Agency Administers and provide on-site help as needed.

Policy 1.6 Participating Agency

Responsible: Regional LSNDC System Administrator

Effective Date: April 17, 2008

Authorized: LSNDC Board

Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the Participating Agency regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement

Each Regional Continuum of Care shall identify and solicit the participation of human service providers who are necessary contributors to the LSNDC system. These are to include: emergency shelters, transitional housing programs, homeless outreach programs, permanent supportive housing providers, and homeless prevention programs.

In addition, each region may discretionally identify other service providers that could benefit from inclusion in the LSNDC system. Each Participating Agency will be accountable for adherence to the minimum data collection and technical standards set by the LSNDC System and the Regional Continuum of Care, where applicable, as detailed in the Standard Operating Procedures.

Before an agency can join the LSNDC System, an Agency Agreement with the Regional Continuum of Care must be signed and all policies and accompanying documentation must be adopted. The Participating Agency will be responsible for oversight of its own related confidentiality requirements and bears primary responsibility for oversight for all sharing of data it has collected via the LSNDC System.

Policy 1.7 Agency Administrator
--

Responsible: Regional LSNDC System Administrator
--

Effective Date: April 17, 2008

Authorized: LSNDC Board

Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the Agency Administrator regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement

Each Participating Agency must identify a staff member to be the LSNDC Agency Administrator. The LSNDC Agency Administrator is the single point of contact for communication purposes and is responsible for enforcing the data and security requirements under the Policy and Procedures. The Executive Director must submit in writing the name and contact information of the LSNDC Agency Administrator to the Regional LSNDC System Administrator. The Executive Director must notify the Regional LSNDC System Administrator of changes in personal in writing within one business day. If the LSNDC Agency Administrator does not have the capacity to fulfill the technical obligations of this role, arrangement can be made with the Regional LSNDC System Administrator prior to executing an Agency Agreement to ensure the Participating Agency is compliant with the data and security requirements of the LSNDC System.

The Agency Administrator is responsible for the following:

- Primary contact between the Participating Agency and the Regional LSNDC System Administrator
- Must have email, internet access, and a LSNDC User License
- Manages agency user licenses; adding and removing licensed users for their agency, at the discretion of the Regional CoC
- LSNDC System access must be revoked immediately upon termination from agency, placement on disciplinary probation, or upon any change in duties not necessitating access to LSNDC System information. All changes must be relayed in writing to the Regional LSNDC System Administrator
- Must be technically proficient with a web-based MIS since he/she will be responsible for maintaining the Authorized Agency's LSNDC System site

- Has access to all client data, user data and agency administration information for the Authorized Agency; thus is responsible for the quality and accuracy of these data
- Ensures the stability of the agency connection to the Internet and *ServicePoint*, either directly or in communication with other technical professionals
- Provides support for the generation of agency reports
- Monitors and enforces compliance with standards of client confidentiality and ethical data collection, entry, and retrieval at the agency level

Policy 1.8 LSND User

Responsible: Regional LSND System Administrator Effective Date: April 17, 2008
 Authorized: LSND Board Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the LSND User regarding access and usage of the LSND System as well as the responsibilities for stewardship of the LSND System.

Policy Statement

All LSND Users will have access to LSND data that is appropriate to the duties of their position so that client and service information can be recorded and accessed on a “need to know” basis. Multiple access levels are available allowing for more or less restrictive access to client data. Each Agency Administrator and/or Executive Director shall select an appropriate level of access for each LSND User licensed issue. LSND User Licenses are described in the User Level Attachment. Each User will complete a training course and sign the User Agreement prior to gaining access to the LSND System through the issuance of a license.

The User is responsible for the following:

- Adhering to all LSND policies as detailed in the User Agreement
- Securing his/her log-in information so that it will not be shared with another, including administrators or other staff
- Disclosing LSND participation and data usage to all clients prior to collection and entry
- Entering and updating client data in a “timely” manner

Policy 1.9 System Availability

Responsible: State LSND System Administrator Effective Date: April 17, 2008
 Authorized: LSND Board Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for providing availability of database server and notification in advance of any disruption of server availability.

Policy Statement

All LSND Users will retain uninterrupted access to the LSND System, with the exception of scheduled system maintenance. Notification of database unavailability will be posted to the “Newsflash” of the LSND System and sent to all users via e-mail no less than one week prior to the disruption.

Policy 1.10 Ethical Data Usage

Responsible: Participating Agency Effective Date: April 17, 2008
 Authorized: LSND Board Last Revision: Jan. 22, 2010

Scope

This policy establishes the baseline ethics for LSNDC data usage by anyone accessing the LSNDC System.

Policy Statement

Data contained in the LSNDC System is intended to be used to support or report on the delivery of homeless and housing services in the State of Louisiana. Each LSNDC User will affirm the principles of ethical data use and client confidentiality contained in the LSNDC Policies and Standard Operating Procedures Manual and the LSNDC User Agreement. Each Authorized Agency must have a written privacy policy that includes policies related to employee misconduct or violation of client confidentiality. All LSNDC Users must understand their Agency's privacy policy, and a LSNDC User Agreement must become a permanent part of the employee's personnel file.

The data collected in the LSNDC System is primarily the personal information of people in Louisiana who are experiencing a housing crisis. It is the user's responsibility as the guardian of that data to ensure that it is only used to the ends to which it was collected and in and the manner to which the individual client has given consent.

All users will sign an LSNDC User Agreement before being given access to the LSNDC System. Any individual or Authorized Agency misusing, or attempting to misuse LSNDC data will be denied access to the database, and his/her/its relationship to the LSNDC System may be terminated.

Policy 1.11 Inter-Agency Data Sharing

Responsible: Participating Agency
Authorized: LSNDC Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for any client data sharing from the Participating Agency inputting and releasing data to any other Participating Agency accessing the LSNDC System.

Policy Statement

Electronic data sharing varies between regions. The need for client confidentiality and the benefit of integrated case management should be balanced when discussing inter-agency data sharing. During the development of the statewide HMIS, the nine regions decided independently on the data sharing standards. Eight of the nine regions favor electronic data sharing within the LSNDC for the benefit of interagency case management. One region favors client confidentiality at the Participating Agency level. The inter-agency data sharing policy for the nine regions are as follows:

Regions II-IX share first name, last name, social security number and social security data quality fields of all clients entered into the LSNDC System with exception to domestic violence service agency and clients that explicitly refuse to be entered into the LSNDC System. All client data beyond these four fields may be shared if and only if the client signs a Release of Information with the exception of medical information and domestic violence information.

Regions I and X do NOT share any client data between Participating Agencies, although data sharing may occur across different programs operated within and by a single Participating Agency (depending on how each agency has chosen to set up their security settings). The data included in the Profile section of a client record will remain CLOSED.

Policy 1.12 Support

Responsible: Regional LSNDC System Administrator

Effective Date: April 17, 2008

Authorized: LSNDC Board

Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements of technical support for the LSNDC software application.

Policy Statement

The Regional LSNDC System Administrator shall provide ongoing support to the Participating Agency through training on the system and ongoing telephone Help Desk functions. Support will be established regionally at the Continuum of Care level. The Regional LSNDC System Administrator will acknowledge the receipt of inquiries in a timely manner. The Regional LSNDC System Administrator will provide electronic access to documentation and manuals regarding the use of the LSNDC System. The LSNDC System also contains an on-line Help file for user support.

Support will include the Regional LSNDC System Administrator verification that the network server and the LSNDC System are functioning correctly. Participating agencies are responsible for maintenance of their computer hardware and internet connectivity. The Regional LSNDC System Administrator will assist agency staff with questions that arise during the use of the LSNDC System. Participating agencies should contact the Regional LSNDC System Administrator with questions or problems that appear to be related to errors in the LSNDC System. The Regional LSNDC System Administrator may pass a description of the problem and an agency contact name to the Bowman Systems Technical Support. At the written request of participating agencies, the Regional LSNDC System Administrator will assist in the consolidation and deletion of duplicate client records.

Policy 2.0 Requirements for Agency Participation

Responsible: Regional LSNDC System Administrator

Effective Date: April 17, 2008

Authorized: LSNDC Board

Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the Participating Agency and User to obtain authorization to access and use the LSNDC System.

Policy Statement

The Regional LSNDC System Administrator will ensure that anyone accessing the LSNDC System has met the following standards:

- The agency requesting to participate in the LSNDC has signed a Participating Agency Agreement and the agreement will be on file at the Regional LSNDC System Administrator agency. The agency accessing the LSNDC system shall ensure that measures have been taken to secure the physical location used for data entry. A computer that has the LSNDC System "open and running" shall never be arranged so that unauthorized individuals may see the information on the screen.
- The User requesting access to the system has been given written permission from the Agency Administrator to access the system.
- The User given access to the system will have read, understood, and provided a signed acknowledgment of receipt of Policies and Standard Operating Procedures Manual.

- The User will be assigned a user name and password once they have successfully participated in HMIS Training.

Policy 2.1 Participating Agency Agreement

Responsible: Regional LSND System Administrator
 Authorized: LSND Board

Effective Date: April 17, 2008
 Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the Participating Agency Agreement.

Policy Statement

Only authorized Participating Agencies will be granted licenses to gain access to the LSND System. The Regional LSND System Administrator will make the sole determination to identify Participating Agencies. Participating Agencies ensure that all aspects of the Participating Agency Agreement are followed as specified.

- The agency requesting to participate in the LSND has signed a Participating Agency Agreement and the agreement will be on file at the Regional LSND System Administrator agency.
- The Participating Agency Agreement outlines responsibilities and duties of the LSND and the Participating Agency including requirements for all aspects of system access and use.
- The Participating Agency Agreements will include terms and duration of access, an acknowledgement of receipt of the Policies and Standard Operating Procedures Manual, and an agreement to abide by all provisions contained therein.

Policy 2.2 User Licenses

Responsible: Regional LSND System Administrator
 Authorized: LSND Board

Effective Date: April 17, 2008
 Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the Participating Agency and end user to obtain and utilize user licenses to gain access and use the LSND System.

Policy Statement

1. Regional LSND System Administrators determine the number of licenses required and available for each Participating Agency. If necessary, the Participating Agency may incur any additional costs for licenses through the LSND based upon the current quote from the system provider.
2. In order to obtain a license, a User must successfully complete an approved training program by the Regional LSND System Administrator.
3. Participating Agency licenses will be assigned by the Regional LSND System Administrator.
4. Sharing of licenses, User IDs or passwords is strictly prohibited.

Policy 2.3 User Cost

Responsible: Participating Agency
 Authorized: LSND Board

Effective Date: April 17, 2008
 Last Revision: Jan. 22, 2010

Scope

This policy establishes cost requirements by Participating Agencies to gain access and use the LSND System.

Policy Statement

1. Should it become necessary to incur shared costs by participating agencies, the Regional LSND System Administrator shall determine the per agency cost, in consultation with and after advance approval of *-Name of local Continuum of Care-* and participating agencies.
2. Costs shall be documented and itemized with an invoice sent to the Participating Agency directly from the Regional LSND System Administrator.
3. Payments shall be made payable to the *-Name of local Continuum of Care-* and due *-insert payment schedule-*.
4. Costs shall be designated as follows: _____ per month totaling _____ per year.

Policy 2.4 User Activation	
Responsible: Regional LSND System Administrator	Effective Date: April 17, 2008
Authorized: LSND Board	Last Revision: Jan. 22, 2010

Responsible: Regional LSND System Administrator	Effective Date: April 17, 2008
Authorized: LSND Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the User activation to access and use the LSND System.

Policy Statement

1. The User requesting access to the system has been given written permission from the Agency Administrator to access the system through the submission of a LSND Account Request form to the Regional LSND System Administrator.
2. The User given access to the system will have read, understood, and provided a signed acknowledgment of receipt of Policies and Standard Operating Procedures Manual.
3. The User will be assigned a user name and password once they have successfully participated in Regional System Training.
4. Regional LSND System Administrators, or designated participating Agency Administrators, will distribute User licenses, adding and deleting Users as necessary.
5. Regional LSND System Administrators, or designated Participating Agency Administrators, will be responsible for training all new Users.
6. Regional LSND System Administrators may supplement training schedules through onsite visits.

Policy 2.5 User Agreement	
Responsible: Participating Agency and User	Effective Date: April 17, 2008
Authorized: LSND Board	Last Revision: Jan. 22, 2010

Responsible: Participating Agency and User	Effective Date: April 17, 2008
Authorized: LSND Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the User to obtain authorization to access and use the LSND.

Policy Statement

Users must sign a User Agreement with the LSND acknowledging full understanding and acceptance of the responsibilities and the proper use of the User ID and password of the LSND System. Only individuals who can view information in the LSND System are authorized users along with the Client to whom the information pertains

Failure to uphold the standards set forth in the User Agreement items listed below are grounds for immediate termination of User privileges.

1. User ID and Passwords must be physically secure and cannot be shared with anyone, including other staff members, supervisors or Executive Director.
2. Access to the LSNDC System is limited to User designated work and their location must meet all HUD HMIS Data and Technical Standards.
3. Users of the LSNDC System, whatever their work role, position, or location, may view, obtain, disclose, or use client data from the LSNDC System only as is necessary to perform their specific job.
4. Failure to log off the LSNDC System appropriately may result in a breach in client confidentiality and system security. Users must log-off of the LSNDC System before leaving the work area for any reason.
5. A computer that has the LSNDC System “open and running” shall never be arranged so that unauthorized individuals may see the information on the screen.
6. Users must not change the closed security on any Client’s signed LSNDC Client Release of Information. The LSNDC System security settings must always reflect the Client’s expressed wishes as documented through the LSNDC Client Release of Information.
7. User access is revoked immediately upon employment termination
8. Users are responsible to immediately notify the Regional LSNDC System Administrator at [enter contact number] in the event that any breach of confidentiality is witnessed.

Policy 2.6 Hardware and Software Requirements and Maintenance	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes hardware and software requirements for the Participating Agency to access and use the LSNDC.

Policy Statement

The Participating Agency shall maintain and secure the minimum required hardware, software and internet connectivity required in the Data Standards released by the Department of Housing and Urban Development. These minimum requirements include the following:

- Microsoft Operating System: Windows XP Professional
- Virus Protection Software: must automatically update and upgrade
- Anti-spy ware Software: must automatically update and upgrade
- Firewall: Can be software or hardware
- Internet Connectivity: must be DSL or higher
- PC: Pentium IV or higher
- PC Access: PC must be password protected with each user having a unique Login ID and Password

Bandwidth Recommendations:

The average user will need to sustain a 30-50 Kilobytes/Sec of download throughput to comfortably browse the LSNDC System. Internet Bandwidth Comparisons

- 56K Modem – Most users will achieve a connection between 26.4K – 46K depending upon the phone line quality. This will provide at least a 5.0 KB/S transfer rate which is low and not recommended for a single user.
- SDSL – 512Kbps/62.5KB/s. Allows eight users to concurrently browse LSND System or use the Internet.
- ADSL – 1.5-8Mbps/187.5KB/s-1MB/s. Allows 23 – 125 users concurrently to use LSND System or use the Internet. Distance limited to 18,000 feet.
- Cable – 1Mbps/122.1KB/s. Allows 15 users to concurrently use LSND System or the Internet.
- T1 – 1.544Mbps/188.5KB/s. Allows 23 users to concurrently use LSND System or the Internet.
- T3 – 44.763Mbs/5.461MB/s. Allows 682 users to concurrently use LSND System or the Internet.

Policy 2.7 Training

Responsible: Regional LSND System Administrator
 Authorized: LSND Board

Effective Date: April 17, 2008
 Last Revision: May 3, 2013

Scope

This policy establishes requirements to train all authorized personnel gaining access and use of the LSND.

Policy Statement

1. The Regional LSND System Administrator shall provide training to authorized Participating Agency personnel on use of the LSND.
2. Where applicable, training may occur across Regional Continua of Care to allow for greater training capacity for Participating Agencies.
3. The Regional LSND System Administrator shall utilize standardized training materials and curriculum as defined by the LSND Board in order to ensure that training is consistent across all regions.
4. Upon completion of training, the Participating Agency personnel should reasonably understand how each module works.
5. Tests and certifications may be required by the Regional LSND System Administrator.

Policy 2.8 Contract Termination

Responsible: Regional LSND System Administrator
 Authorized: LSND Board

Effective Date: April 17, 2008
 Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the LSND to terminate a Participating Agency Agreement.

Policy Statement

The LSND may terminate the Participating Agency Agreement for non-compliance with the terms of the agreement or with the LSND Policies and Standard Operating Procedures with written notice to the Participating Agency. The LSND may also terminate the Participating Agency Agreement with or without cause with 15 days written notice to the Participating Agency and according to the terms specified in the Participating Agency Agreement. The termination of the Participating Agency Agreement may affect other contractual relationships with the local Continuum of Care or with funding agencies (HUD).

While the LSND C may terminate the Participating Agency Agreement with the Participating Agency, all data entered into the LSND C System will remain a part of the LSND C System. This is necessary for the database to provide accurate information over time and information that can be used to guide planning for community services in Louisiana. The termination of the Participating Agency Agreement may affect other contractual relationships with Continuum of Care or with funding agencies (HUD).

Many Participating Agencies are required to participate in the LSND C System as a condition of specific funding. When terminating the Agency Agreement, the Executive Director of the regional continuum of care will notify the person from the Participating Agency who signed the Agency Agreement (or a person in the same position within the agency) 15 days or more prior the date of termination of contract, unless the termination is due to non-compliance with the LSND C Policies and Standard Operating Procedures. Willful neglect or disregard of the LSND C Policies and Standard Operating Procedures may result in immediate termination of a Participating Agency from the LSND C System. The CoC Executive Director will also notify the Regional LSND C System Administrator. In all cases of termination of Participating Agency Agreements, the Regional LSND C System Administrator will inactivate all users from that Participating Agency on the date of termination of contract.

Policy 3.0 Security and Access

Responsible: Regional LSND C System Administrator	Effective Date: April 17, 2008
Authorized: LSND C Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for implementing and maintaining security and access to the LSND C.

Policy Statement

The State LSND C System Administrator, Regional LSND C System Administrators, and LSND C Participating Agencies will apply the user access privilege conventions set forth in the LSND C Policies and Standard Operating Procedures, Policy 2.5 Users Agreement and 3.8 User ID and Password.

Policy 3.1 Security of Data on File Server

Responsible: Regional LSND C System Administrator	Effective Date: April 17, 2008
Authorized: LSND C Board	Last Revision: May 3, 2013

Scope

This policy establishes requirements to secure access to data on the Network Server and Bowman Systems.

Policy Statement

LSND C Board shall establish and maintain controls to keep secure all client data in the LSND C System. This shall prohibit access by individuals who are not registered with a Regional LSND C System Administrator, and therefore, are unauthorized to receive Participating Agency and client data information through any and all means, including telephone, mail, and computer. All registration and addition of Participating Agency staff to the LSND C System will be handled solely through the Regional LSND C System Administrator. The Regional LSND C System Administrator is responsible for assigning security codes and providing accessibility to the LSND C System to only those authorized individuals designated by the Executive Director of the Participating Agency. Regional LSND C System Administrator shall not be held liable for any breach in security related to any changes in authorized Participating Agency personnel if the Participating Agency has not notified the Regional LSND C System Administrator; notification must be

documented through e-mail, or postmarked through postal mail, within one business day of the personnel changes.

Policy 3.2 Back Up of Data on File Server.

Responsible: Regional LSND System Administrator
Authorized: LSND Board

Effective Date: April 17, 2008
Last Revision: May 3, 2013

Scope

This policy establishes requirements to back up data to ensure continuity of access to data.

Policy Statement

The LSND Board shall contract with the software vendor to provide for the back-up of all information housed on the network server. Back up will be made each business day. The Fiscal Agency and Bowman Systems will provide documentation regarding back up procedures and disaster recovery.

Policy 3.3 Updates/Upgrades to LSND

Responsible: Regional LSND System Administrator
Authorized: LSND Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements to update/upgrade the LSND System.

Policy Statement

The Regional LSND System Administrator shall notify the Participating Agency of all updates and/or upgrades to the LSND System through email to the Executive Director and posting notice in the "System Wide News" of the LSND System homepage. All updates and/or upgrades to will occur no sooner than one business day after the notice.

Policy 3.4 Data on File Server

Responsible: Regional LSND System Administrator
Authorized: LSND Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements of data access upon termination of the Participating Agency entering data into the LSND System.

Policy Statement

Upon termination of the Agency Partner Agreement, and at the Participating Agency's request, the Regional LSND System Administrator may assist the Participating Agency with generating a final global report of their data within a reasonable time frame. Notwithstanding anything in the agreement to the contrary, the Regional LSND Lead Agency and agencies using the Louisiana Services Network Data Consortium System shall have the continuing right after the termination of this agreement to retain and use a copy of the Participating Agency's data which was shared during the course of this agreement in furtherance of the Louisiana Services Network Data Consortium System programs and subject to any restrictions on use imposed by the clients to whom such data pertains and/or set forth in the provision hereof which, by their terms, survive termination of the agreement.

Policy 3.5 Data Collection

Responsible: Participating Agency
Authorized: LSND Board

Effective Date: April 17, 2008
Last Revision: May 3, 2013

Scope

This policy establishes the LSNDC adherence to data collection and data integrity requirements.

Policy Statement

The Participating Agency shall enforce with their staff the importance, quality, and accuracy of entering all data into the LSNDC System, as required in the Department of Housing and Urban Development Data Standards, After training of agency staff by the Regional LSNDC System Administrator, the Participating Agency has the responsibility to implement and manage a system for entering client data; the Regional LSNDC System Administrator will provide assistance with project management if requested by the Participating Agency. The Participating Agency must ensure that all selected personnel are trained on these procedures and adhere to the regulations as stated in the LSNDC Data Quality Plan, Appendix B.

Policy 3.6 User Access

Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes requirements to appropriately add users of the LSNDC System as well as designate system use restrictions.

Policy Statement

User Access levels will be deemed by the Executive Director of the Partner Agency in consultation with the Regional LSNDC System Administrator. These levels should be reflective of the access a user has to client-level paper records and should be need-based. The Regional LSNDC System Administrator will generate usernames and passwords within the administrative function of the LSNDC System. User ID and Passwords are to be assigned to individuals who have passed the Regional LSNDC System training and who have understood and signed all appropriate LSNDC user agreements and related document.

Access to the software system will only be allowed from computers and networks meeting HUD Technical Standards and specifically identified by the Executive Director and Site Administrator of the Participating Agency. Access to the LSNDC System from unauthorized locations will be grounds for termination of the LSNDC user rights.

Policy 3.7 User Changes

Responsible: Participating Site Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements to appropriately modify or delete users of the LSNDC System.

Policy Statement

The Agency's Executive Director, or the employee's immediate supervisor, must notify the Regional LSNDC System Administrator of a user's termination from the agency, placement on disciplinary probation, or upon any change in duties not necessitating access to LSNDC System information within one business day of the occurrence. If a staff person is to go on leave for a period of longer than 45 days, their password should be inactivated within 24 hours of the start of their leave.

Policy 3.8 User ID and Passwords

Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements to create and disseminate User IDs and passwords.

Policy Statement

Authorized users will be granted a unique user ID and password. Each user will be required to enter a User ID with a Password in order to logon to the system. User ID and Passwords are to be assigned to individuals. The User ID will be the first initial and full last name of the user. If a user has a first initial and last name that is identical to a user already in the system, the User ID will be the first initial and last name plus the numbers "01".

The initial, temporary password will be automatically generated by the LSND System and will be issued to the User by the Regional LSND System Administrator. These passwords may be communicated in written or verbal form only. After logging in to the system for the first time with the temporary password, the new password the User selects must be no less than eight and no more than sixteen characters in length and must include at least two numbers.

Forced Password Change will occur every forty-five days once a user account is issued. Passwords will expire and users will be prompted to enter a new password. Users may not use the same password consecutively, but may use the same password more than once.

Policy 3.9 Password Recovery

Responsible: Participating Agency Administrator

Effective Date: April 17, 2008

Authorized: LSND Board

Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements to reset create and communicate a new user password.

Policy Statement

If a User unsuccessfully attempts to log onto the system four times, the User ID will be "locked out," access permission will be revoked, and the User will be unable to gain access until their password is reset.

The reset password will be automatically generated by the LSND System and will be issued to the User by the Regional LSND System Administrator or Agency Administrator. These passwords will be communicated in written or verbal form.

Policy 3.10 Use and Disposal of Exported Data

Responsible: Participating Agency

Effective Date: February 3, 2012

Authorized: LSND Board

Last Revision: February 3, 2012

Scope

This policy establishes requirements for the exported and disposal of exported LSND System data.

Policy Statement

Users who have been granted access to the LSND Report Writer or Advanced Reporting Tool (ART) have the ability to download and save client level data onto their local computer. Once this information has been downloaded from the LSND server in raw format to an agency's computer, the data then become the responsibility of the agency. A participating Agency must develop a protocol regarding the handling of data downloaded from the Report Writer or ART tool.

The Participating Agencies shall establish internal extracted data protocols. Issues to be addressed include storage, transmission and disposal of the data.

Policy 4.0 Data Collection, Quality Assurance and Reporting

Responsible: Participating Agency
Authorized: LSNDC Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes Participating Agency requirements for data collection, quality assurance and reporting in the LSNDC System.

Policy Statement

The State LSNDC System Administrator, Regional LSNDC System Administrators, and LSNDC Participating Agencies will apply the data collection, quality assurance and reporting standards set forth in the LSNDC Policies and Standard Operating Procedures.

Policy 4.1 Appropriate Data Collection

Responsible: Participating Agency
Authorized: LSNDC Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes Participating Agency requirements for inputting data into the LSNDC System.

Policy Statement

The purpose of the LSNDC is to support the delivery of homeless and housing services in Louisiana. The database should only be used to collect or track information related to meeting the client's needs, the delivery of services and for policy development and planning purposes.

LSNDC users will only collect client data that is

- relevant to the delivery of services,
- required by funders, or
- mandated by law.

Procedure

Agency Administrators will ask the Regional LSNDC System Administrator for any necessary clarification of appropriate data collection. The State LSNDC System Administrator, in consultation with the Board of Directors, will make decisions about the appropriateness of data being entered into the database. LSNDC will periodically audit picklists and agency-specific fields to ensure the database is being used appropriately. This concern targets data elements that can be consistently tracked and reported, and does not specifically target the contents of case management notes or other fields not to be aggregated.

Policy 4.2 Client Grievances

Responsible: Participating Agency
Authorized: LSNDC Board

Effective Date: April 17, 2008
Last Revision: Dec. 15, 2011

Scope

This policy establishes Participating Agency requirements for managing client grievances related to the LSNDC System.

Policy Statement

Clients shall have the right to an independent, impartial review of any complaints they may have regarding LSNDC data collection, explanations offered for that collection, and policies surrounding the collection. They also have a right to know about this opportunity.

Agencies must make every good faith effort to assure that homeless clients are apprised of our obligation and their right. To that end each agency must adhere to the process for filing a formal grievance with the Regional LSNDC System Administrator should a client determine his LSNDC data privacy rights have been compromised by the Participating Agency.

Procedure

Each Agency shall inform their clients of their LSNDC data privacy rights by prominently displaying the LSNDC Public Notice of Privacy wherever LSNDC data is collected, as well as making the LSNDC Privacy Notice available. In the event a client believes his LSNDC data privacy rights have been compromised by the Participating Agency, he should file a formal complaint by submitting a completed LSNDC Grievance Form with the Regional LSNDC System Administrator. It is the responsibility of the Agency to ensure that the grievance form is readily accessible to clients. The Regional LSNDC System Administrator will research the written grievance and determine if there was a violation of LSNDC data privacy rights. Should the Regional Administrator conclude that a breach has been made, he shall provide the Participating Agency with a timely plan of action for

Policy 4.3 Required Data Collection	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes Participating Agency data collection requirements to be entered into the LSNDC System.

Policy Statement

Providers funded by HUD are required to participate in the LSNDC system to meet the HUD HMIS Data and Technical Standards. Other providers may choose to participate in the LSNDC. All Authorized Agencies that participate in the LSNDC are required to comply with HUD’s HMIS Data and Technical Standards unless those standards are in conflict with local laws. This includes the collection of required data elements.

If client refuses or is unable to provide basic information, providers shall, at a minimum, enter each client as an Anonymous Entry into the LSNDC System. Authorized Agencies may choose to collect more client information for their own case management and planning purposes.

Timeliness of Data Entry: Quality assurance of timeliness is described in the LSNDC Data Quality Plane, Appendix B. All HMIS Participating programs will ensure entry/exits, services, and Universal Data Elements are completed within 5 business days of program entry/exits, with exceptions for emergency Shelters, outreach programs, and legacy data. LSNDC timeliness of data entry policy will not supersede more stringent CoC timeliness of data entry policies. Exceptions to these data collection policies are in place for organizations serving persons fleeing domestic violence; these organizations should request additional instruction from the Regional LSNDC System Administrator.

In order for the data contained within the LSNDC System to be useful for data analysis and reporting to funders, certain minimum data must be consistently collected throughout the system. In addition to the HUD required Data Elements, client level data is expected as well.

Procedure

All parties are subject to the LSNDC Data Quality Plan, Appendix B, for determining procedural applications of the data collection policies and monitoring practices.

Policy 4.4 Client Informed Consent

Responsible: Participating Agency

Effective Date: April 17, 2008

Authorized: LSNDC Board

Last Revision: Jan. 22, 2010

Scope

This policy establishes Participating Agency requirement to obtain client informed consent prior to inputting data into the LSNDC System.

Policy Statement

Each agency must post a sign at each intake or comparable location and on its web site (if applicable) explaining the reasons for data collection for those seeking services. Consent for entering of data into the LSNDC System may be inferred when the proper privacy notice is posted and if the client accepts the services offered. The client has the option to opt out of allowing his or her identifying information to be added to the database. In that case, the client's data should be added to the LSNDC System without identifiers as described above, although the record should be tracked internally by the agency to minimize the number of duplicate records for one client. Electronic client data will be shared between agencies in accordance to the policies adopted by the LSNDC Board of Directors and negotiated between the regions. Client data may be shared through other means with written client consent or according to the privacy policy developed by the agency.

Privacy Policies should be in effect for each agency to both inform clients about the uses and disclosures of their personal data and to protect the agency by establishing standard practices for the use and disclosure of data. Each client must give permission for the disclosure and/or use of any client data outside of the privacy policy developed and posted by the agency. Client consent notices must contain enough detail so that the client may make an informed decision. Clients may withdraw permission to have their personal protected information in the LSNDC System, or may make a request to see copies of his or her client record.

Procedure

The Regions represented in the LSNDC System shall assume responsibility for monitoring their Agencies' compliance. The results and the means of determining them will be shared between Regions.

Policy 4.5 Client Release of Information to Share Data

Responsible: Participating Agency

Effective Date: April 17, 2008

Authorized: LSNDC Board

Last Revision: Jan. 22, 2010

Scope

This policy establishes Participating Agency requirement to obtain client informed consent prior to sharing data in the LSNDC System.

Policy Statement

Each agency should include in its privacy policy that data collected by the agency is included in the LSNDC System as part of its administrative responsibility to its Continuum of Care and that aggregate, de-identified data may be used for analysis and reporting purposes. LSNDC will only report aggregate and/or de-identified data as part of its responsibilities, and agrees to maintain the data with the highest level of confidentiality and within the security guidelines set forth in this document.

Policy 4.6 Data Ownership

Responsible: Participating Agency
Authorized: LSNDC Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes the requirement and responsibilities connected to data ownership of data within the LSNDC System.

Policy Statement

The LSNDC System, and any and all data stored in the system, is the property of the LSNDC System. The LSNDC Board of Directors has authority over the creation, maintenance, and security of the LSNDC System. Violations of the LSNDC Agency Agreement, the LSNDC Policies and Standard Operating Procedures, the Privacy Policies, or other applicable laws may subject the Authorized Agency to discipline and/or termination of access to the LSNDC System.

In order to ensure the integrity and security of sensitive client confidential information and other data maintained in the database, LSNDC will be responsible for data ownership.

Policy 4.7 Data Entry Shared Information

Responsible: Participating Agency
Authorized: LSNDC Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes the requirement and responsibilities connected to sharing client profile information within the LSNDC System.

Policy Statement

From CoC to CoC, there are different policies about sharing information maintained in client records. The LSNDC System has a policy to allow First Name, Last Name, Social Security Number and Social Security Data Quality fields to be shared across providers and regions. Regional CoC may designate profile information as "CLOSED" in accordance to the policy set by the Regional CoC. In any case, a Release of Information form, signed by the client, must be kept on file and indicated in the LSNDC system.

In order to continue building our LSNDC System and the collaboration between CoC's, the Board is open to the differing needs and sensitivities of each CoC; however, we are supporting an OPEN system.

Policy 4.8 Data Element Customization

Responsible: Participating Agency
Authorized: LSNDC Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes the requirement for customization of data fields within the LSNDC System.

Policy Statement

Authorized Agencies may have fields available for agency-specific customization.

LSNDC System may include fields that can be customized on the Authorized Agency level to reflect the program-specific data collection needs of its programs. These fields are part of the LSNDC Software and are available at no additional cost. The State LSNDC System Administrator will have the ability to customize these fields.

Agency Administrators may request that their Regional LSNDC System Administrator customize the agency-specific fields.

Policy 4.9 Data Integrity

Responsible: Participating Agency
Authorized: LSNDC Board

Effective Date: April 17, 2008
Last Revision: May 3, 2013

Scope

This policy establishes the requirement to ensure data integrity of the LSNDC System.

Policy Statement

LSNDC users will be responsible for the accuracy of their data entry. Authorized Agency leadership will be responsible for ensuring that data entry by users is being conducted in a timely manner and will also develop procedures to evaluate and increase the accuracy of the data entered.

The quality of LSNDC data is dependent on individual users to take responsibility for the accuracy and quality of their own data entry. The Regional LSNDC System Administrators shall work with Agency Executive Directors and/or Agency Administrators in assuming responsibility for and in the monitoring of data quality for their own region or agency. It is in the interest of agencies and the CoC's that all data collected have integrity since that data may be used for evaluation, reporting, monitoring, or funding purposes. In particular the data will impact funding opportunities during competitive SHP process. LSNDC emphasizes, analyzes, and reports on data quality as a service to member agencies. All parties are subject to standards as determined in the LSNDC Data Quality Plan, Appendix B.

Procedure

In order to test the integrity of the data contained in the LSNDC System, the State LSNDC System Administrator, in consultation with Regional LSNDC System Administrators, will devise regular data integrity checks for the LSNDC.

Policy 4.10 Monitoring and Evaluation

Responsible: Regional LSNDC System Administrator
Authorized: LSNDC Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes the requirement for monitoring and evaluating the LSNDC System.

Policy Statement

Accurate and consistent data entry is essential to ensuring the usefulness of the LSNDC. Agencies will provide acceptable levels of timeliness and accuracy. Agencies without acceptable levels of data quality or timeliness may incur any sanctions permissible under the By-laws or negotiated by the Board and Regional CoCs until problems are addressed.

Data quality is an important aspect of the LSND System, and must be maintained at the agency level and by users of the system. The Regional LSND System Administrators will monitor data quality as part of their management functions.

Procedure

The State LSND System Administrator will work with Regional LSND System Administrators to develop and perform regular data integrity checks and will be required to report on a regular basis.

Policy 4.11 On-Site Review

Responsible: Regional LSND System Administrator
Authorized: LSND Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes the requirement for an on-site review of the LSND System.

Policy Statement

Since the LSND is a statewide collaborative, annual review of each contracted agency will be the responsibility of the Regional LSND System Administrator, however the LSND Board of Directors will develop consistent procedures for the entire state.

Regular reviews enable the LSND to monitor compliance with the Standard Operating Procedures Manual and the LSND Agency Agreements. However, in the main, this review is more easily facilitated on the regional level with proper oversight.

Procedure

The exact procedures for on-site reviews will be determined by the LSND Board of Directors on an annual basis.

Policy 4.12 Client Request for Data

Responsible: Participating Agency
Authorized: LSND Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes the requirement for managing a client's request for their LSND System data.

Policy Statement

Any client may request to view, or obtain a printed copy of his or her own records contained in the LSND System. The client will also have access to a logged audit trail of changes to those records. No client shall have access to another client's records in the LSND System.

The data in the LSND System is the personal information of the individual client. Each client has a right to know what information about him or her exists in the database, and to know who has added, changed or viewed this information, and when these events have occurred. This information should be made available to clients within a reasonable time frame of the request.

Procedure

A client may ask his/her case manager or other agency staff to see his or her own record. The case manager, or any available staff person with the LSND System access, will verify the client's identity and print all requested information. The case manager can also request a logged audit trail of the client's record from the Agency Administrator. The Agency Administrator will print this audit trail; give it to the case

manager, who will give it to the client. The client may request changes to the record, although the agency can follow applicable law regarding whether to change information based on the client's request. A log of all such requests and their outcomes should be kept on file in the client's record.

Policy 4.13 Release of Data for Public Use

Responsible: Participating Agency
Authorized: LSNDC Board

Effective Date: April 17, 2008
Last Revision: Oct 5, 2009

Scope

This policy establishes the requirement for managing public requests for LSNDC System data.

Policy Statement

Any requests for statewide reports or information from an individual or group who has not been explicitly granted access to the LSNDC System will be directed to the LSNDC Reporting Committee. The LSNDC will only address requests for statewide or cross-regional, where it is not otherwise available, data from entities other than Authorized Agencies or clients. Requests for regional data at the Continuum of Care level will be directed to the Regional LSNDC System Administrator. No individual client data will be provided to any group or individual that is neither the Authorized Agency that entered the data or the client him or herself without proper authorization or consent.

LSNDC will release routine aggregate reports for the larger community, which will address, but are not limited to, statewide descriptive and demographical statistics. In instances where the LSNDC is mandated contractually to provide HMIS data, reports will be provided for purposes of monitoring services delivery and/or program evaluation. The content of these reports will reflect a commitment to client confidentiality and ethical data use. No individual client data will be provided to meet these requests without proper authorization or consent as stated in the LSNDC's Privacy Policy

Procedure

As part of the mission to end homelessness in Louisiana, it is the LSNDC's policy to provide aggregate data on homelessness and housing issues in this area. LSNDC will also issue periodic routine public reports, which will be published and posted on the LSN's website, upon final approval of the LSNDC Board. No individually identifiable client data will be reported in any of these documents. Wherein the LSNDC is contractually obligated to provide de-identified data to funders for program monitoring and evaluation, the State LSNDC System Administrator shall prepare and submit reports to the appropriate bodies.

All requests for data from anyone other than an Agency or Regional LSNDC System Administrator or a client, which cannot be satisfied by either of the aforementioned conditions, will be directed to the LSNDC Reporting Committee for a recommendation to the Board. The Executive Committee may act on behalf of the Board to expedite urgent requests.

Policy 5.0 Disaster/Emergency Policy

Responsible: Regional LSNDC System Administrator
Authorized: LSNDC Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the use and response of the LSNDC Systems in the event of a disaster/emergency.

Policy Statement

The State LSND System Administrator, Regional LSND System Administrators, and LSND Participating Agencies will apply the Disaster/Emergency Policy set forth in the LSND Policies and Standard Operating Procedures in the event of a disaster/emergency.

Policy 5.1 Emergency Procedures

Responsible: Regional LSND System Administrator
Authorized: LSND Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for each Region to develop and maintain detailed procedures which will be activated in the event of a disaster/emergency.

Policy Statement

Every Regional LSND Lead Agency shall develop and maintain a Disaster/Emergency Procedures Manual which shall be activated when a disaster significant enough to cause widespread damage occurs or when an emergency significantly impacts the Regional LSND Lead Agency's services or client population. These procedures will include the following:

1. A detailed evacuation plan and checklist
2. A list of tasks to be taken before, during, or immediately following a disaster/emergency
3. a matrix of functional responsibilities in the acute phase of a disaster
4. An emergency operations roster
5. A list of key external contact phone numbers/email addresses (see Policy 5.3)
6. Staff report-in policies and procedures
7. A list of local, state, and federal emergency numbers
8. Contingency plan for moving agency operations to a non-affected location (see Policy 5.4)
9. A detailed Chain of Command/checklist of key duties which will be assigned to Regional staff following an disaster/emergency (see Policy 5.2)
10. An overall agency task list broken down by phases of a disaster (warning, response, relief, recovery, and mitigation)

The Manual shall contain detailed instructions for coordinating with other Regional LSND Lead Agencies and where, when and how to communicate with local, state, and federal emergency entities. Each Regional LSND System Administrator will share her/his Manual with the other Regional LSND Lead Agencies and will encourage Participating Agencies to develop a similar Disaster/Emergency Procedures Manual.

Policy 5.2 Chain of Command

Responsible: Regional LSND System Administrator
Authorized: LSND Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements to plan and maintain a Chain of Command in the event of a disaster/emergency.

Policy Statement

Every Regional LSND Lead Agency shall develop and maintain a detailed Chain of Command (to be implemented within their Emergency Procedures Manual), which will

follow standard Incident Command System (ICS) language during the acute phase of a disaster. The Chain of Command will include the following Disaster/Emergency positions which will be assigned to Agency staff (and their alternates):

1. Emergency Manager
2. Planning Team Chief
3. Operations Team Chief
4. Logistics Team Chief
5. Finance Team Chief

A detailed checklist and duties description of each Disaster/Emergency position shall be maintained and implemented in the event of a disaster/emergency. All Regional Administrators' updated Chain of Command list should be submitted to the System Administrator.

Policy 5.3 Communication

Responsible: Regional LSNDC System Administrator Effective Date: April 17, 2008
Authorized: LSNDC Board Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements to plan and maintain a detailed communication flow in the event of a disaster/emergency.

Policy Statement

Every Regional LSNDC Lead Agency shall develop a detailed communication plan (to be implemented within their Emergency Procedures Manual). This plan will include an updated contact list of every Regional LSNDC Lead Agency staff member (including cell phone, alternate land line, and easily accessible email address). The communication plan may include a toll-free land line phone number which staff members could call to report in to their supervisor. Communication methods shall include alternate methods of communication, such as text messaging and website news/check-in. All Regional Administrators' updated contact information (relevant to the LA Statewide HMIS) shall be submitted to the State LSNDC System Administrator.

Policy 5.4 System Continuity

Responsible: Regional LSNDC System Administrator Effective Date: April 17, 2008
Authorized: LSNDC Board Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements of maintaining system-wide continuity of service before, during and following a disaster/emergency.

Policy Statement

Every Regional LSNDC Lead Agency shall develop and maintain an agency continuity plan (to be implemented within their Emergency Procedures Manual) in the event of a disaster/emergency. This plan may include signed MOUs with agencies in other Regions and should include specific details about when, how, and where the Regional office should move. All Regional Administrators' updated System Continuity Plans should be shared with the System Administrator.

Policy 5.5 Privacy Policy within the LSNDC

Responsible: Regional CoC Director Effective Date: April 17, 2008
Authorized: LSNDC Board Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements of maintaining existing privacy standards and defines the procedure for sharing specific client data within the LSNDP in the event of a disaster/emergency.

Policy Statement

All Regional LSNDP Lead Agency privacy policies concerning client information entered into the LSNDP shall remain enforced before, during and after an emergency/disaster. The regional Director (or Acting Director) of the affected CoC will make decisions regarding the appropriateness of regional client data shared during a disaster/emergency, strictly honoring all existing client confidentiality and Release of Information policies and documents but reserving the right to share specific confidential client data with another Regional LSNDP member agency if it is deemed that the sharing of such data is critical to the safety or health of the client. Any sharing of data outside of normal procedures must be signed off by the regional Director (or Acting Director) of the affected CoC, and the specific data sharing (specifically what data is shared and with whom) must be documented both electronically and physically.

Policy 5.6 Public Privacy Policy (Data Sharing with a Third Party)

Responsible: Regional CoC Director

Effective Date: April 17, 2008

Authorized: LSNDP Board

Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements of maintaining existing privacy standards and defines the procedure for sharing specific client data with a Third Party in the event of a disaster/emergency.

Policy Statement

All Regional LSNDP Lead Agency privacy policies concerning client information entered into the LSNDP shall remain enforced before, during and after an emergency/disaster. The regional Director (or acting Director) of the affected CoC will make decisions regarding the appropriateness of regional client data shared during a disaster/emergency, strictly honoring all existing client confidentiality and Release of Information policies and documents but reserving the right to extract and share disaster/emergency client data on an individual basis for life or death circumstances (e.g. information such as “where are they now, what is their mental/medical condition, what services are needed”). Any sharing of data outside of normal procedures must be signed off by the regional Director (or acting Director) of the affected CoC, and the specific data extraction must be documented both electronically and physically.

Policy 5.7 Data Entry

Responsible: Regional LSNDP System Administrator

Effective Date: April 17, 2008

Authorized: LSNDP Board

Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements of data entry into the LSNDP in the event of a disaster/emergency.

Policy Statement

In the event of a disaster/emergency that affects one or more Regions in the state, the LSNDP could potentially be utilized as a data interface/receptacle for relief and recovery Information & Referral services in addition to its standard roles. The Regional LSNDP System Administrator, in consultation with the Board of Directors and DTAP staff, will make decisions regarding the appropriateness of data being entered into the database during a disaster/emergency. The State LSNDP System Administrator or a Regional LSNDP System Administrator will ensure that all new users entering in such data will be

given appropriate security access so that no existing confidentiality policies are breached.

Policy 5.8 Training

Responsible: Regional LSND System Administrator
Authorized: LSND Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements of training new LSND users in the event of a disaster/emergency.

Policy Statement

If the LSND is temporarily utilized as a data interface/receptacle for Relief and Recovery Information & Referral during a disaster/emergency, a Regional LSND System Administrator shall provide training to disaster/emergency personnel on the use of the LSND. Upon completion of training, the new user should reasonably understand how each module works. All existing LSND rules, procedures, policies and agreements still apply to the disaster/emergency user. The State LSND System Administrator or a Regional LSND System Administrator will ensure that all new users entering in disaster/emergency data will be given appropriate security access so that no existing confidentiality policies are breached.

Appendix A

Louisiana Services Network Data Consortium (LSNDC) Board Membership

Effective Date: May 3, 2013

REGION I AND X - New Orleans/Jefferson Parish CoC

Parishes: Orleans and Jefferson

Ms. Vicki Judice
UNITY of Greater New Orleans
2475 Canal Street, Suite 300
New Orleans, LA 70119
Phone: (504) 821-4496

Mr. Clifton Harris
VIA LINK
2820 Napoleon Avenue
New Orleans, LA 70115
Phone: (504) 897-4877

REGION II - Baton Rouge CoC

Parishes: Ascension, East Baton Rouge, East Feliciana, Iberville, Pointe Coupee, West Baton Rouge, West Feliciana

Mr. Randy Nichols
Capital Area Alliance for the Homeless
5850 Florida Boulevard
Baton Rouge, LA 70806
Phone: (225) 201-0696

Mr. Corey Dyer
Capital Area Alliance for the Homeless
5850 Florida Boulevard
Baton Rouge, LA 70806
Phone: (225) 201-0696

REGION III - Houma-Terrebonne CoC

Parishes: Assumption, Lafourche, St. Charles, St. James, St. John the Baptist, Terrebonne

Mr. Willie Green
Gulf Coast Social Services, Inc.
320 Progressive Boulevard
Houma, LA 70360
Phone: (985) 851-4488

Mr. Brooke Guidry
Start Corporation
420 Magnolia Street
Houma, LA 70360
Phone: (985) 879-3966

REGION IV - Lafayette/Acadiana CoC

Parishes: Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, St. Mary, Vermillion

Mr. Eric Gammons
Acadiana Regional Coalition on
Homelessness & Housing, Inc.
P.O. Box 3936
Lafayette, LA 70502
Phone: (337) 235-4972

Mr. Andrew Zegura
Acadiana Regional Coalition on
Homelessness & Housing, Inc.
P.O. Box 3936
Lafayette, LA 70502
Phone: (337) 235-4972

REGION V - Lake Charles/Southwestern Louisiana CoC

Parishes: Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis

Tarek Polite
Lake Charles/Southwest Louisiana Continuum of
Care
1011 Lakeshore Drive Suite #606
Lake Charles, LA 70601
Phone: (337)721-3550
Fax: (337)437-3202

Mr. Randall Hebert
Volunteer Center of Southwest Louisiana
1023 Common Street
Lake Charles, LA 70601
Phone: (337) 439-6109

REGION VI - Alexandria/Central Louisiana CoC

Parishes: Avoyelles, Catahoula, Concordia, Grant, La Salle, Rapides, Vernon, Winn

Ms. Renee Brannon
Vernon Community Action Council, Inc.
1307 South Fifth Street
Leesville, LA 71446
Phone: (318) 443-0500

Ms. Kendra Gauthier
Central Louisiana Homeless Coalition
Post Office Box 1303
Alexandria, LA 71309
Phone: (318) 443-0500

REGION VII - Shreveport/Bossier/Northwest CoC

Parishes: Bienville, Bossier, Caddo, Claiborne, De Soto, Natchitoches, Red River, Sabine, Webster

Ms. Christa Pazzaglia
HOPE for the Homeless
762 Austin Street
Shreveport, LA 71101
Phone: (318) 670-4591

Ms. Tosha Stamps
HOPE for the Homeless
762 Austin Street
Shreveport, LA 71101
Phone: (318) 670-4591

REGION VIII - Monroe/Northeast Louisiana CoC

Parishes: Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union,
West Carroll

Ms. Lawana Brown
The Wellspring Alliance
1515 Jackson Street
Monroe, LA 71202
Phone: (318) 807-6200

Ms. Kattina Brittan
The Wellspring Alliance
1515 Jackson Street
Monroe, LA 71202
Phone: (318) 807-6200

REGION IX - Slidell/Livingston/Southeast Louisiana CoC

Parishes: Livingston, St. Helena, St. Tammany, Tangipahoa, Washington

Ms. Dee Wild
Volunteers of America, GNO
823 Carroll Street, Suite B
Mandeville, LA 70448
Phone: (985) 674-0488

Ms. Erin Matheny
Northlake HMIS Data Project
Southeastern Louisiana University
SLU Box 10509
Hammond, LA 70402
Phone: (985) 549-5373

Appendix B

Data Quality Plan

Louisiana Service Network Data Consortium

November 2nd, 2012

Developed by:
LSNDC Data Quality Committee

Data Quality 1.0 Definition: Data Quality Plan

Responsible: Data Quality Committee

Effective Date: November 2nd, 2012

Authorized: LSNDC Board

Last Revision: November 2nd, 2012

A data quality plan is a document that facilitates the ability of LSNDC to achieve statistically valid reliable data.

Note: This plan is subject to change to accommodate new standards released by HUD

The plan will:

- Identify the responsibilities of all parties within LSNDC that affect data quality
- Establish specific data quality benchmarks for timeliness, completeness, and accuracy
- Describe the procedures that the LSNDC will take to implement the plan and monitor progress to meet data quality benchmarks.

Data Quality 1.1 Timeliness

Responsible: Data Quality Committee

Effective Date: November 2nd, 2012

Authorized: LSNDC Board

Last Revision: November 2nd, 2012

All data shall be entered into the HMIS in a timely manner to ensure access to data when it is needed for reporting purposes. To that end, the following timeliness benchmark is set forth:

General Standard:

All HMIS participating programs will ensure entry/exits, services, and Universal Data Elements are completed within 5 business days of program entry/exit.

Exceptions:

1. *Emergency Shelters:* All HMIS Participating Emergency Shelter programs will ensure entry/exits, services, and Universal Data Elements are completed within 2 business days of initial contact.
2. *Outreach Programs:* All HMIS Participating Outreach Programs will ensure entry of limited basic demographics as provided by client and services within 5 business days of initial contact.
3. *Legacy Data:* There will be a grace period determined on a case by case basis for how quickly the data should be entered into the HMIS. Legacy Data is information stored in an old or obsolete format or computer system that is, therefore, difficult to access or process. This includes implementations running a previous version of ServicePoint.

Data Quality 1.2 Completeness

Responsible: Data Quality Committee
Authorized: LSND Board

Effective Date: November 2nd, 2012
Last Revision: November 2nd, 2012

Complete HMIS data is necessary to fully understand the demographic characteristics and service use of persons in the system. Complete data facilitates confident reporting and analysis on the nature and extent of homelessness, such as:

- Unduplicated counts of clients served at the local level
- Patterns of use of people entering and exiting the homeless assistance system
- Evaluation of the effectiveness of homeless systems

Data Quality 1.2.1 Completeness: Program Descriptor Data Elements

Responsible: Data Quality Committee
Authorized: LSND Board

Effective Date: November 2nd, 2012
Last Revision: November 2nd, 2012

Program Descriptors include information about programs that are required for reporting purposes and enhance the HMIS as a tool for supporting information and referral services.

General Standard:

All Program Descriptor Data Elements are required as part of basic administrative setup of programs utilizing the LSND, no null/missing Program Descriptor Data Elements are allowed. The PDDE's should be entered no later than 5 days from the time the Provider is created in the LSND. They should also be reviewed annually and any changes should be recorded.

Program Descriptor Data Elements:

1. Organization Identifier
2. Organization Name
3. Program Identifier
4. Program Name
5. Direct Service Code
6. Site Information
7. Continuum of Care Number
8. Program Type Code
9. Bed and Unit Inventory Information (Residential Programs Only)
10. Target Population A (Optional)
11. Target Population B (Residential Programs Only)
12. Method for Tracking Residential Program Occupancy (Residential Programs Only)

13. Grantee Identifier (Required for HPRP Programs)

Data Quality 1.2.2 Completeness: All Clients Served	
Responsible: Data Quality Committee	Effective Date: November 2 nd , 2012
Authorized: LSND Board	Last Revision: November 2 nd , 2012

It is a HUD expectation that all clients receiving homeless assistance will have their service delivery documented in the HMIS.

General Standard:

All programs using the HMIS shall enter data on all clients in accordance with the newest relevant HMIS Data and Technical Standards.

Anonymous entry is not encouraged but allowed when necessary.

Exceptions:

1. Non-HUD Funded Programs are required to have a minimum of 80% of each Universal Data Element on all clients.
2. Homeless Service Providers whose primary target population is victims of domestic violence are currently collecting the data and providing non-identifiable data to the local CoC and are statutorily disallowed from entering client data into the HMIS.
3. If a client refuses to have information input into the HMIS the Homeless Service Provider is not held responsible.
4. When agencies host special events (For Example: Christmas Baskets, Christmas Tree Programs, Easter Baskets, etc.) they are not required to record information on all clients who participate in the event.

Data Quality 1.2.3 Completeness: Universal Data Elements

Responsible: Data Quality Committee

Effective Date: November 2nd, 2012

Authorized: LSND Board

Last Revision: November 2nd, 2012

Universal Data Elements are necessary to produce an unduplicated count of clients served, to provide accurate counts for various reporting requirements, including HUD CoC APR, QPR/APR, the AHAR, and other reporting requirements.

General Standard:

The acceptable percentage of Universal Data Elements with “null/missing” and “unknown/don’t know/refused” for all clients served in Supportive Housing Programs, Emergency Solutions Grant, and HOPWA is less than 5 percent. Please refer to the HMIS Revised Data Standards March 2010 for more detailed information on the UDE’s listed below.

Exceptions:

1. *Outreach Programs*: Capture and record initial contact and any other contacts along with UDE’s they are able to obtain.

Universal Data Elements:

1. Name
2. Social Security Number
3. Date of Birth
4. Race
5. Ethnicity
6. Gender
7. Veteran Status
8. Disabling Condition
9. Residence Prior to Program Entry/Length of Stay
10. Zip Code of Last Permanent Address
11. Housing Status
12. Program Entry Date
13. Program Exit Date
14. Personal Identification Number (System Generated)
15. Household Identification Number (System Generated)

Data Quality 1.2.4 Completeness: Program Specific Data Elements

Responsible: Data Quality Committee

Effective Date: November 2nd, 2012

Authorized: LSNDC Board

Last Revision: November 2nd, 2012

Program specific Data Elements are necessary to produce the HUD CoC APR, ESG QPR/APR, and to ensure the LSNDC has sufficient client data to conduct analysis on the extent and characteristics of the population they serve.

General Standard:

The acceptable percentage of Program Specific Data Elements with “null/missing” and “unknown/don’t know/refused” for all clients served by a Supportive Housing Program, Emergency Solutions Grant, and HOPWA is less than 5 percent. Please refer to the HMIS Revised Data Standards March 2010 for more detailed information on the PSDE’s listed below.

Program-Specific Data Elements:

1. Income and Sources
2. Non-Cash Benefits
3. Physical Disability
4. Developmental Disability
5. Chronic Health Condition
6. HIV/AIDS
7. Mental Health
8. Substance Abuse
9. Domestic Violence (Adult and Unaccompanied Youth)
10. Destination
11. Date of Contact(required for street outreach programs only; optional for other programs)
12. Date of Engagement(required for street outreach programs only; optional for other programs)
13. Financial Assistance Provided(required for HPRP-funded programs only; optional for all other programs)
14. Housing Relocation & Stabilization Services Provided (required for HPRP-funded programs only; optional for all other programs)

Data Quality 1.2.5 Completeness: Optional Program Specific Data Elements	
Responsible: Data Quality Committee	Effective Date: November 2 nd , 2012
Authorized: LSND Board	Last Revision: November 2 nd , 2012

Optional Program Specific Data Elements are recommend by HMIS data research groups and are based on best practices being implemented at the local level. **They are optional.** Please refer to the HMIS Revised Data Standards March 2010 for more detailed information for the Optional PSDE's listed below.

General Standard:

These are optional data elements unless recommended by the Local CoC.

Optional Program Specific Data Elements:

1. Employment
2. Education
3. General Health Status
4. Pregnancy Status
5. Veteran's Information
6. Children's Education
7. Reason for Leaving
8. Services Provided

Data Quality 1.3 Accuracy	
Responsible: Data Quality Committee	Effective Date: November 2 nd , 2012
Authorized: LSND Board	Last Revision: November 2 nd , 2012

The purpose of accuracy is to ensure that the data in the LSND HMIS is the best possible representation as it relates to clients and the programs that serve them.

General Standard:

All data entered into the LSND HMIS shall be a reflection of information provided by the client, as documented by the intake worker or otherwise updated by the client and documented for reference. Deliberately recording inaccurate information is strictly prohibited.

Data Quality 1.3.1 Accuracy: Consistency	
Responsible: Data Quality Committee	Effective Date: November 2 nd , 2012
Authorized: LSND Board	Last Revision: November 2 nd , 2012

The purpose is to ensure that data is understood, collected, and entered consistently across all programs in the HMIS. Consistency directly affects the accuracy of data.

General Standard:

All data elements in the LSNDL HMIS shall be collected and entered in a common and consistent manner across all programs.

Data Quality 1.4 Monitoring

Responsible: Data Quality Committee
Authorized: LSNDL Board

Effective Date: November 2nd, 2012
Last Revision: November 2nd, 2012

The purpose of monitoring is to ensure that agencies are following the data quality standards agreed upon by LSNDL and are meeting expected benchmarks as described by the data quality plan.

General Standard:

Data Elements will be monitored on a monthly basis to quickly identify and resolve issues that affect the timeliness, completeness, and accuracy of the client record.

Data Quality 1.5 Incentives

Responsible: Data Quality Committee
Authorized: LSNDL Board

Effective Date: November 2nd, 2012
Last Revision: November 2nd, 2012

CoC's are encouraged to develop an incentive program to entice CoC Organizations to adhere to the data quality plan.

Acronyms

- APR – Annual Performance Report
- CoC – Continuum of Care
- HMIS – Homeless Management Information System
- HOPWA – Housing Opportunities for Persons with AIDS
- HPRP – Homeless Prevention and Rapid Re-housing Program
- HUD – Housing and Urban Development
- LSNDL – Louisiana Services Network Data Consortium
- PDDE – Program Descriptor Data Elements
- PSDE – Program Specific Data Element
- QPR – Quarterly Performance Report
- SRO – Single Room Occupancy
- UDE – Universal Data Element

Summary of Program Descriptor Data Elements				
Data Standards	Program Applicability	When collected		
		Assigned once	Assigned once; reviewed annually	At least annually or more frequently if inventory or coverage changes
1. Organization Identifier	All CoC Programs	x		
2. Organization Name	All CoC Programs		x	
3. Program Identifier	All CoC Programs	x		
4. Program Name	All CoC Programs		x	
5. Direct Service Code	All CoC Programs	x		
6. Site Information	All CoC Programs		x	
7. Continuum of Care Number	All CoC Programs		x	
8. Program Type Code	All CoC Programs		x	
9. Bed and Unit Inventory Information	Residential CoC Programs Only			x
10. Target Population A (Optional for all programs)	All CoC Programs		x	
11. Target Population B	Residential CoC Programs Only		x	
12. Method for Tracking Residential Program Occupancy	Residential CoC Programs Only		x	
13. Grantee Identifier	HPRP Programs Only		x	

Summary of Universal Data Elements							
Data Standards	Program Applicability	Subjects			When Collected		
		All Clients	All Adults	All Adults & Unaccompanied Youth	Initial Program Entry Only	Every Program Entry	Every Program Exit
1. Name ¹	All CoC Programs	x			x		
2. Social Security Number ¹	All CoC Programs	x			x		
3. Date of Birth ¹	All CoC Programs	x			x		
4. Race ¹	All CoC Programs	x			x		
5. Ethnicity ¹	All CoC Programs	x			x		
6. Gender ¹	All CoC Programs	x			x		
7. Veteran Status	All CoC Programs		x			x	
8. Disabling Condition	All CoC Programs	x				x	
9. Residence Prior to Program Entry and Length of Stay	All CoC Programs			x		x	
10. Zip Code of Last Permanent Address	All CoC Programs			x		x	
11. Housing Status	All CoC Programs	x				x	x (Optional for Emergency Shelter)
12. Program Entry Date	All CoC Programs	x				x	
13. Program Exit Date	All CoC Programs	x					x
14. Personal Identification Number	All CoC Programs	x			x		
15. Household Identification Number	All CoC Programs	x				x	

¹Note that one or more of these personal identifiers may need to be asked on subsequent visits to find and retrieve the client's record. However, this information only needs to be recorded in HMIS on an initial program entry.

Summary of Program-Specific Data Elements								
Data Standards	Program applicability	Subjects	When Collected					
			During Client Assessment Near Entry	At Least Once Every three Months During Program Enrollment ²	At Least Once Annually During Program Enrollment ³	Every Exit	Every Contact	Each Instance of Financial Assistance
1. Income and Sources	CoC/HUD Competitive Programs ¹ HPRP Programs HOPWA Homeless Programs	All Clients	x		x	x		
2. Non-Cash Benefits	CoC/HUD Competitive Programs HPRP Programs HOPWA Homeless Programs	All Clients	x		x	x		
3. Physical disability	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	x		x	x		
4. Developmental Disability	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	x		x	x		
5. Chronic Health Condition	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	x		x	x		
6. HIV/AIDS	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	x		x	x		
7. Mental Health	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	x		x	x		
8. Substance Abuse	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	x		x	x		
9. Domestic Violence	CoC/HUD Competitive Programs HOPWA Homeless Programs	Adults and Unaccompanied Youth	x					
10. Destination	CoC/HUD Competitive Programs ¹ HPRP Programs HOPWA Homeless Programs	All Clients				x		
11. Date of Contact	CoC/HUD Street Outreach Programs	All Clients					x	
12. Date of Engagement	CoC/HUD Street Outreach Programs	All Clients	x					
13. Financial Assistance provider	HPRP Programs	All Clients		x				x
14. Housing Relocation and Stabilization Services Provided	HPRP Programs	All Clients		x		x		

¹CoC/HUD Competitive Programs include the Supportive Housing Program (SHP), Shelter Plus Care, and the Section 8 Moderate Rehabilitation for Single Room Occupancy Dwellings (SRO) Program.
²Only collected at least once every three months if the period between program entry and exit exceeds three months.
³Only collected at least once annually if the period between program entry and exit exceeds one year.

Additional Program-Specific Data Elements: Optional Data Elements										
Data Standards	Program Applicability	Subjects					When Collected			
		All Clients	All Clients or All Adults and Unaccompanied Youth	All Females of Child-bearing Age	All Veterans	All Children	Every Entry	At Least Once Annually during Program Enrollment ¹	When Services Provided	Every Exit
15A. Employment	x		x				x	x		x
15B. Education	x		x				x	x		x
15C. General Health Status	x		x				x	x		x
15D. Pregnancy Status	x			x			x			
15E. Veteran's Information	x				x		x			
15F. Children's Education	x					x	x	x		x
15G. Reasons for Leaving	x	x								x
15H. Services Provided	x								x	

¹ Only collected at least once annually if the period between program entry and exit exceeds one year.



LOUISIANA HOUSING AUTHORITY
SECTION 8 HOUSING CHOICE VOUCHER
ADMINISTRATIVE PLAN:
PROJECT-BASED VOUCHERS FOR PERMANENT SUPPORTIVE
HOUSING

Administrative Plan Adopted November 2008

1. Revisions Adopted September 2009
2. Revisions Adopted July 2010
3. Revisions Adopted September 2010
4. Revisions Adopted December 2010
5. Revisions Adopted August 2011
6. Revisions Adopted June 2012
7. Revisions Adopted May 2013
8. Revisions Adopted June 2013
9. Revisions Adopted June 2014
10. Revisions Adopted October 2014
11. Revisions Adopted November 2014
12. Revisions Adopted December 2015

Louisiana Housing Authority
Section 8 Housing Choice Voucher Administrative Plan

Table of Contents

	Page
INTRODUCTION	1
SECTION I Unique aspects of LHA Program	1
SECTION II EQUAL OPPORTUNITY	3
2.1 Fair Housing.....	3
2.2 Providing Information in Languages other than English.....	3
2.3 Reasonable Accommodation	3
SECTION III PBV-specific requirements (24 CFR 983).....	5
3.1 General Requirements.....	5
SECTION IV Applications and Tenant Selection	15
4.1 General.....	15
4.1.1 Overview and Program Goals.....	15
4.1.2 Waiting Lists.....	15
4.1.3 PSH Tenant Selection Approach	15
4.1.4 Overview of process	16
4.1.5 Nondiscrimination.....	17
4.1.6 Reasonable Accommodation	17
4.1.7 Confidentiality	18
4.1.8 Communication.....	18
4.1.9 Plan Review	18
4.2 Definitions.....	18
4.2.1 At Risk of Homelessness or Living in Transitional Housing for the Homeless	19
4.2.2 At Risk of Institutionalization.....	20
4.2.3 Chronically Homeless:.....	20
4.2.4 Disability.....	20
4.2.5 Extremely low income	21
4.2.6 Homeless.....	21
4.2.7 Household	21
4.2.8 Hurricane Displacee.....	22
4.2.9 Inappropriately Institutionalized.....	22
4.2.10 In need of permanent supportive housing.....	22
4.2.11 PCAs	23
4.2.12 Youth Aging Out of Care.....	23
4.3 Application Taking	23
4.3.1 Goal.....	23
4.3.2 Application Taking and Opening/Closing of Waiting List.....	24
4.3.3 Applications	25
4.4 Outreach.....	26

4.5	Determination of Eligibility for PSH	26
4.5.1	Income Eligibility	27
4.5.2	Other Eligibility Requirements	28
4.5.3	Applicant Letters.....	28
4.5.4	Database.....	28
4.6	Preferences	29
4.6.1	Specific Preferences.....	29
4.7	Verification of Preliminary Eligibility.....	30
4.7.1	Procedures.....	30
4.7.2	Verification Documents.....	30
4.7.3	Income.....	30
4.7.4	In Need of PSH.....	31
4.7.5	Verification of Preferences	31
4.7.6	Displaces	31
4.7.7	Homeless.....	31
4.7.8	Chronically Homeless.....	31
4.7.9	At Risk of Homelessness or Living in Transitional Housing for the Homeless.....	32
4.7.10	Inappropriately Institutionalized.....	32
4.7.11	At Risk of Institutionalization.....	32
4.7.12	Applicant Choices and Information Needs	32
4.8	LLA Review of Applicant Tenancy History.....	33
4.8.1	Example of reasonable accommodation	33
4.9	Referral to PSH Units	34
4.9.1	Set Aside Agreement with Tax Credit- Financed Developments.....	34
4.9.2	Selection of Tenant for Referral	34
4.9.3	Matching	35
4.9.4	Occupancy Standards.....	36
4.9.5	Acceptance.....	37
4.9.6	Denial.....	38
4.9.7	Other Referrals.....	38
4.10	Miscellaneous Supplemental Provisions.....	38
4.11	Informal Reviews for Applicants.....	39
4.12	Supplemental Provisions Regarding Eligibility and Verification of Family Circumstances.....	41
4.12.1	Scheduling the Section 8 PBV Eligibility Interview	41
4.12.2	Conducting the Section 8 PBV Eligibility Interview.....	41
4.12.3	Determining Eligibility	42
4.12.4	Grounds for denial of eligibility	43
4.13	Owner Selection of Tenants.....	44
SECTION V Annual and Interim Functions		47
5.1	Recertification of Family Eligibility.....	47
5.2	Adjusting Rent between Regular Reexaminations	47
5.3	Interim Changes in Family Composition.....	49
5.4	Effective Date of Rent Adjustments	49
5.5	Earned Income Disallowances.....	49

4.6 Preferences

Applicants with preferences are selected from the waiting list and receive an opportunity for an available unit earlier than those who do not have a preference. Preferences affect only the order of applicants on the waiting list. They do not make anyone eligible who was not otherwise eligible. The DHH or designee must inform all applicants about available preferences and give all applicants an opportunity to show that they qualify for available preferences.

The DHH or designee may choose whether to verify preferences at initial application or only in preparation for selecting households to refer to an available unit.

DHH in consultation with stakeholders have determined certain priority populations for the PSH Program. These populations and their prioritization are discussed below.

4.6.1 Specific Preferences

Applicants who meet one of the preference criteria will be assigned the number of points associated with that preference as illustrated in the chart below. Persons displaced by Hurricanes Katrina or Rita will receive the points corresponding to that preference, in addition to points for absolute preferences as indicated on the chart and for one of the other preference categories. Persons may not receive points for more than one of the other categories. The maximum number of points that an applicant may be assigned is forty-four (44) points. Notwithstanding the preference points, LHA may transfer households among PBV units authorized by this Administrative Plan.

The Tenant Selection database will assign applicants the appropriate points. This assignment will affect the application position on the waiting list.

Preference	Points
1. Applicants in Tax Credit or other units designated for PSH under the Road Home Program, or receiving temporary housing under the Transitional Assistance Program, the Rental Housing Assistance Support Service, and the Rapid Rehousing Program, unless such households will be assisted otherwise	15—Absolute preference
2. Applicants with incomes not exceeding 30% AMI, or exceeding 30% of AMI only because two persons in the household receive Supplemental Security Income	15—Absolute preference
3. Permanent Supportive Housing Service Participant	9
4. Persons inappropriately institutionalized	8*
5. Homeless persons age 18-24	8**
6. Chronically homeless persons	7
7. Veterans	7
8. Persons displaced by Hurricanes Katrina or Rita	5
9. Persons at risk of homelessness or living in transitional housing for persons who are homeless	2
10. Persons at risk of institutionalization	2

11. Homeless persons	1
12. Non-preference or standard applicant (none of the above)	0

All households must be PSH-eligible.

*Persons in this preference category will receive 8 preference points until the total number of persons served in this category reaches 200 participants. At that point, such persons will receive 2 preference points.

**Persons in the preference category will receive 8 preference points until the total number of persons served in this category is 6 participants.

The definition of each of these preference categories is provided in the Definitions Section 4.2.

4.7 Verification of Preliminary Eligibility

4.7.1 Procedures

To determine preliminary eligibility, the application will be accepted as self-certification of the information contained in the application. No third party or source documentation will be required until the LHA is planning to refer the applicant to a development, unless this is needed to facilitate filling of vacant units. Ideally such source or third party information would be dated no earlier than 90 days prior to referral.

If, subsequent to the preliminary determination of eligibility, the LHA determines that the verification of income, assets, or claimed preference status differs from the applicant's self certification, the applicant may be:

- reassigned to a smaller or larger bedroom size;
- reassigned to a different preference status; or
- determined ineligible.

If such a change occurs, the applicant will be given written notice and provided with an opportunity for an informal review.

4.7.2 Verification Documents

The following section outlines the verification documents necessary to verify PSH program eligibility and preferences.

4.7.3 Income

Income should be verified consistent with Section VI of this Plan.

LA-509

Housing Authority of Lake Charles – Not Applicable – no preferences in place

Calcasieu Parish Human Services Department - Not Applicable – no preferences in place

Housing Authority of Sabine Parish - Not Applicable – no preferences in place

Jefferson Davis Parish Section 8 - Not Applicable – no preferences in place

**HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)
GOVERNANCE AGREEMENT**

BETWEEN

**LOUISIANA HOUSING CORPORATION ON BEHALF OF THE LOUISIANA BALANCE OF STATE CONTINUUM
OF CARE**

AND

**THE VOLUNTEER CENTER OF SOUTHWEST LOUISIANA, INC. dba 310INFO/2-1-1 HOMELESS
MANAGEMENT SYSTEM (HMIS)**

BACKGROUND

The United States Department of Housing and Urban Development (HUD) requires the use of Homeless Management Information Systems (HMIS) as a condition for all communities and agencies receiving HUD Continuum of Care (CoC) homeless assistance funds. HMIS is a computerized data application system designed to capture, record and store data and information about the needs and community services received by individuals or families who use homeless housing and supportive services and for individuals or families who receive community services and assistance because they are at risk of being homeless. The HMIS records and stores client level demographics and service data of participating community service agencies, organizations, programs and projects (Participating Agencies), so it can be aggregated to discern patterns and trends about the extent and nature of homelessness over time, the services received by the homeless or those at risk of becoming homeless, provide an unduplicated count of homeless individuals or families, discern and explain patterns of service usage and measure the effectiveness of participating agencies, organizations, programs and projects.

PURPOSE

The purpose of this agreement is to set forth and clarify understanding and agreement of the specific and differing responsibilities of each party regarding the key aspects of governance and operation of the HMIS.

DESIGNATION

The designated Regional HMIS Lead Agency for the Louisiana Housing Corporation, on behalf of LA-509 Louisiana Balance of State Continuum of Care (LA-509 CoC) is the Volunteer Center of Southwest Louisiana, Inc. dba 310INFO/2-1-1 Homeless Management Information System (310INFO/2-1-1 HMIS), a private, not for profit corporation, operating in the Louisiana five parish area of Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis and the other parishes of Sabine, St. Bernard, Plaquemines and Natchitoches.

The designated HMIS software tool is ServicePoint™ by Bowman Systems, L.L.C. of Shreveport, Louisiana, operated by the Louisiana Service Network Data Consortium (LSNDC). All HMIS Lead Agencies and all Continuums of Care in the state of Louisiana utilize ServicePoint™ software and collaborate, participate and contribute data in the statewide system in order to improve the delivery of HMIS related services and enable participating agencies, organizations, programs and projects to better comply with federal regulations and the expectations of HUD.

RESPONSIBILITIES OF THE CoC

The Louisiana Housing Corporation on behalf of LA-509 Louisiana Balance of State Continuum of Care shall:

- Work with the Regional HMIS Lead Agency and the LSNDC to read and interpret any and all regulations, notices and other communications issued by HUD, and to annually review, and as necessary, revise and adopt any and all policies, procedures and plans related to the operation and use of HMIS. The designated HMIS software tool is ServicePoint™ by Bowman Systems of Shreveport.
- Designate a non-profit or public entity to serve as the Regional HMIS Lead Agency. Once designated, the Regional HMIS Lead Agency will abide by the terms and conditions outlined in this governance charter. The designated Regional HMIS Lead Agency is the 310INFO/2-1-1 HMIS.
- Work with organizations that will improve delivery of HMIS related services and enable participating agency to better comply with federal regulation and expectations of HUD. The LA-509 CoC and the Regional HMIS Lead Agency agree to work with and participate in the statewide HMIS, which is operated by LSNDC. LA-509 will actively participate on the LSNDC Board with one LA-509 CoC representative. This representative is authorized to provide one of two LA-509 CoC votes on LSNDC related business. The second vote will be cast by a representative from the Regional HMIS Lead Agency.
- Provide support to the Regional HMIS Lead Agency and to the Regional HMIS Lead System Administrator when the Lead Agency or System Administrator is unable to perform his/her duties due to interference from a Participating Agency. This support may take the form of negotiating with the non-compliant agency entering data into HMIS, censoring said agency, or imposing consequences, including, but not limited to recommending to HUD that the agency's granted funds be removed from the agency.
- Gather data from the Regional HMIS Lead agency and non-HMIS participating agencies to use in reporting for the Point-in-Time (PIT) count, the Housing Inventory Count (HIC) and the Annual Homeless Assessment Report, among other HUD reporting that the HMIS Lead Agency assists the LA-509 CoC to complete.
- Collaborate with the Regional HMIS Lead Agency in all appropriate ways to ensure that the policy goals developed by the LA-509 CoC are met. They will work together closely to share information, develop goals and address issues with SharePoint™, data quality and Participating Agencies as they occur.

- Work with Participating Agencies and the Regional HMIS Lead Agency to develop LA-509 CoC wide and agency specific performance benchmarks, including that of the HMIS Project.
- Gather reports from the Regional HMIS Lead Agency and review them to determine if benchmarks have been met, then report that data to the LA-509 CoC to assist in reviewing and ranking projects for the CoC Program NOFA competition.
- Monitor to ensure the Regional HMIS Lead Agency is fulfilling the responsibilities outlined in the HMIS Governance Charter and complies with the HMIS grant agreement and HUD issued regulations and notices.

RESPONSIBILITIES OF THE HMIS LEAD AGENCY

The Volunteer Center Southwest Louisiana, Inc. dba 310INFO/2-2-1 Homeless Management Information System 310INFO/2-1-1 HMIS shall:

- Manage, administer and oversee the day-to-day operations of HMIS
- Obtain and maintain grants supporting the HMIS project provide staffing and purchase the required licenses, equipment, software, space and operations for the HMIS.
- Work with the HMIS software vendor to ensure data is collected, stored and reported in compliance with all HUD regulations; and determine if a different vendor should be selected to provide regional HMIS if the current vendor fails to conform to HUD regulations. The LA-509 CoC must approve a change in the HMIS software vendor.
- Provide training to all HMIS end users within the Participating Agencies through individual or group training, either in a classroom setting or in a one-on-one setting at either the Regional HMIS Lead Agency offices or the requesting agency's offices. Introductory trainings as well as any additional training will be offered on a regular schedule and periodically at the availability of the HMIS Lead Agency System Administrator. Privacy training will occur at a minimum of once per year.
- Promote use of the HMIS through regular contact with users, Participating Agencies and similar organizations whose participation would benefit the LA-509 CoC and/or the 310INFO/2-1-1 HMIS itself.
- Sign and execute written HMIS Participation Agreements with each Participating Agency, which delineates the obligations and authority of the LA-509 CoC, Regional HMIS Lead Agency, LSNDP and the Participating Agency. These agreements will include, directly or referenced the requirements of the LSNDP Policies and Standard Operating Procedures (LSNDP P&P) and any future regulatory documents set forth by HUD and the LSNDP; and discuss possible sanctions for violating the agreement. This agreement will also require that the LA-509 CoC, Regional HMIS Lead Agency, LSNDP and the Participating Agency will process protected identifying information in a manner consistent with this agreement.
- Provide each participating agency, organization, program or project with a copy of the LSNDP P&P, an agency Executive Director Training Manual, Agency Administrator Training Manual and an End User Training Manual.

- Monitor and verify data collection and entry from all Participating Agencies, ensuring data entered into HMIS complies with HUD requirements and the LSNDP P&P. Work with the LA-509 CoC and the Participating Agencies to address any deficiencies in data collection.
- Monitor and verify the quality of the data ensuring data is accurate, complete and conforms to federal HMIS requirements. The Regional HMIS Lead Agency shall analyze the data to identify areas of concern and/or weakness and make recommendations to the Participating Agency as to how to correct them. As well, the HMIS Lead Agency will monitor the Participating Agencies for compliance with all the appropriate security, Privacy and data quality policies, regulations and procedures.
- Implement LSNDP P&P and provide necessary support to assist all Participating Agencies in implementing the LSNDP P&P. The HMIS Lead Agency will monitor compliance and work with the LA-509 CoC to resolve issues and enforce sanctions for non-compliance.
- Collaborate with the LA-509 CoC in all appropriate ways to ensure that the policy goals developed by the LA-509 CoC are met. They will work together closely to share information, develop goals and address issues with data quality and participating agencies as they occur.
- Actively participate on the LSNDP Board with a minimum of one Regional HMIS Lead Agency representative. This representative is authorized to provide one of two LA-509 CoC votes on LSNDP related business. The second vote will be cast by a representative from the Louisiana Housing Corporation on behalf of the LA-509 CoC.
- Collaborate with the LSNDP to at least annually review and, as necessary, revise statewide the LSNDP P&P and supporting documents. When HUD releases new HMIS rules or requirements, the Regional HMIS Lead Agency will present the recommended system changes to the LA-509 CoC Lead Point of Contact of the release within 30 days. After review and discussions with LSNDP, the HMIS Lead Agency will present the recommended system changes to the LA-509 CoC Board for approval within 4-6 months of publication. The HMIS Lead Agency will make approved changes and demonstrate a good faith effort to prepare the CoC membership to meet the requirements by HUD's effective date. The HMIS Lead Agency will also seek feedback from the LA-509 CoC and the Participating Agencies on the LSNDP P&P and supporting documents and provide them to the LSNDP.
- Generate appropriate reports that reflect the cumulative data for the CoC as needed and/or upon request from the LA-509 CoC, HUD, Participating Agencies and other entities seeking this information as deemed appropriate by the Regional HMIS Lead Agency and/or the LA-509 CoC. The HMIS Lead Agency shall be responsible for creating and developing new reports as requested and/or required by the LA-509 CoC, HUD and Participating Agencies. These reports shall document collective data from the entire CoC in such a way as to provide the requested information for such purposes as the CoC Program grant applications, PIT, HIC and AHAR reports, along with any other continuum-wide programs.

RESPONSIBILITIES OF PARTICIPATING AGENCIES

The Participating Agencies shall:

- Comply and sign written agreements, including HMIS Lead Agency Terms of Service Agreements with the Regional HMIS Lead Agency, LSNDP P&P Agreement and all appropriate federal regulations regarding HMIS.
- Comply with all federal, state and local laws regarding client and data privacy, security and confidentiality concerns. Should there be a conflict between such standards and other federal, state or local laws, which the Participating Agency is required to obey, the Participating Agency must contact the Regional HMIS Lead Agency for direction and to appropriately revise/adjust the impacted LSNDP regulatory document.
- Work with the Regional HMIS Lead Agency staff to maintain complete and correct data in the ServicePoint™ system.

PERIOD OF AGREEMENT MODIFICATION AND TERMINATION

The term of this Agreement shall be for one (1) year commencing, effective July 1, 2016 and expiring on June 30, 2017, unless sooner terminated by any party for a substantial breach of the terms herein, which breach remains substantially uncured for a period of at least ninety (90) consecutive days after written notice of such breach.

All parties agree to the terms and conditions of this agreement and acknowledges this constitutes the entire agreement between the two parties.

The Parties hereto have acknowledged their responsibilities and have caused this agreement to be executed and delivered by their duly authorized representatives as of the date of last signature.

LA-509 Continuum of Care Lead Organization: Louisiana Housing Corporation on Behalf of Louisiana Balance of State Continuum of Care

_____	_____
Edselle Keith Cunningham, Jr.	Date
Interim Executive Director, Louisiana Housing Corporation	
 Name of Authorized Representative	 Title
_____	_____
Signature of Authorized Representative	Date

Regional HMIS Lead Agency: Volunteer Center Southwest Louisiana, Inc. dba 310INFO/2-1-1
Homeless Management Information System

Beverly S. McCormick
Beverly S. McCormick
Executive Director, Volunteer Center
Southwest Louisiana, Inc.

6-28-16
Date

Name of Authorized Representative
Beverly S. McCormick

Title
Executive Director

Beverly S. McCormick
Signature of Authorized Representative

6-28-16
Date

Performance Measurement Module (Sys PM)

Measure 1: Length of Time Persons Remain Homeless

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

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

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

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

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH		170		37			14	
1.2 Persons in ES, SH, and TH		210		126			20	

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

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

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

Performance Measurement Module (Sys PM)

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

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

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Returns to Homelessness in Less than 6 Months (0 - 180 days)		Returns to Homelessness from 6 to 12 Months (181 - 365 days)		Returns to Homelessness from 13 to 24 Months (366 - 730 days)		Number of Returns in 2 Years	
		# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns
Exit was from SO									
Exit was from ES	107	25	23%	13	12%	7	7%	45	42%
Exit was from TH									
Exit was from SH									
Exit was from PH	2								
TOTAL Returns to Homelessness	109	25	23%	13	12%	7	6%	45	41%

Performance Measurement Module (Sys PM)

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

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

	Previous FY PIT Count	2015 PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	90	104	14
Emergency Shelter Total	49	59	10
Safe Haven Total	0	0	0
Transitional Housing Total	31	14	-17
Total Sheltered Count	80	73	-7
Unsheltered Count	10	31	21

Metric 3.2 – Change in Annual Counts

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

	Previous FY	Current FY	Difference
Universe: Unduplicated Total sheltered homeless persons		210	
Emergency Shelter Total		174	
Safe Haven Total		0	
Transitional Housing Total		42	

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

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

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)		7	
Number of adults with increased earned income		0	
Percentage of adults who increased earned income		0%	

Performance Measurement Module (Sys PM)

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

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)		7	
Number of adults with increased non-employment cash income		0	
Percentage of adults who increased non-employment cash income		0%	

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

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)		7	
Number of adults with increased total income		0	
Percentage of adults who increased total income		0%	

Metric 4.4 – Change in earned income for adult system leavers

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		0	
Number of adults who exited with increased earned income		0	
Percentage of adults who increased earned income			

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

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		0	
Number of adults who exited with increased non-employment cash income		0	
Percentage of adults who increased non-employment cash income			

Metric 4.6 – Change in total income for adult system leavers

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		0	
Number of adults who exited with increased total income		0	
Percentage of adults who increased total income			

Performance Measurement Module (Sys PM)

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

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

	Previous FY	Current FY	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.		184	
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.		35	
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time)		149	

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

	Previous FY	Current FY	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.		184	
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.		35	
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time.)		149	

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

This Measure is not applicable to CoCs in 2016.

Performance Measurement Module (Sys PM)

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

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

	Previous FY	Current FY	Difference
Universe: Persons who exit Street Outreach		0	
Of persons above, those who exited to temporary & some institutional destinations		0	
Of the persons above, those who exited to permanent housing destinations		0	
% Successful exits			

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

	Previous FY	Current FY	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited		150	
Of the persons above, those who exited to permanent housing destinations		117	
% Successful exits		78%	

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

	Previous FY	Current FY	Difference
Universe: Persons in all PH projects except PH-RRH		97	
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations		88	
% Successful exits/retention		91%	