

Butte Countywide Homeless Continuum of Care

September 2018
Homeless Emergency Aid Program
Request for Proposal

Any Questions:
Contact Jennifer Griggs
530.717.2138 or jenniferg@butte-housing.com

HEAP Request for Proposal

I. INTRODUCTION

In response to the funding made available to local Continuums of Care (CoC) by the State Business, Consumer Services and Housing Agency through the Homeless Emergency Aid Program (HEAP) the Butte Countywide Homeless Continuum of Care (BCHCoC) is seeking applications from agencies interested in providing services to and that support movement toward and access to housing for people experiencing homelessness. The HEAP will be administered in accordance with all applicable requirements issued by the State. This Request for Proposal (RFP) is open to any legally constituted entities that meet the minimum eligibility requirements outlined in Section VI of the Guidelines and Application Instructions.

The HEAP RFP is part of The Butte Countywide Homeless Continuum of Care plan to support people experiencing homelessness. Grant awards will be based on both the State's goals and on the following Butte Countywide Homeless Continuum of Care guiding priorities for reducing homelessness:

1. House within 30 days or less of becoming homeless, our Families with Children, Youth or TAY (Transition aged youth 18-24) and Domestic Violence Victims/Survivors.
2. Provide Funding For and Have a Coordinated Entry Housing Navigator in Place. This person would be responsible for countywide housing navigation with those on Coordinated Entry.
3. Adopt a Discharge Plan with the 4 hospitals for those who are homeless. This would include a case manager and a housing plan.
4. Have Locations in Chico, Paradise, Oroville and Gridley for Homeless to Be Entered into HMIS and Coordinated Entry.
5. Street Outreach Program
6. Implement a Mobile Clinic to Assist Persons with Chronic Conditions and Medicine Management
7. Increase Landlord Participation in Rapid Re-Housing Programs in Oroville, Paradise and Chico
8. Develop and Start an Elderly 60+ with Chronic Illness Homeless to Housing Program
9. Develop a Low Barrier- Seasonal Emergency Shelter in Oroville, Chico, and Paradise for both Winter and Summer Months and/or year round
10. Take the 20 Persons with the highest vulnerability from Coordinated Entry and have them placed into housing by end of Dec 2019
11. Have all of our Butte County Homeless Entered into Coordinated Entry
12. Significantly Reduce Veteran Homelessness in Butte County
13. Have a Coordinated Discharge Plan with the Butte County Jail, which would include case management and housing for those who are homeless

These priorities guide Butte Countywide Homeless Continuum of Care actions. The HEAP RFP is a tool to drive these priority actions and support the goal of ensuring that the residents of Butte County who are experiencing homelessness are offered services and support.

BCHCOC will award grants for multiple proposals across a diverse group of providers to help ensure that the actions and outcomes of the Butte Countywide Homeless Continuum of Care's priorities are achieved. Awards will be made for the period of January 1, 2019-June 31, 2021. **Projects, scopes and budgets are subject to negotiation and changes based on CoC priorities, opportunities and community needs.**

Approximately \$4.8 M is available through this Request for Proposal for the following activities: Eligible uses include, but are not limited to:

- Services:
 - Street outreach, health and safety education, criminal justice diversion programs, prevention services, navigation services, handwashing stations, public toilet, shower facilities and operating support for short-term or comprehensive homeless services.
- Rental assistance or subsidies:
 - Housing vouchers, rapid re-housing programs, and eviction prevention strategies.
- Capital improvements:
 - Emergency shelter, transitional housing, , drop-in centers, permanent supportive housing, small/tiny houses, and improvements to current structures that serve homeless individuals and families.

At least five percent of HEAP funds must be used to establish or expand services meeting the needs of homeless youth or youth-at-risk of homelessness. Administrative costs are capped at five percent of program funds. Agencies may apply for and may receive one percent for administration cost. This does not include staff costs directly related to carrying out program activities.

All materials and updates to the RFP are available on BCHCOC's [HEAP RFP web page](#). BCHCoC will not provide individual notice of changes, and applicants are responsible for regularly checking the web page for any updates, clarifications, or amendments. **There will be NO CHANGES AFTER OCTOBER 24, 2018.**

BCHCoC will have no responsibility or obligation to pay any costs incurred by any applicant in preparing a response to this RFP or in complying with any subsequent request by BCHCoC for information or anticipation throughout the evaluation and selection process.

II. TIMELINE

Funding Opportunity Released	September 21, 2018 at the Butte Countywide Continuum of Care Website
Information Session 1 Technical Assistance Session 1	CHICO: October 3, 2018 2038 Forest Ave, Chico 1:30 to 2:30 - HEAP Introduction 2:45 to 4:30 - Technical Assistance on Completing Grant Application
	OROVILLE: October 4, 2018 115 Nelson Street, Oroville - Common Room 1:30 to 2:30 - HEAP Introduction 2:45 to 4:30 - Technical Assistance on Completing Grant Application
Technical Assistance Session 2	OROVILLE: October 25, 2018 115 Nelson Street, Oroville - Common Room 1:00 to 4:00 - Technical Assistance Open Question and Answer Session
	CHICO: October 29, 2018 2038 Forest Ave, Chico 1:00 to 4:00 - Technical Assistance Open Question and Answer Session
Entity Cover Letter Deadline	October 11, 2018 at 5pm
Last Day to Submit Questions	October 22, 2018 at 5pm
Entity Application and Project/s Application Deadline	October 31, 2018 at 5pm
Interviews, If Applicable	Week of November 12th, Subject to Change
Planned Award Notification	November 26, 2018, Subject to Change
Contract Start Date	February 2019, Subject to Change
Mandatory - Post Award Meeting	Location and Date TBD This meeting will be for all awarded funders This meeting is for Recordkeeping Requirements and Budgeting

*Please contact Funding Process Coordinator for accommodation requests:

Jennifer Griggs at jenniferg@butte-housing.com.

BCHCOC reserves the right to change any dates in the RFP timeline, to a later than announced date.

III. APPLICATION COMPONENTS

The HEAP application is divided into sections.

The **Entity Cover Letter** must be completed and sent in by October 11, 2018.

The **Entity Application** includes narrative questions about the applicant's capacity and experience, partnerships, cultural competency, and more, at an organizational level. Applicants should complete the Entity Application one time only.

The **Project Applications** include narrative questions about project design, model fidelity, budget detail, and more, about each requested project. Applicants should complete one Project Application for each requested project. Entities should complete one of the applications, Services, Capital, Rental, specific to the project.

The Project applications and the Entity Applications are Due by October 31, 2018 at 5pm. No late applications will be accepted.

After October 31, 2018 the CoC will perform a Pass/Fail on all applications. Any applications that fail, will not be moved forward in the review and ranking process. Please see Appendix for the Pass/Fail checklist. This checklist is not verification of the information, simply a check box if it is included.

The week of November 5th a review and ranking committee will review and score applications based on the set criteria in the application. The projects will then be ranked based on score, with the highest score ranked first. The projects will then be placed into a spreadsheet and allocation will be based on the ranking and amount requested. If there is a tie in scoring and both/all of same scored projects are not able to be funded, interviews of those entities will take place the week of November 12th. After the interviews, the review and ranking committee will make a written recommendation to the BCHCoC council for approval of the projects/programs to be submitted with the HEAP state application.

The BCHCoC is targeting submitting the HEAP application and all required documents by November 30, 2018. It is then anticipated funding will be available to entities around April 2019.

All information provided by this RFP is offered in good faith. Individual items are subject to change at any time. BCHCoC makes no certification that any item is without error. BCHCoC is not responsible or liable for any use of the information or for any claims asserted there from.

IV. HEAP BACKGROUND

The Homeless Emergency Aid Program was established by statute to provide localities with flexible block grant funds to address their immediate homelessness challenges. The

Homeless Emergency Aid Block Grants will provide \$500 million in one-time funding to enable local governments to respond to homelessness.

The intention of Butte Countywide Homeless Continuum of Care is to move toward right-sizing the system. This will help to create a more balanced approach to ensure the continued availability of necessary survival services and options for housing placements necessary to end a person's homelessness. It will also help provide the prevention and diversion services needed to keep people out of the homeless system. From this perspective the CoC is viewing the opportunity of these new, one-time only State funds as a service support and an investment in needed improvements.

As part of Butte Countywide Homeless Continuum of Care, BCHCoC chose to release this competitive RFP for HEAP. In releasing the HEAP RFP, BCHCoC will align its grant awards with the goals of the State and with the Butte Countywide Homeless Continuum of Care mission and vision as well as with broader homeless system transformation efforts underway.

V. OVERVIEW OF HEAP FUNDING ACTIVITIES

This section includes information about project models, application content, and system priorities— including performance and commitment to racial equity—that BCHCoC will consider in funding decisions. Investments will reflect BCHCoC's vision, mission, and values which can be found on the BCHCoC Website.

A. Available Funding for Project Areas

There are a number of projects in the homeless services systems which respond to people experiencing homelessness in Butte County including crisis response and access to some temporary or permanent housing. This RFP is limiting the types of projects to those which meet the state guidelines as written the BCSH NOFA (https://www.bcsch.ca.gov/hcfc/documents/heap_nofa.pdf)

B. Performance Measures - CoC and Applicant Defined

Project performance will be a key part of contracting through this RFP. Performance measures may include the following, as well as other performance measures defined by the applicant for their specific project. Some additional measures may be identified by the BCHCoC, as requirements from the BCSH department in State of California, as part of the standard funding agreement. There is no way the BCHCoC is able predict what additional requirements will be made by BCSH.

At this time, the reporting requirements include:

- Contract expenditures
- Number of homeless individuals served by program funds
- Progress toward state and local homelessness goals
- Coordinated Entry Participation (unless the applicant is a victim service provider or legal service provider, in which case it must use a comparable database and provide de-identified information to the CoC)

The BCHCoC will have quarterly reporting requirements of the entity to ensure program/project success. The BCHCoC is committed to assisting programs, so all projects are successful and meet the local and state needs and requirements. Thus the reporting is one of the components to help ensure success. Contracts funded through this RFP process will be expected to demonstrate results, including measurable success towards moving people experiencing homelessness into emergency, transitional, permanent or any type of stable housing.

The State of California has advised of the below reporting that will come from the CoC. The BCHCoC will be asking for information for all grantees to assist in completing these reports in a timely manner. The first report will be due on January 1, 2020. An additional report will be due no later than January 1, 2021, with a final report due shortly after June 30, 2021.

C. Cultural Competency

The BCHCoC is developing guiding principles that reflect our commitment to funding culturally responsive services to create positive outcomes for service recipients. Agencies applying for funding will demonstrate the capacity to institute these principles through routine delivery of participant-centered and strength-based services that are culturally:

COMPETENT, as demonstrated by “the ability to honor, understand, and respect beliefs, lifestyles, attitudes, and behaviors demonstrated by diverse groups of people, and to diligently act on that understanding”. It is “the ability to function effectively in the midst of cultural differences. It includes knowledge of cultural differences, awareness of one’s own cultural values, and ability to consistently function with members of other cultural groups”.

RESPONSIVE to the cultural and linguistic needs of diverse populations. Agencies have the capacity to effectively serve and engage persons of diverse backgrounds. Agencies commit to practicing cultural responsiveness throughout all levels of the project, including policy, governance, staffing, and service model and delivery. Agencies make every effort to recruit and retain a work force (paid and voluntary), and policy-setting and decision-making bodies, that are reflective of the focus populations identified in the theory of change.

RELEVANT in addressing the cultural needs of diverse populations whose models of engagement or cultural standards differ from mainstream practices. Agencies are staffed with people who have the cultural competency to create authentic and effective relationships and provide culturally responsive services for members of specific cultural groups and/or communities of color. Commitment and experience of the agency reflects effective, mutually beneficial relationships with other organizations (such as grassroots or community-based organizations, churches, community networks, etc.) that are reflective of the populations being served.

ACCESSIBLE through language, location, and delivery style. Agencies have the capacity

to overcome mainstream barriers and/or provide effective alternative strategies that enable residents to easily access mainstream and nontraditional projects and services.

D. Housing First and Low Barrier

Housing First is an approach to quickly and successfully connect households experiencing homelessness to services, programs, and housing options without preconditions and barriers to entry. Supportive services are offered to maximize housing stability and prevent returns to homelessness as opposed to addressing predetermined treatment goals prior to housing entry. The core features of Housing First include:

- Few to no programmatic prerequisites to permanent housing entry such as demonstration of sobriety, completion of treatment programs or agreeing to comply with treatment.
- Low barrier admission policies which are designed to “screen in” rather than screen-out participants with the greatest barriers to housing such as having no or very low income, poor rental history, or criminal histories.
- Supportive services are voluntary but can and should be used to persistently engage participants to ensure housing stability-services are proactively offered to help achieve and maintain housing stability but are not a condition of tenancy. Harm reduction and motivational interviewing techniques may be useful.
- Practices and policies to prevent lease violations and evictions; for example, alcohol and drug use are not considered lease violations unless such use results in disturbances to neighbors or is associated with illegal activity. Housing First models may also have policies that provide some flexibility in when rent payment is due.

Housing First projects ensure housing and service options are modified to meet the unique needs of each household requesting services and that participants are offered the services that they identify as important to them.

E. Person-Centered System of Care

A person-centered approach responds to the unique needs of each family and individual based on a brief assessment of their needs, strengths, and vulnerabilities. Once assessed, people are matched to the appropriate service and housing resources. Services should be customized to fit an individual’s needs rather than expecting an individual to follow strict programmatic guidelines for services they may or may not need.

F. Partnerships and Collaboration/Improved Coordination of Services

A systemic response to homelessness involves more than having quality individual projects available. Those projects must be accessible, coordinated, and achieving results.

BCHCOC encourages partnerships and collaborations that contribute to increasing access to services (expanding hours, adding locations, etc.), strengthening culturally competent services, and improving housing outcomes.

BCHCOC is particularly interested in partnerships that are jointly designed and formalized through subcontract arrangements. The partnerships should focus on strengthening the capacity of partners, a commitment to collecting and using data, and the leveraging of investments by other public or private organizations committed to the project.

G. Participation in Coordinated Entry (aka: Resource Connect Butte)

Coordinated Entry (CE) / Resource Connect Butte (RCB) is a coordinated system to ensure that all people experiencing a housing crisis have fair and equal access to housing assistance, and are quickly identified, assessed for, and connected to housing and homeless assistance based on their strengths and needs. It uses standardized tools and practices, incorporates a system-wide housing first approach, and coordinates assistance so that those with the most severe service needs are prioritized. This approach has been adopted locally, and is guided by the U.S. Office of Housing and Urban Development's (HUD) Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act.

Participation in Butte County's CE/RCB system is required during the contract period. Participation in CE/RCB includes: system (unless the applicant is a victim service provider or legal service provider, in which case it must use a comparable database and provide de-identified information to the CoC)

- Using CE/RCB to fill housing vacancies, unless an exception is granted in accordance with the CE/RCB Standard Operations Manual;
- Ensuring new projects are accurately set up in HMIS;
- Coordinating with CE/RCB to ensure effective, person-centered services;
- Participation in Impact Team/By-Name List (BNL) work; and
- Participation with service providers, funders, consumers and other stakeholders in RCB continuous improvement efforts

H. Best Practices/Demonstrated Success

Projects should be designed to assist families, individuals, youth, and young adults to obtain and/or maintain stable permanent housing, and should reflect the best practices. Data analysis and project evaluation should be included in project design to improve performance and ensure that outcomes are being achieved.

I. System Priorities

- Projects that receive funding through the 2018 HEAP RFP will be required to prioritize households who meet the HUD definition of literally homeless, which is defined as a household that is living in a place not meant for habitation, or residing in emergency shelter prior to project entry per the Types of Residence field in the Homeless Management and Information System (HMIS) database.

- Based on HUD definitions, persons fleeing domestic violence are eligible to access all homeless services. BCHCOC also recognizes that domestic violence survivors are best served in specialized programs. Projects serving youth and young adults may also serve participants at imminent risk of homelessness within 14 days of eviction. Homelessness Prevention projects can serve participants at imminent risk of homelessness in 14 days or less.
- Projects should use a progressive engagement approach to prepare people experiencing homelessness for permanent housing, connect and refer them to housing services, and/or support their attainment and retention of permanent housing. Crisis response and basic needs services such as outreach, shelters and day centers, hygiene centers, and transitional housing should include staffing (in-house or through a partnership) to support permanent housing outcomes.
- Projects must follow the guidelines of the Federal Fair Housing Act which prohibits discrimination on the basis of protected class. Projects should provide equal access to projects, shelter and housing regardless of race or gender identity, and should be able to accommodate specific requests related to sleeping and bathing facility access.
- Projects should encourage staff training in Fair Housing and Civil Rights, and strive to address Fair Housing goals through service delivery:
 - Promote greater housing choice within or outside areas of concentrated poverty
 - Promote access to areas of higher opportunity including access to jobs, community assets (e.g. parks, schools, libraries, etc.), and transit
 - Provide equal access to all projects and services for all participants
 - Be knowledgeable about the rights of LGBTQ individuals and have protocols in place for accommodating their needs within projects
 - Ensure that staff and management understand and take action to improve access for people with diverse abilities. Consider your agency communication tools, hiring practices, physical environment barriers and community outreach practices when reviewing accessibility challenges

VI. AGENCY / ENTITY ELIGIBILITY

Applications for this RFP will be accepted from any legally constituted entities that meet the following minimum eligibility requirements:

- Applicant must meet all licensing requirements that apply to its organization. Companies must license, report and pay taxes to the State or Local Business License Entity, if they are required by the laws of those jurisdictions.
- Applicant must have a Federal Tax ID number/employer identification number (EIN) to facilitate payments.
- The applicant’s status as a legal entity must be in good standing and must not have been

- revoked in the previous 3 calendar years.
- Applicant must be incorporated as a private non-profit corporation in the State of California and must have been granted 501(C) (3) tax exempt status by the United States Internal Revenue Service, the applicant's 501(C) (3) status must be in good standing and must not have been revoked in the previous calendar year.
OR
 - Applicant is a federally-recognized Indian tribe in the State of California OR
 - The applicant is a jurisdiction, public department or agency or public corporation, commission, other legal entity.

VII. PARTICIPANT DATA AND REPORTING

Agencies must be able to collect and report participant-level demographic and service data as stated in any resulting contract. Agencies must implement policies and procedures to ensure privacy and confidentiality of participant records for both paper files and electronic databases. Agencies must use the existing HMIS system (unless the applicant is a victim service provider or legal service provider, in which case it must use a comparable database and provide de-identified information to the CoC) to enter data and adhere to data quality procedures as stipulated in the BCHCoC HMIS Standard Operating Procedures.

Agencies will be required to report participant-level data, project services/activities, numbers of households assisted, and project outcomes utilizing HMIS as a condition of funding. Direct data entry is required in all cases, except for agencies with prior written approval from the BCHCoC or as restricted by state or federal regulations.

VIII. SELECTION PROCESS

This RFP is competitive. All interested parties must submit a complete application packet (as outlined in Section II of the Guidelines and Application Instructions) by the deadline to be considered for funding. All completed applications turned in on or before the deadline that meets the agency eligibility requirements (as outlined in Section II of the Guidelines and Application Instructions) will be reviewed and individually scored by members of the rating committee.

Applications not meeting requirements of minimum eligibility or application completeness will be deemed ineligible and will be eliminated from further consideration. BCHCoC reserves the right to seek clarification and accept or waive any nonmaterial irregularities or informalities in determining whether an application is eligible.

Eligible and complete applications will be rated based on the criteria for providing the required services outlined in the Guidelines and Application Instructions, Agency Application, and each Project Application. BCHCoC reserves the right to contact the

primary contact person listed on the agency’s completed Application Cover Sheet to clarify application contents. BCHCOC also reserves the right to schedule and conduct interviews and/or site visits with some or all applicants prior to forwarding funding recommendations to the BCHCOC Council.

Each application will have a maximum score of 100 points:

Area	Max Points
Program Description	30
Goals & Outcomes	25
Organizational Capacity & Experience	20
Budget	15
Past Performance and Data Collection	10

Following the rating process, including interviews if any, the rating committee will forward its funding recommendations to the BCHCOC Council for final decision regarding the award(s).

Notification of investment awards will be sent to the Executive Director of the applicant agency (or similar level agency management staff indicated on the application cover sheet).

Due to the competitive nature of this RFP, beyond any scheduled information sessions offered by BCHCOC, no individual technical assistance will be provided until the appeals process has closed.

Applicants may not rely on oral communication from BCHCOC staff at any information session, interview, site visit or otherwise and must review all written materials and addendums related to this RFP.

BCHCOC reserves the right to make an award(s) without further discussion of the proposal submitted. Therefore, the application should be submitted on the most favorable terms. If the application is selected for funding, applicants should be prepared to accept the proposed terms for incorporation into a contract resulting from this RFP.

BCHCOC also reserves all rights not expressly stated in the RFP, including making no awards, awarding partial funding, or increasing funding based on budget availability, and negotiating with any proposer regarding the funding amount and other terms of any contract resulting from this RFP.

Projects, scopes and budgets are subject to negotiation and changes based on CoC priorities, opportunities and community needs.

IX. APPLICATION INSTRUCTIONS

A. Submission Instructions & Deadline

Completed application packets are due by 5:00pm on October 31, 2018.

Application packets must be received in person, by mail, or via email. No faxed proposals will be accepted. Proposals must be received and date/time stamped by the 5:00pm deadline on October 31, 2018. *Incomplete proposals or proposals that do not meet the minimum eligibility requirements outlined in this Request for Proposal will not be accepted or reviewed for funding consideration.*

A completed application consists of the following:

- Application Cover Sheet – Submitted by October 11, 2018
- One completed Entity Application
- One completed Project Application for **each** proposed project
- Proposed Project Budget and Proposed Personnel Detail for **each** proposed project
 - Must Use Format Supplied
- Agency Budget for 2018
 - If the applicant is a City, Town or County Department, please provide Departmental or Program Budget.
- Board of Directors' Roster, waived for City/County Government Applicants
- Verification of legal entity status (see above for eligible entity list)
- A copy of the agency's current fiscal year's financial statements reports, consisting of the Balance Sheet, Income Statement and Statement of Cash Flows, certified by the agency's CFO, Finance Officer, or Board Treasurer, waived for City/County Government Applicants
- A copy of the agency's most recent fiscal year-ending Form 990 report or equal
- A copy of the Agency's most recent Auditors Report , waived for City/County Government Applicants
- A current certificate of liability insurance, waived for City/County Government Applicants
- Entity Certification – See Appendix A

Applicants must make arrangements to ensure that applications are received by BCHCOC by the deadline, regardless of the submission method selected. BCHCOC is not responsible for ensuring that applications are received by the deadline.

- Electronic Submittal: Application packets may be submitted electronically via email to: jenniferg@butte-housing.com
- Hand Delivery or US Mail: The application packet can be hand-delivered or mailed to:
Butte Countywide Homeless Continuum of Care RFP Response – HEAP
Attn: Jennifer Griggs
2039 Forest Ave
Chico, CA 95928

B. Format Instructions

1. Applicants should complete only **one Entity Application**, and should complete **one Project Application for each project requested for funding**. Each Project Application includes a set of application questions specific to the project and related budget forms. For example, if an applicant is applying for three separate projects, it should submit one Entity Application and three Project Applications (one for each project) in addition to other required materials.
2. **Applicants should enter responses directly into each application or form.** There is no need to create additional documents.
3. Applications will be rated only on the information requested and outlined in this Request for Proposal, including any clarifying information requested by BCHCOC. Do not include a cover letter, brochures, or letters of support. Applications that do not follow the required format may be deemed ineligible and may **not** be rated.
4. Each application should be completed using the template provided. The application document is locked for easy checkbox and narrative response in BCHCOC's standard format (one inch margins, single spacing, and minimum size 11-point font).
5. The Entity Application may not exceed a total of 8 pages, and each Project Application may not exceed a total of 8 pages. Pages which exceed the page limitation will not be included in the rating.

C. Application Materials

<p>APPLICATION MATERIALS</p> <ul style="list-style-type: none"> Application Cover Sheet – Complete Only Once Entity Application – Complete Only Once Project Applications and Budget Documents– Complete One Per Project <ul style="list-style-type: none"> • Services • Rental Assistance or Subsidies • Capital Improvement Budget 	<p>Application materials are located on the BCHCOC RFP web page</p>
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Appendix A - Entity Certification:

This certification attests to awareness and agreement to the content of this RFP and all accompanying calendar schedules and provisions contained herein.

The entity must ensure that the following certificate is duly completed and correctly executed by an authorized officer/person of your organization.

This proposal is submitted in response to **HEAP FUNDING** issued by the Butte Countywide Homeless Continuum of Care, in Butte County California.

The undersigned is a duly authorized officer, hereby certifies that:

(Organization Name)

Agrees to be bound by the content of this proposal and agrees to comply with the terms, conditions, and provisions of the referenced RFP and any addenda thereto in the event of an award. Exceptions are to be noted as stated in the RFP.

The undersigned further certify that their firm (check one):

- IS
- IS NOT

Currently debarred, suspended, or proposed for debarment by any local, state or federal entity. The undersigned agree to notify Butte Countywide Continuum of Care of any change in this status, should one occur, until June 30, 2021.

Person[s] authorized to negotiate for purposes of this RFP are:

Name:	Title:
Signature:	Date:

Name:	Title:
Signature:	Date:

Signature of Authorized Officer:

Name:	Title:
Signature:	Date:

Appendix B - Glossary of Terms

AFFORDABLE HOUSING: housing costs (including utility costs) that make up no more than 30%-50% of a household's income which reduce incidences of homelessness among the working poor.

ANNUAL HOMELESS ASSESSMENT REPORT (AHAR): (as defined by HUD) uses collective Homeless Management Information System (HMIS) data from communities across the country, as well as the CoC applications to produce an annual report to U.S. Congress on the extent and nature of homelessness. It provides nationwide estimates of homelessness, including information about the demographic characteristics of homeless persons, and the capacity to house homeless persons.

ANNUAL PERFORMANCE REPORT (APR): (as defined by HUD) Report that tracks program progress and accomplishments in HUD's competitive homeless assistance programs. The APR provides the grantee and HUD with information necessary to assess each grantee's performance.

APPLICANT: an entity that applies for funds. If selected the applicant becomes the grantee and is responsible for the overall management of the grant, including drawing grant funds and distributing them to project sponsors. The applicant is also responsible for supervision of project sponsor compliance with grant requirements. The applicant may also be the project sponsor.

BASIC NEEDS: physiological needs such as hunger, thirst, bodily comforts, etc. associated with the lowest level of human need on Maslow's Hierarchy of Needs.

BRIDGE HOUSING: is a hybrid of emergency shelter and transitional housing to serve the population that requires short term housing and supportive services to achieve self-sufficiency or to access available Permanent Supportive Housing.

CENTRALIZED OR COORDINATED ASSESSMENT SYSTEM: (as defined by HUD) means a centralized or coordinated process designed to coordinate program participant intake assessment and provision of referrals. A centralized or coordinated assessment system covers the geographic area, is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool.

CHRONIC HOMELESSNESS: HUD defines a chronically homeless person as an unaccompanied homeless individual with a disabling condition who has either been continuously homeless for a year or more, or has had at least four episodes of homelessness in the past three years. To be considered chronically homeless, persons must have been sleeping in a place not meant for human habitation (e.g., living on the streets) and/or in an emergency homeless shelter during that time.

CLIENT INTAKE: The process of collecting client information upon entrance into a program.

COLLABORATIVE APPLICANT: (as defined by HUD) means the eligible applicant that has been designated by the Continuum of Care to apply for a grant for Continuum of Care funds on behalf of the Continuum.

CONSUMER: An individual or family who has or is currently is experiencing homelessness.

CONTINUUM OF CARE (CoC) – A community with a unified plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximize self-sufficiency. HUD funds many homeless programs and HMIS implementations through Continuums of Care grants.

COVERED HOMELESS ORGANIZATIONS (CHO) – Any organization (including its employees, volunteers, affiliates, contractors, and associates) that records, uses, or processes data on homeless clients for an HMIS. The requirements of the HMIS Final Notice apply to all Covered Homeless Organizations.

CURRENT INVENTORY: a complete listing of the community’s existing beds and supportive services, reflecting a certain point in time.

DATA QUALITY – The accuracy and completeness of all information collected and reported to the HMIS.

DE-IDENTIFICATION: The process of removing or altering data in a client record that could be used to identify the person. This technique allows research, training, or other non-clinical applications to use real data without violating client privacy.

DEVELOPMENTAL DISABILITY: (as defined by HUD) as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C. 15002):

1. A severe, chronic disability of an individual that—
 1. Is attributable to a mental or physical impairment or combination of mental and physical impairments;
 2. Is manifested before the individual attains age 22;
 3. Is likely to continue indefinitely;
 4. Results in substantial functional limitations in three or more of the following areas of major life activity:
 1. Self-care;
 2. Receptive and expressive language;
 3. Learning;
 4. Mobility;
 5. Self-direction;
 6. Capacity for independent living;
 7. Economic self-sufficiency.
 5. Reflects the individual’s need for a combination and sequence of special, interdisciplinary, or generic services, individualized supports, or other forms of assistance that are of lifelong or extended duration and are individually planned and coordinated.
2. An individual from birth to age 9, inclusive, who has a substantial developmental delay or specific congenital or acquired condition, may be considered to have a developmental disability without meeting three or more of the criteria described in paragraphs (1)(i) through (v) of the definition of “developmental disability” in this section if the individual, without services and supports, has a high probability of meeting these criteria later in life.

DISABLING CONDITION: A disabling condition in reference to chronic homelessness is defined by HUD as a diagnosable substance use disorder, serious mental illness, developmental disability, or chronic physical illness or disability, including the co-occurrence of two or more of these conditions. A disabling condition limits an individual's ability to work or perform one or more activities of daily living.

DISCHARGE PLANNING / PLACEMENT PLANNING: the case plan which identifies client needs when transitioning from one type of setting or service to another and connects the client to appropriate community resources to ensure stability once discharged or placed.

DIVERSION: is a strategy that prevents homelessness for people seeking shelter by helping them identify immediate alternate housing arrangements and, if necessary, connecting them with services and financial assistance to help them return to permanent housing.

DOMESTIC VIOLENCE (DV): Occurs when a family member, partner or ex-partner attempts to physically or psychologically dominate another. Includes physical violence, sexual abuse, emotional abuse, intimidation, economic deprivation, and threats of violence. Violence can be criminal and includes physical assault (hitting, pushing, shoving, etc.), sexual abuse (unwanted or forced sexual activity), and stalking. Although emotional, psychological and financial abuse are not criminal behaviors, they are forms of abuse and can lead to criminal violence. There are a number of dimensions of DV. Including: mode – physical, psychological, sexual and/or social; frequency – on/off, occasional, chronic; and severity – in terms of both psychological or physical harm and the need for treatment, including transitory or permanent injury, mild, moderate, and

ELIGIBLE APPLICANT: (as defined by HUD) a private nonprofit organization, State, local government, or instrumentality of State and local government.

EMERGENCY HOUSING: is immediate night time shelter with the additional option of short-term extended stay.

EMERGENCY SHELTER (ES): Any facility whose primary purpose is to provide temporary shelter for the homeless in general or for specific populations of the homeless.

ENHANCED PROPERTY MANAGEMENT: base operating expenses (typical property management related activities such as repairs, maintenance, rent payment collection, lease issues), plus the costs of “enhanced” or “enriched” management that may include, for example, 24 hour front desk coverage, security, and/or resident services coordination.

FAIR MARKET RENT (FMR): (as defined by HUD) is the gross rent estimate set by U.S Department of Housing and Urban Development (HUD) to determine the eligibility of rental housing units for Section 8 Housing Assistance Payment Program. Section 8 Rental Certificate program participants cannot rent units whose rents exceed the FMRs. HUD sets FMRs to assure that a sufficient supply of rental housing is available to program participants.

FAITH-BASED ORGANIZATION: (As defined by the Federal Office of Faith Based Initiatives)

- A religious congregation (church, mosque, synagogue, or temple)
- An organization, program, or project sponsored/hosted by a religious congregation (may be incorporated or not incorporated)
- A nonprofit organization founded by a religious congregation or religiously-motivated incorporators and board members that clearly states in its name, incorporation, or mission statement that it is a religiously motivated institution • a collaboration of organizations that clearly and explicitly includes organizations from the previously described categories.

GOALS OF THE MCKINNEY VENTO ACT: three primary goals of all HUD-funded homeless projects; namely, to support programs and service that help homeless persons (1) achieve residential stability, (2) increase their skill levels and/or income and (3) obtain greater self-determination.

GRASSROOTS ORGANIZATION: an organization that is headquartered in the local community in which it provides services; and:

- has social service budget of \$300,000 or less which does not include salaries and expenses not directly expended in the provision of social services, or
- Have six or fewer full-time equivalent employees. Local affiliates of national organizations are not considered “grassroots.”

GREATER SELF-DETERMINATION: increases in a participant’s ability to make decisions that affect their lives. Those increases may result from such actions as involvement in the development of his/her individual housing and supportive services plan (including developing personal goals), participating in resident advisory council meetings or other involvement in the development of program rules and procedures, involvement in program implementation through such activities as employment and volunteer services, and choice in selecting services providers.

Health Insurance Portability and Accountability Act of 1996 (HIPAA) – U.S. law designed to provide privacy standards to protect patients’ medical records and other health information provided to health plans, doctors, hospitals, and other health care providers. Developed by the Department of Health and Human Services, these standards provide patients access to their medical records and give them more control over how their personal health information is used and disclosed.

HMIS LEAD ORGANIZATION: The central organizations that will house those individuals who will be directly involved in implementing and providing operational, training, technical assistance, and technical support to participating agencies.

HOMELESS: a person sleeping in a place not meant for human habitation (e.g. living on the streets) or in an emergency shelter; or a person in transitional housing for homeless persons who originally came from the street or an emergency shelter. Also, a person may be considered homeless if, without assistance from a service-provider, they would be living on the streets. This includes persons being evicted within a week from a private dwelling with no subsequent residence identified and lacks the resources and support networks needed to obtain housing; or being evicted within a week from an institution in which the person has been a resident for more than 30 consecutive days with no subsequent residence identified and he/she lacks the resources and support networks needed to obtain housing.

HOMELESS EMERGENCY ASSISTANCE AND RAPID TRANSITION TO HOUSING ACT (HEARTH Act) : (as defined by HUD) On May 20, 2009, President Obama signed into law a bill to reauthorize HUD's McKinney-Vento Homeless Assistance programs. It consolidates three of the separate homeless assistance programs administered by HUD under the McKinney-Vento Homeless Assistance Act into a single grant program, and revises the Emergency Shelter Grants program and renames it the Emergency Solutions Grants program. The HEARTH Act also codifies in law the Continuum of Care planning process, a longstanding part of HUD's application process to assist homeless persons by providing greater coordination in responding to their needs. The HEARTH Act also directs HUD to promulgate regulations for these new programs and processes.

HOMELESS MANAGEMENT INFORMATION SYSTEMS (HMIS): a computerized data collection application designed to capture client-level information over time on the characteristics and service needs of men, women and children experiencing homelessness, while also protecting client confidentiality. It is designed to aggregate client-level data to generate an unduplicated count of clients served within a community's system of homeless services.

HOUSING INVENTORY CHART (HIC) – Consists of three housing inventory charts for: emergency shelter, transitional housing, and permanent supportive housing.

HOUSING INVENTORY COUNT (HIC): (as defined by HUD) Collects information about all of the beds and units in each Continuum of Care homeless system, categorized by Emergency Shelter, Transitional Housing, HPRP Homeless Assistance, Safe Haven and Permanent Supportive Housing.

HOUSING SERVICES: agency or organization providing housing related services which may include: recruitment of housing units for homeless clients and site monitoring, mediation between landlord and tenant, tenant rights and responsibility education, and inform caseworker of any major issues i.e. eviction notices, criminal activity, etc. This may include positions such as: Housing Recruiter, Housing Harvester, Housing Specialist, etc....where individual persons are responsible for part or all of the functions mentioned above.

HUMAN TRAFFICKING: Is the illegal trade of human beings through abduction, the use of threat or force, deception, fraud, or sale for the purpose of forced labor and/or commercial sex. As defined under U.S. federal law, victims of human trafficking include children involved in the sex trade, adults age 18 or over who are coerced or deceived into commercial sex acts, and anyone forced into different forms of "labor or services," such as domestic workers held in a home, or farmworkers forced to labor against their will.

INFORMED CONSENT: A client is informed of options of participating in an HMIS system and then specifically asked to consent. The individual needs to be of age and in possession of all of his faculties (for example, not mentally ill), and his/her judgment not impaired at the time of consenting (by sleep, illness, intoxication, alcohol, drugs or other health problems, etc.).

INTENSIVE CASE MANAGEMENT: a more comprehensive application of the activities and skills of case management, which include:

- **Outreach and client identification:** to attempt to enroll clients not using normal regular or mainstream services
- **Assessment:** to determine a person's current and potential strengths, weaknesses and needs
- **Planning:** to develop a specific, comprehensive, individualized treatment and service plan
- **Linkage:** to transfer clients to necessary services and treatments provided in the community
- **Monitoring:** to conduct ongoing evaluation of client progress and needs
- **Client Advocacy:** to intercede on behalf of a specific client or a class of clients to ensure equity and appropriate services
- **Direct Service:** provision of clinical services or financial assistance to overcome barriers
- **Crisis Intervention:** assisting clients in crisis to stabilize through direct interventions and mobilizing needed supports and services
- **System Advocacy:** intervening with organizations or larger systems of care in order to promote more effective, equitable, and accountable services to a target client or group
- **Resource Development:** attempting to create additional services or resources to address the needs of clients
- **Discharge Planning:** implementing many of the above functions again to help client plan to transition from one type of setting or service program to another. Intensive case management requires a higher level of commitment of an agency's and case worker's resources and time, and the majority of activities typically occur with the client in the field.

LEVERAGING: a written commitment documented on letterhead stationary, signed and dated by an authorized representative, which must contain the following elements: • the type of contribution (e.g. cash, child care, case management, etc.) • the value of the contribution • the name of the project and its sponsor organization to which the contribution will be given • the date the contribution will be available

MAINSTREAM SERVICES: government funded programs that provide services, housing and income supports to poor persons, whether homeless or not. They include programs providing welfare, health care, mental health care, substance abuse treatment, veteran' assistance, housing subsidies and employment services.

MOBILE CRISIS INTERVENTION: work done in the field, providing needed intervention, assessment, treatment referrals and other related services to address the immediate crisis facing those in need. Mobile outreach teams will respond quickly to emergency actions by local municipalities and provide coordinated outreach efforts to homeless individuals in response to interventions and clean up efforts. These teams may also respond to requests for assessment and

OPERATING COSTS: the costs associated with the day-to-day operation of the shelter or supportive housing facility and includes payment for shelter management (including salaries), maintenance, operation, supplies, rent, repairs, security, fuel, equipment, insurance, utilities, food and furnishings.

OUTCOMES: showing how a project benefits the community or people it serves; or, stated another way, how is the person or community changed as a result of the activity of the project? One chooses an outcome based on the purpose for the activity; it may help to answer the question "Why would the CoH fund this activity?" The outcome is designed to capture the nature of the change or expected result of the objective that the project seeks to achieve. It is possible that a particular project activity could be categorized in

different ways, depending upon the intent.

PERMANENT HOUSING: (as defined by HUD) is the community-based housing without a designated length of stay, and includes both permanent supportive housing and rapid rehousing. To be permanent housing, the program participant must be the tenant on a lease for a term of at least one year, which is renewable for terms that are a minimum of one month long, and is terminable only for cause.

PERFORMANCE MEASURES: A process that systematically evaluates whether your program's efforts are making an impact on the clients you are serving.

PERMANENT SUPPORTIVE HOUSING: Long-term, community-based housing that has supportive services for homeless persons with disabilities. This type of supportive housing enables special needs populations to live as independently as possible in a permanent setting. The supportive services may be provided by the organization managing the housing or coordinated by the applicant and provided by other public or private service agencies. Permanent housing can be provided in one structure or several structures at one site or in multiple structures at scattered sites. There is no definite length of stay.

POINT IN TIME (PIT): (as defined by HUD) is a snapshot of the homeless population taken on a given day. It provides a count of sheltered and unsheltered homeless persons from either the last biennial count or a more recent annual count. This count includes a street count in addition to a count of all clients in emergency and transitional beds.

PREVENTION: financial assistance and other services that directly results in the maintenance of housing and/or prevention of eviction. Consumers are not homeless prior to coming into the program. This includes housing provided to those discharged from an institution (i.e. hospital, jail, mental health facility).

- **One time financial assistance:** utilities, rent, mortgage assistance
- **Short term housing subsidy:** up to 6 months of mortgage, rental or utility assistance
- **Payee services:** program that manages a consumer's entitlement benefits (i.e. SSI, SSA, VA, TANF) to ensure their needs for housing are met consistently
- **Legal services:** non-financial legal advisement or representation that assists consumers with eviction prevention or fair housing advocacy
- **Crisis intervention:** non-financial mediation and negotiation between landlords and/or client which facilitates the maintenance of housing

PRIVATE NONPROFIT ORGANIZATION: (as defined by HUD) means an organization:

1. No part of the net earnings of which inure to the benefit of any member, founder, contributor, or individual;
2. That has a voluntary board;
3. That has a functioning accounting system that is operated in accordance with generally accepted accounting principles, or has designated a fiscal agent that will maintain a functioning accounting system for the organization in accordance with generally accepted accounting principles; and
4. That practices nondiscrimination in the provision of assistance. A private nonprofit organization does not include governmental organizations, such as public housing agencies.

PRIVATE NONPROFIT STATUS: status that is documented by a copy of the Internal Revenue Service (IRS) ruling proving tax-exempt status under Section 501(c)(3) of the IRS Code; and

1. no part of the net earnings of which may inure to the benefit of any member, founder, contributor, or individual;
2. that has a voluntary board of not less than five (5) unrelated persons;
3. that has a functioning accounting system that is operated in accordance with generally accepted accounting principles, or has designated an entity that will maintain a functioning accounting system for the organization in accordance with generally accepted accounting principles;
4. that practices nondiscrimination in the provision of assistance; AND
5. has all required licenses and certifications to do business in the State

PROGRAM PARTICIPANT: (as defined by HUD) is an individual (including an unaccompanied youth) or family who is assisted with Continuum of Care program funds.

PROJECT: (as defined by HUD) Is a group of eligible activities, such as HMIS costs, identified as a project in an application to HUD for Continuum of Care funds and includes a structure (or structures) that is (are) acquired, rehabilitated, constructed, or leased with assistance provided under this part or with respect to which HUD provides rental assistance or annual payments for operating costs, or supportive services under this subtitle.

PUBLIC NONPROFIT STATUS: a letter or other document from an authorized official stating that the organization is a public nonprofit organization.

QUALITY: a degree of excellence or superiority in kind. The degree to which services and supports for individuals and populations increase the likelihood for desired housing and quality of life outcomes and are consistent with current professional knowledge.

RACE: Identification within five racial categories: American Indian or Alaska Native, Asian, Black or African American, Native Hawaiian or Other Pacific Islander, and White

RECIPIENT: (as defined by HUD) is an applicant that signs a grant agreement with HUD.

RENOVATION/REHABILITATION/CONVERSION OF BUILDING:

- **CONVERSION:** a change in the use of a building to a shelter for the homeless, where the cost of conversion and any rehabilitation costs exceed 75 % of the value of the building before conversion. If such costs do not exceed 75 % of the value of the building before conversion, they are to be considered rehabilitation. The conversion of any building to shelter the homeless must meet local government safety and sanitation standards. For projects of 15 or more units where rehabilitation costs are 75 % or more of the replacement cost of the building, that project must meet the requirements of 24 CFR 8.23(a) concerning accessibility requirements of Section 504 of the Rehabilitation Act of 1973, as amended.
- **MAJOR REHABILITATION:** rehabilitation that involves costs in excess of 75% of the value of the building before rehabilitation. Major rehabilitation must meet local government safety and

sanitation standards. In addition, for projects of 15 or more units where rehabilitation costs are 75% or more of the replacement cost of the building, that project must meet the requirements of 24 CFR 8.23(a) concerning accessibility requirements of Section 504 of the Rehabilitation Act of 1973, as amended.

- **REHABILITATION:** labor, materials, tools, and other costs of improving buildings, including repair directed toward an accumulation of deferred maintenance; replacement of principal fixtures and components of existing buildings; installation of security devices; and improvement through alterations or incidental additions to, or enhancement of, existing buildings, including improvements to increase the efficient use of energy in buildings, and structural changes necessary to make the structure accessible for persons with physical handicaps. Rehabilitation also includes the conversion of a building to shelter for the homeless, where the cost of conversion and any rehabilitation costs do not exceed 75% of the value of the building before conversion. Rehabilitation must meet local government safety and sanitation standards. In addition, for projects of 15 or more units where rehabilitation costs are 75 % or more of the replacement cost of the building, that project must meet the accessibility requirements of the Americans With Disabilities Act of 1991, or where rehabilitation costs are less than 75% of the replacement cost of the building, that project must meet the requirements of 24 CFR 8.23(b) concerning accessibility requirements of the Americans With Disabilities Act of 1991.
- **RENOVATION:** rehabilitation that involves costs of 75% or less of the value of the building before rehabilitation. Renovations must meet local government safety and sanitary standards. In addition, for projects of 15 or more units where rehabilitation costs are less than 75% of the replacement cost of the building, that project must meet the requirements of 24 CFR 8.23(b) concerning accessibility requirements of Section 504 of the Rehabilitation Act of 1973, as amended.
- **VALUE OF THE BUILDING:** the monetary value assigned to a building by an independent real estate appraiser, or as otherwise reasonably established by the grantee.

RESIDENT SERVICES COORDINATION: refers to apartment complexes or property owners who arrange for provision of basic services to help connect residents to needed assistance to support stable tenancy. Staff can be an employee of the landlord/property owner or the employee of a non-profit agency through a partnership agreement.

RESIDENTIAL STABILITY: access to, and length of stay in, stable affordable housing. Achieving residential stability involves not only the availability of affordable, permanent housing, but also the success of the program in addressing the problems that led to the person or household becoming homeless. Those problems may involve mental illness, substance abuse, physical disabilities, unemployment, or other factors.

SAFE HAVEN: (as defined by HUD) means, for the purpose of defining chronically homeless, supportive housing that meets the following:

1. Serves hard to reach homeless persons with severe mental illness who came from the streets and have been unwilling or unable to participate in supportive services;
2. Provides 24-hour residence for eligible persons for an unspecified period;
3. Has an overnight capacity limited to 25 or fewer persons; and
4. Provides low-demand services and referrals for the residents.

SELF-SUFFICIENCY: a self-sufficient individual or family that ultimately lives with minimal, if any, public or private assistance. SF 424: the applicant cover sheet required to be submitted by applicants requesting HUD Federal Assistance.

SHELTER: any type of agency-sponsored housing activity whereby the agency provides temporary housing accommodations for clients. Shelter activities may include: • Emergency Shelter where placement is based on the client's emergent need and duration is typically less than 90- 120 days

- Program Shelter where placement is based on a client's emergent need and duration is contingent upon participation in a program (sobriety, work or other)
- Transitional Shelter where placement is based on client's eligibility and appropriateness for the program and duration does not exceed 24 months.

The term shelter encompasses buildings, facilities and accommodations paid for by the agency, thus including any apartment living arrangements paid by the tenant-based rental assistance vouchers provided by an agency or participation in an agency's program.

SUPPLEMENTAL SECURITY INCOME (SSI): A monthly stipend provided to aged (legally deemed to be 65 or older), blind, or disabled persons based on need, paid by the U.S. Government.

SUPPORTIVE SERVICES: Services that may assist homeless participants in the transition from the streets or shelters into permanent or permanent supportive housing, and that assist persons with living successfully in housing.

SUPPORTIVE SERVICES ONLY (SSO) – Projects that address the service needs of homeless persons. Projects are classified as this component only if the project sponsor is not also providing housing to the same persons receiving the services. SSO projects may be in a structure or operated independently of a structure, such as street outreach or mobile vans for health care.

ROOM OCCUPANCY (SRO): the SRO Program provides rental assistance for homeless persons in connection with the moderate rehabilitation of SRO dwellings. SRO housing contains units for occupancy by one person. These units may contain food preparation or sanitary facilities, or both. For SRO projects funded from the federal HUD CoC Homeless Funding, rental assistance for SRO units is provided for a period of 10 years. Owners are compensated for the cost of some of the rehabilitation (as well as the other costs of owning and maintaining the property) through the rental assistance payments. To be eligible for assistance, a unit must receive a minimum of \$3,000 of rehabilitation, including its prorated share of work to be accomplished on common areas or systems, to meet housing quality standards (HQS).

SUBRECIPIENT: (as defined by HUD) is a private nonprofit organization, State, local government, or instrumentality of State or local government that receives a subgrant from the recipient to carry out a project.

SUPPORTIVE SERVICES: (also known as essential services) address the service needs of homeless persons, such as employment, health, drug abuse treatment, or education, to help homeless persons meet three overall goals: (1) achieve residential stability; (2) increase their skill levels and/or incomes and (3)

obtain greater self-determination. Staff costs associated with case management or provision of supportive services is considered a supportive service. Supportive Services may include, but are not limited to:

- Assistance in obtaining permanent housing
- Assistance in obtaining other Federal, State or local assistance, including but no limited to;
 - Public assistance such as food stamps, TANF, medical cards, child support enforcement, child care subsidies, home energy assistance, etc.
 - Employment training and placement programs provided through the Department of Employment, Training and Rehabilitation or the Workforce Investment Act.
- Medical counseling and supervision
- Mental Health and psychological counseling and supervision
- Employment counseling
- Substance abuse treatment and counseling
- Other services such as child care payments, transportation assistance, job placement or job training. HUD funds cannot be used to supplant mainstream or other funding for these essential services.

SUPPORTIVE SERVICES DEFINITIONS

- **Outreach:** services and information about the availability of community resources delivered to people wherever they may reside. Common examples include: Street Outreach, Mobile Unit or Law Enforcement responses.
- **Employment Services:** education related to job skill development, on-the-job-training, referral, job placement, sheltered workshop, job coaching/shadowing, employment testing, and employment evaluation, as well as support and coaching provided after employment placement, to assist client in adjusting and maintaining a job
- **Case Management:** assessment, crisis intervention, linkage to services, monitoring client progress, system advocacy and discharge/placement planning. Case plan in chart required
- **Substance Abuse Care:** assessment, diagnosis, evaluation, treatment, aftercare. Requires licensed personnel CADAC, LADC, LCSW, Psychologist, MFT, MD
- **Mental Health Care:** assessment, crisis intervention, therapy, medication, diagnosis. Requires licensed personnel LCSW, Psychologist, MFT, MD. Medical Care: assessment, diagnosis, treatment, referral, medication. Requires licensed personnel APN, MD, RN
- **Housing Search/Placement:** determining eligibility for specific housing programs and providing the means to access housing, assistance in completing housing applications.
- **Life Skills:** education and training on: hygiene, time management, parenting, financial literacy, health and wellness, job readiness, transportation, communication, cooking, and nutrition.
- **Childcare:** subsidy or program that cares for minor children or children with a disability.
- **Education:** formal education that leads towards a high school diploma, GED, college diploma, or professional/continuing education. Also include stipends and scholarships.
- **Transportation:** bus/van services, taxi vouchers, gas vouchers, bus tickets/passes, financial assistance to repair a vehicle, car registration fees Deposit Assistance: financial assistance to pay for an apartment/home deposit.

TECHNICAL ASSISTANCE (TA): the facilitating of skills and knowledge in planning, developing, and administering activities under a grant program for entities that may need, but do not possess, such skills and

knowledge.

TRANSITIONAL HOUSING: housing coupled with supportive services that are provided for a maximum of 2 years. The primary purpose is to provide temporary housing (lasting at least three months, but not to exceed 24 months) with supportive services used to facilitate the movement of homeless individuals and/or families to permanent housing. The supportive services may be provided by the organization managing the housing, or coordinated by them and provided by other public or private agencies. The program rules, in turn, are designed to enhance the residents' self-sufficiency. Case management services are provided, as are other direct services designed to remove the obstacles individuals or families face when attempting to return to self-sufficiency.

TRANSPORTATION: the method of arriving at a desired destination. For the most part, homeless individuals and families rely on the Citizens Area Transit public transportation system, but many still own cars. Homeless clients need a variety of assistance with transportation, including financial assistance (with bus passes or gas vouchers), repairs, or sometimes accompaniment.

UNDUPLICATED COUNT: The number of people who are homeless within a specified location and time period. An unduplicated count ensures that individuals are counted only once regardless of the number of times they entered or exited the homeless system or the number of programs in which they participated. Congress directed HUD to develop a strategy for data collection on homelessness so that an unduplicated count of the homeless at the local level could be produced.

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT (HUD): HUD's mission is to increase homeownership, support community development and increase access to affordable housing free from discrimination. To fulfill this mission, HUD will embrace high standards of ethics, management and accountability and forge new partnerships—particularly with faith-based and community organizations—that leverage resources and improve HUD's ability to be effective on the community level.

VICTIM SERVICE PROVIDER: a nonprofit, nongovernmental organization including rape crisis centers, battered women's shelters, domestic violence transitional housing programs, and other programs whose primary mission is to provide services to victims of domestic violence, dating violence, sexual assault, or stalking

