Before Starting the CoC Application

The CoC Consolidated Application consists of three parts, the CoC Application, the CoC Priority Listing, and all the CoC's project applications that were either approved and ranked, or rejected. All three must be submitted for the CoC Consolidated Application to be considered complete.

 The Collaborative Applicant is responsible for reviewing the following:

 1. The FY 2019 CoC Program Competition Notice of Funding Available (NOFA) for specific application and program requirements.
 2. The FY 2019 CoC Application Detailed Instructions which provide additional information and guidance for completing the application.
 3. All information provided to ensure it is correct and current.
 4. Responses provided by project applicants in their Project Applications.
 5. The application to ensure all documentation, including attachment are provided.
 6. Questions marked with an asterisk (*), which are mandatory and require a response.

1A. Continuum of Care (CoC) Identification

Instructions:

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.
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1A-1. CoC Name and Number: CA-512 - Daly City/San Mateo County CoC

1A-2. Collaborative Applicant Name: San Mateo County Human Services Agency

1A-3. CoC Designation: CA

1A-4. HMIS Lead: San Mateo County Human Services Agency

1B. Continuum of Care (CoC) Engagement

Instructions:

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

1B-1. CoC Meeting Participants.

 For the period of May 1, 2018 to April 30, 2019, applicants must indicate whether the Organization/Person listed:
 1. participated in CoC meetings;
 2. voted, including selecting CoC Board members; and
 3. participated in the CoC's coordinated entry system.

Organization/Person	Participates in CoC Meetings	Votes, including selecting CoC Board Members	Participates in Coordinated Entry System
Local Government Staff/Officials	Yes	Yes	Yes
CDBG/HOME/ESG Entitlement Jurisdiction	Yes	Yes	Yes
Law Enforcement	Yes	Yes	Yes
Local Jail(s)	Yes	Yes	Yes
Hospital(s)	Yes	Yes	Yes
EMS/Crisis Response Team(s)	Yes	Yes	Yes
Mental Health Service Organizations	Yes	Yes	Yes
Substance Abuse Service Organizations	Yes	Yes	Yes
Affordable Housing Developer(s)	Yes	Yes	No
Disability Service Organizations	Yes	Yes	Yes
Disability Advocates	No	No	No
Public Housing Authorities	Yes	Yes	Yes
CoC Funded Youth Homeless Organizations	Yes	Yes	Yes
Non-CoC Funded Youth Homeless Organizations	Yes	Yes	Yes

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

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

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

(1) The San Mateo County Human Services Agency (HSA, the CoC Lead Agency) involves an array of stakeholders with an interest in preventing and ending homelessness. The CoC Steering Committee includes members with varying levels of expertise, including people with lived experience, homeless providers, mainstream services, the criminal justice system, the health system, the Public Housing Authority, CDBG entitlement cities, and others.
(2) Meetings are open to the public and non-members can attend. HSA maintains a list of community members who are notified of CoC meetings and provided information on CoC activities, trainings, and system updates. Interested parties are encouraged to participate, regardless of whether they are voting members. Meeting agendas are sent in advance and include opportunities for attendees to present information or provide input on CoC policies.
(3) HSA gathers input from entities and planning bodies working to address

homelessness through public meetings of the HOPE Interagency Council (a city/county/stakeholder coordinating body) and Community Action Agency, providers, and a range of local elected officials. Recently, HSA worked with CORA (the County's sole DV-specific service provider and a CoC funding recipient) to develop standards in compliance with HUD's Final Rule regarding VAWA 2013. HSA also invites various speakers to CoC and other meetings to share information about community resources, including a recent County's Office of Education presentation on services for students experiencing homelessness.
(4) HSA ensures that all CoC information is accessible via its public website, including meeting dates, CoC contact information, and all NOFA-related notifications, in addition to machine-readable PDFs of meeting minutes, and the Governance Charter. Much of this information is also communicated via email and social media, to ensure multiple platforms for communication. All CoC meetings are also held in ADA-accessible locations.

1B-2. Open Invitation for New Members.

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

(1) The CoC Steering Committee represents a range of stakeholders and regularly adds new members to ensure continued representation by a diversity of stakeholders. The San Mateo County Human Services Agency (HSA, the CoC Lead Agency) and the Steering Committee Chair review membership and solicit new members for vacancies due to resignations or term limits, as well as identify individuals to represent additional stakeholder groups. This past year, one new member joined the Steering Committee.
(2) Outreach is conducted by HSA staff and the Steering Committee Chair through contacting individuals who have experienced homelessness, service providers, community-based organizations, City and County departments, and other stakeholder groups. Interested individuals can also contact HSA or the Steering Committee Chair to request to join the committee. The newest member joined through HSA outreach; HSA and the Steering Committee Chair utilize their connections in the community to identify and recruit new members from key stakeholder groups.
(3) For individuals with disabilities, HSA ensures that CoC information is accessible via its public website, including contact information and all NOFA-related notifications, in addition to machine-readable PDFs of NOFA-related documents, meeting minutes, the Governance Charter, and others. Much of this information is also communicated via email and social media to ensure multiple platforms for communication. All CoC meetings are also held in ADA-accessible locations.
(4) New member invitations occur at least annually and as needed based on

vacancies.
(5) HSA staff and Steering Committee members conduct special outreach to people who have experienced homelessness by contacting former clients of homeless programs, advocacy groups, homeless service providers, and local committees and agencies that have members with lived experience. There is currently one member of the CoC Steering Committee who has experienced homelessness.

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

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

(1) San Mateo County Human Services Agency (HSA, the CoC Lead Agency) announced CoC funding availability via its agency website (8/1/19), email blasts (7/15/19, 7/23/19, 7/30/19, 7/31/19), and social media (8/1/19). HSA encourages new organizations to apply. Preferential scoring is not given to existing grantees. An information session was announced on 7/15/19 and held on 7/31/19, resulting in attendance from CoC-funded and non-CoC funded agencies. Contact information for two HSA staff and a technical assistance provider is listed on its public website, all of whom are available to answer questions by phone or email. HSA's website includes detailed instructions for the application process, including proposal submission.
(2) The Project Review and Ranking Policy (approved on 7/26/19 and published on the HSA website and distributed via email) determines which projects are included on the Project Priority List. Scoring criteria for renewal applicants is based on performance, cost effectiveness, grant compliance, and adherence to housing first principles.   New projects are scored on quality and feasibility. New projects must: target an eligible population, have an outreach plan, abide by housing first principles, and ensure appropriate housing for participants.
(3) The CoC publicly announced the opening of the CoC competition and the date of the applicant's informational meeting on 7/15/19. The meeting was held on 7/31/19, where applicants received detailed information on the application process and review and ranking criteria.
(4) CoC information is readily accessible via its public website, including CoC contact information, NOFA-related notifications, and machine-readable PDFs (many of which are communicated via email and social media).

(5) New organizations are encouraged to apply for CoC funds. In the last three funding rounds (2016-2018), the CoC received new project applications from two organizations that had not previously received CoC funding.

1C. Continuum of Care (CoC) Coordination

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

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

Entities or Organizations the CoC coordinates planning and operation of projects	Coordinates with Planning and Operation of Projects
Housing Opportunities for Persons with AIDS (HOPWA)	Yes
Temporary Assistance for Needy Families (TANF)	Yes
Runaway and Homeless Youth (RHY)	Yes
Head Start Program	Yes
Funding Collaboratives	Not Applicable
Private Foundations	Yes
Housing and services programs funded through U.S. Department of Justice (DOJ) Funded Housing and Service Programs	Yes
Housing and services programs funded through U.S. Health and Human Services (HHS) Funded Housing and Service Programs	Yes
Housing and service programs funded through other Federal resources	Yes
Housing and services programs funded through State Government	Yes
Housing and services programs funded through Local Government	Yes
Housing and service programs funded through private entities, including foundations	Yes
Other:(limit 50 characters)	
Cities (CDBG entitlement cities & other cities)	Yes

Housing Programs funded by Behavioral Health	Yes

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

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

(1) The San Mateo County Department of Housing (DOH) is the only entity within the CoC that receives an ESG allocation. DOH is also the administrative entity for CDBG and for State ESG funds received by San Mateo County. San Mateo County Human Service Agency (HSA, the CoC Lead Agency) staff and DOH staff collaborate on an ongoing basis about ESG and other topics, including CDBG funding priorities, the Consolidated Plan, and local affordable housing funding planning. HSA staff work closely with DOH staff on local ESG planning. CoC staff and DOH staff collaboratively design the local application process and jointly establish funding priorities, ensuring alignment with the CoC's strategic plan, key program performance metrics, and system performance measures. CoC staff also review funding applications along with DOH staff and provide input on ESG funding allocations. ESG allocations are approved by the Housing and Community Development Committee (HCDC), which includes representation from the CoC Steering Committee. (2) HSA provides performance data on ESG-funded programs to DOH. HSA and DOH staff discuss program performance, strengths, and challenges of ESG-funded programs. HSA also collaborates with DOH staff on evaluating the programs in terms of their role in the homeless crisis response system, including how the programs receive referrals from Coordinated Entry. HSA incorporates performance measurements within its contracts with ESG-funded shelters and RRH programs. Contracts are monitored on a quarterly basis, with contractors submitting quarterly and year-to-date performance measurement data to HSA. (3) DOH is responsible for compiling the Consolidated Plan and reaches out to HSA to provide needed data on homelessness. HSA prepares data from a range of sources, including from the PIT count, HMIS, and other local data sources to, assist DOH in preparing annual updates to the Consolidated Plan.

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

Yes to both

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

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

Yes

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

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

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

The CoC is committed to ensuring the safety of households fleeing domestic violence (DV) while respecting housing choice.
(1) If a household directly contacts CORA (the local victim services provider), CORA offers a trauma-informed, victim-centered 24-hour hotline with access to safe housing options, and other services. The hotline provides access to CORA's services, including emergency shelter, housing, legal services, and mental health services. These programs are designed to connect survivors to individualized supportive services while restoring their sense of safety, choice, and control. Households contacting the Coordinated Entry System (CES) are screened using victim-centered practices to determine if there is a safety concern and receive referrals to DV or non-DV shelter and housing. The CoC has adopted a set of policies to support DV victims, which includes an Emergency Transfer Plan. The CoC ensures that covered programs maintain procedures in compliance with VAWA and HUD's DV Rule, including how programs offer tenants the ability to transfer to another unit for safety reasons.
(2) Regardless of how clients initially contact the homeless system (through CORA or through a non-DV provider), clients are referred to housing based on their unique circumstances (e.g. safety needs, income level, behavioral health needs, proximity to schools). Both CORA and CES make referrals to DV-specific housing programs, including those receiving ESG, CoC, DOJ/OVW, HHS, and other funds, as well as to non-DV-specific programs. If a client is identified as a DV survivor during the CES process, CES will refer and connect the client to CORA. CORA will assess the client's needs and safety and offer them housing in a CORA shelter with a confidential location if appropriate. For clients served by CORA, data is securely entered into an HMIS-compatible database. DV households in homeless programs are never denied assistance if they do not wish to participate in HMIS.

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

Applicants must describe how the CoC coordinates with victim services providers to provide training, at least on an annual basis, for:
1. CoC area project staff that addresses safety and best practices (e.g.,

trauma-informed, victim-centered) on safety and planning protocols in serving survivors of domestic violence; and
2. Coordinated Entry staff that addresses safety and best practices (e.g., Trauma Informed Care) on safety and planning protocols in serving survivors of domestic violence.
(limit 2,000 characters)

(1) Homeless service programs train staff on an annual basis regarding best practices in effectively supporting DV survivors, dating violence, sexual assault, and stalking, including trauma-informed and victim-centered practices. CORA, the CoC's DV services provider, conducts a bi-annual 40-hour training for homeless service providers regarding the dynamics of relationships involving DV and supporting DV survivors through cultural humility and trauma-informed care. The training also provides hands-on skills in peer counseling, crisis intervention, assessment, and advocacy. HSA maintains a close collaboration of DV victim services provider leadership, the Coordinated Entry System (CES) provider agency, and shelter providers, to ensure ongoing collaboration. At the CoC's January 2019 Steering Committee meeting, CORA presented on DV-specific services (including the 24-hour hotline, emergency shelter, and subsidy) and connecting DV survivors to CORA. In June 2019, HSA provided a training centered on implementing the Violence Against Women Act (VAWA) into homeless service providers' policies, including adhering to the Emergency Transfer Plan. CORA participated in the training to offer additional information about best practices. (2) The CES provider agency conducts ongoing training for all CES staff on CES procedures, including safety screenings and the safety protocol designed by CORA, the CoC's DV services provider. CORA provides training to CES staff annually on topics related to domestic violence, dating violence, sexual assault and stalking, including trauma-informed care, DV screening questions, interviewing, and safety planning. Via the CES DV protocol, clients identified as having a potential safety issue are immediately connected to CORA's DV hotline for DV assessment and connection to shelter, housing, and services. CES provider leadership maintain a close collaboration with CORA program leadership to continually communicate and refine procedures as needed.

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

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

The Human Services Agency (HSA, the CoC Lead Agency) holds ultimate responsibility for assessing community needs related to DV. Alongside partners, HSA staff sit on the County's DV Council to review DV services and needs. To assess community needs related to DV, the CoC looks to Community Overcoming Relationship Abuse (CORA), the community's only provider of domestic violence-specific services and a long-standing HUD grantee. CORA operates many programs, including a DV shelter and DV housing programs. CORA's data is entered into and managed through Apricot by Social Solutions, an HMIS-compliant database. CORA also uses its Apricot database to assess the needs of DV victims in the community. For example, in the midst of San Mateo County's affordable housing crisis, CORA has seen an increase in mental health issues, legal issues, and clients in crisis; many victims are

choosing to stay with their abuser longer rather than face homelessness. CORA employs a full-time Data Analyst responsible for managing, evaluating, and reporting on data in Apricot. As needed, CORA's Data Analyst provides the CoC with DV-specific data to assess the needs of the community.

Data used to assess the scope of community needs related to domestic violence, dating violence, sexual assault, and stalking during FY 18-19 include: 2,982 calls to the CORA hotline; 915 calls to the CORA hotline that were related to housing or homelessness; 98 adults and 75 children were served in CORA's shelters; and 40 adults and 29 children that were served in CORA's housing programs. In addition, data that HSA pulled from HMIS showed that, during FY 18-19: (1) 242 individuals who entered emergency shelter, transitional housing, or rapid rehousing and indicated they were survivors of DV, and (2) of those that indicated they were survivors of DV who exited emergency shelter or transitional housing, 169 exited to non-permanent housing destinations.

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

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

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program during FY 2018 who were experiencing homelessness at entry	PHA has General or Limited Homeless Preference	PHA has a Preference for current PSH program participants no longer needing intensive supportive services, e.g., Moving On
Housing Authority of the County of San Mateo	26.00%	Yes-HCV	Yes-HCV

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

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

The Housing Authority of the County of San Mateo (HACSM) is the sole Public Housing Authority in the CoC's geographic area. HACSM has implemented a homeless admission preference in their Moving to Work-Housing Readiness Program (MTW-HRP). MTW-HRP is a voucher program that is designed to provide homeless individuals and families with rental assistance for up to 5 years. Additionally, HACSM provides a focus on self-sufficiency to support households in being successful without subsidy following graduation from the program. For the first 18 months in the program, participants receive case management from a homeless services provider within the CoC, before a transition into HACSM's self-sufficiency services. Eligibility requirements for

MTW-HRP include that the applicants must be homeless as defined by HACSM's policy. Collaboration between HACSM and the CoC led to the referral process for MTW-HRP to be integrated into the Coordinated Entry System, which ensures prioritization of households who are experiencing the greatest vulnerabilities and most extensive histories of homelessness. In 2018, 25 new families joined the MTW-HRP, with a total of 121 households served by the program.

Additionally, HACSM operates a Project-Based Voucher (PBV) program which designates funds to existing or newly constructed housing units. Eligibility requirements for funding for some PBV units include housing individuals/families who are homeless, which requires selection preference for the specified units to include the criteria of homelessness. Various project-based sites in the CoC have a total of 11 PBV units set aside for residents experiencing homelessness prior to entry. In addition, HACSM has elected to contribute 30 PBV units to support the state-funded Mental Health Services Act (MHSA) program to house people experiencing or are at risk of experiencing homelessness and have a serious mental illness.

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

Applicants must indicate whether the CoC has a Moving On Strategy with affordable housing providers in its jurisdiction.

<div align="center">Yes</div>

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

The Housing Authority of the County of San Mateo (HACSM), which is the CoC's sole Public Housing Authority, has, in collaboration with the CoC Lead Agency, developed and implemented a Moving On policy. Under the policy, HACSM assigns preference for Housing Choice Vouchers (HCV) to current Permanent Supportive Housing (PSH) participants who meet the eligibility criteria established by HACSM. These participants, having been assessed by their lead service provider as stable in their housing and no longer in need of intensive supportive services, are offered the option retain their PSH voucher or to Move On to an HCV. Because most of the CoC's PSH is tenant-based, generally participants can retain their housing units. As many are also already receiving services through mainstream systems (e.g. behavioral health), they may continue to receive these services without interruption.

1C-5. Protecting Against Discrimination.

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

The CoC's governance charter states that all homeless system providers that receive federal CoC and or ESG funds, or who are under contract with the HSA, shall affirmatively market their housing and supportive services to eligible persons regardless of race, color, religion, sex, national origin, disability, familial status, actual or perceived sexual orientation, gender identity, or marital status. In addition, the policy states that no person who falls under a protected class listed under the Fair Housing Act and 24 CFR 5.105(a)(2) shall be denied services. The CoC's CES prioritization policy and process is designed to be fair and non-discriminatory.   Prioritization criteria for services are designed to be objective and focus on concrete housing barriers and vulnerability factors, providing equal access for all persons. In addition, HSA requires that all programs that receive referrals from the CoC's CES comply with Fair Housing Act and 24 CFR 5.105 (a)(2) standards. Through HomeBase, the CoC's training and technical assistance provider, annual trainings are administered that address various antidiscrimination topics as pertaining to homeless services programs and to those experiencing homelessness. Trainings are open to all providers within the CoC. In May 2019, HSA held a Supporting LGBTQ+ Clients training that covered topics including the Equal Access Rule and creating LGBTQ+ inclusive environments and addressed discrimination standards in 24 CFR 5.105 (a)(2). Additionally, the CoC held a training that addressed antidiscrimination standards in the Fair Housing Act; the "Tenants' Rights" training covered the topics of the eviction process, reasonable accommodations for persons with disabilities, and landlord-tenant mediation. The CoC utilizes feedback from the homeless services providers who attend these trainings to create future trainings that address other areas of discrimination.

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

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

1. Did the CoC implement a CoC-wide anti-discrimination policy that applies to all projects regardless of funding source?	Yes
2. Did the CoC conduct annual CoC-wide training with providers on how to effectively address discrimination based on any protected class under the Fair Housing Act?	Yes
3. Did the CoC conduct annual training on how to effectively address discrimination based on any protected class under 24 CFR 5.105(a)(2) – Equal Access to HUD-Assisted or -Insured Housing?	Yes

*1C-6. Criminalization of Homelessness.

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

1. Engaged/educated local policymakers:	X
2. Engaged/educated law enforcement:	X
3. Engaged/educated local business leaders:	X

4. Implemented communitywide plans:	X
5. No strategies have been implemented:	
6. Other:(limit 50 characters)	
Outreach team / law enforcement collaboration	X

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

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

(1) The Coordinated Entry System (CES) covers the entire CoC geographic area and all populations. Access points are any of the eight Core Service Agencies, which are geographically dispersed to cover all regions of the CoC. The Homeless Outreach Team (HOT) is a designated access point for any household living outdoors who is not able or does not wish to go to a Core Service Agency. HOT coordinates with Coordinated Entry (CE) staff to ensure that any unsheltered person can access CE process steps in the field. (2) CES is widely marketed and available, including to people experiencing chronic homelessness, veterans, families with children, youth, survivors of domestic violence, and people with language barriers and physical or mental disabilities. Special outreach is conducted by the eight Core Service Agencies directly and through partnerships in their geographic areas to populations least likely to seek assistance. Outreach is conducted through partners such as law enforcement, mental health service providers, medical clinics, schools, city staff, community advocates, and others. HOT conducts outreach throughout the community, focusing on areas with high numbers of unsheltered people. HOT works with the County Health Dept. Street Medicine team to identify and serve medically vulnerable homeless individuals and connect them to shelter and housing via CES. (3) As an initial step, the CES conducts a diversion conversation with each household to determine if an immediate solution to their housing crisis can be identified. For households that cannot be diverted, the CES uses a locally designed assessment tool that collects information about length of time homeless, vulnerability, and barriers to housing. Households assessed as being high-need based on these factors are prioritized for a housing intervention. The CES prioritizes as many households as can be housed in a 90-day time period, ensuring that prioritized households are assisted in a timely manner.

1D. Continuum of Care (CoC) Discharge Planning

Instructions:

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incomplete on this formlet.**

1D-1. Discharge Planning Coordination.

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

Foster Care:	X
Health Care:	X
Mental Health Care:	X
Correctional Facilities:	
None:	

1E. Local CoC Competition

Instructions

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.
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*1E-1. Local CoC Competition–Announcement, Established Deadline, Applicant Notifications. Attachments Required.

Applicants must indicate whether the CoC:

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

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

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

1. Used objective criteria to review and rank projects for funding (e.g., cost effectiveness of the project, performance data, type of population served);	Yes
2. Included one factor related to improving system performance (e.g., exits to permanent housing (PH) destinations, retention of PH, length of time homeless, returns to homelessness, job/income growth, etc.); and	Yes
3. Included a specific method for evaluating projects submitted by victim services providers that utilized data generated from a comparable database and evaluated these projects on the degree they improve safety for the population served.	Yes

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

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

(1) The CoC's Coordinated Entry (CE) system uses an assessment tool and process that prioritizes households with the highest needs, as measured by their length of time homeless, barriers to housing, and vulnerability. CoC-funded projects are expected to have low barriers (only funder-mandated eligibility requirements are permitted) and to accept all referrals from CE that meet their criteria. Projects are evaluated in the rating and ranking process based on whether they have a policy to accept all CE referrals and to document any reason for a rejection. These requirements ensure that projects are serving the highest need households, as determined by CE. An additional scoring factor in the project ranking process is whether the project ensures that participants are not screened out, and not terminated from programs, based on having low/no income, current/past substance abuse, criminal histories, experience of domestic violence, or lack of participation in supportive services. This scoring factor is applied to both renewal and new projects. Projects that do not have each of these barriers, and that document that in their policies and procedures, receive higher scores. (2) Projects serving high-need, vulnerable populations are rated as indicated above. The high-need scoring factor and the factors related to housing first and low/no barriers to participation allow the CoC to assess applicants for actual use by, and prospective accessibility to, high-need populations.

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

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

Public Posting of Objective Review and Ranking Process		Public Posting of CoC Consolidated Application including: CoC Application, CoC Priority Listing, Project Listings	
1. Email	X	**1. Email**	X

2. Mail	☐	**2. Mail**	☐
3. Advertising in Local Newspaper(s)	☐	**3. Advertising in Local Newspaper(s)**	☐
4. Advertising on Radio or Television	☐	**4. Advertising on Radio or Television**	☐
5. Social Media (Twitter, Facebook, etc.)	X	**5. Social Media (Twitter, Facebook, etc.)**	☐
6. Did Not Publicly Post Review and Ranking Process	☐	**6. Did Not Publicly Post CoC Consolidated Application**	☐

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

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

Reallocation: 1%

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

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

The CoC has demonstrated a commitment to maintaining its high-performing projects to optimize system performance.
(1) As indicated in the CoC's written Project Review and Ranking Process (PRRP), the CoC Review Panel actively reviews performance of all renewal projects through the project ranking process. All projects are scored using objective performance criteria, as outlined in the PRRP. Projects falling into Tier 2 based on their score are candidates for reallocation. Any grants with significant underspending are also candidates for reallocation.
(2) On 7/26/19, the CoC Steering Committee approved the CoC's written PRRP, which includes the Re-Allocation Policy.
(3) The CoC's written PRRP is posted on the CoC's public website, and was sent by email to all applicants. Renewal projects are advised that lower performance may cause projects to be reallocated in order to optimize the strength of the CoC overall in responding to the community's needs.
(4) The CoC's written PRRP includes objective scoring crtieria. Those scoring criteria are used to identify projects that were low-performing, based on objective criteria such as rate of exit to PH, increases in client income, cost

effectiveness, etc. (see Rating and Ranking Policy for all criteria). Scores are generated by the CoC using data from HMIS and in some cases provided by applicants (e.g. program budgets). The review panel that conducts the rating and ranking reviews these scores and confirms which projects are the lowest performers.

(5) Based on the objective performance criteria in the CoC's PRRP, the CoC Review Panel makes recommendations as to whether to reallocate lower performing projects or those with significant underspending. Any reallocated funds go toward adding capacity to existing higher-performing permanent supportive housing or rapid re-housing projects, or to creating new programs of these types, all of which are ranked and scored according to the policies outlined in the PRRP.

DV Bonus

Instructions

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1F-1   DV Bonus Projects.

Applicants must indicate whether the CoC is requesting DV Bonus projects which are included on the CoC Priority Listing: No

Applicant Name	DUNS Number
This list contains no items	

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.
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2A-1. HMIS Vendor Identification.   BitFocus

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

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

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

Project Type	Total Number of Beds in 2019 HIC	Total Beds Dedicated for DV in 2019 HIC	Total Number of 2019 HIC Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ES) beds	337	28	305	98.71%
Safe Haven (SH) beds	0	0	0	
Transitional Housing (TH) beds	348	20	328	100.00%
Rapid Re-Housing (RRH) beds	239	14	225	100.00%
Permanent Supportive Housing (PSH) beds	1,054	0	882	83.68%
Other Permanent Housing (OPH) beds	34	34	0	0.00%

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

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

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

(1) Our goal as a CoC is to achieve as close to 100% participation for each project type as possible. There are two project types below 84.99%. The OPH project type (currently 0%) is solely comprised of beds dedicated to DV survivors. As such, the HMIS coverage rate for the OPH project type is not applicable. The other program under 84.99% according to the 2019 HIC is PSH (currently 83.7%). However, there are 15 beds that were a mis-categorization on the HIC as non-HMIS, so the actual coverage rate is 85.10%, an improvement from 79% in 2018. The coverage rate for the PSH project type is lower than the other intervention types due to including programs that are not funded through CoC, ESG, or local funds and therefore not required to participate in HMIS. Some of these receive State funding that does not mandate HMIS participation (e.g. MHSA program), however, the State has begun creating stronger data mandates for its newer PSH sources (e.g. NPLH, HHC) that will help improve HMIS coverage going forward. The CoC is also continuing to work collaboratively with PSH funders and providers to increase participation, as described in part 2 below. There are no Safe Haven beds in the community. (2) San Mateo County Human Services Agency (HSA, the CoC Lead Agency) has a collaborative connection with the County's Behavioral Health and Recovery Services (BHRS), one of the main funders of PSH in the community. HSA is engaging BHRS to help increase HMIS participation among PSH providers. HSA staff will also increase outreach to and communications with non-participating PSH providers to explain the benefits of having their data in the local HMIS and receiving referrals from our CES. HSA offers HMIS training and support to encourage participation. There is no cost to HMIS-participating agencies for HMIS licenses. HSA staff are available to meet with executive leadership and funders of the provider agencies to encourage HMIS participation.

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

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

*2A-4. HIC HDX Submission Date.

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

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

Instructions:

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.
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2B-1. PIT Count Date.
Applicants must enter the date the CoC conducted its 2019 PIT count (mm/dd/yyyy). 01/30/2019

2B-2. PIT Count Data–HDX Submission Date.
Applicants must enter the date the CoC submitted its PIT count data in HDX (mm/dd/yyyy). 04/30/2019

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

Applicants must describe:
1. any changes in the sheltered count implementation, including methodology or data quality methodology changes from 2018 to 2019, if applicable; and
2. how the changes affected the CoC's sheltered PIT count results; or
3. state "Not Applicable" if there were no changes.
(limit 2,000 characters)

 Not Applicable

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

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

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

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

Applicants must describe:
1. any changes in the unsheltered count implementation, including methodology or data quality methodology changes from 2018 to 2019, if applicable; and
2. how the changes affected the CoC's unsheltered PIT count results; or
3. state "Not Applicable" if there were no changes.
(limit 2,000 characters)

Not Applicable

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

Applicants must:

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

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

Applicants must describe how the CoC engaged stakeholders serving youth experiencing homelessness to:
1. plan the 2019 PIT count;
2. select locations where youth experiencing homelessness are most likely to be identified; and
3. involve youth in counting during the 2019 PIT count.
(limit 2,000 characters)

(1) San Mateo County Human Services Agency (HSA, the CoC Lead Agency) implemented specific measures to identify youth experiencing homelessness during the 2019 PIT count. HSA collaborated with youth service provider StarVista to accurately capture and identify the number of youth experiencing homelessness. StarVista was actively involved in all planning and communication regarding the 2019 sheltered PIT count process and implementation. StarVista is the only provider of youth-specific shelter and transitional beds and was responsible for reporting complete data for the sheltered PIT. (2) In preparation for the 2019 unsheltered count, HSA worked closely with StarVista to review best practices for counting unsheltered youth. HSA and StarVista determined that the most effective strategies for the CoC were to include youth-specific questions in the PIT survey to get more information about youth identified during the count. StarVista also thoroughly reviewed the 2019 youth questions and edited them to ensure that the questions were youth-friendly, and that youth would understand the intent of the

questions. The youth services provider also provided input on the training materials that were provided to each PIT volunteer, with a focus on ensuring volunteers understood best practices for counting and surveying youth.(3) StarVista was involved in the outreach and recruitment process for enumerators for the day of the count.

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

Applicants must describe the CoC's actions implemented in its 2019 PIT count to better count:
1. individuals and families experiencing chronic homelessness;
2. families with children experiencing homelessness; and
3. Veterans experiencing homelessness.
(limit 2,000 characters)

(1) HSA, the CoC Lead Agency, implemented a number of improvement strategies during the 2019 PIT count. A primary focus during the count was data quality for all household types. To ensure the most accurate data possible, HSA gave providers a detailed timeline regarding dates that HSA would pull HMIS data for the sheltered count. This strategy allowed providers to implement additional data quality tests to ensure that their data was complete, accurate, and led to overall enhanced data quality, particularly in relation to chronic homeless status. HSA reviewed all data points thoroughly and contacted providers to confirm any outstanding questions. The work of the HMIS Subcommittee and the CoC Performance Measurement Subcommittee has led to increased awareness of the importance of data quality and higher levels of data quality for HMIS data, including the data utilized for the PIT count. HSA implemented strategies to ensure accurate data quality during the unsheltered count, such as the use of a mobile application to administer the count and concurrent demographic survey. During the count, some volunteer groups were accompanied by formerly or currently homeless individuals, known as guides. Outreach staff also identified areas where there typically are people who are unsheltered, especially chronically homeless individuals, so that volunteers would make sure to cover those areas thoroughly. (2) To better count unsheltered families with children experiencing homelessness in cars, HSA utilized a multiplier methodology.(3) Most of the Veteran households experiencing homelessness in the community appear on HSA's Veterans Master List, allowing HSA to verify the count of Veteran households and ensure the data was accurate. HSA hosted training sessions to prepare volunteers to administer the count and survey accurately. The mobile application auto-generated the youth and Veteran-specific survey questions based on the respondent's age to improve data quality.

3A. Continuum of Care (CoC) System Performance

Instructions

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

 Applicants must:

Report the Number of First Time Homeless as Reported in HDX.	1,984

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

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

As part of its Strategic Plan to End Homelessness, the San Mateo County Human Services Agency (HSA, the CoC Lead Agency) is committed to preventing homelessness whenever possible, including by implementing the following strategies. (1) HSA analyzes data from Core Service Agencies (8 geographically distributed safety net agencies funded by HSA) and the Homeless Outreach Team, to determine factors predictive of homelessness. The CoC Performance Measurement Committee has also reviewed HMIS first-time homelessness data to identify other prevention strategies (e.g. ensuring at-risk households are aware of available prevention assistance). (2) HSA provides funding to safety net and homelessness prevention services to help at-

risk residents maintain their housing. HSA provides funding for prevention programs and for shelter diversion as part of Coordinated Entry. Prevention services include financial assistance for deposit, rent, and utilities back-pay; transportation assistance; mediation services for negotiating stays; tenants' rights education; and referral to legal services. HSA also facilitates a monthly workgroup with system partners (foster care, hospital, mental health system, jail) on system alignment and housing for individuals and families at risk of homelessness. HSA supports these systems by sharing information about housing resources and best practices to enhance discharge planning services, supporting family reunification, and providing diversion training. This past year, HSA provided a diversion training attended by the health, behavioral health, and criminal justice systems. HSA, in partnership with the jail and public hospital, is implementing a new program for institutional diversion in Fall 2019 to connect people to housing prior to exiting an institution. 3) HSA's Center on Homelessness Management Analysts and the CoC Performance Measurement Committee oversee the analysis of risk factors and implementing strategies to reduce first-time homelessness.

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

Applicants must:

Report Average Length of Time Individuals and Persons in Families Remained Homeless as Reported in HDX.	97

3A-2a. Strategy to Reduce Length of Time Homeless.

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

(1 & 2) As part of the design and implementation of CES, the San Mateo County Human Services Agency (HSA, the CoC Lead Agency), developed a locally designed assessment tool that gathers information on people's length of time homeless (LOTH). This data helps prioritize those families and individuals with the longest LOTH and refer them to available housing interventions as quickly as possible. HSA prioritizes available PSH for those with the highest housing barriers and needs, including consideration of the longest LOTH. HSA also invests local funds in Homeless Outreach Teams that develop housing plans for unsheltered homeless individuals, targeting those who have been homeless the longest as identified by the CES process. HSA prioritizes Veterans with the longest LOTH and the highest needs for housing resources using the CoC's by-name Master List of Veterans experiencing homelessness for weekly referrals to SSVF RRH. HSA facilitates a monthly case conference in which providers discuss Veterans whom they have had difficulty connecting to services or housing, including Veterans with the longest LOTH. In addition to prioritizing

those with longest LOTH through CES, HSA works to reduce the amount of time spent in shelter. HSA engaged a consultant to conduct data analysis on adult long-term shelter stayers within the CoC and to conduct a best practices review. HSA convened a multi-disciplinary case conference to target housing and support resources to the longest-term shelter stayers currently accessing services. HSA will continue to review the list of active long-term shelter stayers periodically to ensure that they connect to housing interventions and appropriate services. (3) The HSA Center on Homelessness Management Analyst and the CoC Performance Measurement Committee are responsible for overseeing these strategies.

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

Applicants must:

	Percentage
1. Report the percentage of individuals and persons in families in emergency shelter, safe havens, transitional housing, and rapid rehousing that exit to permanent housing destinations as reported in HDX.	44%
2. Report the percentage of individuals and persons in families in permanent housing projects, other than rapid rehousing, that retain their permanent housing or exit to permanent housing destinations as reported in HDX.	99%

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

Applicants must:
1. describe the CoC's strategy to increase the rate at which individuals and persons in families in emergency shelter, safe havens, transitional housing and rapid rehousing exit to permanent housing destinations;
2. provide the organization name or position title responsible for overseeing the CoC's strategy to increase the rate at which individuals and persons in families in emergency shelter, safe havens, transitional housing and rapid rehousing exit to permanent housing destinations;
3. describe the CoC's strategy to increase the rate at which individuals and persons in families in permanent housing projects, other than rapid rehousing, retain their permanent housing or exit to permanent housing destinations; and
4. provide the organization name or position title responsible for overseeing the CoC's strategy to increase the rate at which individuals and persons in families in permanent housing projects, other than rapid rehousing, retain their permanent housing or exit to permanent housing destinations.
(limit 2,000 characters)

(1) The CoC has implemented various strategies to increase housing placements and retention. The San Mateo County Human Services Agency (HSA, the CoC Lead Agency) requires that all programs, including shelters receiving local or ESG funding, offer housing-focused case management and implement housing first practices. HSA has provided CoC-wide trainings focused on housing-focused case management, building effective landlord partnerships, and motivational interviewing. Providers receive annual,

individualized technical assistance to help improve housing outcomes. The CoC has also invested local resources and increased the inventory of RRH, PSH, and housing locator services. A robust CES for all populations (families, youth, and adults) is in place, connecting households to shelter and to housing interventions, such as RRH and PSH, and utilizes the CES assessment to connect households with the highest need to appropriate services to help them re-enter housing. HSA collaborates with the Department of Housing (DOH) on a Moving-On program to support households who are stable and can transition from PSH to regular affordable housing units. (3) HSA works closely with permanent housing projects to maintain and improve high housing retention outcomes. The CoC provides training on tenants' rights and mainstream benefits to permanent housing programs. HSA also assists housing programs with connecting with other systems, such as medical care, mental health services, and employment services, to connect their residents with other supportive services designed to help them maintain housing stability. HSA implemented an employment program for people experiencing homelessness, as well as RRH and PSH program participants (see 3A-4 and 3A-5). (2 & 4) The HSA Center on Homelessness Manager, Management Analyst, and CoC Performance Measurement Committee are responsible for overseeing strategies for increasing exits to permanent housing and retention of permanent housing.

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

Applicants must:

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

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

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

(1) The CoC identifies common factors of households who return to homelessness by reviewing HMIS data regarding clients who return to homelessness compared to clients who do not return. This comparison data allows the CoC to identify trends in returns to homelessness, such as the trend that adult-only households have the highest rate of returns to homelessness. The CoC reviews additional data from providers who conduct follow-up outreach to clients after they leave programs. (2) The CoC implements multiple

strategies to prevent returns to homelessness. The CoC provides training to housing programs on mainstream benefits and services, including mental health services, employment services, and public benefits (such as SNAP and Medicaid) to help clients to stabilize in housing. Through CES, the CoC prioritizes the available capacity of intensive housing programs, such as PSH for individuals and families with longest length of homelessness and highest needs, so they avoid returning to homelessness. HSA funds HOME, an employment program designed to provide intensive vocational and employment services to individuals experiencing homelessness and those in RRH or PSH who have recently re-entered housing, with the goal of increasing housing stability. The CoC Performance Measurement Committee identified key strategies to reduce returns to homelessness: linking households to mainstream systems and services to ensure housing stability and establishing policies for people in housing with time-limited subsidies to receive support if they need to relocate to another housing unit following initial placement. The CoC has convened meetings with leadership from the mental health system, as well as RRH and PSH providers, to discuss best practices to support clients with significant mental health issues who have recently re-entered housing. (3) The HSA Center on Homelessness Management Analyst and CoC Performance Measurement Committee are responsible for overseeing these strategies.

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

Applicants must:

	Percentage
1. Report the percentage of individuals and persons in families in CoC Program-funded Safe Haven, transitional housing, rapid rehousing, and permanent supportive housing projects that increased their employment income from entry to exit as reported in HDX.	11%
2. Report the percentage of individuals and persons in families in CoC Program-funded Safe Haven, transitional housing, rapid rehousing, and permanent supportive housing projects that increased their non-employment cash income from entry to exit as reported in HDX.	5%

3A-5a. Increasing Employment Income.

Applicants must:
1. describe the CoC's strategy to increase employment income;
2. describe the CoC's strategy to increase access to employment;
3. describe how the CoC works with mainstream employment organizations to help individuals and families increase their cash income; and
4. provide the organization name or position title that is responsible for overseeing the CoC's strategy to increase jobs and income from employment.
(limit 2,000 characters)

(1, 2, & 3) The San Mateo County Human Services Agency (HSA, the CoC Lead Agency) implements a number of strategies to increase employment income as part of its work to increase housing stability among program participants. The CoC Performance Measurement Committee actively monitors systemwide performance, including increases in employment income. Among its performance standards, the CoC measures increased employment when

evaluating projects for renewal or reallocation. Additionally, HSA provides resources to service providers for boosting participant income. In 2017, HSA launched HOME, a locally funded employment program providing intensive vocational and employment services to individuals experiencing homelessness and those in RRH or PSH who have recently re-entered housing, with the goal of increasing housing stability. Outreach, shelter, RRH, and PSH programs can refer clients. The HOME program offers a paid, on-the-job training program with flexible schedules to engage participants with barriers to employment. To assist participants entering mainstream employment, the HOME program also offers individualized job placement and job coaching services. HSA also provides information to homeless services providers on additional subsidized childcare resources available in the community. Recently, the CoC trained provider agencies on the benefits available to TANF recipients, which includes cash income as well as employment services, job training, assistance covering educational costs and employment materials, transportation, and childcare. (4) The HSA Center on Homelessness Manager is responsible for overseeing these strategies.

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

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

(1, 2, & 3) The San Mateo County Human Services Agency (HSA, the CoC Lead Agency) implements various strategies to increase non-employment income to promote housing stability among program participants. The CoC Performance Measurement Committee actively monitors systemwide performance, including increases in non-employment and overall income. The CoC includes among its performance standards a measure of increased non-employment income when evaluating projects for renewal or reallocation. The CoC provides resources to service providers for boosting participant income. The CoC provides training and support to homeless services and housing programs on accessing mainstream benefits, including General Assistance, TANF, unemployment insurance, SSI and SSDI, employment services, SNAP, and Medicaid. The CoC also provided a training to homeless services and housing programs related to accessing child support benefits. In addition to training, HSA oversees direct services for connecting individuals to additional income sources. HSA funds eight (8) Core Services Agencies to provide safety net services, which include providing free tax return filing assistance annually to ensure that low-income community members receive all refundable tax credits for which they are eligible. Last year, HSA also began administering the Housing and Disability Advocacy Program, a state-funded program designed to provide SSI-eligible or SSDI-eligible eligible individuals experiencing homelessness with disability benefits advocacy, housing-focused case management, and housing location services. Finally, the CoC recently identified as a key strategy providing on-site information sessions at family homeless shelters for shelter staff regarding the TANF benefits eligibility level and application process so the staff can assist clients with accessing services (3) The HSA Center on Homelessness Manager is responsible for overseeing

these strategies.

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

Applicants must describe how the CoC:
1. promoted partnerships and access to employment opportunities with private employers and private employment organizations, such as holding job fairs, outreach to employers, and partnering with staffing agencies; and
2. is working with public and private organizations to provide meaningful, education and training, on-the-job training, internship, and employment opportunities for residents of permanent supportive housing that further their recovery and well-being.
(limit 2,000 characters)

(1 & 2) The CoC implements various strategies to increase access to employment. In 2017, the San Mateo County Human Services Agency (HSA, the CoC Lead Agency) launched Housing and Opportunities to Maximize Employment (HOME), a locally funded employment program providing intensive vocational and employment services to individuals experiencing homelessness and those in RRH or PSH who have recently re-entered housing. The HOME program offers a paid, on-the-job training program with flexible schedules to engage participants with barriers to employment. To assist participants with transitioning to mainstream employment, the HOME program also offers individualized job placement and job coaching services. Between July 2018 and June 2019, the HOME program served 229 clients, of whom 167 participated in paid on-the-job training program. Some 42 participants went on to secure unsubsidized employment during that time period. HSA is also the home of the County's Employment Services Division, which offers job information centers, employment services, job fairs, and connections to WIOA-funded services. HSA has an MOU with the NOVA Workforce Development Board, agreeing to partner with NOVA to ensure access for individuals experiencing homelessness, and to offer services such as job workshops and one-on-one job coaching to this population. The CoC is also working with NOVA Workforce Development Board on maintaining collaborations with providers, including PSH providers, to promote referrals and collaboration. The CoC Lead Agency works with workforce partners to ensure that the employment programs are accessible to individuals experiencing homelessness and can be tailored to meet their specific needs. The CoC Lead Agency has facilitated information-sharing between the Employment Services Division and homeless service providers so that providers can help their participants connect to employment services.

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

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

1. The CoC trains provider organization staff on connecting program participants and people experiencing homelessness with education and job training opportunities.	☐
2. The CoC trains provider organization staff on facilitating informal employment opportunities for program participants and people experiencing homelessness (e.g., babysitting, housekeeping, food delivery).	☐

3. The CoC trains provider organization staff on connecting program participants with formal employment opportunities.	☐
4. The CoC trains provider organization staff on volunteer opportunities for program participants and people experiencing homelessness.	☐
5. The CoC works with organizations to create volunteer opportunities for program participants.	☐
6. The CoC works with community organizations to create opportunities for civic participation for people experiencing homelessness (e.g., townhall forums, meeting with public officials).	☐
7. Provider organizations within the CoC have incentives for employment.	☐
8. The CoC trains provider organization staff on helping program participants budget and maximize their income to maintain stability in permanent housing.	☐

3A-6. System Performance Measures Data–HDX Submission Date   05/30/2019

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

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

Instructions

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.
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 The FY 2019 CoC Program Competition Notice of Funding Availability at:
https://www.hudexchange.info/programs/e-snaps/fy-2019-coc-program-nofa-coc-program-competition/#nofa-and-notices

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

3B-1. Prioritizing Households with Children.

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

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

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

Applicants must:
 1. describe how the CoC currently rehouses every household of families with children within 30 days of becoming homeless that addresses both housing and service needs;
 2. describe how the CoC addresses both housing and service needs to ensure families with children successfully maintain their housing once

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

(1) San Mateo County Human Services Agency (HSA, the CoC Lead Agency) has implemented various strategies to ensure that any family that becomes homeless is able to return to housing within 30 days. The County's Board of Supervisors and HSA have committed to reaching a functional zero level of family homelessness by 2020, which is defined as no family being homeless for longer than 30 days. HSA invests significant local funds in shelter beds for families, as well as RRH and housing locator services. Diversion is embedded in our CES and offered to all households prior to entering a shelter. CES also ensures that families with high needs are prioritized for housing interventions that are matched to their service needs. HSA also completed an evaluation of the family CES system which found the CES is effective in connecting high-need families to housing resources. (2) HSA ensures that families receive support in meeting both housing and service needs by providing training on mainstream benefits, funding a local employment program for homeless or formerly homeless households, and enhancing the collaboration between providers and mainstream support systems such as mental health. Another example of collaboration is local TANF program's state-funded Housing Support RRH Program which works closely with HSA for referrals. HSA also partners closely with the Housing Authority on programs to help homeless families access available housing vouchers. The Housing Authority operates a specialized voucher program known as HRP designed for homeless households moving back into housing. CES refers families with high needs to this voucher program, where the families then receive subsidies and supportive services for up to 5 years. The supportive services are locally funded. (3) The HSA Center on Homelessness Management Analyst is responsible for overseeing these strategies.

3B-1b. Antidiscrimination Policies.

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

1. CoC conducts mandatory training for all CoC- and ESG-funded housing and services providers on these topics.	☐
2. CoC conducts optional training for all CoC- and ESG-funded housing and service providers on these topics.	X
3. CoC has worked with ESG recipient(s) to adopt uniform anti-discrimination policies for all subrecipients.	X

4. CoC has worked with ESG recipient(s) to identify both CoC- and ESG-funded facilities within the CoC geographic area that might be out of compliance and has taken steps to work directly with those facilities to come into compliance.	X

3B-1c. Unaccompanied Youth Experiencing Homelessness–Addressing Needs.

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

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

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

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

1. History of, or Vulnerability to, Victimization (e.g., domestic violence, sexual assault, childhood abuse)	X
2. Number of Previous Homeless Episodes	X
3. Unsheltered Homelessness	X
4. Criminal History	X
5. Bad Credit or Rental History	X

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

Applicants must describe how the CoC increased availability of housing and services for:
1. all youth experiencing homelessness, including creating new youth-focused projects or modifying current projects to be more youth-specific or youth-inclusive; and
2. youth experiencing unsheltered homelessness including creating new youth-focused projects or modifying current projects to be more youth-specific or youth-inclusive.
(limit 3,000 characters)

(1) The CoC utilizes strategies for increasing housing and services for youth, including maximizing resources, ensuring that services are sensitive to the specific needs of youth, targeting and prioritizing those who are unsheltered with highest needs, and providing housing first-oriented shelter and housing interventions. The goal of these strategies is to help youth secure permanent housing as rapidly as possible. The San Mateo County Human Services Agency (HSA, the CoC Lead Agency) provides funding for the youth transitional housing program operated by local youth services provider StarVista. Over the past three years, HSA has provided intensive technical assistance to help StarVista transition to a more housing-first oriented model, providing more housing-focused services to reduce lengths of stay and increase exits to permanent housing. HSA is allocating new state HEAP funding to create a youth-focused RRH program in Fall 2019, using best practices for youth RRH from other communities. The CoC has also utilized strategies to ensure that services meet the needs of youth experiencing homelessness. HSA conducted a CES evaluation focus group of youth who experienced homelessness to ensure youth input was incorporated into system design and service planning. HSA works closely with and receives guidance from StarVista on ensuring that services are available to, appropriate for, and designed with input from youth. StarVista trained the Coordinated Entry/Diversion Specialists on strategies to engage and problem solve with youth to identify housing solutions, including the possibility of family reunification where appropriate. HSA continues to implement feedback received from StarVista about the CES process for their TH program to ensure that CES meets the needs of youth. HSA also works closely with the Child Welfare System to prevent homelessness among former foster youth and increase housing resources for this population. HSA, as the Child Welfare Agency, maintains a close partnership with the Housing Authority, which serves as a Family Reunification Program demonstration site, recently admitted 20 new former foster youth to the Family Unification Program and extended the length of rental subsidy from 3 to 5 years. (2) The CoC designed CES to be accessible and available to youth experiencing homelessness, including those who are unsheltered. The Homeless Outreach Team (HOT) provides outreach and engagement services as well as case management services for unsheltered youth. The San Mateo County Mental Health Association operates the Support and Advocacy for Young Adults in Transition (SAYAT) program, which provides young adults between the ages of 18-25 with case management and intensive support services. HSA has provided technical assistance to help the local youth TH program implement a stronger housing-first oriented model, which has enabled the program to more effectively serve unsheltered youth and assist them with returning to housing.

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

Applicants must:
1. provide evidence the CoC uses to measure each of the strategies in question 3B-1d. to increase the availability of housing and services for youth experiencing homelessness;
2. describe the measure(s) the CoC uses to calculate the effectiveness of both strategies in question 3B-1d.; and
3. describe why the CoC believes the measure it uses is an appropriate way to determine the effectiveness of both strategies in question 3B-1d. (limit 3,000 characters)

(1 & 2) The CoC calls upon a range of performance measures to assess the effectiveness of local strategies for serving and housing youth experiencing homelessness. The CoC utilizes local funds to support StarVista's transitional housing program, which is the main youth-focused homeless program in the CoC. Measures of effectiveness in the past year included percentage of youth who exit to permanent housing (target 75%, actual 65%); percentage of clients exiting with increased employment income (target 15%, actual 79%); percentage of clients exiting with increased non-employment income (target 15%, actual 75%), and length of stay (target: less than 150 days, actual 109 days). StarVista also conducts exit surveys for clients in their emergency shelter for runaway and homeless youth to gauge client satisfaction and program effectiveness. The survey results indicate that 100% of youth who complete the program and 90% of parents/guardians of these youth report some or major improvement in communication with their family. Furthermore, 100% of youth who completed the program reported an increase in knowledge and life skills. The CoC also has a grant through the Mental Health Association of San Mateo County (MHA) for the Support and Advocacy for Young Adults in Transition (SAYAT) program. SAYAT serves homeless young adults between the ages of 18-25 with emotional, psychological, physical, or developmental disabilities and/or substance abuse issues who are not connected with mainstream health or behavioral healthcare or case management programs. In FY18-19, SAYAT had 62% exits to permanent housing as well as 21% increase in non-employment income. On a system level, HSA, the CoC Lead Agency, also analyzes data on length of time homeless for youth served by any program, with a goal of reducing the length of time homeless for all youth. (3) These measures are appropriate as they promote housing first-oriented services; measure housing outcomes, include linkages to employment income and non-employment benefits to help youth with financial stability, and align to HUD system performance measures.

3B-1e. Collaboration–Education Services.

Applicants must describe:

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

2. how the CoC collaborates with:
   a. youth education providers;
   b. McKinney-Vento Local LEA or SEA; and
   c. school districts.
(limit 2,000 characters)

(1 & 2) The San Mateo County Human Services Agency (HSA, the CoC Lead Agency) maintains a strong relationship with the San Mateo County Office of Education (SMCOE), which oversees all school districts and schools in the CoC and is the LEA for San Mateo County. As the LEA, SMCOE works closely with the SEA, the California Department of Education, to remove educational barriers for homeless children, maintain procedures to assist children with accessing education and understanding their educational rights, reviewing data on homeless children enrolled in schools, and supporting the academic success

of homeless children. The SMCOE Homeless Liaison is an active member of the CoC Steering Committee and communicates regularly about data on homeless students, resources for students who are homeless or at risk, and ensuring a coordinated system of care. Recently, the SMCOE Homeless Liaison shared resources about the educational rights of families. HSA provides local funding to a network of eight (8) Core Services Agencies located throughout the county, which provide safety net services and act as entry points for the CES. Each Core Service Agency partners with staff at their local school districts and early childhood education providers. Family shelters also maintain close connections with staff at their local schools. CoC staff work with SMCOE colleagues on The Big Lift, a program of high-quality early childhood education. Two of the family shelters have on-site early childhood education centers, which operate in partnership with an agency that specializes in early childhood education. HSA administers contracts with local funding to various early childhood education programs, including one located onsite in a family shelter. HSA maintains a close collaboration with the provider of local Head Start and Early Head Start programs, including collaborating on strategies to increase participation of vulnerable families, including those who are experiencing homelessness.

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

Applicants must describe policies and procedures the CoC adopted to inform individuals and families who become homeless of their eligibility for education services.
(limit 2,000 characters)

In accordance with CoC policy, all shelters inform residents about their eligibility for educational services. Shelters also have child services coordinators to assist children with their educational and other needs, and connect adult residents to educational services, such as community college classes. The CoC's Governance Charter requires that homeless providers ensure all children enroll in school or early childhood programs and connect to appropriate services in the community. Shelters maintain program policies in compliance with the CoC Governance Charter requirements. During the shelter intake process for families, shelter staff assesses each child's academic needs, screen them for special education needs, provide school supplies, and inform the families of their educational rights, including transportation assistance. Shelter staff also assists the family in completing the school enrollment process. Shelters have identified that some aspects of the school enrollment process can be challenging for homeless families (for example, gathering documentation of immunization requirements and birth certificates) so the shelters have established processes to assist families with completing the school enrollment process as quickly as possible. Shelter staff also maintains close connections with the local homeless education liaisons for their local schools to address any challenges that arise with school enrollment or accessing educational services. Shelters also employ Children's Services Coordinators who focus on providing developmentally appropriate services for children to enhance their academic progress. The Children's Services Coordinators also provide informational materials and tools to parents to help them support and encourage learning in their children.

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

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

	MOU/MOA	Other Formal Agreement
Early Childhood Providers	Yes	Yes
Head Start	Yes	Yes
Early Head Start	Yes	No
Child Care and Development Fund	No	Yes
Federal Home Visiting Program	No	No
Healthy Start	No	No
Public Pre-K	Yes	Yes
Birth to 3 years	No	No
Tribal Home Visting Program	No	No
Other: (limit 50 characters)		
First 5 (State funding for programs for children)	No	Yes
Family Connection (parent education program)	Yes	No

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

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

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

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

3B-2b. Housing First for Veterans.

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

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

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

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

3B-3a. Addressing Racial Disparities.

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

1. The CoC is ensuring that staff at the project level are representative of the persons accessing homeless services in the CoC.	
2. The CoC has identified the cause(s) of racial disparities in their homeless system.	
3. The CoC has identified strategies to reduce disparities in their homeless system.	X
4. The CoC has implemented strategies to reduce disparities in their homeless system.	
5. The CoC has identified resources available to reduce disparities in their homeless system.	
6: The CoC did not conduct a racial disparity assessment.	

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

Instructions:

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

4A-1. Healthcare–Enrollment/Effective Utilization

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

Type of Health Care	Assist with Enrollment	Assist with Utilization of Benefits?
Public Health Care Benefits (State or Federal benefits, Medicaid, Indian Health Services)	Yes	Yes
Private Insurers:	Yes	Yes
Non-Profit, Philanthropic:	Yes	Yes
Other: (limit 50 characters)		

4A-1a. Mainstream Benefits.

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

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

San Mateo County Human Services Agency (HSA, the CoC Lead Agency) administers public benefit programs (i.e. SNAP (known as CalFresh), TANF, Medicaid, employment programs).
(1) HSA offers providers regular training on mainstream benefits, health, and employment services, including enrollment processes and application tips. HSA is also actively working on connecting CoC programs more closely to the local SSI/SSDI offices and SOAR training.
(2) HSA disseminates information in several ways, including through presentations at quarterly Homeless and Safety Net Providers meetings. For example, in July 2019, CalFresh presented on policy changes and program additions. Additionally, via HMIS, providers track whether clients are connected to mainstream resources at program entry, updates, and exit.
(3) The CoC collaborates in many ways including via the Homeless Outreach Team's Healthcare for the Homeless workers, as well as with Street Medicine (County health system) and Whole Person Care services (County health system). Additionally, all providers are directed to send clients to HSA to assist with enrollment.
(4) HSA conducts analyses to understand how many homeless individuals are enrolled in public benefits. HSA and the County Health Department have funded community health workers to help homeless individuals access health coverage programs, including Medicaid, and physical and behavioral health services, and apply for SSI. Additionally, HSA receives state funding for the Housing and Disability Advocacy Program, which features SSI/SSDI benefits advocacy. The CoC Performance Measurement Committee also monitors the performance of CoC-funded projects in helping clients to secure non-employment income. HSA encourages connections between homeless providers and mainstream benefits (e.g. TANF program outreach at family shelters).
(5) HSA's Center on Homelessness Management Analyst and the CoC Performance Measurement Committee oversee these strategies.

4A-2. Lowering Barriers to Entry Data:

Applicants must report:

1. Total number of new and renewal CoC Program-funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC has ranked in its CoC Priority Listing in FY 2019 CoC Program Competition.	16
2. Total number of new and renewal CoC Program-funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC has ranked in its CoC Priority Listing in FY 2019 CoC Program Competition that reported that they are lowering barriers to entry and prioritizing rapid placement and stabilization to permanent housing.	16
Percentage of new and renewal PSH, RRH, Safe-Haven, SSO non-Coordinated Entry projects the CoC has ranked in its CoC Priority Listing in the FY 2019 CoC Program Competition that reported that they are lowering barriers to entry and prioritizing rapid placement and stabilization to permanent housing.	100%

4A-3. Street Outreach.

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

(1) San Mateo County Human Services Agency (HSA, the CoC Lead Agency) funds and oversees the County's Homeless Outreach Team (HOT). HOT conducts mobile outreach and engagement with people who are unsheltered and provides service referrals. HOT coordinates with Coordinated Entry (CE) staff to ensure that any unsheltered person can participate in the CE process in the field, including: diversion, housing intervention assessment, document prep assistance, and housing navigation. HOT provides case management to those who need assistance connecting to shelter, permanent housing, and mainstream benefits. HOT helps create and implement a housing and services plan. Regional multi-disciplinary team meetings are held monthly and include HOT, behavioral health, law enforcement, and other service providers. HOT staff enter clients into HMIS to track contacts and performance outcomes.
(2) HOT covers the whole county (100% of the CoC geographic area).
(3) Outreach is done on a continual basis, 5 days per week with some weekend coverage, and a focus on areas with high concentrations of unsheltered people.
(4) HOT tailors outreach to those least likely to request assistance by maintaining multilingual staff, meeting with clients where they are living, and providing transportation as needed. For clients with cognitive or physical disabilities, HOT coordinates with the Health Department's Street Medicine Team and the Projects for Assistance in Transition from Homelessness (PATH) program to access clinical specialists. While HOT conducts outreach to all unsheltered people, case management is reserved for those who are assessed through CE as having the highest needs. To build trust and rapport with unsheltered individuals and meet their immediate needs, HOT repeats engagement attempts. Additionally, HOT staff receive training in topics such as motivational interviewing, crisis de-escalation, and other topics to best equip them to serve clients with high needs.

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

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

	2018	2019	Difference
RRH beds available to serve all populations in the HIC	342	239	-103

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

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

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

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

4B. 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
_FY 2019 CoC Competition Report (HDX Report)	Yes	FY 2019 CoC Compe...	09/24/2019
1C-4.PHA Administration Plan–Moving On Multifamily Assisted Housing Owners' Preference.	No	Moving On Multifa...	09/24/2019
1C-4. PHA Administrative Plan Homeless Preference.	No	PHA Administratio...	09/24/2019
1C-7. Centralized or Coordinated Assessment System.	Yes	CE Assessment Tool	09/24/2019
1E-1.Public Posting–15-Day Notification Outside e-snaps–Projects Accepted.	Yes	Projects Accepted...	09/24/2019
1E-1. Public Posting–15-Day Notification Outside e-snaps–Projects Rejected or Reduced.	Yes	Project Rejected/...	09/24/2019
1E-1.Public Posting–30-Day Local Competition Deadline.	Yes	Local Competition...	09/24/2019
1E-1. Public Posting–Local Competition Announcement.	Yes	Local Competition...	09/24/2019
1E-4.Public Posting–CoC-Approved Consolidated Application	Yes		
3A. Written Agreement with Local Education or Training Organization.	No	Local Education o...	09/24/2019
3A. Written Agreement with State or Local Workforce Development Board.	No	State or Local Wo...	09/24/2019
3B-3. Summary of Racial Disparity Assessment.	Yes	Racial Disparity ...	09/25/2019
4A-7a. Project List-Homeless under Other Federal Statutes.	No		
Other	No		
Other	No		

Other	No		

Attachment Details

Document Description: FY 2019 CoC Competition Report

Attachment Details

Document Description: Moving On Multifamily Preference

Attachment Details

Document Description: PHA Administration Plan Preference

Attachment Details

Document Description: CE Assessment Tool

Attachment Details

Document Description: Projects Accepted Notification

Attachment Details

Document Description: Project Rejected/Reduced Notification

Attachment Details

Document Description: Local Competition Deadline

Attachment Details

Document Description: Local Competition Public Announcement

Attachment Details

Document Description:

Attachment Details

Document Description: Local Education or Training Organization Agreement

Attachment Details

Document Description: State or Local Workforce Agreement

Attachment Details

Document Description: Racial Disparity Assessment Summary

Attachment Details

Document Description:

Attachment Details

Document Description:

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	09/13/2019
1B. Engagement	09/24/2019
1C. Coordination	09/24/2019
1D. Discharge Planning	No Input Required
1E. Local CoC Competition	09/24/2019
1F. DV Bonus	No Input Required
2A. HMIS Implementation	09/25/2019
2B. PIT Count	09/25/2019
3A. System Performance	09/25/2019
3B. Performance and Strategic Planning	09/23/2019
4A. Mainstream Benefits and Additional Policies	09/23/2019
4B. Attachments	Please Complete

Submission Summary   No Input Required

FY 2019 COC COMPETITION REPORT

CoC Competition Report from HDX.

FY 2019 CoC Competition Report

FY2018 - Performance Measurement Module (Sys PM)

Summary Report for CA-512 - Daly/San Mateo County CoC

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)		
	Submitted FY 2017	FY 2018	Submitted FY 2017	FY 2018	Difference	Submitted FY 2017	FY 2018	Difference
1.1 Persons in ES and SH	1088	2041	42	45	3	15	21	6
1.2 Persons in ES, SH, and TH	2086	2759	98	97	-1	66	71	5

b. This measure is based on data element 3.17.

This measure includes data from each client's Living Situation (Data Standards element 3.917) response as well as time spent in permanent housing projects between Project Start and Housing Move-In. This information is added 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.

 The construction of this measure changed, per HUD's specifications, between FY 2016 and FY 2017. HUD is aware that this may impact the change between these two years.

FY2018 - Performance Measurement Module (Sys PM)

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Submitted FY 2017	FY 2018	Submitted FY 2017	FY 2018	Difference	Submitted FY 2017	FY 2018	Difference
1.1 Persons in ES, SH, and PH (prior to "housing move in")	1042	2134	104	268	164	17	48	31
1.2 Persons in ES, SH, TH, and PH (prior to "housing move in")	2156	2839	203	329	126	102	134	32

FY2018 - 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.

After entering data, please review and confirm your entries and totals. Some HMIS reports may not list the project types in exactly the same order as they are displayed below.

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Returns to Homelessness in Less than 6 Months		Returns to Homelessness from 6 to 12 Months		Returns to Homelessness from 13 to 24 Months		Number of Returns in 2 Years	
		FY 2018	% of Returns	FY 2018	% of Returns	FY 2018	% of Returns	FY 2018	% of Returns
Exit was from SO	35	2	6%	2	6%	1	3%	5	14%
Exit was from ES	175	18	10%	14	8%	12	7%	44	25%
Exit was from TH	754	63	8%	34	5%	39	5%	136	18%
Exit was from SH	0	0		0		0		0	
Exit was from PH	253	4	2%	5	2%	11	4%	20	8%
TOTAL Returns to Homelessness	1217	87	7%	55	5%	63	5%	205	17%

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

FY2018 - Performance Measurement Module (Sys PM)

This measures the change in PIT counts of sheltered and unsheltered homeless person as reported on the PIT (not from HMIS).

	January 2017 PIT Count	January 2018 PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	1253	1238	-15
Emergency Shelter Total	211	258	47
Safe Haven Total	0	0	0
Transitional Housing Total	405	343	-62
Total Sheltered Count	616	601	-15
Unsheltered Count	637	637	0

Metric 3.2 – Change in Annual Counts

This measures the change in annual counts of sheltered homeless persons in HMIS.

	Submitted FY 2017	FY 2018	Difference
Universe: Unduplicated Total sheltered homeless persons	2154	2858	704
Emergency Shelter Total	1146	2138	992
Safe Haven Total	0	0	0
Transitional Housing Total	1429	1442	13

FY2018 - Performance Measurement Module (Sys PM)

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

	Submitted FY 2017	FY 2018	Difference
Universe: Number of adults (system stayers)	282	326	44
Number of adults with increased earned income	22	26	4
Percentage of adults who increased earned income	8%	8%	0%

Metric 4.2 – Change in non-employment cash income for adult system stayers during the reporting period

	Submitted FY 2017	FY 2018	Difference
Universe: Number of adults (system stayers)	282	326	44
Number of adults with increased non-employment cash income	115	195	80
Percentage of adults who increased non-employment cash income	41%	60%	19%

Metric 4.3 – Change in total income for adult system stayers during the reporting period

	Submitted FY 2017	FY 2018	Difference
Universe: Number of adults (system stayers)	282	326	44
Number of adults with increased total income	119	202	83
Percentage of adults who increased total income	42%	62%	20%

FY2018 - Performance Measurement Module (Sys PM)

Metric 4.4 – Change in earned income for adult system leavers

	Submitted FY 2017	FY 2018	Difference
Universe: Number of adults who exited (system leavers)	773	531	-242
Number of adults who exited with increased earned income	125	61	-64
Percentage of adults who increased earned income	16%	11%	-5%

Metric 4.5 – Change in non-employment cash income for adult system leavers

	Submitted FY 2017	FY 2018	Difference
Universe: Number of adults who exited (system leavers)	773	531	-242
Number of adults who exited with increased non-employment cash income	55	25	-30
Percentage of adults who increased non-employment cash income	7%	5%	-2%

Metric 4.6 – Change in total income for adult system leavers

	Submitted FY 2017	FY 2018	Difference
Universe: Number of adults who exited (system leavers)	773	531	-242
Number of adults who exited with increased total income	163	79	-84
Percentage of adults who increased total income	21%	15%	-6%

FY2018 - 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

	Submitted FY 2017	FY 2018	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.	1839	2583	744
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.	705	743	38
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)	1134	1840	706

Metric 5.2 – Change in the number of persons entering ES, SH, TH, and PH projects with no prior enrollments in HMIS

	Submitted FY 2017	FY 2018	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	2368	2813	445
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.	863	829	-34
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.)	1505	1984	479

FY2018 - Performance Measurement Module (Sys PM)

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 FY2018 (Oct 1, 2017 - Sept 30, 2018) reporting period.

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

	Submitted FY 2017	FY 2018	Difference
Universe: Persons who exit Street Outreach	264	222	-42
Of persons above, those who exited to temporary & some institutional destinations	17	13	-4
Of the persons above, those who exited to permanent housing destinations	62	37	-25
% Successful exits	30%	23%	-7%

Metric 7b.1 – Change in exits to permanent housing destinations

FY2018 - Performance Measurement Module (Sys PM)

	Submitted FY 2017	FY 2018	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited, plus persons in other PH projects who exited without moving into housing	1846	2480	634
Of the persons above, those who exited to permanent housing destinations	849	1092	243
% Successful exits	46%	44%	-2%

Metric 7b.2 – Change in exit to or retention of permanent housing

	Submitted FY 2017	FY 2018	Difference
Universe: Persons in all PH projects except PH-RRH	584	654	70
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	563	645	82
% Successful exits/retention	96%	99%	3%

FY2018 - SysPM Data Quality

CA-512 - Daly/San Mateo County CoC

This is a new tab for FY 2016 submissions only. Submission must be performed manually (data cannot be uploaded). Data coverage and quality will allow HUD to better interpret your Sys PM submissions.

Your bed coverage data has been imported from the HIC module. The remainder of the data quality points should be pulled from data quality reports made available by your vendor according to the specifications provided in the HMIS Standard Reporting Terminology Glossary. You may need to run multiple reports into order to get data for each combination of year and project type.

You may enter a note about any field if you wish to provide an explanation about your data quality results. This is not required.

FY2018 - SysPM Data Quality

	All ES, SH				All TH				All PSH, OPH				All RRH				All Street Outreach			
	2014-2015	2015-2016	2016-2017	2017-2018	2014-2015	2015-2016	2016-2017	2017-2018	2014-2015	2015-2016	2016-2017	2017-2018	2014-2015	2015-2016	2016-2017	2017-2018	2014-2015	2015-2016	2016-2017	2017-2018
1. Number of non-DV Beds on HIC	293	199	195	282	452	371	389	348	689	894	1040	992	94	115	134	328				
2. Number of HMIS Beds	207	199	195	282	432	361	379	338	532	535	888	840	94	115	134	328				
3. HMIS Participation Rate from HIC (%)	70.65	100.00	100.00	100.00	95.58	97.30	97.43	97.13	77.21	59.84	85.38	84.68	100.00	100.00	100.00	100.00				
4. Unduplicated Persons Served (HMIS)	1877	1488	1701	2142	1940	1853	1988	1446	585	669	899	1007	378	745	1030	1067	17	206	386	482
5. Total Leavers (HMIS)	1667	1367	1528	1920	1553	1430	1608	1066	119	57	45	41	216	527	473	731	1	40	186	231
6. Destination of Don't Know, Refused, or Missing (HMIS)	626	84	410	383	574	226	147	30	29	3	12	6	47	14	24	28	0	4	78	95
7. Destination Error Rate (%)	37.55	6.14	26.83	19.95	36.96	15.80	9.14	2.81	24.37	5.26	26.67	14.63	21.76	2.66	5.07	3.83	0.00	10.00	41.94	41.13

MOVING ON MULTIFAMILY PREFERENCE

Per HUD's Detailed Instructions, this attachment is our PHA Administration Plan - Moving On Multifamily Preference (Chapter 4 – Applications, Waiting List and Tenant Selection). The highlighted section documents the Moving On Preference.

Housing Authority of the County of San Mateo

ADMINISTRATIVE PLAN

FOR THE

HOUSING VOUCHER AND

MOVING TO WORK PROGRAMS

July 1, 2019 to June 30, 2020

APPLICATIONS, WAITING LIST AND TENANT SELECTION

MTW Waiver: *The Agency is authorized to determine waiting list procedures, tenant selection procedures and criteria and preferences…This authorization waives certain provisions of Sections 8(o)(6), 8(o)(13)(J) and 8(o)(16) of the 1937 Act and 24 C.F.R. 982 Subpart E, 982.305 and 983 Subpart F as necessary to implement the Agency's Annual MTW Plan.*

I. INTRODUCTION

When a family wishes to receive assistance under the Voucher program, the family must submit a pre-application that provides HACSM with the information needed to determine the family's eligibility. HACSM determines how and when it will collect applications and establish a waiting list. When Voucher assistance becomes available, HACSM will select families from the waiting list in accordance with HUD requirements and HACSM policies as stated in the Administrative Plan and the MTW Annual Plan.

HACSM is required to adopt a clear approach to accepting pre-applications, placing families on the waiting list, selecting families from the waiting list and must follow this approach consistently.

HUD regulations require that all families have an equal opportunity to apply for and receive housing assistance, and that HACSM affirmatively further fair housing goals in the administration of the program.

When HUD awards funding that is targeted for families with specific characteristics or families living in specific units, HACSM will apply those funds according to HUD guidelines. Persons qualifying for special purpose funding from HUD may be placed on, and selected from, the waiting list over other applicants on the list.

Examples of special funding include programs targeting the homeless and persons with disabilities; families or youths that qualify for the Family Unification program, HACSM public housing residents that are affected by the demolition/disposition process or service-enhanced housing stated in HACSM's MTW Agreement and Annual Plan.

II. THE APPLICATION PROCESS

Applying for Assistance

Any family that wishes to receive HCV assistance must apply for admission to the program. HACSM has an electronic pre-application process for anyone interested in the program.

The application process will involve the following three phases:

1.   The *first phase* is the "pre-application" to be placed on the waiting list. Families who wish to apply for any one of HACSM's Voucher programs must complete a

If the notice is returned by the post office with a forwarding address, the notice will be re-sent to the address indicated. The family will have another deadline to respond from the date the letter was re-sent.

If a family is removed from the waiting list for failure to respond, HACSM may reinstate the family if it determines the lack of response was due to HACSM error, or to circumstances beyond the family's control, or if approved as a reasonable accommodation.

The family may submit another pre-application after removal or expiration of their previous pre-application.

Removal from the Waiting List

If at any time an applicant family is on the waiting list and HACSM determines that the family is not eligible for assistance, the family will be removed from the waiting list.

If a family is removed from the waiting list because HACSM has determined the family is not eligible for assistance, a denial notice will be sent to the family's address of record.

IV. SELECTION FOR ASSISTANCE

VOUCHER PROGRAM

Local Preferences

HACSM will assign preference to families who live, work or are hired to work in San Mateo County. Work or hired to work does not include volunteer work, internships, being an independent contractor or employment with temporary agencies.

PSH Moving On

HACSM will assign preference to current Permanent Supportive Housing (PSH) Program participants who meet the eligibility criteria of the PSH Moving-On policy as stated in HACSM's PSH Policy and Procedure manual. HACSM will limit the number of PSH Moving On preference up to 5 per calendar year, subject to availability of Section 8 Vouchers.

Order of Selection

HACSM will use a lottery system to select families from the Interest List for its Voucher waiting list. HACSM will pre-determine the total number of applicants it needs to select in order to maintain a waiting list to utilize the number of vouchers that have become available due to turnover. The draw will randomly assign a placement order for the applicant households. The resulting placement order along with the applicant's qualifying preferences will determine the order in which applicants will be scheduled for an eligibility interview.

PHA ADMINISTRATION PLAN PREFERENCE

Per HUD's Detailed Instructions, this attachment is our PHA Administrative Plan - Homeless Preference (Chapter 18 – Housing Readiness Program). The highlighted sections document the Homeless Preference.

Housing Authority of the County of San Mateo

ADMINISTRATIVE PLAN

FOR THE

HOUSING VOUCHER AND

MOVING TO WORK PROGRAMS

July 1, 2019 to June 30, 2020

Chapter 18

HOUSING READINESS PROGRAM

I.   INTRODUCTION

The Housing Authority of the County of San Mateo (HACSM) has been a participant in HUD's Moving to Work (MTW) demonstration program since the execution of its MTW Agreement in May 2000. The demonstration exempts HACSM from many of the regulatory requirements that would otherwise apply to these families.

This chapter states provisions unique to the MTW Housing Readiness Program (HRP). For items not addressed in this chapter, the Housing Voucher Program policies shall apply as stated in other chapters of this Plan.

II.   PARTICIPANT SELECTION

Admission

The MTW-HRP has two components. The first component is to assist eligible individuals and families with their rent payments. The second component is to provide and coordinate a full range of supportive services for the individuals and families so that they may obtain self-sufficiency at the end of the contract term. The program relies upon the existing supportive services offered in San Mateo County. Some of these services are job training and placement, child care, transportation, education, homeownership education, alcohol and drug rehabilitation, domestic violence counseling, and other services that promote self-sufficiency.

Eligibility

The applicants must meet the same income and other eligibility requirements as the Housing Voucher Program applicants. In addition, applicants must meet the following HRP eligibility requirements:

- Applicants must be homeless as defined by HACSM's policy;
- The applicant must be receiving case management services from a HACSM-approved Community Based Assistance Program, and the applicant must be in compliance with the requirements of those programs;

- Applicants must agree to participate in the required case management, throughout the duration of their participation, with the goal of becoming self-sufficient.

HACSM Homeless Definition:

Applicants are considered homeless if they are:

- In places not meant for human habitation, such as cars, parks, sidewalks, abandoned buildings (on the street).
- In an emergency shelter.
- In transitional or supportive housing for homeless persons who originally came from the streets or emergency shelters.
- In any of the above places but spending a short time (up to 30 consecutive days) in a hospital or other institution.
- Being discharged within 30 calendar days from an institution, such as a mental health or substance abuse treatment facility or a jail/prison, in which the person has been a resident for more than 30 consecutive days and no subsequent residence has been identified and the person lacks the resources and support networks needed to obtain housing.
- Fleeing a domestic violence housing situation and no subsequent residence has been identified and lacks the resources and support networks needed to obtain housing.

Preference

HACSM has established a system of preferences for the selection of individuals or families admitted to the program. These preferences are based on local housing needs and priorities and are consistent with the program goals and objectives. The selection preferences affect only the order of selecting applicants. They do not make any individual or family ineligible which would otherwise be eligible. Preference will be given to individuals and families that:

- Have members who reside, work, or are hired to work in San Mateo County.
- Are not a prior MTW participant.
- Are currently receiving case management services from an HACSM-approved CBO.

One preference point will be given for each of the verifiable preferences. HACSM will select families with the highest total preference points for eligibility interviews first. Families who have the same total preference points will be selected based on the time and date that the completed referral packet was received by HACSM.

Applicants who claim a preference must submit verifiable documents with their referral packet. Below are some examples of acceptable documents:

- Residency: signed lease, utility bills, governmental benefit notices prior to becoming homeless.

- Certification from supportive service agencies.

- First time program participant: HACSM will use its database to verify this preference.

III.   TIME-LIMITED ASSISTANCE

Participants in the MTW Housing Readiness Program have up to 60 months (five years) of rental assistance.

When applicants receive their vouchers, they will be given an MTW addendum describing time limits on MTW assistance and other aspects of the program that differ from the Housing Voucher Program. MTW families will also be required to sign a statement regarding time remaining in the program at each reexamination.

IV.   PORTABILITY

MTW Housing Readiness program participants may only use their rental assistance in the County of San Mateo. The HRP vouchers are not portable.

V.   VOUCHER ISSUANCE

All applicants selected to receive MTW-HRP vouchers will receive a briefing on how the program operates and what he/she as an applicant must do to achieve and maintain eligible status. Whether delivered individually or in a group setting, the briefing will contain all pertinent information about the voucher program in general and the MTW program in particular. The staff member conducting the briefing will place special emphasis on non-traditional aspects of the program, particularly:

- The time limited feature of the program.
- The fact that MTW-HRP vouchers are not portable.
- The requirement of having case management.
- The HACSM hardship policy.

CE ASSESSMENT TOOL

Per HUD's Detailed Instructions, this attachment is our Coordinated Entry (CE) Assessment Tool.

COUNTYOF **SAN MATEO**
HUMAN SERVICES AGENCY

San Mateo County Coordinated Entry System Assessment Tool

The San Mateo County CoC uses a phased assessment process for Coordinated Entry. The steps in the process are: initial screening; diversion conversation (problem solving); assessment; prioritization and matching/referral to available housing interventions. The assessment step includes a series of questions that are used for prioritization and also to determine whether a household is eligible for a particular type of assistance. Some of the questions are asked at the initial screening step and then confirmed during the assessment process.

This document lists all the questions that are asked as part of the assessment (including those that are asked at initial screening). Some of these questions are weighted and used for prioritization. Some are used only for eligibility purposes. The questions about disabling condition (#18 and #19) are not used for prioritization purposes but are used to match households to housing programs for which they may be eligible based on having a disability or the specific type of disability.

Personal and Demographic Information
1. What is your name?
2. What is your Social Security Number?
3. What is your date of birth?
4. What gender do you identify as?
5. What is your race?
6. Are you Hispanic or Latino?
7. Have you ever served in the U.S. Armed Forces or been called into active duty as a member of the National Guard or as a Reservist?

Household Composition
8. Are you the head of your household?
9. How many people are in your household?
10. What are their names and dates of birth?

Living Situation and Housing History
11. Where are you currently staying?
12. How long have you been homeless this time?
13. On how many separate occasions in the last 3 years have you lived in a shelter or a place not meant for human habitation?
14. When was the last time you or any adult household member had a lease in your/their name?
15. How many times has any adult household member had an eviction in the last 5 years?
16. Chronic homeless status: determined by responses to questions 12, 13, and 18.

Health Status and History
17. Are you pregnant?
18. Do you have any disabling conditions?

19. If yes, what disabling conditions do you have?
20. Do you or any adults in your household have any challenges that cause you to need help with daily activities or help with maintaining housing? (For example, a serious medical condition, mental health problem, substance problem, other issue)
21. How many times have you used crisis services in the past year?
22. Do you have health insurance coverage?

Income
23. Considering all sources of income, what is your household's total monthly income?
24. Are you receiving any non-cash benefits?
25. If yes, which ones?

Legal Domains
26. How many times in the past five years has someone in your household been arrested or cited by police?
27. Has anyone in the household ever been convicted of any felonies?

PROJECTS ACCEPTED NOTIFICATION

Per HUD's Detailed Instructions, these attachments document the 15-day notification of projects that were accepted and ranked on the CoC Project Priority List during the 2019 competition. The relevant sections have been highlighted in yellow.

Attachments include:
- **Section 1:** Email and letter to CORA (9/9/19)
- **Section 2:** Email and letter to the Housing Authority (9/9/19)
- **Section 3:** Email and letter to the Human Services Agency (9/9/19)
- **Section 4:** Email and letter to LifeMoves (9/9/19)
- **Section 5:** Email and letter to the Mental Health Association (9/9/19)

Section 1: Email and letter to CORA

Ana Morales

From:	Brian Eggers
Sent:	<mark>Monday, September 09, 2019 11:25 AM</mark>
To:	Tanisha Hughes; Jennifer Dow Rowell
Cc:	Jessica Silverberg; Kate Bristol
Subject:	CoC NOFA applications review
Attachments:	CORA Notification Tier 1.pdf; CORA Notification Tier 2.pdf; 2019 Project Review and Ranking Process.pdf

Dear Tanisha and Jennifer,

The CoC review panel met and completed their review and ranking of the project applications.

Attached are the results of the CoC review panel's review of CORA's CoC applications. Also attached is the Project Review and Ranking process that includes information about the appeal process.

Please let Jessica Silverberg and me know if you have any questions.

Thank you,

Brian Eggers, MPA
Center on Homelessness
San Mateo County Human Services Agency
1 Davis Drive, Belmont CA 94002
BEggers@smcgov.org<mailto:BEggers@smcgov.org>
650-802-5083

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COUNTY OF **SAN MATEO**
HUMAN SERVICES AGENCY

Iliana Rodriguez
Interim Agency Director

Collaborative Community Outcomes
1 Davis Drive
Belmont, CA 94002
650-802-7500 T
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hsa.smcgov.org

September 9, 2019

Delivered via email to Tanisha Hughes and Jennifer Dow Rowell
tanishah@corasupport.org *and* jenniferd@corasupport.org

Dear Ms. Hughes and Ms. Rowell,

This letter is to inform you that the San Mateo County CoC project review panel met and their review of the DV RRH application from CORA ranked this application in Tier 1.

The CoC Steering Committee will meet on September 20, 2019, to approve the final Project Priority List. Please be aware that this placement decision is not final until the CoC Steering Committee has met to approve the final list. Projects recommended for re-allocation or that are placed into Tier 2 may appeal the decision of the Review Panel. In the event an appeal is successful, it can impact the final order of projects. Should your project placement be adjusted as a result of a project appeal, you will receive notification in writing prior to September 20, 2019.

Please do not take any action in e-snaps at this time; we will be in touch separately regarding our technical review of the application and any requested revisions.

In addition, the CoC Lead Agency can provide feedback on the quality of the application upon request. If you would like to receive feedback, please let me know. Detailed feedback can be provided after the CoC competition process closes on September 30, 2019.

Sincerely,

Jessica Silverberg
Manager, Center on Homelessness
Human Services Agency, Lead Agency for San Mateo County CoC
(650) 802-3378
jsilverberg@smcgov.org

COUNTY OF **SAN MATEO**
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hsa.smcgov.org

September 9, 2019
Delivered via email to Tanisha Hughes and Jennifer Dow Rowell
tanishah@corasupport.org *and* jenniferd@corasupport.org

Dear Ms. Hughes and Ms. Rowell,

The San Mateo County CoC project review panel met to rank all projects applying for 2019 CoC funding. Their review of the Casa de Sor Juana Ines application from CORA ranked this application in Tier 2.

The placement of this project in Tier 2 was based on the score it received in the review process. The scoring system is based on objective scoring criteria relating to project performance and the CoC's established performance standards, as described in the Project Review and Ranking Process approved by the CoC. The CoC Steering Committee will meet on September 20, 2019, to approve the final Project Priority List.

If you wish to appeal this decision, you must submit your appeal by email to me (JSilverberg@smcgov.org) and Brian Eggers (BEggers@smcgov.org) no later than 5:00pm on September 13, 2019. Appeals will be handled according to the process outlined in the CoC's approved Project Review and Ranking Process document, which I am attaching to this letter.

Please be aware that in the event an appeal from an applicant is successful, it could impact the final order of projects. Should your project placement be adjusted as a result of another project's appeal, you will receive notification in writing prior to September 20, 2019.

In addition, the CoC Lead Agency can provide feedback on the quality of the application upon request. If you would like to receive feedback, please let me know. Detailed feedback can be provided after the CoC competition process closes on September 30, 2019.

Sincerely,

Jessica Silverberg
Manager, Center on Homelessness
Human Services Agency, Lead Agency for San Mateo County CoC
(650) 802-3378
JSilverberg@smcgov.org

Section 2: Email and letter to the Housing Authority

Ana Morales

From:	Brian Eggers
Sent:	<mark>Monday, September 09, 2019 10:57 AM</mark>
To:	Cindy Chan
Cc:	Jessica Silverberg; Kate Bristol
Subject:	CoC NOFA applications review
Attachments:	HA Notification Tier 1.pdf; HA Notification Tier 2.pdf; 2019 Project Review and Ranking Process.pdf

Dear Cindy,

As you are aware, the CoC review panel met and completed their review and ranking of the project applications.

Attached are the results of the CoC review panel's review of the Housing Authority's CoC applications. Also attached is the Project Review and Ranking process that includes information about the appeal process.

Please let Jessica Silverberg and me know if you have any questions.

Thank you.

Brian Eggers, MPA
Center on Homelessness
San Mateo County Human Services Agency
1 Davis Drive, Belmont CA 94002
BEggers@smcgov.org<mailto:BEggers@smcgov.org>
650-802-5083

Iliana Rodriguez
Interim Agency Director

Collaborative Community Outcomes
1 Davis Drive
Belmont, CA 94002
650-802-7500 T
650-631-5771 F
hsa.smcgov.org

September 9, 2019
Delivered via email to Cindy Chan, Housing Authority
cchan@smchousing.org

Dear Ms. Chan,

This letter is to inform you that the San Mateo County CoC project review panel met and their review of the following applications from the Housing Authority ranked these applications in Tier 1.

- Shelter Plus Care Belmont Apartments
- Shelter Plus Care Sponsor Based (SP15)
- Permanent Supportive Housing Consolidated (SP19)
- Shelter Plus Care Sponsor Based (SP2)
- Permanent Supportive Housing (SP16 Expansion 2)
- Permanent Supportive Housing (SP17)
- Permanent Supportive Housing (SP18)

The CoC Steering Committee will meet on September 20, 2019, to approve the final Project Priority List. Please be aware that this placement decision is not final until the CoC Steering Committee has met to approve the final list. Projects recommended for re-allocation or that are placed into Tier 2 may appeal the decision of the Review Panel. In the event an appeal is successful, it can impact the final order of projects. Should your project placement be adjusted as a result of a project appeal, you will receive notification in writing prior to September 20, 2019.

Please do not take any action in e-snaps at this time; we will be in touch separately regarding our technical review of the application and any requested revisions.

In addition, the CoC Lead Agency can provide feedback on the quality of the application upon request. If you would like to receive feedback, please let me know. Detailed feedback can be provided after the CoC competition process closes on September 30, 2019.

Sincerely,

Jessica Silverberg
Manager, Center on Homelessness
Human Services Agency, Lead Agency for San Mateo County CoC
(650) 802-3378
jsilverberg@smcgov.org

Iliana Rodriguez
Interim Agency Director

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hsa.smcgov.org

COUNTY OF **SAN MATEO**
HUMAN SERVICES AGENCY

September 9, 2019
Delivered via email to Cindy Chan, Housing Authority
cchan@smchousing.org

Dear Ms. Chan,

The San Mateo County CoC project review panel met to rank all projects applying for 2019 CoC funding. Their review of the SP21 application from the Housing Authority ranked this application in Tier 2.

The placement of this project into Tier 2 was based on the score it received from the Review Panel and project priority considerations for new projects. The scoring system for new projects is based on the scoring criteria and ranking policy described in the Project Review and Ranking Process approved by the CoC. The CoC Steering Committee will meet on September 20, 2019, to approve the final Project Priority List.

If you wish to appeal this decision, you must submit your appeal by email to me (JSilverberg@smcgov.org) and Brian Eggers (BEggers@smcgov.org) no later than 5:00pm on September 13, 2019. Appeals will be handled according to the process outlined in the CoC's approved Project Review and Ranking Process document, which I am attaching to this letter.

Please be aware that in the event an appeal from an applicant is successful, it could impact the final order of projects. Should your project placement be adjusted as a result of another project's appeal, you will receive notification in writing prior to September 20, 2019.

In addition, the CoC Lead Agency can provide feedback on the quality of the application upon request. If you would like to receive feedback, please let me know. Detailed feedback can be provided after the CoC competition process closes on September 30, 2019.

Sincerely,

Jessica Silverberg
Manager, Center on Homelessness
Human Services Agency, Lead Agency for San Mateo County CoC
(650) 802-3378
JSilverberg@smcgov.org

Section 3: Email and letter to the Human Services Agency

Ana Morales

From: Brian Eggers
Sent: <mark>Monday, September 09, 2019 10:53 AM</mark>
To: Selina Toy Lee
Cc: Jessica Silverberg; Kate Bristol
Subject: CoC NOFA application review
Attachments: HSA Notification Tier 1 Project.pdf

Dear Selina,

As you are aware, the CoC review panel met and completed their review and ranking of the project applications.

Attached are the results of the CoC review panel's review of the HMIS application.

Please let Jessica Silverberg and me know if you have any questions.

Thank you,

Brian Eggers, MPA
Center on Homelessness
San Mateo County Human Services Agency
1 Davis Drive, Belmont CA 94002
BEggers@smcgov.org<mailto:BEggers@smcgov.org>
650-802-5083

COUNTY OF SAN MATEO
HUMAN SERVICES AGENCY

Iliana Rodriguez
Interim Agency Director

Collaborative Community Outcomes
1 Davis Drive
Belmont, CA 94002
650-802-7500 T
650-631-5771 F
hsa.smcgov.org

September 9, 2019

Delivered via email to Selina Toy Lee, Human Services Agency
SToy-Lee@smcgov.org

Dear Ms. Toy Lee,

This letter is to inform you that the San Mateo County CoC project review panel met and their review of the HMIS application from HSA ranked this application in Tier 1.

The CoC Steering Committee will meet on September 20, 2019, to approve the final Project Priority List. Please be aware that this placement decision is not final until the CoC Steering Committee has met to approve the final list. Projects recommended for re-allocation or that are placed into Tier 2 may appeal the decision of the Review Panel. In the event an appeal is successful, it can impact the final order of projects. Should your project placement be adjusted as a result of a project appeal, you will receive notification in writing prior to September 20, 2019.

Please do not take any action in e-snaps at this time; we will be in touch separately regarding our technical review of the application and any requested revisions.

In addition, the CoC Lead Agency can provide feedback on the quality of the application upon request. If you would like to receive feedback, please let me know. Detailed feedback can be provided after the CoC competition process closes on September 30, 2019.

Sincerely,

Jessica Silverberg
Manager, Center on Homelessness
Human Services Agency, Lead Agency for San Mateo County CoC
(650) 802-3378
jsilverberg@smcgov.org

Section 4: Email and letter to LifeMoves

Ana Morales

From:	Brian Eggers
Sent:	<mark>Monday, September 09, 2019 11:28 AM</mark>
To:	Katherine Finnigan; Brian Greenberg
Cc:	Jessica Silverberg; Kate Bristol
Subject:	CoC NOFA applications review
Attachments:	LifeMoves Notification Letter Tier 1.pdf; LifeMoves Notification Letter Tier 2.pdf; 2019 Project Review and Ranking Process.pdf

Dear Katherine and Brian,

The CoC review panel met and completed their review and ranking of the project applications.

Attached are the results of the CoC review panel's review of the LifeMoves CoC applications. Also attached is the Project Review and Ranking process that includes information about the appeal process.

Please let Jessica Silverberg and me know if you have any questions.

Thank you,

Brian Eggers, MPA
Center on Homelessness
San Mateo County Human Services Agency
1 Davis Drive, Belmont CA 94002
BEggers@smcgov.org<mailto:BEggers@smcgov.org>
650-802-5083

COUNTY OF **SAN MATEO**
HUMAN SERVICES AGENCY

Iliana Rodriguez
Interim Agency Director

Collaborative Community Outcomes
1 Davis Drive
Belmont, CA 94002
650-802-7500 T
650-631-5771 F
hsa.smcgov.org

September 9, 2019

Delivered via email to Brian Greenberg and Katherine Finnigan, LifeMoves
bgreenberg@lifemoves.org *and* kfinnigan@lifemoves.org

Dear Dr. Greenberg and Ms. Finnigan,

This letter is to inform you that the San Mateo County CoC project review panel met and their review of the following applications from LifeMoves ranked these applications in Tier 1.

- SAFE (Savings & Financial Education) 2018
- Vendome
- Part of the Rapid Re-housing 2018 grant ($270,348 of this grant is in tier 1, the remainder is in tier 2. See tier 2 letter for more information).

The CoC Steering Committee will meet on September 20, 2019, to approve the final Project Priority List. Please be aware that this placement decision is not final until the CoC Steering Committee has met to approve the final list. Projects recommended for re-allocation or that are placed into Tier 2 may appeal the decision of the Review Panel. In the event an appeal is successful, it can impact the final order of projects. Should your project placement be adjusted as a result of a project appeal, you will receive notification in writing prior to September 20, 2019.

Please do not take any action in e-snaps at this time; we will be in touch separately regarding our technical review of the application and any requested revisions.

In addition, the CoC Lead Agency can provide feedback on the quality of the application upon request. If you would like to receive feedback, please let me know. Detailed feedback can be provided after the CoC competition process closes on September 30, 2019.

Sincerely,

Jessica Silverberg
Manager, Center on Homelessness
Human Services Agency, Lead Agency for San Mateo County CoC
(650) 802-3378
jsilverberg@smcgov.org

COUNTY OF **SAN MATEO**
HUMAN SERVICES AGENCY

Iliana Rodriguez
Interim Agency Director

Collaborative Community Outcomes
1 Davis Drive
Belmont, CA 94002
650-802-7500 T
650-631-5771 F
hsa.smcgov.org

September 9, 2019
Delivered via email to Brian Greenberg and Katherine Finnigan, LifeMoves
bgreenberg@lifemoves.org and *kfinnigan@lifemoves.org*

Dear Dr. Greenberg and Ms. Finnigan,

The San Mateo County CoC project review panel met to rank all projects applying for 2019 CoC funding. Their review of the following applications from LifeMoves ranked these applications in Tier 2.

- Part of the Rapid Re-housing 2018 grant ($231,180 of this grant is in tier 2, the remainder is in tier 1.)
- Redwood Family House 2018
- Family Crossroads 2018

The placement of these projects in Tier 2 was based on the scores they received in the review process. The scoring system is based on objective scoring criteria relating to project performance and the CoC's established performance standards, as described in the Project Review and Ranking Process approved by the CoC. The CoC Steering Committee will meet on September 20, 2019, to approve the final Project Priority List.

If you wish to appeal this decision, you must submit your appeal by email to me (JSilverberg@smcgov.org) and Brian Eggers (BEggers@smcgov.org) no later than 5:00pm on September 13, 2019. Appeals will be handled according to the process outlined in the CoC's approved Project Review and Ranking Process document, which I am attaching to this letter.

Please be aware that in the event an appeal from an applicant is successful, it could impact the final order of projects. Should your project placement be adjusted as a result of another project's appeal, you will receive notification in writing prior to September 20, 2019.

In addition, the CoC Lead Agency can provide feedback on the quality of the application upon request. If you would like to receive feedback, please let me know. Detailed feedback can be provided after the CoC competition process closes on September 30, 2019.

Sincerely,

Jessica Silverberg
Manager, Center on Homelessness
Human Services Agency, Lead Agency for San Mateo County CoC
(650) 802-3378
JSilverberg@smcgov.org

Section 5: Email and letter to the Mental Health Association

From:	Brian Eggers
Sent:	<mark>Monday, September 09, 2019 11:31 AM</mark>
To:	'Melissa Platte'
Cc:	Jessica Silverberg; Kate Bristol
Subject:	CoC NOFA application review
Attachments:	MHA Notification Tier 1.pdf

Dear Melissa,

The CoC review panel met and completed their review and ranking of the project applications.

Attached are the results of the CoC review panel's review of the SAYAT project.

Please let Jessica Silverberg and me know if you have any questions.

Thank you,

Brian Eggers, MPA
Center on Homelessness
San Mateo County Human Services Agency
1 Davis Drive, Belmont CA 94002
BEggers@smcgov.org<mailto:BEggers@smcgov.org>
650-802-5083

COUNTY OF **SAN MATEO**
HUMAN SERVICES AGENCY

Iliana Rodriguez
Interim Agency Director

Collaborative Community Outcomes
1 Davis Drive
Belmont, CA 94002
650-802-7500 T
650-631-5771 F
hsa.smcgov.org

September 9, 2019

Delivered via email to Melissa Platte, Mental Health Association of San Mateo County
melissap@mhasmc.org

Dear Ms. Platte,

This letter is to inform you that the San Mateo County CoC project review panel met and their review of the SAYAT Program application from the Mental Health Association ranked this application in Tier 1.

The CoC Steering Committee will meet on September 20, 2019, to approve the final Project Priority List. Please be aware that this placement decision is not final until the CoC Steering Committee has met to approve the final list. Projects recommended for re-allocation or that are placed into Tier 2 may appeal the decision of the Review Panel. In the event an appeal is successful, it can impact the final order of projects. Should your project placement be adjusted as a result of a project appeal, you will receive notification in writing prior to September 20, 2019.

Please do not take any action in e-snaps at this time; we will be in touch separately regarding our technical review of the application and any requested revisions.

In addition, the CoC Lead Agency can provide feedback on the quality of the application upon request. If you would like to receive feedback, please let me know. Detailed feedback can be provided after the CoC competition process closes on September 30, 2019.

Sincerely,

Jessica Silverberg
Manager, Center on Homelessness
Human Services Agency, Lead Agency for San Mateo County CoC
(650) 802-3378
jsilverberg@smcgov.org

PROJECT REJECTED/REDUCED NOTIFICATION

Per HUD's Detailed Instructions, this attachment demonstrates the 15-day notification of projects that were rejected or reduced during the 2019 competition. The relevant sections have been highlighted in yellow.

Attachment includes:
- **Section 1:** Email and letter to Retraining the Village (9/9/19)

Section 1: Email and letter to Retraining the Village

Ana Morales

From:	Brian Eggers
Sent:	<mark>Monday, September 09, 2019 11:37 AM</mark>
To:	Halley Crumb
Cc:	Jessica Silverberg; Kate Bristol
Subject:	CoC NOFA application review
Attachments:	RTV Noticiation Letter.pdf; 2019 Project Review and Ranking Process.pdf

Dear Halley,

The CoC review panel met and completed their review and ranking of the project applications.

Attached are the results of the CoC review panel's review of the RTV application. Also attached is the Project Review and Ranking process that includes information about the appeal process.

Please let Jessica Silverberg and me know if you have any questions.

Thank you,

Brian Eggers, MPA
Center on Homelessness
San Mateo County Human Services Agency
1 Davis Drive, Belmont CA 94002
BEggers@smcgov.org<mailto:BEggers@smcgov.org>
650-802-5083

COUNTYOF**SAN MATEO**
HUMAN SERVICES AGENCY

Iliana Rodriguez
Interim Agency Director

Collaborative Community Outcomes
1 Davis Drive
Belmont, CA 94002
650-802-7500 T
650-631-5771 F
hsa.smcgov.org

September 9, 2019
Delivered via email to Halley Crumb, Retraining the Village
halleycrumb@retrainingthevillage.org

Dear Ms. Crumb,

The San Mateo County CoC's project review panel met on September 4th, 2019 to score and rank all projects applying for 2019 CoC funding. The scoring of new project applications was based on HEARTH and Opening Doors objectives, targeting and outreach, appropriateness of housing, Housing First modeling, service plan, timing, applicant capacity, and financial feasibility and effectiveness, and project type prioritization, as described in the Project Review and Ranking Process.

The panel recommended that the application from Retraining the Village for the joint transitional housing-rapid rehousing project not be selected for funding in the 2019 CoC Project Priority List. The reason that this project was not selected is that the project received low scores on the rating factors listed in the Project Review and Ranking Process.

The CoC Steering Committee will meet on September 20, 2019 to approve the final Project Priority List, which does not include the Retraining the Village application.

If you wish to appeal this decision, please submit your appeal request by email to me (JSilverberg@smcgov.org) and Brian Eggers (BEggers@smcgov.org) no later than 5:00pm on September 13th, 2019. Appeals will be handled according to the process outlined in the CoC's approved Project Review and Ranking Process document, which I am attaching to this letter.

In addition, the CoC Lead Agency can provide feedback on the quality of the application upon request. If you would like to receive feedback, please let me know. Detailed feedback will be provided after the CoC competition process closes on September 30, 2019.

Sincerely,

Jessica Silverberg
Manager, Center on Homelessness
Human Services Agency, Lead Agency for San Mateo County CoC
(650) 802-3378
jsilverberg@smcgov.org

LOCAL COMPETITION DEADLINE

Per HUD's Detailed Instructions, these attachments document the 30-day announcement of our local competition deadline. The relevant sections have been highlighted in yellow.

Attachments include:
- **Section 1:** Email notification to CoC Steering Committee and CoC Stakeholders re: deadline, and posting of Informational Meeting for Potential Applicants Meeting Minutes and CoC Steering Committee Meeting Minutes (7/31/19)
- **Section 2:** Screen shot of the public posting of the local competition deadline (8/1/19)

Section 1: Email notification to CoC Steering Committee and CoC Stakeholders re: deadline, and posting of Informational Meeting for Potential Applicants Meeting Minutes and CoC Steering Committee Meeting Minutes (7/31/19)

Ana Morales

From: Tammie Sweetser
Sent: Wednesday, July 31, 2019 3:51 PM
Subject: 2019 CoC NOFA - Documents Posted

Dear CoC Steering Committee and CoC stakeholders,

This email contains links to documents about the 2019 CoC NOFA including the application for new funding and the 2019 Project Review and Ranking Process. **As a reminder, new project applications and renewal applications are due by August 26 at 5:00 pm.**

Document	Description	Link
New Project Narrative Application	Application form for new projects (this form and a PDF of project application from e-snaps are due August 26 by 5:00 pm)	https://hsa.smcgov.org/2019-continuum-care-nofa-notice-funding-availability Scroll to bottom of the page and click on the document link titled New Project Applicatio The application template will open in Word.
2019 Project Review and Ranking Process	Final Project Review and Ranking Process (Note: The Steering Committee approved this document on July 26.)	https://hsa.smcgov.org/sites/hsa.smcgov.org/files/2019%20Project%20Review%20and%
• Highlights of 2019 CoC NOFA • Information for New Applicants-Availability of Funding for New Projects • Information for Renewal Applicants	Documents providing an overview of the NOFA, the application process and timeline for new applications and renewal applications	https://hsa.smcgov.org/2019-continuum-care-nofa-notice-funding-availability Scroll to bottom of the page and click on each document

==Minutes-Informational Meeting for Potential Applicants 7-31-19==	Summary of the July 31 informational meeting for potential applicants for new or renewal funding	https://hsa.smcgov.org/sites/hsa.smcgov.org/files/Minutes%20-%20Informational%20Meeting%20for%20Potential%20Applicants%207-31-2019.pdf
==Minutes - CoC Steering 7-26-19 including approving ranking process==	Summary of the July 26 CoC Steering Committee meeting at which the Project Review and Ranking Process was approved	https://hsa.smcgov.org/sites/hsa.smcgov.org/files/Minutes%20-%20CoC%20Steering%20%2C20-19%20including%20approving%20ranking%20process.pdf

These and other NOFA documents are all posted at our NOFA website at https://hsa.smcgov.org/2019-continuum-care-nofa-notice-funding-availability

If you have any questions, please contact Brian Eggers (BEggers@smcgov.org).

Thank you!

Brian Eggers, MPA
Center on Homelessness
San Mateo County Human Services Agency
1 Davis Drive, Belmont CA 94002
BEggers@smcgov.org<mailto:BEggers@smcgov.org>
650-802-5083

Section 2: Screen shot of the public posting of the
local competition deadline (8/1/19)

COUNTY OF SAN MATEO
HUMAN SERVICES

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2019 Continuum of Care NOFA (Notice of Funding Availability)

On July 3, 2019 the U.S. Department of Housing and Urban Development (HUD) published the Notice of Funding Availability (NOFA) for the Continuum of Care Homeless Assistance Program.

The NOFA can be accessed at https://www.hudexchange.info/resource/5842/fy-2019-coc-program-nofa/. It establishes this year's funding criteria for the Continuum of Care (CoC) Homeless Assistance Programs (sometimes also referred to as the McKinney-Vento Homeless Assistance Act programs).

Potential applicants meeting

Wednesday, July 31, 2019 from 1-2pm pm at HSA's office at 1 Davis Drive, Belmont in the Montara Room This meeting is for any agency interested in learning about applying for new or renewal funding. The meeting will provide details on our local process and will include opportunities to ask questions. This meeting is open to anyone interested in learning more about this funding opportunity.

New Project Applications

New project applications are due by August 26, 2019 at 5:00 pm to Lody Saba, Lsaba@smcgov.org, Ana Morales, AMorales1@smcgov.org, and Brian Eggers, BEggers@smcgov.org. More information about the funding and application process is available in the document below titled Information for New Applicants 2019 CoC NOFA and the application template is available below, titled New Project Narrative Application Template 2019. The Project Review and Ranking Process document is also available below.

Renewal Applications

Renewal project applications are due by August 26, 2019 at 5:00 pm to Lody Saba, Lsaba@smcgov.org, Ana Morales, AMorales1@smcgov.org, and Brian Eggers, BEggers@smcgov.org. More information is available in the document below titled Information for Renewal Applicants 2019 CoC NOFA. The Project Reivew and Ranking Process document is also available below.

If you have questions about the NOFA process, please contact Brian Eggers, 650-802-5083, BEggers@smcgov.org or Jessica Silverberg, 650-802-3378, JSilverberg@smcgov.org

Please see the documents below for information about the NOFA process.

| PDF | Highlights of 2019 CoC NOFA.pdf | 398.7 KB |

LOCAL COMPETITION PUBLIC ANNOUNCEMENT

Per HUD's Detailed Instructions, these attachments document how the CoC informed project applicants about point values or other ranking criteria the CoC would use to rank projects on the CoC Priority Listing during our local competition. The relevant sections have been highlighted in yellow.

Attachments include:
- **Section 1:** Document outlining the CoC's rating and ranking process (2019 CoC Competition - Project Review and Ranking Process)
- **Section 2:** Screen shot of the public posting of the 2019 CoC Competition - Project Review and Ranking Process
- **Section 3:** Email announcing the public posting of the 2019 CoC Competition - Project Review and Ranking Process

Section 1: Document outlining the CoC's rating and ranking process
(2019 CoC Competition - Project Review and Ranking Process)

I.   Background on 2019 NOFA and Ranking Requirements

On July 3, 2019, the U.S. Department of Housing and Urban Development (HUD) published the *Notice of Funding Availability (NOFA) for the Continuum of Care Homeless Assistance Program*.

- This year, funding is available for eligible renewal projects. Renewals must be rated and ranked into two tiers (see below).

- Organizations with multiple CoC projects of the same project type may apply to consolidate two or more grants into a single grant through the renewal process. These projects will submit both renewal applications for existing projects as well as a new consolidated project application.

- San Mateo County is eligible to request up to $620,478 for bonus permanent housing projects, which may include: (1) permanent supportive housing (PSH) serving: (i) persons who meet the definition of DedicatedPLUS (in which case all units funded by the project must serve participants qualifying as DedicatedPLUS); or (ii) persons experiencing chronic homelessness at the time they initially enroll in the project; (2) rapid re-housing (RRH) projects serving homeless single adults or families with children and (3) joint transitional-housing/rapid re-housing (TH/RRH) projects.

- San Mateo County may request funding to create new DV bonus projects serving households who are survivors of domestic violence, dating violence, sexual assault or stalking. The maximum available to San Mateo County is $270,788. Multiple projects (requesting a minimum of $25,000 each) may be submitted in the following project types: (1) rapid re-housing (RRH), (2) joint transitional-housing/rapid re-housing (TH/RRH). SSO Projects for Coordinated Entry (SSO-CE) to implement policies, procedures, and practices that equip the CoC's coordinated entry to better meet the needs of survivors of domestic violence, dating violence, sexual assault, or stalking may also be submitted; there is a cap of one submission per CoC for SSO-CE project applications.

- San Mateo County may also create new projects through the re-allocation of funds from lower performing existing grants. The amount of available re-allocation funds is expected to be in the range of $100,000 to $200,000 (though the actual amount may vary) and may be used for the same project types as described above. These funds may

also be used by the CoC Lead Agency (San Mateo County Human Services Agency) for dedicated HMIS projects or Coordinated Entry projects.

Organizations with existing CoC projects may also apply to transition from one project component to another component using the re-allocation process.

The NOFA requires that each CoC conduct a transparent and objective process to review and rank all applications for renewal of existing projects and creation of new projects. Ranking of renewal projects must demonstrate the use of established objective criteria used to review project applications. Additionally, the CoC must place projects into Tier 1 and Tier 2, with projects in Tier 2 having to compete nationally for funding.

This document describes the San Mateo County CoC policies and process governing the review and ranking of projects in the 2019 competition, as well as the adopted policy for determining which projects are placed into Tier 2.

II. Rating and Ranking Process and Criteria

a. Adoption of Performance Standards

On July 12, 2013, the CoC Steering Committee adopted objective Project Performance Standards for all program types within the continuum (emergency shelter, short and long term transitional housing, permanent housing, rapid re-housing, services only with housing focus, and services only with employment focus). In June 2016 these standards were updated to align with HUD's System Performance Measures (published in 2014) and to reflect recent data on current performance of San Mateo County programs and performance targets recommended by Focus Strategies as part of their technical assistance work on HSA's Strategic Plan to End Homelessness 2016-2020.

In July 2018, the CoC Steering Committee voted to adjust the performance standard for HMIS data quality.

The Performance Standards as amended on July 13, 2018 are attached as **Attachment A**.

b. Solicitation of CoC Applications

On [insert date] 2019, the CoC Lead Agency (HSA) released an announcement of available funding for both new and renewal CoC projects. An informational meeting for potential applicants (both new and renewal) is set to be convened on July 31, 2019. Funding announcements were distributed broadly via email to the provider community and were also posted to the HSA website. The announcements explain the process for submitting application, as well as the review criteria and process.

c. Application Process

- On or about July 31, 2019, renewal applicants will receive a Project Performance Report

from HSA summarizing their progress in meeting the established performance standards using data from the Clarity HMIS system. This report provides each renewal project applicant the opportunity to provide any narrative explanation or clarification regarding why they did or did not meet any of the standards. This document also includes supplemental narrative questions. New this year, match letters will also undergo a technical review for adherence to HUD requirements.

- By August 26, 2019 at 5:00 pm, all applicants (new and renewal) must complete their Project Application(s) (Exhibit 2) in e-snaps. Renewal applicants must also submit their completed Project Performance Reports including any clarifications and responses to the supplemental narrative, as well as supporting documentation. New applicants must also submit their completed supplemental narrative. Applicants that are consolidating two or more renewal grants must submit Project Performance Reports and Project Applications for the individual grants by the date listed above, as well as a Project Application for the consolidated grant.

Additional details and instructions about the application process are contained in the following documents: Highlights of the 2019 Continuum of Care NOFA, Availability of Funding for New Projects, and Information for Renewal Applicants, which are posted online at HSA's 2019 website at https://hsa.smcgov.org/center-homelessness.

d. Review, Ranking and Tiering Process

- HSA will convene an unbiased and non-conflicted Review Panel composed of representatives from neutral (non-applicant) organizations. The Panel may include staff from the County of San Mateo, cities and towns within the County, funders and non-profit housing and social services organizations.

- The Review Panel will meet on or about September 4, 2019 to determine final ranking of the projects.

- Prior to the meeting, the HSA staff will calculate the preliminary score for all renewal applicants using the objective Scoring Factors in **Attachment B**. The preliminary scores will be distributed to the Review Panel prior to or at the meeting.

- Prior to the meeting, the Review Panel will receive copies of all new project applications for review and scoring. New project applications will be scored using the scoring factors in **Attachment C.** In the absence of new applications, or if new applications are deemed materially deficient or non-competitive, the Review Panel reserves the right to invite a new application from an existing grantee, which could be either an entirely new project or an expansion of an existing high-performing project.

- At the meeting, the Review Panel will determine the final order of ranking of projects in accordance with the Ranking and Tiering Policy in **Attachment D**. Projects expanded at the behest of the Review Panel will be ranked based on existing project performance and tiered in accordance with the ranking policy for new projects.

- All applicants will be notified on or about September 9, 2019 whether their project is being included in the application as well as their rank on the Project Priority listing.

- Applicants may appeal any of the following decisions of the CoC Steering Committee:

  - ➢ Placement of project into Tier 2

  - ➢ Reduction of renewal grant amount (i.e. renewal grant partially re-allocated to a new project)

  - ➢ Elimination of renewal grant (i.e. entire grant re-allocated to a new project)

  - ➢ New project application not selected to be included in the Project Priority List

  Appeals must be submitted in writing to HSA no later than 5:00 p.m. on September 13, 2019. Appeals will be heard by a panel of three non-conflicted members of the CoC Steering Committee or a CoC subcommittee who did not serve on the Review Panel. The decision of the appeal panel is final.

- The final project rankings, including results of any appeals, will be brought to the Continuum of Care Steering Committee for approval on or about September 20, 2019.

- After submission of the CoC Application to HUD, any applicant may submit a written request to HSA for technical feedback as it relates to the strength of the proposal. Feedback requests may be submitted through October 31, 2019.

ATTACHMENT A
Performance Standards Revised July 2018

Measures		Emergency Shelter	Transitional Housing	Permanent Supportive Housing	Rapid Re-Housing
1	**a) Exit to Permanent Housing** Percent of all leavers who exited to a permanent destination	30% (S)/ 50% (F)	85%	NA	85%
	b) Exit to Permanent Housing or Retained Permanent Housing Percent of participants who retained housing and all leavers who exited to a permanent destination	NA	NA	85%	NA
2	**Length of Stay** Average length of stay for program participants	Less than: 30 days	Less than: 120 days	NA	NA
3	**Returns to Homelessness** Percent of all participants who return to homelessness within one year after exiting to permanent housing	Less than: 20% (S)/ 2% (F)	Less than: 11% (S)/ 1% (F)	NA	Less than 15%
4	**Increased Employment Income** Percent of adult leavers who exited and stayers (who stayed for 12 months or more) with increased employment income	10%	15%	NA	15%
5	**Increased Non-Employment Income** Percent of adult leavers who exited and stayers (who stayed for 12 months or more) with increased non-employment income	10%	15%	10%	15%
6	**Utilization Rate** Average daily bed/unit/ or program slot utilization	95%	90%	90%	NA
7	**CoC Grant Spending** Percentage of CoC award spent in most recently completed year	95%	95%	90%	90%
8	**HMIS Data Quality** Percentage of null/missing and don't know/refused values *does not include SSN	Less than 5%	Less than 5%	Less than 5%	Less than 5%

Legend: (S) = singles, (F) = families

The scoring system for renewal projects is based on objective criteria, including a consideration of past performance as demonstrated by the project APR, HMIS data, performance data compiled by Focus Strategies using HMIS and budget data, CoC Project Applications and supplemental project narratives. The scoring system also takes into consideration the severity of needs and vulnerabilities experienced by program participants, and the extent to which projects are aligned with Housing First principals (low barriers to participation, no service participation requirements or preconditions).

Projects applying for consolidation will each be scored and ranked separately, as per HUD requirements.

Scoring Factor		Maximum and Minimum Scores		
		TH	**RRH**	**PSH**
1	1a. Exits to Permanent Housing (up to 15 pts)	Exceeds standard by more than 10% = 15 points Meets standard or exceeds by up to 10% = 9 points Within 10% of standard = 6 points More than 10% below standard = 0 points		Not Applicable
	1b. Exits to Permanent Housing/Retain Housing (up to 17 pts)	Not Applicable		Exceeds standard by more than 10% = 17 points Meets standard or exceeds by up to 10% = 12 points Within 10% of standard = 8 points More than 10% below standard = 0 points
2	Length of Stay (up to 6 pts)	Exceeds standard by more than 10% = 6 points Meets standard or exceeds by 10% = 4 points Within 10% of standard = 2 points	Not Applicable	
3	Returns to Homelessness (up to 4 pts)	Achieves standard = 4 points		Not Applicable
4	Increased Employment Income (up to 5 pts)	Exceeds standard by more than 5% = 5 points Meets standard or exceeds by up to 5% = 4 points Within 5% of standard = 2 points More than 5% below standard = 0 points		Not Applicable

Scoring Factor		Maximum and Minimum Scores		
		TH	RRH	PSH
5	Increased Non-Employment Income (up to 7 pts)	Exceeds standard by more than 5% = 7 points Meets standard or exceeds by up to 5% = 4 points Within 5% of standard = 2 points More than 5% below standard = 0 points		
6	Utilization Rate (up to 6 pts)	Meets standard or exceeds = 6 points Within 5% of standard = 2 points More than 5% below standard = 0 points	Not Applicable	Meets standard or exceeds = 6 points Within 5% of standard = 2 points More than 5% below standard = 0 points
7	CoC Grant Spending (up to 6 pts)	Meets standard or exceeds = 6 points Within 5% of standard = 3 points More than 5% below standard = 0 points		
8	HMIS Data Quality (up to 12 pts)	All Data Elements Less Than 5% Missing/Don't Know = 12 points 1-2 Data Elements More Than 5% Missing/Don't Know = 6 points More Than 2 Data Elements More Than 5% Missing/Don't Know = 0 points		
9	Housing First (up to 16 points)	Does the project ensure participants are not screened out based on the following criteria? A) Having too little or no income B) Active or history of substance abuse C) Having a criminal record with exceptions for state-mandated restrictions D) History of domestic violence If yes, then 0.5 points for each (possible total of 2 points). Does the project ensure that participants are not terminated from the program for the following reasons? A) Failure to participate in supportive services B) Failure to make progress on a service plan C) Loss of income or failure to improve income D) Being a victim of domestic violence If yes, then 0.5 points for each (possible total of 2 points). Does the project have these Housing First approaches documented in project manual or other project documentation? If yes, then 1.5 points for each approach documented in submitted documents (up to 12 points).		

Scoring Factor		Maximum and Minimum Scores		
		TH	RRH	PSH
10	Documentation of Referral/ Enrollment Process (up to 8 pts)	Does the project have policies and procedures for accepting and enrolling referrals from CES? Does the project have clear protocols for why referrals may be denied and for what reason? Does the project have these policies and procedures documented in project manual or other project documentation? Project has policies and procedures documented, including protocols for why referrals may be denied = 8 points Project has policies and procedures documented = 5 points Project does not have policies and procedures documented = 0 points		
11	Grants Monitoring/ Compliance (up to 8 pts)	a) Project submitted APR on time= 2 points If not = 0 points b) Project had sufficient LOCCS drawdown frequency for executed contracts (at least quarterly)= 2 points If not = 0 points c) Project did not return funds to HUD = 2 points If returned funds = 0 points d) Project serves CoC-eligible participants (as demonstrated in written policies/procedures on eligibility, screening and admission) = 2 points If not = 0 points e) Serious unresolved compliance finding from HUD would result in up to 8 points subtracted from project's score		
12	Cost Effectiveness for PH exits or PSH units (up to 7 points)	Cost per exit to permanent housing is reasonable for project type = 7 points Cost per exit to permanent housing is not reasonable for project type = 3 points		Cost per unit served is reasonable for project type = 7 points Cost per unit served is not reasonable for project type = 3points
13	Policy Priorities (up to 13 points)	Not Applicable	Rapid Re-Housing = 12 points	Permanent Supportive Housing = 13 points
Maximum Score		100	100	100

Methodology for Renewal Scoring Factors:

Factor 1 through 8 (Project Performance Standards): Data will be extracted from APR/Clarity/Looker/HUD Applications for each project for the period May 1, 2018 to April 30, 2019 to calculate these performance measures.

Factor 9: (Housing First): This will be based on how the applicant responds to the Questions on Section 3B of the Project Application relating to Housing First, entry barriers, and service participation requirements. In addition, these items will be scored based on the project's documented program manual.   The projects with written policies that clearly document low barriers and no service participation requirements will receive higher scores.

Factor 10: (Documentation of Referral/Enrollment Process): This factor considers whether the project has policies and procedures for accepting and enrolling referrals from CES as well as if there are clear protocols for why referrals may be denied and for what reason. Scores will be based on the projects documented policies and procedures. The projects with comprehensive written policies and procedures will receive higher scores.

Factor 11: (Grants Monitoring/Compliance): Applicants will be scored based on their responses to the questions in Section 2Bof the Project Application, to include: whether they submitted APR reports on time, have made sufficient LOCCS drawdowns, or have had any unspent grant funds returned to HUD. Applicants will be asked to submit their eligibility and screening policy/procedures to assess whether projects serve CoC-eligible populations. In addition, projects will lose points for having serious unresolved compliance findings from HUD.

Factor 12: (Cost Effectiveness): For TH and RRH projects, the measure will be calculated by dividing the total program budget by the number of households who exited to permanent housing. For PSH projects, the measure will be calculated by dividing total budget (as submitted by program) by the number of units/households in the project to arrive at an average cost per unit.

Factor 13: (Policy Priorities): This factor provides additional points for permanent housing projects (PSH and RRH).

DedicatedPLUS projects will not receive points for serving chronically homeless individuals because they do not only serve chronically homeless individuals.

DV projects operated by victim services providers will be rated and ranked using the same methodology as all other projects. DV providers will extract performance data from their HMIS compatible database to complete the project performance report.

Rating Factor	Score Range
1. HEARTH and Home Together (Federal Strategic Plan to Prevent and End Homelessness) Objectives. The project articulates how it will advance the goals set forth in HEARTH and Home Together: • Reduce new entries into homelessness • Reduce the length of time people are homeless • Reduce returns to homelessness • Increase participant income	0-5
2. Targeting and Outreach • Project targets an eligible population • Project targets participants who are coming from the street or other locations not meant for human habitation, emergency shelters, safe havens, or fleeing domestic violence • There is a strong outreach plan specifically designed to identify and engage people in the target population and ensure they are able to access the program	0-10
3. Appropriateness of Housing • Type, scale, and location of the housing fit the needs of the program participants • Participants are assisted to secure housing as quickly as possible • Programs and activities are offered in a setting that enables homeless people with disabilities to interact with others without disabilities to the fullest extent possible	0-5
4. Housing First Model • Project will have low barriers to entry and does not screen out applicants based on having no or low income, active or history of substance use, criminal record (except for State mandated requirements), history of domestic violence) or lack of willingness to participate in services • Project services are client-centered • Project will not terminate participation for: failure to participate in services, failure to make progress on service plan, loss of income or failure to improve income; being a victim of domestic violence, or other activities not covered in the lease agreement	0-20
5. Service Plan • For RRH projects, project meets National Alliance to End Homelessness (NAEH) RRH standards • Type, scale, location of the supportive services fit the needs of the program participants and are readily accessible. This includes services funded by the CoC grant and other project funding sources • There is a specific plan to ensure participants are individually assisted to obtain the benefits of the mainstream health, social, and employment	0-20

Rating Factor	Score Range
programs for which they are eligible • There is a specific plan to ensure participants are assisted to obtain and remain in permanent housing in a manner that fits their needs • There is a specific plan to ensure participants are assisted to increase their incomes and live independently • For DV bonus project applicants: services are tailored to meet the needs of survivors of domestic violence, dating violence, sexual assault, or stalking who experienced homelessness	
6. Timing • Applicant has a clear plan to begin operations when the contract is executed. Within six months of contract execution may be awarded up to 10 points and within one year of contract execution may be awarded up to 5 points	0-10
7. Applicant Capacity • Recent relevant experience in providing housing to homeless people • Recent data submitted demonstrates strong performance for relevant services and/or housing provided • Relevant experience in operation of housing projects or programs, administering leasing or rental assistance funds, delivering services and entering data and ensuring high-quality data in a system (HMIS or a similar data system) • Organizational and finance capacity to track funds and meet all HUD reporting and fiscal requirements • If application has sub recipients, applicant organizations have experience working together • Any outstanding monitoring or audit issues or issues are explained • For DV bonus project applicants: experience serving survivors of domestic violence, dating violence, sexual assault, or stalking, and ability to house survivors and meet safety outcomes.	0-10
8. Financial Feasibility and Effectiveness • Costs appear reasonable and adequate to support proposed program • Match requirement is met • Additional resources leveraged	0-10
9. Project Type Prioritization • TH/RRH - 0 points • Supportive Services Only (SSO) Projects for Coordinated Entry for survivors of Domestic Violence - 0 points • Transition projects that create a new TH/RRH project through re-allocation- 3 points • PSH/DedicatedPLUS - 3 points • RRH – 5 points • PSH Dedicated to Chronically Homeless People – 10 points	0-10
TOTAL	100

ATTACHMENT D
RANKING AND TIERING POLICIES

1. Ranking Policy

In determining the rank order of projects, the Review Panel will adhere to the following policies:

a. Projects will be ordered in accordance with their scores as set forth in Attachment B (for renewal projects) and Attachment C (for new projects).

b. Projects falling into Tier 1 will be submitted on the Project Priority list in the order in which they are ranked

c. Projects falling into Tier 2 will be ranked according to the policies set forth in below in Section 3 and 4.

d. The following project types will not receive scores:
   - Renewal projects that do not have any performance data (because they were only recently awarded) will be placed at the bottom of Tier 1 or into Tier 2, at the discretion of the Review Panel.
   - Any dedicated HMIS or Coordinated Entry projects will not receive scores. As critical infrastructure for the CoC, dedicated HMIS and/or Coordinated Entry projects will be placed at the bottom of Tier 1.

2. Tier Two Project Scoring as Established in the HUD NOFA

In this year's NOFA, HUD has set forth a scoring system for Tier 2 Projects:
   a. CoC Score – up to 50 points in direct proportion to the score received on the CoC application
   b. CoC Project Ranking – Up to 40 points based on how each project is ranked within Tier 2, with those closer to the top of the list receiving more points
   c. Low Barriers to Entry – projects that demonstrate low barriers to entry and prioritize rapid placement and stabilization in permanent housing, up to 10 points.

All projects in Tier 2 will compete nationally for funding based on this scoring system. Projects lower on the list are less likely to be funded.

3. San Mateo County Tier 2 Policy
Once the rank order of projects has been determined (see Section 1), any projects falling into Tier 2 will be candidates for re-allocation to create new projects. The Review Panel will make

a recommendation as to whether to re-allocate Tier 2 projects or leave them in their rank order.

4.   Re-Allocation Policy

In addition to the above, the Review Panel will examine the spending history of ALL renewal projects to determine if any grants should be reduced. Any grants that have significant under spending will be candidates to have their grant amount reduced. Funds captured from grants that are reduced will be used to fund new permanent housing or rapid-re-housing project(s), which can be placed either in Tier 1 or Tier 2, or HMIS or Coordinated Entry projects, which are placed at the bottom of Tier 1.

Renewal applicants may apply to create a Transition Project by voluntarily re-allocating one or more of their grants and creating a new grant of a different project type (PSH, RRH, TH/RRH). The new project will be ranked and scored according to the policies outlined in this document. There is no guarantee that Transition projects will be included in the Project Priority list submitted to HUD, and if they are, there is no guarantee that they would be placed in Tier 1.

Renewal applicants may choose to voluntarily re-allocate a portion of an existing grant to create a new re-allocation project, but these will not be considered Transition Grants by HUD. There is no guarantee the re-allocation project will be included in the Project Priority list submitted to HUD, and if they are, will be placed into Tier 1. The new project will be ranked according to the policies outline in this document.

5.   Final Project Priority List

After following the process described above, the Review Panel may elect to make adjustments to the order of projects if doing so will advance the goals of ensuring a more competitive overall funding application and maximizing our CoC's ability to fund eligible renewals and new projects. These adjustments are limited to the following:
- Adjustments to address any issues that arise from projects straddling the Tier 1 and Tier 2 line, in accordance with the policy outlined in the HUD NOFA.
- Ranking of bonus project(s).
- Ranking of DV bonus project(s).
- Ranking of renewal projects that do not yet have any performance data.

Adjustments to rank order will **not** be made to protect low-performing projects from re-allocation or placement in Tier 2. Tier 2 projects remain at risk; therefore it will be to the Review Panel's discretion to rank projects within Tier 2 strategically and competitively (i.e. if projects score similarly, the Review Panel may determine to rank a project that with capacity to serve a greater number of households higher than a project with lower capacity).

Section 2: Screen shot of the public posting of the
2019 CoC Competition - Project Review and Ranking Process

JSilverberg@smcgov.org

Please see the documents below for information about the NOFA process.

PDF	Highlights of 2019 CoC NOFA.pdf		398.7 KB
PDF	Information for Renewal Applicants 2019 CoC NOFA.pdf		393.36 KB
PDF	Tips for Completing 2019 Renewal Application in E-Snaps.pdf		154.59 KB
PDF	Information for New Applicants 2019 CoC NOFA.pdf		598.46 KB
DOCX	New Project Narrative Application Template 2019.docx		27.98 KB
PDF	2019 Project Review and Ranking Process.pdf		614.38 KB
PDF	Minutes - CoC Steering 7-26-19 including approving ranking process.pdf		109.65 KB
PDF	Minutes - Informational Meeting for Potential Applicants 7-31-2019.pdf		848.4 KB

County Home   Careers   Feedback

X

Please take this short (90 second) survey to help us improve the website experience.

7:47 AM
8/1/2019

Section 3: Email announcing the public posting of the
2019 CoC Competition - Project Review and Ranking Process

Ana Morales

Dear CoC Steering Committee and CoC stakeholders,

This email contains links to documents about the 2019 CoC NOFA including the application for new funding and the 2019 Project Review and Ranking Process. **As a reminder, new project applications and renewal applications are due by August 26 at 5:00 pm.**

Document	Description	Link
New Project Narrative Application	Application form for new projects (this form and a PDF of project application from e-snaps are due August 26 by 5:00 pm)	https://hsa.smcgov.org/2019-continuum-care-nofa-notice-funding-availability Scroll to bottom of the page and click on the document link titled New Project Applicatio The application template will open in Word.
==2019 Project Review and Ranking Process==	==Final Project Review and Ranking Process (Note: The Steering Committee approved this document on July 26.)==	https://hsa.smcgov.org/sites/hsa.smcgov.org/files/2019%20Project%20Review%20and%
• Highlights of 2019 CoC NOFA • Information for New Applicants-Availability of Funding for New Projects • Information for Renewal Applicants	Documents providing an overview of the NOFA, the application process and timeline for new applications and renewal applications	https://hsa.smcgov.org/2019-continuum-care-nofa-notice-funding-availability Scroll to bottom of the page and click on each document

Minutes-Informational Meeting for Potential Applicants 7-31-19	Summary of the July 31 informational meeting for potential applicants for new or renewal funding	https://hsa.smcgov.org/sites/hsa.smcgov.org/files/Minutes%20-%20Informational%20Meeting%20for%20Potential%20Applicants%207-31-2019.pdf
Minutes - CoC Steering 7-26-19 including approving ranking process	Summary of the July 26 CoC Steering Committee meeting at which the Project Review and Ranking Process was approved	https://hsa.smcgov.org/sites/hsa.smcgov.org/files/Minutes%20-%20CoC%20Steering%20%20...19%20including%20approving%20ranking%20process.pdf

These and other NOFA documents are all posted at our NOFA website at https://hsa.smcgov.org/2019-continuum-care-nofa-notice-funding-availability

If you have any questions, please contact Brian Eggers (BEggers@smcgov.org).

Thank you!

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BEggers@smcgov.org<mailto:BEggers@smcgov.org>
650-802-5083

LOCAL EDUCATION OR TRAINING ORGANIZATION AGREEMENT

Per HUD's Detailed Instructions, this attachment documents our written agreement with a training organization, namely Vocational Rehabilitation Services. This agreement describes the Housing and Opportunities to Maximize Employment (HOME) Program that was created to exclusively provide training services for individuals experiencing homelessness and individuals in Permanent Supportive Housing and Rapid Re-Housing programs, which ensures priority access to training and employment services for this population. The relevant sections to our homeless system have been highlighted in yellow.

HOME PROGRAM

**An Agreement Between the San Mateo County Human Services Agency's
Employment Services Branch- Vocational Rehabilitation Services
and
Collaborative Community Outcomes Branch- Center on Homelessness
Regarding the HOME Program
(Housing and Opportunities to Maximize Employment)**
Revised September 2019

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HOME PROGRAM

Purpose

The purpose of this agreement is to describe the collaboration between the Human Services Agency (HSA), Employment Services (ES) branch, Vocational Rehabilitation Services (VRS), and the Collaborative Community Outcomes (CCO) branch, Center on Homelessness (COH) regarding the Housing and Opportunities to Maximize Employment (HOME) program. HSA's Center on Homelessness coordinates homeless services and serves as the Continuum of Care (CoC) Lead Agency.

This agreement will describe the processes for the operations and funding for the HOME program targeted to San Mateo County residents who are experiencing homelessness and residents who recently moved into housing via Permanent Supportive Housing (PSH) or Rapid Re-Housing (RRH) programs (previously homeless). There is a separate document from HSA's Financial Services branch regarding specific invoice processes.

The program is specifically designed to support individuals who are experiencing homelessness and individuals who are newly housed via PSH or RRH programs (previously homeless) in their efforts to achieve housing stability and self-sufficiency by providing employment training, vocational assessments, and assistance with obtaining and maintaining employment. The collaboration between the Employment Services and Collaborative Community Outcomes branches will provide additional resources to help people who currently are or have experienced homelessness, to obtain and maintain employment, which will support their housing stability.

Background

VRS provides counseling and vocational assessment, job development, and job coaching services to clients who face barriers to obtaining and maintaining employment.

As the lead CoC Agency, COH coordinates County homeless services and contracts with direct service providers in the community to deliver those services. Some of the contracted service providers will act as referring agencies to the HOME program. COH will determine which agencies can refer clients to the HOME program, to ensure that HOME is serving appropriate clients.

Term and Termination

The term of the Agreement is July 1, 2019 to June 30, 2021. Either party can terminate the Agreement with 90 days' notice. Should termination of this Agreement occur prior to the planned end date, both parties agree to negotiate in good faith in order to minimize the impact to clients and County staff and positions affected by such termination.

Funding

The funding source for HOME is Measure K. HOME funding is included in the HSA budget, in the CCO/COH budget unit.

FY19-20: $1,236,000 Measure K funds
FY20-21: $1,273,080 Measure K funds

HOME PROGRAM

Clients Eligible For HOME

The HOME program has been established to provide specialized, supportive employment services to people who are experiencing or have experienced homelessness and who have barriers to gaining and maintaining employment. HOME program clients are defined as individuals who are experiencing homelessness and individuals who were recently experiencing homelessness and have recently re-entered housing via Permanent Supportive Housing (PSH) or Rapid Re-Housing (RRH) programs. The HOME program eligibility and referral processes ensure that the program only serves people who are experiencing homelessness, or people who recently experienced homelessness and have moved into housing and are being served by a program such as PSH or RRH.

The goal of the program is to help individuals who have experienced homelessness become more self-sufficient and stable in housing, through vocational counseling, employment assessments, job development and job coaching. These supportive services intend to enhance employment outcomes and provide the necessary skills to achieve self-sufficiency. The referring agencies/programs will be defined by COH. While clients are encouraged to participate in HOME services to obtain employment and enhance self-sufficiency, all HOME services are voluntary.

Program Model

The VRS employment training program (the WorkCenter) provides warehouse and food service training for clients with ServeSafe and Forklift certifications available. The HOME program provides training for up to six (6) months for the purposes of assessing soft and hard employment skills and addressing barriers to employment. A HOME client may receive an additional three (3) months of training in the WorkCenter, with approval from the VRS Counseling Manager. VRS Counselors are assigned to monitor vocational progress, address identified barriers, and communicate with the referring agency case managers about behaviors that may impede employment.

The HOME program can serve a selected number of clients at a time in the VRS Offsite Training Program, which extend the paid training period another twelve (12) months while the client gains new vocational experiences. The extension can be worked at the WorkCenter or at a participating employer. VRS will determine the number of HOME clients who can participate in an extended employment training program, depending on program budget and the number of clients for whom this would be an appropriate plan, and training program availability.

Scope of Work/Services

Referral and Intake Process

VRS will accept referrals from the referral agency(ies) designated by COH. To initiate the referral process to VRS and qualify for the services provided, the following conditions must be met:
- Client has right to work documentation (I-9)

HOME PROGRAM

- Active client in one of the programs listed below in the *Referring Agencies* section

HOME PROGRAM

Referring Agencies

COH will identify the homeless service provider agencies that can refer clients to the HOME program. These referring agencies are listed below. COH will notify VRS in writing if additional agencies are designated as referring agencies.

Referring Agency	Program(s)
Abode Services	• Rapid Rehousing (RRH) • Permanent Supportive Housing (PSH) case management • Housing Readiness Program (HRP) case management
LifeMoves	• Homeless Outreach Team (HOT) • Family shelters • Maple Street Shelter • Rapid Re-housing
Mental Health Association (MHA)	• Spring Street
Home and Hope	• Home and Hope shelter for families
Project WeHOPE	• Project WeHOPE shelter • Outreach (HEAP)
Samaritan House	• Safe Harbor shelter
Community Overcoming Relationship Abuse (CORA)	• Shelters • Rapid re-housing
Pacifica Resource Center	• Outreach (HEAP)

Referral Process

1. VRS will provide their referral form to each referring agency and will provide information to the referring agency staff regarding HOME and the referral process.

2. To initiate a referral, the referring agency case manager will complete the following steps:

   • Provide client with information about the HOME program.
   • Complete the referral form and submit to the VRS Counseling Supervisor.

3. The VRS Counseling Supervisor will assign the client to a VRS Counselor.

4. Upon receipt of referral, the VRS Counselor will:

   • Schedule an intake appointment within three (3) business days after receipt of the referral to initiate services.

- Conduct the intake appointment which consists of completing the intake, assessment, barrier identification, and developing a work plan with specific vocational objectives.
- Provide the completed work plan and assessment to the referring agency case manager within three (3) days of completion.
- Based on the initial assessment, if applicable, refer the client to the Department of Rehabilitation or other vocational providers.

Counseling and Vocational Assessment

HOME clients may receive a vocational assessment to determine vocational strengths, if VRS determines that a vocational assessment should be a part of the client's plan. The VRS Counseling Supervisor will assign the case to a VRS Counselor.

The VRS Counselor will:

- Complete the vocational assessment within three (3) days of referral receipt.
- Provide the assessment results to the referring agency case manager, upon request
- Utilize the results of the assessment to assist the client with achieving the goals in his/her plan.
- Refer the client to Job Development after the client is assessed as Job Ready and once a vocational goal is established.

Employment Training Program Counseling

The VRS Counselor will provide the following:

- Facilitate initial orientation to WorkCenter training to provide comprehensive information about the program to clients.
- In collaboration with the client, determine the client's HOME program, including how many hours of training per week that the client will participate in HOME.
- Provide completed monthly assessments to the referring agency case managers that demonstrate the client's progress in the WorkCenter, and contact the referring agency case manager if the client is experiencing challenges in the training program or other concerns arise, or if there is a change in the client's HOME plan or status (i.e. client begins the Job Development part of HOME).
- Support clients to address hard and soft employment skills, including providing collaborative behavior contracts when appropriate with the VRS Production Supervisor and the client.
- Monitor the length of time an individual is in the program. Advise the client when they are within four (4) weeks of termination.
- Continually assess the client's work readiness and when appropriate refer the client to Job Development for placement services and/or collaborate with the

referring agency case manager for an alternative income solution such as Supplemental Security Income (SSI).

- Assess if the client has other needs related to successful completion of HOME and successful employment, such as interview clothing, transportation, certification testing fee, food (lunches during the early weeks of the program to promote engagement and retention in the program), or other needs. VRS will work with the VRS Counseling Manager to determine if the cost can be covered by HOME or another resource and if the cost can be covered, VRS will assist the client with accessing the resource, following VRS policies.

Job Development

Job Development will provide support with finding and preparing clients for unsubsidized employment. This will include resume preparation, workshop development and implementation, and support with employment search.

The VRS Job Developer will provide the following services:

- Schedule a Job Development intake within three (3) days of referral receipt.
- Assist and teach clients resume building, application completion, and interview preparation.
- Teach clients job search strategies which include demonstrating where and how to find job leads, supporting clients at hiring fairs, and assisting with online applications.
- Encourage clients to attend employment trainings that will assist with development of hard and soft skills.
- Follow up with clients and employers two (2) weeks after a positive unsubsidized employment placement.
- Determine needs for maintaining employment referral to Job Coach, additional resources, etc., and relay to appropriate staff (VRS Counselor, referring agency case manager and VRS Job Coach).
- Continue to monitor and support client placement while they are an active participant in the HOME Program. At a minimum the Job Developer should be checking in with the client and Job Coach (if assigned) monthly after the initial two (2) week check in.
- Provide screening and placement into the VRS South Bay Recycle training program.

Job Coaching

The VRS Job Coach will provide the following:

- On and off the job employment support that may include initial support and guidance in learning the main elements of the new job.
- Problem solving techniques and building natural supports.

HOME PROGRAM

VRS will determine the length of Job Coaching provided to each client, based on the client's needs and strengths. Job Coaching can be provided for up to six (6) months; the VRS Counseling Manager can approve an extension up to twelve (12) months as needed based on client needs.

Roles and Responsibilities

VRS Roles and Responsibilities

VRS will operate the HOME program including: receipt/management of referrals, client interaction, documentation of client services, tracking budget and expenditures, projecting the number of clients who will be served, and reporting on performance measures. VRS will also communicate to the referring agency(ies) to inform them of how many referrals should be submitted in the next month to ensure that the maximum number of clients possible are being served with HOME program funding.

COH Roles and Responsibilities

COH will review invoices and reporting, submit invoices to fiscal for processing, and submit data to HSA leadership for County Measure K reporting and other reporting needs. COH is also available to help with coordination between VRS and the referring agencies.

Costs and Financial Components

VRS operates the HOME program and tracks all costs. VRS will invoice all HOME costs to COH, utilizing the process designated by HSA Financial Services.

There are five (5) fiscal components of the HOME program. VRS will track and invoice COH for all five (5) of these components. The table below describes the components, costs, and tracking processes.

	Component	Description	Cost	Tracking
1	Counseling and Job Coaching services	All services provided to HOME clients by VRS Counselors, Job Developers, and Job Coaches	Cost includes salary and benefits, as well as direct and indirect costs (space, supplies, technology, supervision, management, etc.) The HOME program will include a minimum of the following staffing levels (and may exceed these levels to provide additional services): • 1.0 FTE VRS Counselor • 0.5 FTE Job Developer • 0.15 Job Coach	Tracked by VRS utilizing timecoding Invoice will list hours worked and total costs, by classification

	Component	Description	Cost	Tracking
2	Work Evaluation	Work evaluation completed for each HOME client	$40/evaluation completed	Invoice will list clients who completed the evaluation, and the total evaluation cost for the reporting period
3	WorkCenter Assessment	Clients participate in training at the WorkCenter	Clients receive paid training experience Hourly rate is hourly rate (equal to California State minimum wage), plus a payroll fee Each client may generally participate for up to six (6) months, and up to forty (40) hours/week	Tracked by VRS Invoice will include hours of training and total training costs for the reporting period
4	WorkCenter trainees (extended training programs)	Additional paid training period while the client gains new vocational experiences	Clients receive additional paid training experience Hourly rate is hourly rate (equal to California State minimum wage), plus a payroll fee Each client may generally participate for up to twelve (12) months in this program component, and up to forty (40) hours/week. The number of clients participating in this program component is limited, dependent upon budget and availability.	Tracked by VRS Invoice will include hours of training and total training costs for the reporting period

HOME PROGRAM

	Component	Description	Cost	Tracking
5	Other client costs	VRS can provide resources to HOME clients that help the client to successfully complete the HOME program and transition into employment, such as the following: • Transportation • Interview clothing • Certificate/testing fees • Food (lunch vouchers for first weeks of program) • Other costs	Costs will be reasonable to meet the client's needs. VRS will determine the applicable cost and procurement process.	VRS will track Invoice will include a line item budget of items purchased

Invoicing Process and Timeline

VRS will submit a monthly invoice to COH with all information noted in the table above for all HOME program costs for the reporting period. The monthly invoice will also include all reporting. See *Measure K Compliance* section below for additional information on performance and reporting.

Invoices will be submitted by the 20th of each month for the previous month (example: July invoice will be submitted by August 20th). Invoices will be sent to the designated COH contact by email.

Due to fiscal year-end processing, the last invoice of the year will be due early; the June invoice will be due June 20th. (For the June invoice only, reporting can be submitted separately, after the invoice, so that reporting can capture all activities during the month.)

VRS will track costs and project future costs for the remainder of the fiscal year, to serve as many clients as possible while operating within the allocated budget amount.

Measure K Compliance – Performance and Reporting

The funding source for HOME is Measure K. Information and outcomes of programs funded by Measure K are reported to the HSA Director, the County Manager's Office, and the public.

VRS will submit data on the following performance measures and additional metrics on a quarterly basis to COH, by the 20th of the following month. Data will be submitted along with the invoice.

HOME PROGRAM

Performance Measures

Performance Measure	FY19-20 Target	FY20-21 Target
Percent of clients who participate who will have a resume completed prior to WorkCenter program completion.	90%	90%
Percent of clients who participate in Job Development who will secure unsubsidized employment.	60%	60%
Percent of clients who receive Job Development services and obtain unsubsidized employment who retain employment for three (3) months.	55%	55%
Percent of clients who maintain housing six (6) months after HOME program referral.	90%	90%
Percent of clients who maintain housing twelve (12) months after HOME program referral.	80%	80%

Additional Metrics

- Number of referrals received from each referring agency (and each program) during the reporting period.
- Number of clients who were served in the reporting period who:
  - Received Vocational Counseling services
  - Received WorkCenter services
  - Participated in an employment training program (extended program)
  - Received Job Development services
  - Received Job Coaching services
  - And unique count of total enrolled
- Total number of clients served during the fiscal year (unduplicated for the fiscal year) who:
  - Received referrals
  - Received Vocational Counseling services
  - Received WorkCenter services
  - Participated in an employment training program (extended program)
  - Received Job Development services
  - Received Job Coaching services
  - And unique count of total enrolled

- Number of additional clients projected to be served this fiscal year.

Additional metrics may be added.

In addition, in order to complete County Measure K reporting, VRS will send COH a narrative description of the program for mid-year and year-end reporting. The reporting will include outcomes, challenges, successes, and comments on the outcomes of each performance measure.

The mid-year report is due by January 20th and the year-end report is due by July 20th.

STATE OR LOCAL WORKFORCE AGREEMENT

Per HUD's Detailed Instructions, this attachment is our written agreement with a local workforce development board, namely NOVA, which provides employment support for homeless individuals. The agreement was signed in May 2019 by the NOVA Workforce Board and the San Mateo County Human Services Agency (the CoC Lead Agency). The relevant sections to our homeless system have been highlighted in yellow.

Workforce Innovation and Opportunity Act
Memorandum of Understanding

Preamble/Purpose of MOU

The Workforce Innovation and Opportunity Act (WIOA) requires that a Memorandum of Understanding (MOU) be developed and executed between the NOVA Workforce Board (NWB) and the America's Job Center of California^{SM} (AJCC) Partners (AJCC Partners, as described under section "AJCC Partners to the MOU"), to establish an agreement concerning the operations of the AJCC delivery system.

This MOU establishes a cooperative working relationship between the AJCC Partners and defines their respective roles and responsibilities in achieving the policy objectives. The MOU also serves to establish the framework for providing services to employers, employees, job seekers and others needing workforce services.

California's delivery system, the AJCC, is a locally-driven system which develops partnerships and provides programs and services to achieve three main policy objectives established by the California Workforce Development Strategic Plan:

- Foster demand-driven skills attainment
- Enable upward mobility for all Californians
- Align, coordinate, and integrate programs and services

These objectives will be accomplished by assuring access to high-quality AJCCs that provide a full range of services for all customers seeking assistance with any of the following:

- Looking to find a job.
- Building basic educational or occupational skills.
- Earning a postsecondary certificate or degree.
- Obtaining guidance on how to make career choices.
- Seeking to identify and hire skilled workers.

Local/Regional Vision Statement, Mission Statement, and Goals

Our Vision: We are a regional catalyst shaping and influencing the Silicon Valley

workforce development system to promote economic opportunity and shared prosperity.

Our Mission: We provide strategic leadership to continuously improve the workforce development system by:
- providing guidance to the One-Stop delivery system;
- being responsive to what our customers value;
- being responsible to our investors; and
- being accountable for performance results.

Our Purpose/Goals: We support workforce mobility by easing workers' transitions from opportunity to opportunity throughout their career cycles. To advance transitions with economic sustainability, we provide:
- real-time labor market information about in-demand skills;
- skill-building enhancements to match market demand;
- navigation tools for the ever-changing and entrepreneurial new labor market;
- advocacy for necessary infrastructure to support workers between opportunities; and
- interconnected support system for multiple career pathways for youth.

AJCC Partners to the MOU

This MOU is entered into between NWB and the AJCC Partners named below, with consent of the local Chief Elected Official, the Mayor of the City of Sunnyvale, hereafter, the CEO.

Required AJCC Partners include local/regional representatives of the following programs:

- WIOA Title I-Adults, Dislocated Workers and Youth: NOVA, Central Labor Council Partnership and JobTrain;
- WIOA Title II-California Department of Education Adult Education/Literacy: Jefferson Union High School District Adult Education, Milpitas Adult Education, Mountain View-Los Altos Adult Education, Palo Alto Adult School, Santa Clara Adult Education, Sequoia District Adult School, San Mateo Adult School, South San Francisco Adult Education, Fremont Union High School District (FUHSD) Adult School, and La Costa Adult School;
- WIOA Title III-State Workforce Services: California Employment Development Department on behalf of Wagner-Peyser, Veterans, Trade Adjustment Assistance, Unemployment Insurance and labor market information;
- WIOA Title IV-Vocational Rehabilitation: California Department of Rehabilitation;
- Title V-Older Americans Act: Peninsula Family Service and Senior Service America, Inc.;
- Temporary Assistance for Needy Families/CalWORKs-California Department of Social Services: County of Santa Clara (through its Social Services Agency) and

San Mateo County (through its Human Services Agency);

- Community Action Partnership (CAP): Sacred Heart Community Service and Center for Employment Training;
- Migrant and Seasonal Farm Workers: Center for Employment Training;
- Housing & Urban Development: Santa Clara County Housing Authority;
- Community Colleges/Post-Secondary Education: Foothill-De Anza Community College District, Mission College and College of San Mateo;
- Job Corps: San Jose Job Corps; and
- Native American: United Indian Nations, Inc.

In addition, AJCC Partners may include other agencies approved by the NWB and CEO.

AJCC System Services

AJCC's services as required by WIOA and provided by the AJCC Partners to this MOU are outlined in Attachment A. AJCC System Services.

Responsibility of AJCC Partners

The AJCC Partners agree to the responsibilities outlined below.

1. The AJCC Partners will participate in joint planning, plan development, and continuous improvement of activities to accomplish the following:

   - Continuous partnership building.
   - Adherence to state and federal program requirements.
   - Monitor and respond to local and economic conditions, including employer needs.
   - Adherence to strategic planning principles adopted by the Act for long-range planning, including the requirement for continuous improvement.
   - Adherence to common data collection and reporting principles, including need for modification or change.
   - Diligence in developing coordinated local leadership in workforce development through:
     a. Responsiveness to participant/customer needs;
     b. Maintenance of system infrastructure;
     c. Shared technology and information, according to confidentiality requirements in the Confidentiality section of this MOU below;
     d. Performance management to measure the success of the local One-Stop system overall and to enhance performance in a spirit of quality management and continuous improvement.

2. Make the AJCC system and services available to customers that are applicable to the Partner's programs.

3. Participate in the operation of the AJCC, consistent with the terms of the MOU and requirements of authorized laws.

4. Participate in capacity building and staff development activities in order to ensure that all AJCC Partners and staff are adequately cross-trained and that AJCC Partners with customers accessing the system have the tools to promote and support such access.

Methods for Referring Customers

The AJCC Partners will refer customers using the inter-partner and inter-agency referral process as required by WIOA and described in Attachment B. AJCC System Services Referral Agreement.

Access for Individuals with Barriers to Employment

Access points for residents in the NWB AJCC service area include:

> NOVA Job Center Sunnyvale (AJCC Comprehensive Job Center with one co-located partner: Peninsula Family Service)
> 505 W. Olive Avenue, Suite 550
> Sunnyvale, CA 94086

> NOVA Job Center San Mateo operated by the Central Labor Council Partnership (AJCC Affiliate Job Center)
> 1777 Borel Place, Suite 500
> San Mateo, CA 94402

> JobTrain Job Center (AJCC Specialized Job Center for youth services)
> 1200 O'Brien Drive
> Menlo Park, CA 94025

The AJCC Partners are committed to providing priority of services to recipients of public assistance, other low-income individuals, or individuals who are basic skills-deficient when providing individualized career services and training services funded with WIOA adult funds.

The AJCC will ensure access for all individuals that qualify as an "individual with a barrier to employment." The term defined under WIOA means, an individual, of one or more of the following populations:
- Displaced homemakers
- Low-income individuals
- Individuals on TANF
- Indians, Alaska Natives, and Native Hawaiians, defined in section 166 of WIOA
- Individuals with disabilities, including youth
- Veterans

- Older individuals
- Ex-offenders
- Homeless individuals, defined in section 41403(6) in the Violence Against Women Act of 1994, or homeless children and youths, defined in section 725(2) of the McKinney-Vento Homeless Assistance Act
- Youth who are in or have aged out of foster care
- Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers
- Eligible migrant and seasonal farm workers, defined in section 167 of WIOA
- Individuals within 2 years of exhausting lifetime eligibility under Part A of Title IV of the Social Security Act
- Single parents, including pregnant women
- Long-term unemployed individuals
- Such other groups as the Governor determines to have barriers to employment

The AJCC Partners' policies, procedures, programs, and services will be in compliance with the *Americans with Disabilities Act of 1990* and its amendments, in order to provide equal access to all customers with disabilities.

Shared Technology and System Security

WIOA emphasizes technology as a critical tool for making all aspects of information exchange possible, including customer tracking, common case management, reporting and data collection. To support the use of these tools, each AJCC Partner agrees to the following:

- Comply with the applicable provisions of WIOA, Welfare and Institutions Code, California Education Code, Rehabilitation Act, and any other appropriate statutes or requirements.
- The principles of common reporting and shared information through electronic mechanisms, including shared technology, according to the confidentiality requirements in the Confidentiality section of this MOU below.
- Commit to share information to the greatest extent allowable under their governing legislation and confidentiality requirements.
- Maintain all records of the AJCC customers including, but not limited to, applications, eligibility and referral records, or any other individual records related to services provided under this MOU in the strictest confidence, and use them solely for purposes directly related to such services.
- Develop technological enhancements that allow interfaces of common information needs, as appropriate, as resources allow.
- All AJCC Partners shall agree upon system security provisions, according to the confidentiality requirements in the Confidentiality section of this MOU below.

Confidentiality

The AJCC Partners agree to comply with the provisions of WIOA, as well as the applicable sections of the Welfare and Institutions Code, the California Education Code, the Rehabilitation Act, and any other appropriate statute or requirement that may apply to one or all of the AJCC Partners to assure that:

- All applications and individual records related to services provided under this MOU, including eligibility for services and enrollment and referral, shall be confidential and shall not be open to examination for any purpose not directly connected with the delivery of such services.
- No person will publish, disclose use, or permit, cause to be published, disclosed or used, any confidential information pertaining to AJCC applicants, participants, or customers overall unless a specific release is voluntarily signed by the participant or customer.
- The AJCC Partners agree to abide by the current confidentiality provisions of the respective statutes to which AJCC operators and other AJCC Partners must adhere, and shall share information necessary for the administration of the program as allowed under WIOA law and regulation. The AJCC partner, therefore, agrees to share customer information necessary for the provision of services such as assessment, universal intake, program or training referral, job development or placement activities, and other services as needed for employment or program support purposes upon the written permission from a participant outlined in an authorization for release of information/records form, a sample of which can be found in Attachment C. AJCC Authorization for Release of Information/Records Form.
- AJCC Partners shall share customer information, according to the confidentiality requirements stipulated in this section, solely for the purpose of enrollment, referral or provision of services. In carrying out their respective responsibilities, each Partner shall respect and abide by the confidentiality policies of the other Partners.

Non-Discrimination and Equal Opportunity

The AJCC Partners shall not unlawfully discriminate, harass or allow harassment against any employee, applicant for employment or AJCC applicant due to gender, race, color, ancestry religion, national origin, veteran status, physical disability, mental disability, medical condition(s), age, sexual orientation or marital status. The AJCC partner agrees to comply with the provisions of the Fair Employment and Housing Act (Government Code Section 12990) and related, applicable regulations.

Grievances and Complaints Procedure

The AJCC Partners agree to establish and maintain a procedure for grievance and complaints as outlined in WIOA. The process for handling grievances and complaints is applicable to customers and Partners. The procedures will allow the customer or entity

filing the complaint a fair and complete hearing and resolution of their grievance. The Partners further agree to participate in quarterly stakeholders meetings where the service-delivery system will be discussed and issues can be raised and resolved. Finally, the Partners agree to communicate openly and directly to resolve any problems or disputes related to the provision of services in a cooperative manner and at the lowest level of intervention possible.

Americans with Disabilities Act and Amendments Compliance

The AJCC Partners' policies and procedures as well as the programs and services provided at the AJCC will comply with applicable federal, state and local law including, but not limited to, the Americans with Disabilities Act and its amendments, the provisions of WIOA, Title VII of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, 29 CRF Part 37 and all other regulations implementing the aforementioned laws.

Infrastructure Funding Agreement & Other Shared System (Career Services) Costs

Infrastructure Funding Agreement: The infrastructure costs budget is based on the one comprehensive AJCC Job Center operating in the NOVA workforce development area: NOVA Job Center in Sunnyvale. The infrastructure funding agreement has achieved consensus and is in compliance with State requirements. Please refer to Attachment D. NOVA Job Center Infrastructure Costs Budget and Initial Proportionate Share of Infrastructure Costs Allocated to Co-located Partners.

> For co-located partners: There is one co-located partner at the AJCC Comprehensive Job Center: Peninsula Family Service.
>
> Cost Allocation Methodology to Share Agreed Upon Infrastructure Costs: The NOVA Workforce Board and co-located partners to this MOU agree to a cost allocation methodology to identify the proportionate share of infrastructure costs each partner will be expected to contribute. This cost allocation methodology adheres to the following: is consistent with federal laws authorizing each partner's program; complies with federal cost principles in the Uniform Guidance; includes only costs that are allowable, reasonable, necessary, and allocable to each program partner; and is based on an agreed upon measure that mathematically determines the proportionate use and benefit received by each partner.
>
> The infrastructure cost allocation methodology selected is the proportion of a partner program's occupancy percentage in square footage and time utilized at the NOVA Job Center in Sunnyvale, the AJCC comprehensive center. By signing this MOU, co-located partners agree to the terms prescribed in the Infrastructure Funding Agreement.

For non-co-located partners:

The state is in the process of implementing the requisite statewide data tracking system, and once such data are available, all non-co-located partners who are receiving benefit from the AJCC will also be required to contribute their proportionate share towards infrastructure costs in accordance with State WIOA policies and guidance. Consequently, this MOU must include an assurance from all non-co-located partners that they agree to pay their proportionate share of infrastructure costs as soon as sufficient data are available. By signing this MOU, all parties agree that when data are available to determine the AJCC benefit to non-co-located partners, the infrastructure cost sharing agreement will be renegotiated to include their proportionate share of contributions.

For Native American Programs: WIOA Section 121[h][2][D][iv] stipulates that Native American programs are not required to contribute and will not be contributing to infrastructure funding.

Other Shared System (Career Services) Costs for all AJCC Partners to this MOU: Please refer to Attachment E. NOVA Job Center Other One-Stop System (Career Services) Costs Budget and AJCC Partner Costs for Career Services.

Cost Allocation Methodology to Share Agreed Upon Other One-Stop System (Career Services) Cost: The NOVA Workforce Board and AJCC Partners to this MOU agree to a cost allocation methodology to identify the proportionate share of other One-Stop system (career services) costs each partner will be expected to contribute. This cost allocation methodology will adhere to the following: is consistent with federal laws authorizing each partner's program; complies with federal cost principles in the Uniform Guidance; includes only costs that are allowable, reasonable, necessary, and allocable to each program partner; and is based on an agreed upon measure that mathematically determines the proportionate use and benefit received by each partner.

The career services cost allocation methodology selected is the proportionate share of career services costs and shared customers. Currently there is no database in place that provides information on shared customers, so the budget in Attachment E submitted as part of this MOU agreement will only contain career services costs. When data becomes available, the proportionate share will be determined by comparing the percentage of shared customers with the total number of customers. This agreement will be renegotiated with the AJCC Partners at that time. By signing this MOU, all parties agree to the terms prescribed in the sharing of the other One-Stop system (career services) costs.

Effective Dates and Term of MOU

This MOU shall be binding upon each party hereto upon execution by such party. The term of this MOU shall be three years, effective from July 1, 2019 through June 30, 2022, unless otherwise terminated, as provided in the Termination section below. The

MOU will be reviewed, at a minimum, every three years, to identify any substantial changes that have occurred and shall automatically renew, unless otherwise changed or terminated, as provided in the Termination section below. The Infrastructure Funding Agreement budget shall be reviewed annually and updated if there are substantial changes and shall automatically renew, unless otherwise changed or terminated, as provided in the Termination section below.

Modifications and Revisions

This MOU constitutes the entire agreement between the AJCC Partners and the NWB and no oral understanding not incorporated herein shall be binding on any of the parties hereto. This MOU may be modified, altered, or revised, as necessary, by mutual consent of the parties, by the issuance of a written amendment, signed and dated by the parties. The MOU shall be reviewed at a minimum every three years and updated if there are substantial changes. The Infrastructure Funding Agreement budget shall be reviewed annually and updated if there are substantial changes. Three months before the end of the three-year period of the MOU or one-year period for the infrastructure budget, NOVA, on behalf of the NOVA Workforce Board, shall initiate the review process by contacting the AJCC Partners. There may be other times over the course of the agreement where there are significant changes that will require a review of the agreement and NOVA will contact partners as soon as it is aware of these changes. The MOU will also be reviewed and, if necessary, renegotiated during the development or modification of the Local Workforce Development Plans and Regional Workforce Development Plans. AJCC Partners are committed to contributing their fair and equitable share of infrastructure and other system costs (if applicable) and agree to contact NOVA should significant changes occur over the course of the MOU agreement that will impact contributions.

Termination

The AJCC Partners understand that implementation of the AJCC system is dependent on the good faith effort of every partner to work together to improve services to the community. The AJCC Partners also agree that this is a project where different ways of working together and providing services are being tried. In the event that it becomes necessary for one or more AJCC Partners to cease being a part of this MOU, said entity shall notify the other Partners and the NWB, in writing, 30 days in advance of that intention.

Administrative and Operations Management

Supervision/Day to Day Operations
For those co-located AJCC Partners, the day-to-day supervision of staff assigned to the AJCCs will be the responsibility of the Job Center site supervisor(s). The original employer of staff assigned to the AJCCs will continue to set the priorities of its staff. Any change in work assignments or any problems at the worksite will be handled by the site supervisor(s), the supervisor of the original employer if on

site and the management of the original employer. The office hours for the staff at the AJCCs will be established by the site supervisor(s) and the primary employer. All staff will comply with the holiday schedule of their primary employer and will provide a copy of their holiday schedule to the operator and host agency at the beginning of each fiscal year.

Disciplinary actions may result in removal of co-located staff from the AJCCs and each Partner will take appropriate action.

Each Partner shall be solely liable and responsible for providing to, or on behalf of, its employee(s), all legally required employee compensation and benefits, including compliance with all employment laws. In addition, each party to this Agreement shall indemnify and hold all other parties harmless from all damages, claims, liability, administrative proceedings or matters relating to compensation of the indemnifying Partner's employee(s), including compliance with social security withholding, workers' compensation, and all other regulations governing employment.

Dispute Resolution
For those co-located AJCC Partners, the parties agree to try to resolve policy, practice disputes or other problems at the lowest level, starting with the supervisor of the respective staff's employer if on site, and, if not, the Job Center site supervisor(s) and staff. If issues cannot be resolved at this level, they shall be referred to the management staff of the respective staff's employer and the operator, for discussion and resolution.

Press Releases and Communications
AJCC Partners shall have the option to be included in any communication with the press, television, radio or any other form of media when the AJCC Partner's specific duties or performance under this MOU is addressed. Unless otherwise directed by the other AJCC Partners, in all communications, each party shall make reference to the AJCC as a single system and only call out individual AJCC Partners as appropriate to the topic or issue being covered.

The AJCC Partners agree to utilize the AJCC logo developed by the State of California and the NWB for AJCC usage.

Hold Harmless/Indemnification/Liability
In accordance with provisions of Section 895.4 of the California Government Code, each party hereby agrees to indemnify, defend and hold harmless all other parties identified in this MOU from and against any and all claims, demands, damages and costs arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. In addition, except for Departments of the State of California which cannot provide for indemnification of court costs and attorney's fees under the indemnification policy of the State of California, all other parties to this MOU agree

to indemnify, defend and hold harmless each other from and against all court costs and attorney's fees arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. It is understood and agreed that all indemnity provided herein shall survive the termination of this MOU.

Multiple Originals; Counterparts

This Agreement may be executed in multiple originals, each of which is deemed to be an original, and may be signed in counterparts.
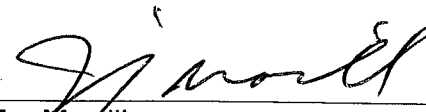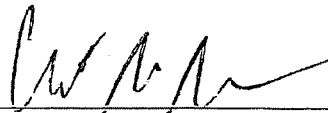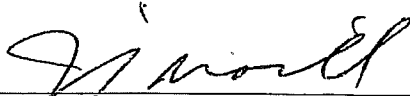
SIGNATURES

In WITNESS THEREOF, the parties to this MOU hereby agree to the terms and execute this agreement, and Attachments A, B, C, D and E.
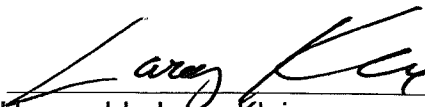
Dated_____ May 22 , 2019   By: _____
                                     Christopher Galy
                                     Co-Chair, NOVA Workforce Board

Dated_____ May 22 , 2019   By: _____
                                     Jennifer Morfill
                                     Co-Chair, NOVA Workforce Board

Dated: _____ 5/22 _____, 2019   By: _____
                                     Honorable Larry Klein
                                     Mayor, City of Sunnyvale

Dated: _____ 5/28 _____, 2019   By: _____

                                     Name: Kris Stadelman

                                     Title: Director

                                     Organization: NOVA
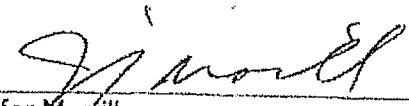
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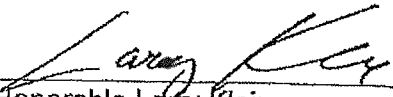
Dated   May 22 , 2019   By: _____
Christopher Galy
Co-Chair, NOVA Workforce Board

Dated   May 22 , 2019   By: _____
Jennifer Morfill
Co-Chair, NOVA Workforce Board

Dated: 5/22 , 2019   By: _____
Honorable Larry Klein
Mayor, City of Sunnyvale

Dated: 6/19 , 2019   By: _____

Name: David Baquerizo

Title: EXECUTIVE DIRECTOR

Organization: CLC PARTNERSHIP
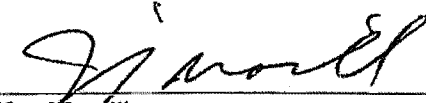
12

SIGNATURES

In WITNESS THEREOF, the parties to this MOU hereby agree to the terms and execute this agreement, and Attachments A, B, C, D and E.

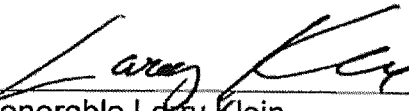Dated May 22 , 2019

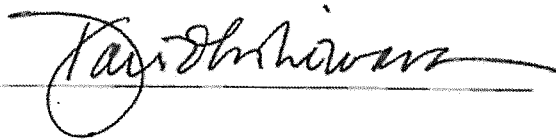By: _____
Christopher Galy
Co-Chair, NOVA Workforce Board

Dated May 22 , 2019

By: _____
Jennifer Morfill
Co-Chair, NOVA Workforce Board

Dated: 5/22 , 2019

By: _____
Honorable Larry Klein
Mayor, City of Sunnyvale

Dated: 5/28 , 2019

By: _____

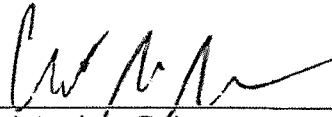Name: Barrie Hathaway

Title: President and CEO

Organization: JobTrain
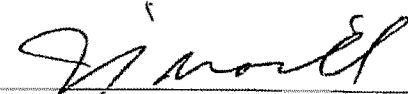
SIGNATURES

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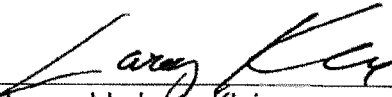
Dated_____ May 22_, 2019   By: _____

Christopher Galy
Co-Chair, NOVA Workforce Board
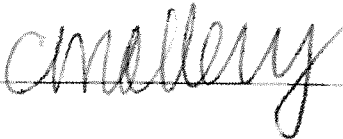
Dated_____ May 22_, 2019   By: _____

Jennifer Morfill
Co-Chair, NOVA Workforce Board

Dated:_____ 5/22 _____, 2019   By: _____

Honorable Larry Klein
Mayor, City of Sunnyvale

Dated:_____ 6/3 _____, 2019   By: _____

Name:_____ CHRISTINE MALLERY _____

CBO / ASSOCIATE SUPERINTENDENT
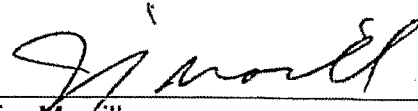FREMONT UNION HIGH SCHOOL DISTRICT
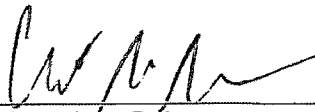
Title:_____

Organization:_____
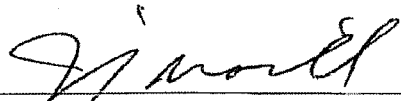
12

SIGNATURES

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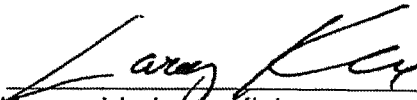
Dated_____ May 22 , 2019   By: _____
                                 Christopher Galy
                                 Co-Chair, NOVA Workforce Board
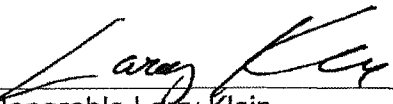
Dated_____ May 22 , 2019   By: _____
                                 Jennifer Morfill
                                 Co-Chair, NOVA Workforce Board
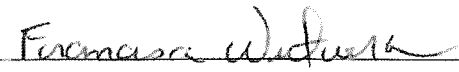
Dated:____ 5/22 ____, 2019   By: _____
                                 Honorable Larry Klein
                                 Mayor, City of Sunnyvale

Dated:____ 6/17 ____, 2019   By: Francisca Wentworth

                                 Name: Francisca Wentworth
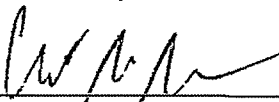
                                 Title: Director
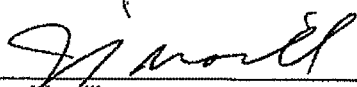
                                 Organization: Jefferson Adult Education
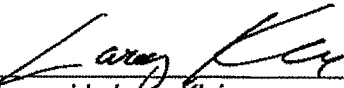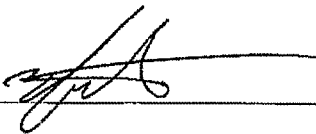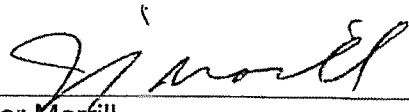
12

SIGNATURES

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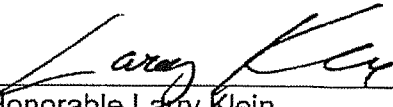
Dated   May 22 , 2019   By: _____

Christopher Galy
Co-Chair, NOVA Workforce Board

Dated   May 22 , 2019   By: _____

Jennifer Morfill
Co-Chair, NOVA Workforce Board

Dated: 5/22   , 2019   By: _____

Honorable Larry Klein
Mayor, City of Sunnyvale

Dated: 6/21   , 2019   By: _____

Name: Matt Linton

Title: Coordinator

Organization: La Costa Adult School
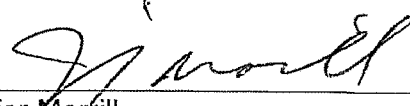
12

SIGNATURES

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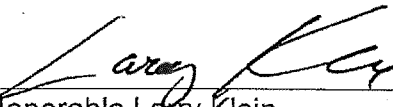
Dated _____ May 22 , 2019   By: _____
Christopher Galy
Co-Chair, NOVA Workforce Board
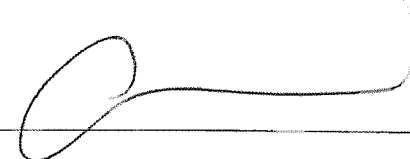
Dated _____ May 22 , 2019   By: _____
Jennifer Morfill
Co-Chair, NOVA Workforce Board

Dated: _____ 5/22 _____, 2019   By: _____
Honorable Larry Klein
Mayor, City of Sunnyvale

Dated: _____ 6/24/19 _____, 2019   By: _____

Name: Cheryl Jordan
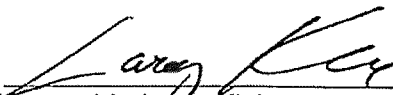
Title: Superintendent
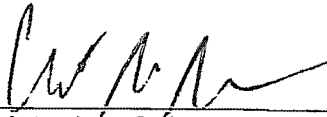
Organization: Milpitas Unified School District

SIGNATURES

In WITNESS THEREOF, the parties to this MOU hereby agree to the terms and execute this agreement, and Attachments A, B, C, D and E.

Dated_____ May 22 , 2019   By: _____
                                          Christopher Galy
                                          Co-Chair, NOVA Workforce Board

Dated_____ May 22 , 2019   By: _____
                                          Jennifer Morfill
                                          Co-Chair, NOVA Workforce Board

Dated:_____ 5/22 _____, 2019   By: _____
                                          Honorable Larry Klein
                                          Mayor, City of Sunnyvale

Dated:_____ 5|30 _____, 2019   By: _____

Mike Mathiesen
Associate Superintendent
of Business Services
Mountain View Los
Altos High School
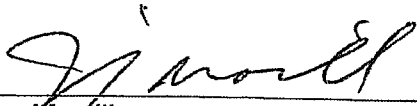District

Name:_____

Title:_____

Organization:_____

12

SIGNATURES

In WITNESS THEREOF, the parties to this MOU hereby agree to the terms and execute this agreement, and Attachments A, B, C, D and E.

Dated_____ May 22 , 2019   By: _____
Christopher Galy
Co-Chair, NOVA Workforce Board

Dated_____ May 22 , 2019   By: _____
Jennifer Morfill
Co-Chair, NOVA Workforce Board

Dated: ___5/22___ , 2019   By: _____
Honorable Larry Klein
Mayor, City of Sunnyvale

Dated: ___6/24___ , 2019   By: _____

Name: _DAVID HOSHIWARA_

Title: _ADULT SCHOOL PRINCIPAL_

Organization: _PAUSD_

12

SIGNATURES

In WITNESS THEREOF, the parties to this MOU hereby agree to the terms and execute this agreement, and Attachments A, B, C, D and E.
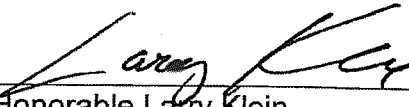
Dated_____May 22_, 2019 By: _____
               Christopher Galy
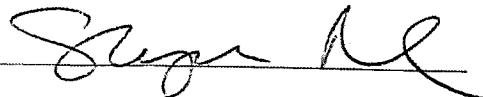   Co-Chair, NOVA Workforce Board

Dated_____May 22_, 2019 By: _____
               Jennifer Morfill
               Co-Chair, NOVA Workforce Board

Dated:_____5/22_____, 2019 By: _____
               Honorable Larry Klein
               Mayor, City of Sunnyvale

Dated:_____5/28_____, 2019 By: _____

               Name:_____Tim Doyle_____

               Title:_____Director_____

               Organization:_San Mateo Adult
                      School
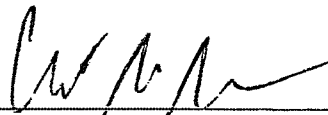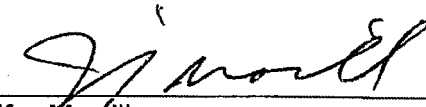
SIGNATURES

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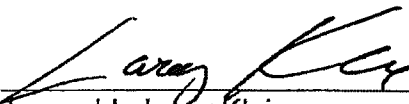
Dated_____ May 22 , 2019   By: _____
                                          Christopher Galy
                                          Co-Chair, NOVA Workforce Board

Dated_____ May 22 , 2019   By: _____
                                          Jennifer Morfill
                                          Co-Chair, NOVA Workforce Board

Dated:_____ 5/22 _____, 2019   By: _____
                                          Honorable Larry Klein
                                          Mayor, City of Sunnyvale

                 APPROVED MAY 3 0 2019
Dated:_____, 2019   By: _____

                                          Name: Kathie Kanavel
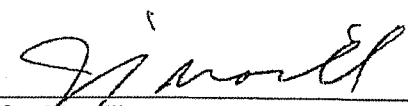
                                          Title: Asst. Superintendent

                                          Organization: SCUSD

SIGNATURES

In WITNESS THEREOF, the parties to this MOU hereby agree to the terms and execute this agreement, and Attachments A, B, C, D and E.

Dated _____ May 22 , 2019   By: _____
                                Christopher Galy
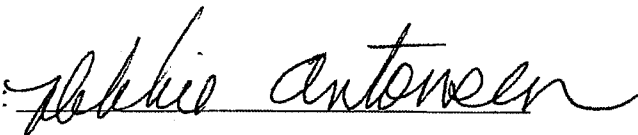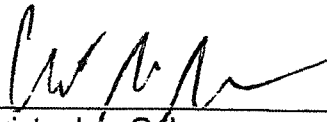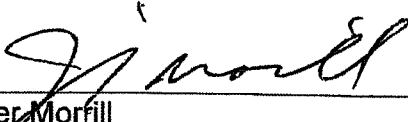   Co-Chair, NOVA Workforce Board

Dated _____ May 22 , 2019   By: _____
                                Jennifer Morfill
                                Co-Chair, NOVA Workforce Board

Dated: _____ 5/22 ____, 2019   By: _____
                                Honorable Larry Klein
                                Mayor, City of Sunnyvale

Dated: _____ 6/18/19 ___, 2019 By: _____

                                Name: Mary Streshly

                                Title: Superintendent

                                Organization: Sequoia Union High
                                              School District

SIGNATURES

In WITNESS THEREOF, the parties to this MOU hereby agree to the terms and execute this agreement, and Attachments A, B, C, D and E.

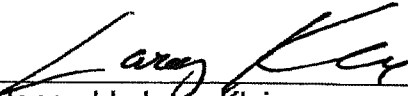Dated _____ May 22 , 2019

By: _____
Christopher Galy
Co-Chair, NOVA Workforce Board

Dated _____ May 22 , 2019

By: _____
Jennifer Morfill
Co-Chair, NOVA Workforce Board

Dated: _____ 5/22 _____, 2019

By: _____
Honorable Larry Klein
Mayor, City of Sunnyvale

Dated: _____ 6/19 _____, 2019

By: _____

Name: Stephen Redmond
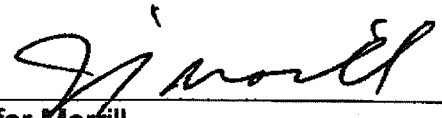
Title: Administrator

Organization: SSFUSD

12

SIGNATURES

In WITNESS THEREOF, the parties to this MOU hereby agree to the terms and execute this agreement, and Attachments A, B, C, D and E.
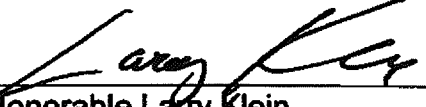

Dated_____ May 22 , 2019   By: _____

Christopher Galy
Co-Chair, NOVA Workforce Board

Dated_____ May 22 , 2019   By: _____

Jennifer Morfill
Co-Chair, NOVA Workforce Board

Dated: _____ 5/22 _____, 2019   By: _____

Honorable Larry Klein
Mayor, City of Sunnyvale

Dated: _ 6-10 _____, 2019   By: _____

Name: _Debbie Antonsen_

Title: _Deputy Division Chief_

Organization: _EDD-WS_

SIGNATURES

In WITNESS THEREOF, the parties to this MOU hereby agree to the terms and execute this agreement, and Attachments A, B, C, D and E.

Dated_____ May 22 , 2019   By: _____
                                      Christopher Galy
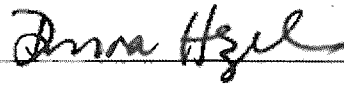   Co-Chair, NOVA Workforce Board

Dated_____ May 22 , 2019   By: _____
                                      Jennifer Morfill
                                      Co-Chair, NOVA Workforce Board

Dated:_____ 5/22 ____, 2019   By: _____
                                      Honorable Larry Klein
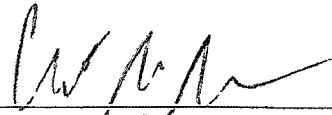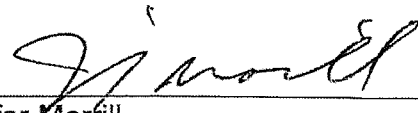   Mayor, City of Sunnyvale

Dated:_____ 6/20 ____, 2019   By: _____

                                      Name: Robert Leeds
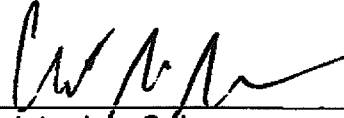
                                      Title: Employment Development Administrato

                                      Organization: EDD - UI Branch

12

SIGNATURES

In WITNESS THEREOF, the parties to this MOU hereby agree to the terms and execute this agreement, and Attachments A, B, C, D and E.
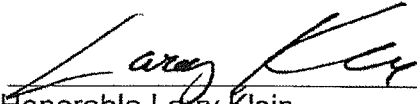
Dated_____ May 22 , 2019   By: _____
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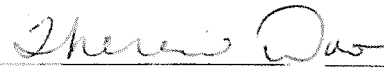   Co-Chair, NOVA Workforce Board

Dated_____ May 22 , 2019   By: _____
                                        Jennifer Morfill
                                        Co-Chair, NOVA Workforce Board

Dated:_____ 5/22 _____, 2019   By: _____
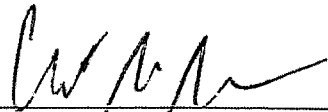   Honorable Larry Klein
                                        Mayor, City of Sunnyvale

Dated:___ 6-10 _____, 2019   By: _____

                                        Name:__ Donna Hezel _____

                                        Title:__ Regional Director _____

                                        Organization:__ STATE of CA Dept. of Rehabilitati

SIGNATURES

In WITNESS THEREOF, the parties to this MOU hereby agree to the terms and execute this agreement, and Attachments A, B, C, D and E.
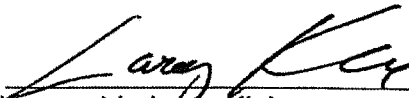
Dated _____ May 22 , 2019   By: _____
                                         Christopher Galy
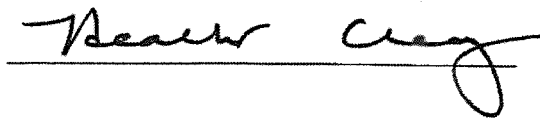   Co-Chair, NOVA Workforce Board

Dated _____ May 22 , 2019   By: _____
                                         Jennifer Morfill
                                         Co-Chair, NOVA Workforce Board

Dated: ____5/22____ , 2019   By: _____
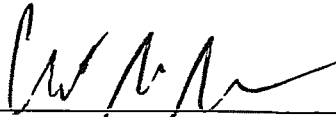   Honorable Larry Klein
                                         Mayor, City of Sunnyvale

Dated: ____6/24____ , 2019   By: _____

                                     Name: ____Theresa Woo____

                                     Title: ___District Administrator, SF___

                                     Organization: ___Department of Rehabilitation___

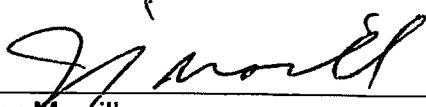## SIGNATURES

In WITNESS THEREOF, the parties to this MOU hereby agree to the terms and execute this agreement, and Attachments A, B, C, D and E.
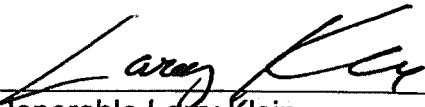
Dated_____ May 22_, 2019   By: _____

Christopher Galy
Co-Chair, NOVA Workforce Board

Dated_____ May 22_, 2019   By: _____

Jennifer Morfill
Co-Chair, NOVA Workforce Board

Dated:_____ 5/22 _____, 2019   By: _____

Honorable Larry Klein
Mayor, City of Sunnyvale

Dated:_____ 6/16 _____, 2019   By: _____

Name:_ Heather Cleary _____

Title:_ Chief Executive Officer _

Organization:_ Peninsula Family Service _

12

SIGNATURES

In WITNESS THEREOF, the parties to this MOU hereby agree to the terms and execute this agreement, and Attachments A, B, C, D and E.

Dated_____May 22_, 2019

By: _____
Christopher Galy
Co-Chair, NOVA Workforce Board

Dated_____May 22_, 2019

By: _____
Jennifer Morfill
Co-Chair, NOVA Workforce Board

Dated:_____5/22_____, 2019

By: _____
Honorable Larry Klein
Mayor, City of Sunnyvale

Dated:__06/21/2019___, 2019

By: _____
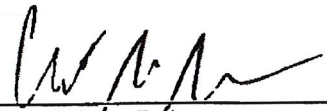
Name:__Joshua Wadsworth_____

Title:__SCSEP Operations Manager_____
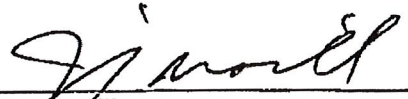
Organization:__Senior Service America, Inc._____

12

SIGNATURES

In WITNESS THEREOF, the parties to this MOU hereby agree to the terms and execute this agreement, and Attachments A, B, C, D and E.
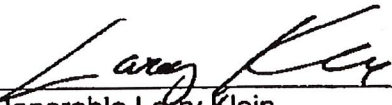
Dated _____ May 22 , 2019   By: _____
                                            Christopher Galy
                                            Co-Chair, NOVA Workforce Board

Dated _____ May 22 , 2019   By: _____
                                            Jennifer Morfill
                                            Co-Chair, NOVA Workforce Board

Dated: _____ 5/22 _____ , 2019   By: _____
                                            Honorable Larry Klein
                                            Mayor, City of Sunnyvale

Dated: 5/29 _____ , 2019   By: _____

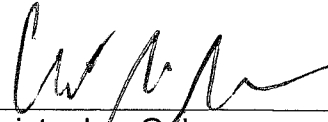   Name: ___Nicole Pollack___

                                       Title: ___Agency Director___

                                                     San Mateo County
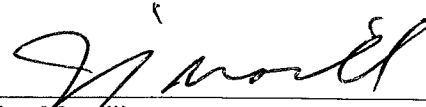   Organization: __Human Services Agency__

SIGNATURES

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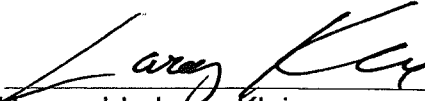
Dated _____ May 22 , 2019   By: _____
Christopher Galy
Co-Chair, NOVA Workforce Board

Dated _____ May 22 , 2019   By: _____
Jennifer Morfill
Co-Chair, NOVA Workforce Board

Dated: _____ 5/22 ____, 2019   By: _____
Honorable Larry Klein
Mayor, City of Sunnyvale

Dated: _____ 6/19 ____, 2019   By: _____

Name: _Poncho Guevara_____

Title: _Executive Director_____

Organization: _Sacred Heart Community Service_

SIGNATURES

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Dated _____ May 22 , 2019   By: _____
                                      Christopher Galy
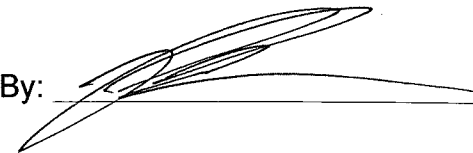   Co-Chair, NOVA Workforce Board

Dated _____ May 22 , 2019   By: _____
                                      Jennifer Morfill
                                      Co-Chair, NOVA Workforce Board

Dated: _____ 5/22 ____, 2019   By: _____
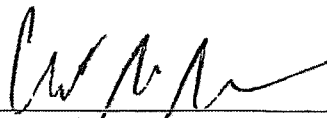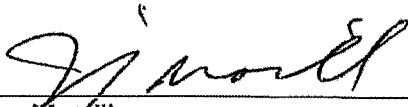   Honorable Larry Klein
                                      Mayor, City of Sunnyvale

Dated: _____ 6/17 ____, 2019   By: _____

                                      Name: Pascal Do

                                      Title: Chief Operating Officer
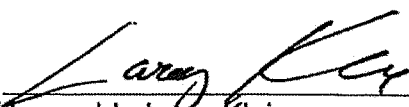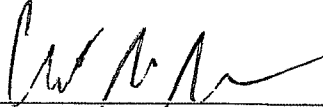
                                      Organization: CET

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                                   Christopher Galy
                                   Co-Chair, NOVA Workforce Board

Dated _____ May 22 , 2019   By: _____
                                   Jennifer Morfill
                                   Co-Chair, NOVA Workforce Board

Dated: _____ 5/22 _____, 2019   By: _____
                                   Honorable Larry Klein
                                   Mayor, City of Sunnyvale

Dated: _____ 5/29/2019 ___, 2019   By: _____

                                   Name: Katherine Harasz
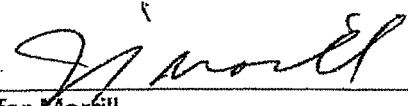
                                   Title: Executive Director

                                   Organization: Santa Clara County
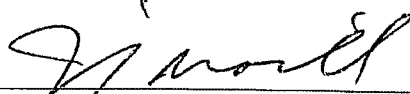   Housing Authority

SIGNATURES

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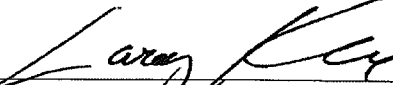
Dated _____ May 22 _, 2019 By: _____
Christopher Galy
Co-Chair, NOVA Workforce Board

Dated _____ May 22 _, 2019 By: _____
Jennifer Morfill
Co-Chair, NOVA Workforce Board

Dated: _____ 5/22 _____, 2019 By: _____
Honorable Larry Klein
Mayor, City of Sunnyvale

Dated: _____ 5-31 _____, 2019 By: _____

Name: _____ Judy C. Miner _____

Title: _____ Chancellor _____

Organization: _ Foothill-De Anza Community
College District _

SIGNATURES

In WITNESS THEREOF, the parties to this MOU hereby agree to the terms and execute this agreement, and Attachments A, B, C, D and E.

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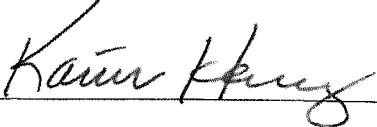
Christopher Galy
Co-Chair, NOVA Workforce Board

Dated _____ May 22 , 2019   By: _____

Jennifer Morfill
Co-Chair, NOVA Workforce Board

Dated: ____ 5/22 ____, 2019   By: _____
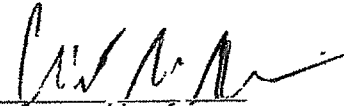
Honorable Larry Klein
Mayor, City of Sunnyvale

Dated: ____ 6/24/2019 ____, 2019   By: _____

DocuSigned by:
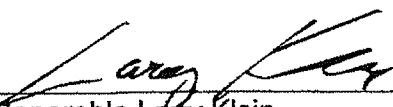*Daniel Peck*
4198783F0AA84DF...

Name: Daniel Peck

Title: President
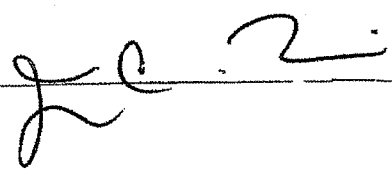
Organization: Mission College

SIGNATURES

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Dated _____ May 22 , 2019   By: _____
                                          Christopher Galy
                                          Co-Chair, NOVA Workforce Board

Dated _____ May 22 , 2019   By: _____
                                          Jennifer Morfill
                                          Co-Chair, NOVA Workforce Board

Dated: _____ 5/22 _____ , 2019   By: _____
                                          Honorable Larry Klein
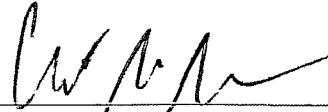   Mayor, City of Sunnyvale

Dated: __ 6/5/2019 __ , 2019   By: _____

                                          Name: _____ Bernata Slater _____

                                          Title: _____ Chief Financial Officer _____

                                          Organization: San Mateo County Community College District
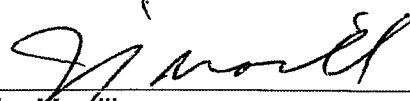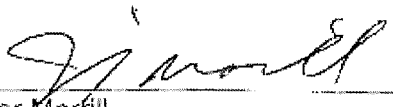
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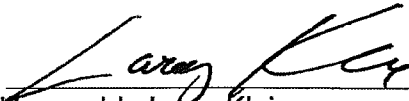

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                                       Christopher Galy
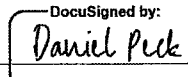   Co-Chair, NOVA Workforce Board

Dated   May 22 , 2019   By: _____
                                       Jennifer Morfill
                                       Co-Chair, NOVA Workforce Board

Dated: 5/22   , 2019   By: _____
                                       Honorable Larry Klein
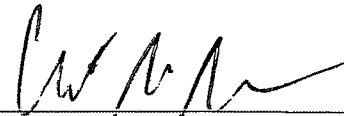   Mayor, City of Sunnyvale

Dated: 6|17   , 2019   By: _____

                                       Name: Leslie Gilray

                                       Title: Center Director

                                       Organization: Job Corps

SIGNATURES

In WITNESS THEREOF, the parties to this MOU hereby agree to the terms and execute this agreement, and Attachments A, B, C, D and E.
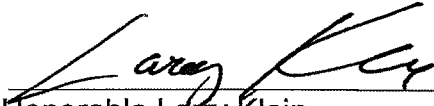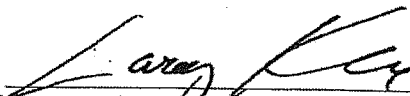
Dated_____ May 22 , 2019   By: _____
                                  Christopher Galy
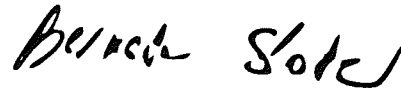   Co-Chair, NOVA Workforce Board

Dated_____ May 22 , 2019   By: _____
                                  Jennifer Morfill
                                  Co-Chair, NOVA Workforce Board

Dated: _____ 5/22 _____, 2019   By: _____
                                  Honorable Larry Klein
                                  Mayor, City of Sunnyvale

Dated: 5/22 _____, 2019   By: _____

                                  Name: SAlly Gallegos

                                  Title: Executive Director

                                  Organization: United Indian NATioNS

AJCC SYSTEM SERVICES

WIOA TITLE I ADULTS, DISLOCATED WORKERS, and YOUTH: NOVA, Central Labor Council Partnership and JobTrain

Description of Services:
Career Services:
- Outreach, intake and orientation;
- Eligibility determination;
- Comprehensive assessments and in-depth interviewing and career advising to help customers determine suitable employment goals and career pathways;
- Job search workshops and access to job postings and job fairs (including out of area job search and relocation assistance);
- Labor exchange services;
- Information about and referrals to AJCC partner programs, supportive services and other programs as appropriate;
- Development of Individual Employment Plan (IEP);
- Access to online career navigation tool "My Plan";
- Performance and cost information;
- Information on unemployment insurance;
- Financial aid information;
- ProMatch networking program in collaboration with EDD (NOVA only);

Training Services:
- Provision of training program funds if available and performance information;
- Establishment of an individual training account;
- Short-term pre-vocational services;
- Computer classes;
- Internships and work experience placements if available;
- On-the-Job training placement if funding available;
- English language acquisition;
- Financial literacy;

Follow-up services:
- Make available for customers continued career and retention advising for up to 12 months following employment;

Youth services:
- Career Guidance Services;
- Individual Support;
- Work Experience Program;
- Training;
- Youth@Work postings of job opportunities and resources.

Referral Process:
- Title I Partners agree to follow the AJCC System Services Referral Agreement. In addition, they will provide other AJCC partners with the address, phone numbers,

and contact information for the job centers and the required documents in order to enroll in partner services. Customers will be asked to visit the job centers in order to enroll in services there. Following enrollment/eligibility determination, customers will be oriented to the services that are available.
- Title I Partners agree to also refer customers to other partner agencies in the AJCC system, as appropriate.

WIOA TITLE I RAPID RESPONSE/EMPLOYER SERVICES: NOVA

Description of Services:
- Access to workforce and labor market statistical information including labor market information regarding wages, job classifications, employment rates and in-demand industry sectors; job posting assistance; and recruitment assistance including job fairs, resume searches, and job announcements across the AJCC system;
- Business assistance with employer-related questions including: resources related to employee management and regulations, small business and self-employment, employment-related tax credits, and wage subsidy programs; information on hiring and making accommodations for employees with disabilities; and assistance with job descriptions;
- Business assistance with averting layoffs or layoff/rapid response events including: business analysis and assistance to avoid employee layoff or closures, assistance with layoff and provision of information to dislocated workers, and assistance with talent transfer to minimize unemployment;
- Training resources for business owners and/or incumbent workers including customized training for a specific company or industry sector;
- Sector partnerships including: developing relationships with employers and intermediaries and developing, convening, or implementing industry or sector partnerships.

Referral Process:
- AJCC Partners may contact NOVA business services staff directly.
- Partner will refer customers to other AJCC Partners that serve employers.

WIOA Title II ADULT EDUCATION and CAREER and TECHNICAL EDUCATION (CTE) (Carl Perkins) for applicable agencies: Jefferson Union High School District Adult Education, Milpitas Adult Education, Mountain View-Los Altos Adult Education, Palo Alto Adult School, San Mateo Adult School, Santa Clara Adult Education, Sequoia District Adult School, South San Francisco Adult Education, Fremont Union High School District (FUHSD) Adult School, and La Costa Adult School

Description of Services:
- Lifelong educational opportunities to help individuals meet their educational and career goals necessary to effectively participate as productive community participants, workers and family members;
- Intake, eligibility determination, and identification of service need;

- Comprehensive assessment of skills, aptitudes, abilities and support services needed;
- Orientation of services available including support services and funds that are available to facilitate success;
- In-depth interviewing and career counseling to help customers determine suitable employment goals and career path;
- Classes to enhance future employment opportunities and personal growth through adult basic skills, citizenship, English as a Second Language (ESL), adult high school diploma and HSE test preparation for those who have not completed high school, career technical education, parent education, and specific services to CalWORKs recipients;
- Career training in certificate programs in demand occupations;
- Job search and placement assistance including job preparation, resume writing, and job interview coaching;
- Assistance with career navigation that may entail preparing for further education and improving career possibilities;
- Provision of referrals to and coordination of activities with appropriate partners based on customer interests and needs;
- Participation in sector partnerships to align employer needs with workforce preparation.

Referral Process:
- Individuals needing adult education services will be referred to the appropriate local center contact person.
- Adult Education partners will make available their flyers about programs and catalogues of class offerings to the other AJCC partners.
- Adult Education partners will refer participants to other AJCC partners as appropriate.
- Adult Education partners may use the technology platform, CommunityPro, for making referrals.

WIOA TITLE III STATE WORKFORCE SERVICES (Wagner-Peyser, Unemployment Insurance, Labor Market Information, Veterans and Trade Adjustment Assistance programs): California Employment Development Department (EDD)

Description of Services:
- Core services that may include, but are not limited to: Employment Services, Veterans Services, Labor Market Information, Employer Informational Services, and Trade Adjustment Assistance. A description of services within each of these categories of core services is provided below:
  - Employment Services:
    Universal access to the registration process and, based on required identification, may receive one or more of the following services:
    - Access to basic labor exchange, CalJOBS^{SM} and various printed and electronic materials for preparing resumes and improving interviewing skills;

15

- Public access to computer stations; Labor Exchange (job seekers & employers) using the State CalJOBS^{SM} system;
- Workshops (employment and job search preparation);
- Staff assistance per program eligibility may receive the following:
    - Determination of employment related skills, abilities, and knowledge;
    - Assignment of specific occupational codes and titles;
    - Determination of employment barriers;
    - Matching of applicant profile with existing opportunities;
    - Referrals to employers where qualifications and requirements match;
    - Documentation of referrals and results through employer follow-up;
    - Referral to other partners when barriers indicate a need for intensive services;
    - Initiation of job development activities; and
    - Provision of Fidelity Bonding information;
- Facilitated self-help may include but not be limited to the following services:
    - Assistance and guidance in using CalJOBS^{SM};
    - Assistance in placing resumes on EDD;
    - Assistance to individual job seekers in full utilization of any resource center materials and equipment.
- Youth Employment Opportunity Program (YEOP) access; Case management for eligible youth participants;
- Experience Unlimited program chapter (ProMatch) with NOVA;
- Assistance to employers in recruiting, hiring, and retaining the best qualified persons for positions at all skill and education levels as follows:
    - Active outreach to employers to inform and educate on services and resources available through EDD;
    - Assistance in posting job orders into CalJOBS^{SM};
    - Availability of facilities for employers to conduct interviews and other recruiting activities when accommodation is feasible;
    - Provision of information on services and resources available through other units of EDD and governmental entities.

- o <u>Unemployment Insurance (UI) Services:</u>
    - **<u>Program Eligibility</u>**
    The EDD provides UI claim information online to customers on UI Online^{SM} and by mailing the following documents that can be utilized when determining eligibility for the local Title I programs:
        - Notice of Unemployment Insurance Award (DE 429Z)
        - Notice of Unemployment Insurance Claim Filed (DE 1101CLMT)

If the customer is unable to provide sufficient information, the Data Consent Authorization Form (DCAF) is available for AJCC staff to complete and fax/mail to the EDD. The form is signed by the claimant authorizing the partner to have access to confidential UI claim information (such as, basic claim info and wages reported in previous quarters) for one year.

The EDD UI Program responds within three business days upon receipt.

- **UI Claim Filing Assistance and Information**
  The WIOA outlines the 10th Basic Career Service as providing meaningful assistance in filing a UI claim in the one-stop delivery system.

  The UI program is committed to providing AJCC staff with training on resources available on the EDD website for filing a UI claim, accessing UI Online, viewing tutorials, and FAQs.

  The AJCC staff should be guiding customers through the online methods for filing a UI claim available on the EDD website. If the individual is considered irate/disruptive or all other means to provide meaningful assistance have been exhausted, the AJCC staff can direct the customer to the UI Direct line.

  The UI program is committed to making the UI Direct line available in the offices to provide the real-time technology for providing meaningful access after all in-person attempts by cross-trained AJCC staff have been exhausted.

- **California Training Benefits (CTB)**
  Participate in consistent and meaningful collaboration and communication pathways within the California Training Benefits (CTB) programs, including a streamlined and expedited response time to determining requests sent to UI for CTB eligibility received from the local areas.

- **Trade Adjustment Assistance (TAA)/ Trade Readjustment Allowance (TRA)**
  (UIB) Contribute to consistent and meaningful collaboration and communication pathways within the Trade Adjustment Assistance (TAA) program, specific to the Trade Readjustment Allowance (TRA).

  (WSB) Commit to writing Petitions, Case Management, Raid Response Presentations, Lay Off aversion (e.g. workshare)

- **Rapid Response**
  Participate in the planning of a rapid response event.
  Participate as a member of the rapid response team.
  Participate as a member of the Rapid Response Roundtable.

  Provide information on EDD programs and services at orientation:
  Work Share Program,
  Partial Program,
  TAA/TRA,
  UI services, and CTB.
  NOTE: UI resources determined by event.

- **Reemployment Services and Eligibility Assessment (RESEA) and Personalized Job Search Assistance (PJSA)**
  Committed to profiling and scheduling job seekers to PJSA and RESEA workshops.

  Committed to collaborating with the local areas to establish one reemployment workshop that includes all core components for PJSA and RESEA while retaining individual tracking and reporting for each respective workshop.

  Committed to collaborating on feedback loops for reporting UI eligibility issues that may arise during interaction with the customer during the reemployment workshops.

- **Work Share**
  Committed to providing lay off aversion information to Employers.

o Veteran's Services:
  Veterans will receive priority of service as mandated by law. The following services may be offered, per the Jobs for Veterans' State Grant:
  - Registration for conducting employment services;
  - Public access to computer stations; labor exchange using the State CalJOBS^{SM} system;
  - Veteran services navigator intake/assessment; initial employability assessment;
  - Referral to intensive services and/or appropriate training opportunities, if eligible under program criteria:
    - Case management/counseling regarding employment and potential barriers to employment.
  - Staff assistance may include:
    - Assessment of veterans' needs and making referrals to agencies and programs which may meet those needs;

- Veterans still on active duty status may receive information and guidance to assist in their re-entry to civilian employment;
- Job referrals and job development;
- Staff will strive to meet all mandated veterans standards per updated Veteran Program Letters and EDD Directives.

- Labor Market Information:
  Labor market information may be provided to jobseekers under the universal access principal adopted by the EDD. Services may be delivered through self-help or facilitated self-help. Self-help may include but not be limited to:
    - Labor Market Information for regional economies, local areas, and California;
    - Self-service website: accessible to all customers with our LMI products & data;
    - Occupational Guides/Profiles;
    - Wage data;
    - Skills info & skills transference;
    - In-demand occupations;
    - Education and licensing requirements;
    - Crosswalk occupation and education program offerings;
    - ETPL certified training organizations;
    - Commute pattern data;
    - Evaluating in-demand industries/occupations;
    - Using LMI in your policy/decision-making;
    - How to use LMI;
    - How to navigate through our LMI info website;
    - LMI training for WIOA partners; and
    - Training through various mediums.

- Employer Information Services may include the following:
    - Assistance with CalJOBS^{SM} registration and navigation;
    - Assistance and information on how to post job orders into CalJOBS^{SM};
    - CalJOBS^{SM} assistance, training, and education;
    - Help-Desk employer assistance through assigned central site;
    - Assistance to employers by providing information on hiring incentives and programs such as Work Opportunity Tax Credit, which provides tax incentives for hiring certain classifications of workers;
    - Employer Advisory council (EAC coordination & activities) seminars and employer resource information;
    - Targeted Recruitment, job fairs, and hiring events;
    - Employer outreach;
    - Rapid Response presentations and lay-off aversion information;

- Trade Adjustment Assistance (TAA):

Approval of a petition for benefits by the U.S. Department of Labor for individuals displaced under the laws governing TAA may result in those eligible individuals receiving the following services:

- TAA benefits equal to most recent weekly benefit amount of unemployment insurance;
- Trade Readjustment Allowance (TRA) benefits while enrolled in approved training if enrollment meets timing criteria;
- Financial assistance with transportation, living expenses, job search travel expense, and/or relocation expenses may be available;
- Rapid Response presentations;
- Training or re-training assistance and allowance;
- Co-enrollment with Title I partners for individual assessment;
- Writing of training contracts and doing invoicing;
- Case management for eligible participants throughout training period;
- Employment Services

Referral Process:
- If EDD services are not available at an AJCC job centers, the following procedures will be used to refer persons needing assistance:
  - Referral to appropriate person or unit who can provide information or service; and
  - Provision of printed materials containing the necessary contact information.
- EDD agrees to refer customers to other AJCC partners for services as appropriate.

WIOA TITLE IV VOCATIONAL REHABILITATION: California Department Of Rehabilitation (DOR)

Description of Services:
- Services offered include: employment, training and education services for eligible individuals seeking jobs or wishing to enhance their skills and technical assistance for employers.
- Vocational Rehabilitation (VR) services determined by eligibility, economic need, and individual need as authorized by the Rehabilitation Act of 1973 to include:
  - Medical and psychological exams and trial work experiences as necessary for determination of eligibility;
  - Vocational evaluations as necessary for program services planning;
  - Physical/mental restoration services (not covered by other comparable benefits);
  - Physical aids (orthotic/prosthetic devices, wheelchairs, hearing aids, low vision aids);
  - Academic, vocational, and work adjustment training;
  - Special services for the deaf and hard of hearing and the blind and visually impaired;
  - Counseling and guidance;
  - Job development and job placement services;

- o Rehabilitation technology (adaptive equipment and workplace accommodations not provided by the employer);
- o Supported employment, independent living, and post-employment services (within 12 months following case closure);
- o Temporary assistance with transportation and living expenses (if appropriate) while participating in the VR program; and
- o Evaluation, training, and placement.
- Provision of training and technical assistance to AJCC partners on topics that may include auxiliary aides and services, and rehabilitation technology for individuals with disabilities.

Referral Process:
- Contact the VR counselor in person, by phone, by email, or through AJCC standard referral process. Provide the individual's name, address, phone number, and known or suspected disabling condition. If the VR counselor is not available for immediate assistance or is out of the office, provide the customer with VR informational sheet (provided in regular print, large print, or Braille) and a VR application. All referrals of all disability groups will be provided information about DOR services at the AJCC orientation. The VR counselor will make arrangements for a specialty counselor if necessary.
- Provide training and technical assistance to AJCC partners on eligibility for and scope of VR services.
- Provide technical assistance to employers on disability etiquette, recruitment and selection, reasonable accommodations, accessibility to programs and services, physical access surveys, publications, referrals, and resources. DOR agrees to refer customers to other AJCC partners as appropriate.

TITLE V OLDER AMERICANS ACT: Peninsula Family Service and Senior Service America, Inc.

Description of Services:
- Services to older workers most in need, ages 55 or older, who meet the federal guidelines for low-income (defined as an income at or below 125% of the Federal Poverty Level) and are legal residents;
- Classroom training and on-the-job training/work experience in nonprofit and public agencies for 20 hours per week of paid wages;
- Provision of eligibility determination for work experience, medical exams, etc.;
- Employability skills training and placement assistance;
- Resource to other AJCC partner agencies serving older workers that may include: benefits for older workers, recruitment of qualified older workers, creating a user-friendly work environment for older workers, and establishing guidelines for designing flexible work hours and realistic expectations of outcome.

Referral Process:
- Provide the contact information for making referrals. AJCC partners may refer customers directly to the agencies that potentially meet eligibility requirements.

- Refer customers to other AFCC partners as appropriate.

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)/CalWORKS: County of Santa Clara Social Services Agency and San Mateo County Human Services Agency

Description of Services:
- Provision of cross-training to AJCC partners on the services available through this program;
- Addition of a link to services available through the AJCC service system on the County's website, with a link to the County's website posted on NOVA AJCC Job Center website and other AJCC partner websites as appropriate;
- Provide information on public benefits to AJCC Partners as requested.

Referral Process:
- AJCC partners interested in referring eligible customers to this program will follow the referral process developed by this partner, which will be provided to all AJCC partners.
- Refer customers who are seeking employment services to AJCC Partners, as appropriate.

COMMUNITY Action Partnership (CAP): Sacred Heart Community Service (SHCS) and Center for Employment Training (CET)

Description of Services:
- Provision of a wide range of services to disadvantaged individuals and families that will lead to long-term self-sufficiency that include: employment assistance program connecting job seekers to peer networks, skill development in the area of resume review, interview preparation and job placement, and resources to achieve long-term employment;
- Public benefits screening and financial coaching;
- Food and clothing distribution;
- Rental and housing deposit assistance to prevent homelessness.

Referral Process:
- Low-income individuals needing assistance will be referred to SHCS and CET.
- SHCS and CET will refer participants to other AJCC partner programs as appropriate.

MIGRANT AND SEASONAL FARM WORKERS: Center for Employment Training (CET)

Description of Services:
- MSFW Outreach, intake and orientation;
- MSFW Eligibility Determination;
- Comprehensive Assessment;

- Development of Individual Employment Plans (IEP);
- Performance and cost information;
- Financial Aid;
- Financial Literacy;
- Follow-up services;
- Adult Education Career Pathways (ESL/ABE/GED) program concurrent with occupational training;
- Priority services to Veterans
- Computer literacy;
- Skills-related basic education and Vocational English as a Second Language integrated with occupational skills training in demand and emerging occupations;
- Human development skills;
- Basic and individualized career services;
- "Wrap around" supportive services such as intake, assessment, career exploration, life skills, case management support, job preparation and job placement assistance, job retention services and follow-up services; and
- In-house emergency supportive services, including weekly stipends for MSFWs as well as referrals to partners in the area of child care, transportation, housing, legal, financial literacy and tax preparation assistance.

Referral Process:
- AJCC Partners may refer the appropriate customers directly to CET.
- CET will refer customers to other AJCC Partners as appropriate.

HOUSING AND URBAN DEVELOPMENT: Santa Clara County Housing Authority

Description of Services:
- Provision of the most up-to-date information about the Housing Authority's programs and services on Housing Authority website(s);
- Presentation of information to AJCC partner staff on housing search and share information about affordable housing and how to locate it.

Referral Process:
- The Housing Choice Voucher Program (Section 8 rental assistance) wait list is only open periodically and information regarding the wait list is available online. Other affordable housing options are posted at the Housing Authority's office and are available online at the Partner's website.
- The Housing Authority agrees to refer customers to other AJCC Partners as appropriate.

COMMUNITY COLLEGES/POST-SECONDARY EDUCATION (Carl Perkins): Foothill-De Anza Community College District, Mission College and College of San Mateo

Description of Services:
- Provision of instruction and experience to equip individuals with the education and skills necessary to enter a four-year degree program and/or demand occupations;
- Full-time, part-time, and online degree and certificate programs;
- Vocational training and customized training;
- Employment services including counseling, job skill development, career education, job placement, and retention services;
- Assistance to employers by referring qualified talent.

Referral Process:
- Community college partners to provide information regarding performance, catalogs of courses offered, costs, sources of financial assistance, transportation and other information to AJCC partners to refer to potential customers.
- Community college partners agree to refer customers to AJCC partners for services as appropriate.

JOB CORPS: San Jose Job Corps (SJJC)

Description of Services:
- Education and vocational training program to assist low-income young adults, ages 16 through 24, launch their careers;
- Alternative secondary school services, assistance with earning a high school diploma equivalency, guidance and counseling, tutoring and study skills, occupational skills training, school-to-work internship/work experience development (paid and unpaid), mentoring, leadership development, job placement assistance, career development and follow-up services;
- Residential/nonresidential living component and medical and dental care;
- Facilitates job search workshops with youth at other partner agencies.

Referral Process:
- SJJC brochures/flyers will be made available at the AJCC job centers.
- AJCC partners can refer customers that would be appropriate for the SJJC programs directly to Job Corps' intake staff.
- SJJC agrees to refer customers to other AJCC partners as appropriate.

Native American: United Indian Nations, Inc.

Description of Services:
- Employment and training services to address the specific needs of Native Americans and Alaskan Natives residing in six counties in the greater San Francisco Bay Area.

- Youth Occupational Training: referrals to GED programs, supportive services for education and job training, job search assistance, case management, and assistance with registering in post-secondary school.
- Staff assists with developing a personalized plan for participant to achieve employment and educational goals, identify training and job opportunities, assist with job applications, resumes, and cover letters, and practice mock interviews.

Referral Process:
- AJCC partners interested in referring eligible customers to this program will follow the referral process developed by this partner, which will be provided to all AJCC partners.
- Refer customers who are seeking employment services to AJCC Partners, as appropriate.

Attachment B
AJCC SYSTEM SERVICES REFERRAL AGREEMENT

The parties and required partners encompassed in the NWB AJCC service system acknowledge the requirement for referrals and possible co-enrollment of customers between partnering agencies. They recognize referrals may be indicated at any point or stage of service during a customer's use of the system and have therefore agreed to the following processes to ensure referrals are made promptly and clearly between agencies. The Partners agree to maintain and modify these processes and any related forms as necessary.

Agency and Program Informational Reference
Each party to this agreement will provide a summary of one-stop services provided by their agency as it pertains to the workforce system. This will be provided in a summary outline, in a format to be agreed to by partners, that will include a brief description of the service followed by bullets for each service provided and any required application form and process that may be unique to that partner. Any eligibility requirements to a specific program or service are also to be provided as reference to assist partner staff in making correct referrals based on need and an understanding of basic eligibility. These program descriptions and applications for service will be compiled into a desk reference for the staff of each agency. Through the initial orientation, customers will also be informed about the partner agencies and services that are available.

Staff Cross-Training between Partner Agencies
Staff involved in direct customer services from each agency will be provided the above desk reference and cross-trained in the programs and services as outlined therein. They will further be trained on when and how to make a referral to the indicated agency or service.

Notice of New Program Opportunities, Services or Events
The partners of the AJCC service system agree to share information about new services, workshops, activities or events between one another in a timely manner as they may relate to the system mission and/or benefit system customers. Such announcements can be forwarded to NOVA Job Center staff as a single point of contact. Flyers and handouts will be posted as appropriate, forwarded via mass email to appropriate partner staff, and/or placed on the NWB website as requested.

Service Request Referral Process
Because the different partners of this agreement use unique databases or other systems for customer tracking, no common database platform is currently available in which partner agencies can interact. For this reason, partners have agreed to develop several vehicles for directly assisting customers being referred for services using a "warm handoff" to promote greater access to services. Approaches may include assisting the customer complete the application for services and offering to make the call on behalf of the customer to the partner agency to schedule an appointment. The use of shared technology to facilitate the referral process will also be explored.

SAMPLE
AJCC AUTHORIZATION FOR RELEASE OF INFORMATION/RECORDS FORM

Date:

To:

I, _____, am hereby authorizing the release of information and/or records, pertaining to myself/contacts, which may relate to my eligibility and/or participation in a specific government funded program or activity. Please forward the requested information to the agency and individual listed below:

_____
Name of Individual

_____
Agency Name

_____
Agency Mailing Address, City, State, Zip

_____
Agency Phone Number   Agency Fax Number

A copy or facsimile of this Authorization shall be valid as the original.

_____   _____

My printed, full name   My last four numbers of
Social Security Number

_____   _____
My Signature   Today's Date

Please note that the disclosure of your social security number is voluntary. However, since most official records are maintained according to your social security number, your information may not be accessible without its disclosure.

Attachment D
NOVA Job Center Infrastructure Costs Budget and Initial Proportionate Share of Infrastructure Costs Allocated to Co-located Partners

NOVA Job Center Sunnyvale						Bldg/ Suite	SQ Ft	AJCC	% AJCC
Cost Category	**Total Cost**	**Allocation Base**	**Allocated Cost**	**Notes**					
Infrastructure Costs		**Sq Ft**	**66%**			500	5,250	5,250	100%
Facilities						600	3,185	169	5%
Office Space Rent	$ 363,384	Sq Ft	$ 238,728	JobCenter, Workshop Rooms, Learning Lab, Career Advisor Space		700	4,875	4,731	97%
Utilities	$ 240	Sq Ft	$ 158			635	1,615	-	0%
Security	$ 960	Sq Ft	$ 631			430	525	-	0%
Technology						**Total**	**15,450**	**10,150**	**66%**
Internet (Job Center only)	$ 3,322	100%	$ 3,322						
Access & Accommodation	$ -	100%							
Computers Maintenance	$ 32,812	Sq Ft	$ 21,556						
Phones	$ 52,279	Sq Ft	$ 34,345						
Copier	$ 23,877	Sq Ft	$ 15,686						
Computer S/W Licensing & Support	$ 10,000	Sq Ft	$ 6,570	Software maintenance					
Total Infrastructure to be shared by colocated partners			$ 320,995						
		AJCC Total Square Feet	10,150						
		Cost per SqFt	$ 31.63						

Colocated Partner	W/S Rm	Time Used	Sq Ft	Allocated Initial Share	Contribution Type
Title V OAA (Peninsula Family Svs)	Cupertino Rm	5%	442	$ 699	
Mature Worker Program	Learning Lab	1%	1014	$ 321	
	Mt View Rm	4%	676	$ 855	
	Staff Cube	50%	48	$ 759	
Allocated Initial Share				$ 2,634	3rd Party non-Federal funds

Attachment E
NOVA Job Center Other One-Stop System (Career Services) Costs Budget and AJCC Partner Costs for Career Services

One-Stop Operating Budget - Career Services
NOVA Job Center Sunnyvale

Partner Category	WIOA Title I		Title II Adult Education and Literacy										Other Federal Funding	Job Corps		SubTotal
Name of Organization	NOVA	CLCP	Mountain View-Los Altos Adult Education	Fremont Union High School District Adult School	Palo Alto Adult School	Milpitas Adult Education	Santa Clara Adult Education	Sequoia District Adult School	San Mateo Adult School	South San Francisco Adult Education	Jefferson Union High School District Adult Education	La Costa Adult School	JobTrain	San Jose Job Corps		SubTotal
Basic Career Services					360	1,000										
Individualized Career Services		548,142		43,343	3,500	4,000	425,471	5,440	17,000	1,800	23,498					
Combined Basic / Individualized	1,889,441		412,614										52,624			
Total Career Services	$ 1,889,441	$548,142	$412,614	$ 43,343	$ 3,860	$ 5,000	$ 425,471	$ 5,440	$ 17,000	$ 1,800	$ 23,498	$0	$52,624	$ 1,300		$ 3,429,533

Partner Category	WIOA Title III		WIOA Title IV Vocational Rehabilitation	WIDA Title V Older Americans Act		WIOA Section 166 Native American	Community Action Partnership		Migrant & Seasonal Farmworkers	Housing & Urban Development	Temporary Assistance to Needy Families		Community Colleges			SubTotal
Name of Organization	EDD - W/P, Veterans, TAA	EDD Unemployment Insurance	CA Dept of Rehabilitation - SJ / SM	Peninsula Family Service	Senior Service America, Inc	United Indian Nations, Inc	Center for Employment Training	Sacred Heart Community Service	Center for Employment Training	Santa Clara County Housing Authority	County of Santa Clara Social Services Agency	County of San Mateo Human Services Agency	Foothill-De Anza Community College District	College of San Mateo	Mission College	
Basic Career Services			1,084,745	12,390	12,662	179,592				15,548						
Individualized Career Services			4,338,980	1,558	114,615	41,200				23,322		2,326,451	271,513			
Combined Basic / Individualized	1,611,321	18,440					39,344	139,000	33,000		1,858,390					
Total Career Services	$1,611,321	$18,440	$5,423,725	$13,948	$127,277	$220,792	$39,344	$139,000	$33,000	$38,870	$1,858,390	$2,326,451	$271,513	$0	$0	$12,122,071

Consolidated budget total of career services delivered through the One-Stop system:	$ 15,551,604

# RACIAL DISPARITY ASSESSMENT SUMMARY

Per HUD's Detailed Instructions, this attachment documents our racial disparity assessment summary.

Racial and Ethnic Disparity Analysis

The San Mateo County Human Services Agency, as Lead Agency for the CoC, conducted an analysis of racial and ethnic disparities in the homeless system. Staff compared the racial and ethnic distribution of the general population of people living in San Mateo County, the population of people in poverty (based on 125% of the Federal Poverty Level), the population of individuals participating in all homeless programs, (emergency shelter, transitional housing, rapid rehousing, and permanent supportive housing programs as recorded in HMIS in Calendar Year 2018), exits to permanent housing, and returns to homelessness. The results are presented in the graphs below.
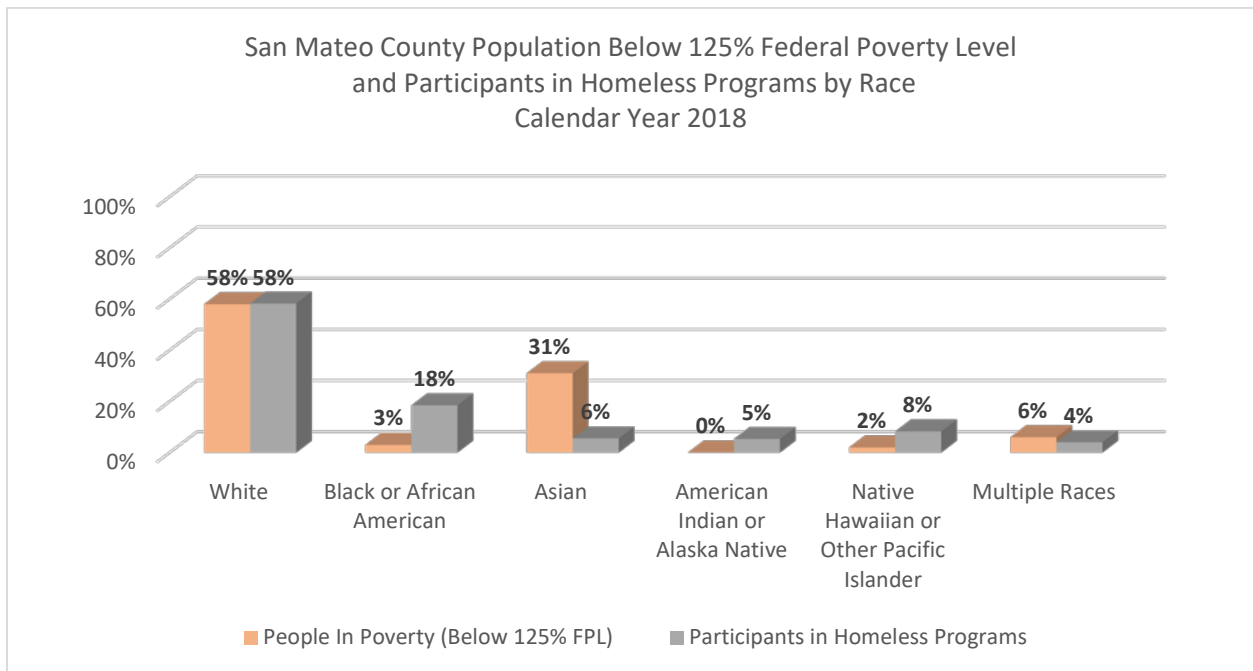
Findings show that when comparing homeless program participants to the general population, the largest disparities occur in the following racial and ethnic groups:

- People who identify as Black or African American are overrepresented among people experiencing homelessness
- People who identify as American Indian or Alaskan Native are overrepresented among people experiencing homelessness
- People who identify as Native Hawaiian or Other Pacific Islander are overrepresented among people experiencing homelessness
- People who identify as Asian are underrepresented among people experiencing homelessness
- People who identify as Hispanic are overrepresented among people experiencing homelessness

San Mateo County Population and
Participants in Homeless Programs by Race and Ethnicity
Calendar Year 2018
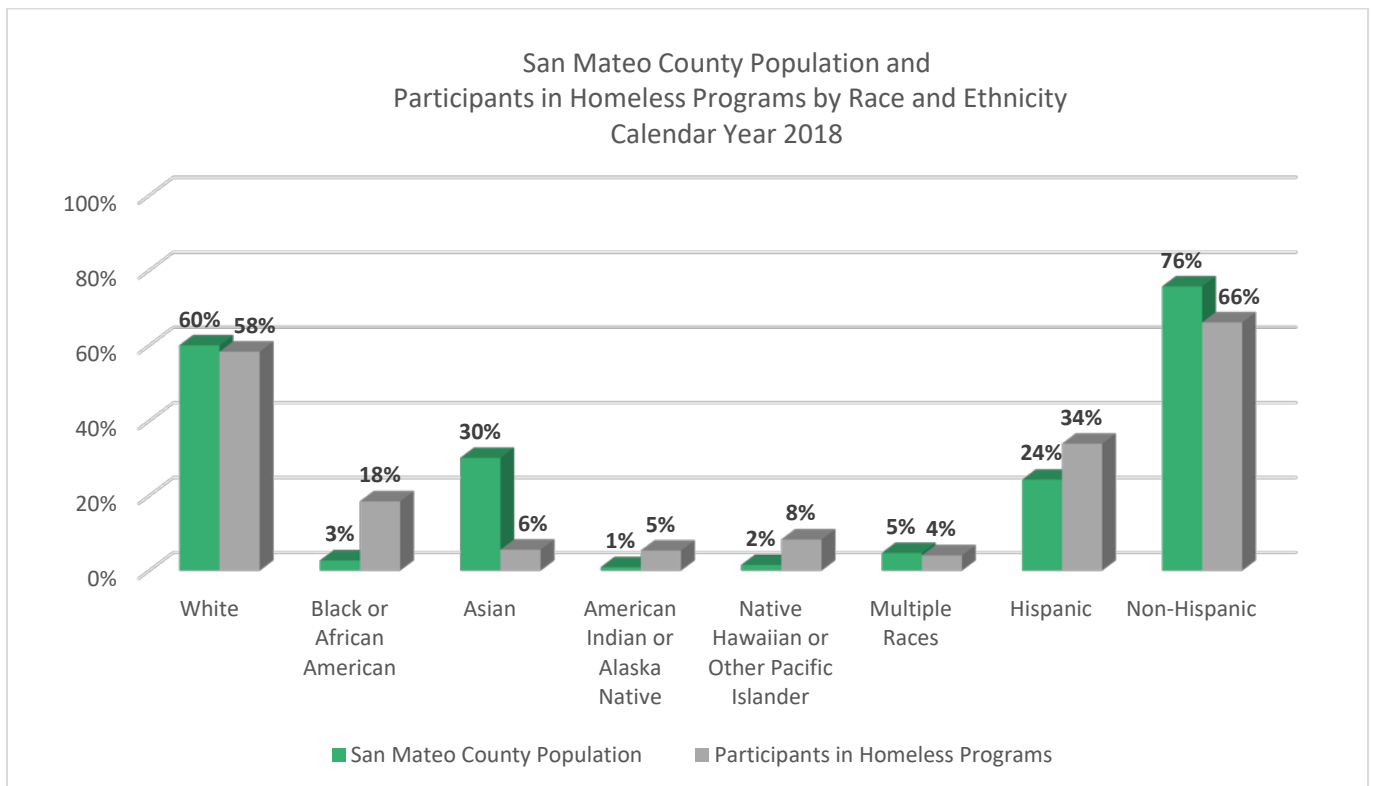
The pattern of racial disparities is similar when comparing the population of people in poverty (under 125% of the Federal Poverty Level) to those participating in homeless programs:

- People who identify as Black or African American are overrepresented among people experiencing homelessness
- People who identify as American Indian or Alaskan Native are overrepresented among people experiencing homelessness
- People who identify as Native Hawaiian or Other Pacific Islander are overrepresented among people experiencing homelessness
- People who identify as Asian are underrepresented among people experiencing homelessness

San Mateo County Population Below 125% Federal Poverty Level and Participants in Homeless Programs by Race Calendar Year 2018

Race	People In Poverty (Below 125% FPL)	Participants in Homeless Programs
White	58%	58%
Black or African American	3%	18%
Asian	31%	6%
American Indian or Alaska Native	0%	5%
Native Hawaiian or Other Pacific Islander	2%	8%
Multiple Races	6%	4%

Although racial disparities are present between those served in the homeless system and both the general population and the population of people in poverty, there do not appear to be further disparities when we analyze the outcomes of those served. Specifically, the first graph below shows that the exit rates to permanent housing by race and ethnicity largely reflect the rate at which people are served in the homeless system, although there are some differences by race and ethnicity, as people who identify as Hispanic exit to permanent housing at slightly higher rates than might be expected and people who identify as White exit to permanent housing at slightly lower rates.

Participants in Homeless Programs
and Exits to Permanent Housing by Race and Ethnicity
Calendar Year 2018
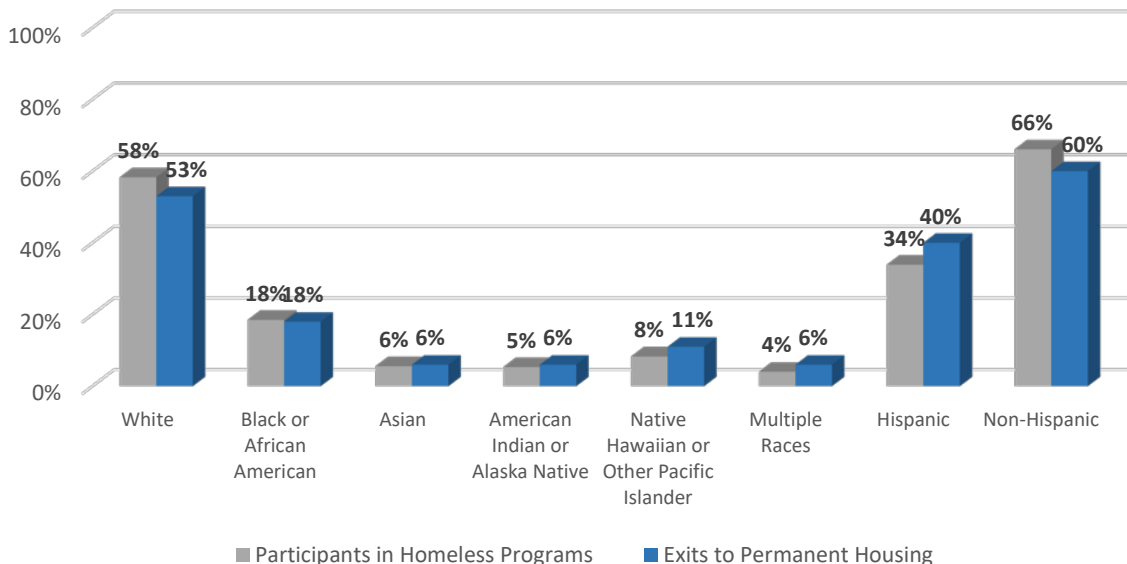
The final graph illustrates the distribution by race of people who return to homelessness compared to the distribution by race of those served in the homeless system. These data suggest that people who identify as Native Hawaiian or Other Pacific Islander return to homelessness at a disproportionally low rate after a permanent housing exit.

Participants in Homeless Programs
and Returns to Homelessness by Race
Calendar Year 2018