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 2018 CoC Program Competition Notice of Funding Available (NOFA) for specific application and program requirements.
2. The FY 2018 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:
For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1A-1. CoC Name and Number: OR-502 - Medford, Ashland/Jackson County CoC

1A-2. Collaborative Applicant Name: Jackson County Homeless Task Force/ACCESS

1A-3. CoC Designation: CA

1A-4. HMIS Lead: Jackson County Homeless Task Force/ACCESS
## 1B. Continuum of Care (CoC) Engagement

### Instructions:
For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

### 1B-1. CoC Meeting Participants.
For the period from May 1, 2017 to April 30, 2018, using the list below, applicant must: (1) select organizations and persons that participate in CoC meetings; and (2) indicate whether the organizations and persons vote, including selecting CoC Board members.

<table>
<thead>
<tr>
<th>Organization/Person Categories</th>
<th>Participates in CoC Meetings</th>
<th>Votes, including selecting CoC Board Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Government Staff/Officials</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>CDBG/HOME/ESG Entitlement Jurisdiction</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Law Enforcement</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Local Jail(s)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Hospital(s)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>EMS/Crisis Response Team(s)</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Mental Health Service Organizations</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Substance Abuse Service Organizations</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Affordable Housing Developer(s)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Disability Service Organizations</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Disability Advocates</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Public Housing Authorities</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>CoC Funded Youth Homeless Organizations</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Non-CoC Funded Youth Homeless Organizations</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Youth Advocates</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>School Administrators/Homeless Liaisons</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>CoC Funded Victim Service Providers</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Non-CoC Funded Victim Service Providers</td>
<td>Not Applicable</td>
<td>No</td>
</tr>
<tr>
<td>Domestic Violence Advocates</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Street Outreach Team(s)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Lesbian, Gay, Bisexual, Transgender (LGBT) Advocates</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>LGBT Service Organizations</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Agencies that serve survivors of human trafficking</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Other homeless subpopulation advocates</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Homeless or Formerly Homeless Persons</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Mental Illness Advocates</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Substance Abuse Advocates</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>
1B-1a. Applicants must describe the specific strategy the CoC uses to solicit and consider opinions from organizations and/or persons that have an interest in preventing or ending homelessness. (limit 2,000 characters)

The 27-member CoC Board contains a diverse group of community members committed to addressing homelessness in Jackson County. It is the backbone for soliciting and considering opinions from organizations and persons who have an interest in preventing or ending homelessness. The Board contains representatives from city and county government, law enforcement, the Community Action Agency, the Veterans Administration, Southern Oregon University, Community Works, the local victim services organization; Maslow Project, local youth provider, business owners, medical providers, other human service agencies and an individual experiencing homelessness.

The CoC Board operates through workgroups that draft and annually review policies and procedures and monitor operations relating to their discrete areas of responsibility. Agencies and organizations throughout Jackson County are active on these workgroups to ensure that the needs of homeless individuals who reside in all areas of the county are addressed. Work groups provide opportunities for the CoC to broaden the level of participation by community members.

The CoC also holds educational discussions and community conversations to address issues surrounding homelessness and to foster dialogue and exploration into solutions to prevent or end homelessness. At these events, the CoC solicits opinions and invites participants to become involved in a workgroup. Currently, the CoC is conducting a series of community-wide meetings made up of representatives from faith-based organizations, city and county government, state government, human service organizations, and other stakeholders to address homelessness and to develop short- and long-term housing solutions. These meetings are open to all members of the community who are interested in preventing or ending homelessness.

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 often the CoC solicits new members; and
(4) 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 invitation process includes extensive outreach conducted by the CoC Homeless Prevention Coordinator. Through her efforts, OR-502 CoC added new HMIS providers including the VA and the Housing Authority of Jackson County, the local PHA. During December of each year, the CoC distributes invitations for Board membership to organizations in Jackson County.

2. The invitation process to solicit new members includes publishing an announcement in local media. One of the CoC’s workgroups, the Homeless Task Force (HTF), is a monthly networking, education and outreach group which provides an opportunity to solicit new members. The CoC also seeks new members through its Facebook page and fiscal agent’s website and continually reaches out to nonprofits and community organizations to participate in coordinated entry and provides free, in-depth training.

3. The CoC’s effort to gain new members is on-going and consists of regular outreach to human service agencies, providing CoC information via Facebook and appropriate websites and monthly HTF meetings. That effort coupled with distributing an invitation annually provides the CoC with many opportunities to add new members.

4. Special outreach to ensure persons experiencing homelessness or formerly homeless persons are encouraged to join the CoC occurs regularly through various events throughout the year such as the Project Community Connect event. Sponsored by the HTF, the event brings vital services to the homeless as well as to those who struggle to make ends meet. Services provided include assistance with employment, housing, health care, dental care, parenting, legal issues and pet health care. The event provides human service organizations in attendance the opportunity to engage in the CoC. At the 2018 event, 850 participants attended. Another similar opportunity occurs when the CoC participates in the VA Stand Down.

1B-3. Public Notification for Proposals from Organizations Not Previously Funded. Applicants must describe how the CoC notified the public that it will accept and consider proposals from organizations that have not previously received CoC Program funding, even if the CoC is not applying for new projects in FY 2018, and the response must include the date(s) the CoC publicly announced it was open to proposals. (limit 2,000 characters)

When the FY2018 CoC Program Competition was announced, we worked proactively to notify organizations in the area that might be interested in submitting proposals. For example, the OR-502 CoC Homeless Prevention Coordinator launched a Continuum of Care Facebook page that was used to notify the community about the FY2018 CoC Program Competition. The information was first posted on July 6, 2018 and included the notice that the CoC was accepting proposals for new projects. Information was also posted on the Community Action Agency’s website and on the CoC webpage located on its fiscal agent’s (Jackson County Community Services Consortium) website as well as the Homeless Task Force Facebook page.
In addition, the announcement was e-mailed to human service and housing providers via the Jackson County Community Services Consortium List Serve, the List Serve for the Hispanic Interagency Committee and the United Way’s Agency Directors List Serve. The CoC submitted a press release on July 9, 2018 to all local media outlets. In addition to the two new projects being submitted for this competition, five organizations requested information about the NOFA. Two of those organizations determined that their projects will be better positioned to compete in FY2019. The remaining three did not meet the HUD criteria to put forth an application. This is the most significant response the CoC has received from the public notification in at least 10 years.
1C. Continuum of Care (CoC) Coordination

Instructions:
For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1C-1. CoCs Coordination, Planning, and Operation of Projects. Applicants must use the chart below to identify the federal, state, local, private, and other organizations that serve individuals, families, unaccompanied youth, persons who are fleeing domestic violence who are experiencing homelessness, or those at risk of homelessness that are included in the CoCs coordination, planning, and operation of projects.

<table>
<thead>
<tr>
<th>Entities or Organizations the CoC coordinates planning and operation of projects</th>
<th>Coordinates with Planning and Operation of Projects</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Opportunities for Persons with AIDS (HOPWA)</td>
<td>No</td>
</tr>
<tr>
<td>Temporary Assistance for Needy Families (TANF)</td>
<td>Yes</td>
</tr>
<tr>
<td>Runaway and Homeless Youth (RHY)</td>
<td>Yes</td>
</tr>
<tr>
<td>Head Start Program</td>
<td>Yes</td>
</tr>
<tr>
<td>Funding Collaboratives</td>
<td>Yes</td>
</tr>
<tr>
<td>Private Foundations</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and services programs funded through U.S. Department of Justice (DOJ) Funded Housing and Service Programs</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and services programs funded through U.S. Health and Human Services (HHS) Funded Housing and Service Programs</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and service programs funded through other Federal resources</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and services programs funded through State Government</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and services programs funded through Local Government</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and service programs funded through private entities, including foundations</td>
<td>Yes</td>
</tr>
<tr>
<td>Other:(limit 50 characters)</td>
<td>Not Applicable</td>
</tr>
</tbody>
</table>

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; and
(2) participated in the evaluating and reporting performance of ESG Program recipients and subrecipients.
(limit 2,000 characters)

1. The CoC lead agency, ACCESS (also the Community Action Agency), administers ESG funds in Jackson County. The organization interacts regularly with other CoC agencies serving the homeless to determine how best to utilize ESG funds locally. Although some ESG funds are used for homeless
prevention, the majority are spent on rapid re-housing. One CoC organization, the Maslow Project, is a sub-recipient of ESG resources and utilizes them for street outreach to youth.

2. ACCESS receives ESG funds from Oregon Housing and Community Services which monitors the organization’s performance in administering the ESG Program in Jackson County. For the evaluation OHCS conducted at ACCESS in September 2017, their evaluation letter to the organization on May 3, 2018 stated the following:

“Overall, ACCESS has established and is implementing a very effective system to use ESG funding to meet client’s immediate and long-term housing and supportive needs. Based on the sampling encompassed in the review and after corrections, program administration complies with HUD and State requirements.”

Once a year, ACCESS monitors the performance of the Maslow Project in utilizing ESG funds. In the evaluation conducted in September of 2017, ACCESS’ compliance analyst determined that the Maslow Project is compliant with both HUD and Oregon Housing and Community Services requirements. In addition, the analyst found that the Maslow Project, by adjusting its ESG outreach strategy to include two outreach staff, can now take outreach materials and supplies on a regular basis to youth residing in the more isolated areas of Jackson County including Butte Falls and Prospect.

1C-2a. Providing PIT and HIC Data to Consolidated Plan Jurisdictions. Did the CoC provide Point-in-Time (PIT) and Housing Inventory Count (HIC) data to the Consolidated Plan jurisdictions within its geographic area? Yes to both

1C-2b. Providing Other Data to Consolidated Plan Jurisdictions. Did the CoC provide local homelessness information other than PIT and HIC data to the jurisdiction(s) Consolidated Plan(s)? Yes

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 the existence of the CoC’s emergency transfer plan, that prioritizes safety and trauma-informed, victim-centered services to prioritize safety; and
(2) how the CoC maximizes client choice for housing and services while ensuring safety and confidentiality.
(limit 2,000 characters)

1. The CoC is diligent in addressing the safety needs of domestic violence,
dating violence, sexual assault and stalking survivors and the emergency transfer plan is contained within The Coordinated Entry Written Standards. The standard stipulates when domestic violence or sexual assault occurs within a household, the CoC or another participating agency will make a direct referral to Community Works, the CoC’s local victim service provider and voting member of the CoC. If possible, the survivors will be housed at the organization’s Dunn House Shelter located at an undisclosed location and the only victim services shelter in Jackson County.

If it is not possible to rehouse the survivor, the client or victim services provider will notify the CoC Coordinator, and the survivor and non-offending family members will be moved to the top of the Centralized Interest List for housing regardless of the survivor’s VI-SPDAT or TAY-SPDAT score.

2. The CoC maximizes client choice for housing and services while ensuring safety and confidentiality by coordinating with local victim service providers including shelter advocates, sexual assault/outreach advocates, DHS and other social service agencies. Those experiencing domestic or dating violence, sexual assault and stalking access assistance through a 24-hour helpline which connects the caller with the appropriate support.

Community Works participates in HMIS coordinated entry and maintains a parallel data base of those fleeing domestic violence to ensure client confidentiality. This level of protection helps the CoC prioritize victims and survivors for housing and other services while ensuring safety and confidentiality.

Clients are provided the choice of whether to accept any housing placement offered to them. If they believe the housing is not appropriate or does not provide the level of security they need, they remain on the centralized interest list for housing until other units become available.

1C-3a. Applicants must describe how the CoC coordinates with victim services providers to provide annual training to CoC area projects and Coordinated Entry staff that addresses best practices in serving survivors of domestic violence, dating violence, sexual assault, and stalking. (limit 2,000 characters)

Each year during the annual CoC training, Community Works, the Jackson County domestic violence service provider, conducts CoC instruction that addresses the needs of domestic and dating violence, sexual assault and stalking survivors. The emphasis is on how this type of violence impacts those who experience it, what the special needs are for its victims and how best to serve them in a trauma-informed way.

This information is offered with coordinated entry training to ensure all CoC members utilize protocols to protect the identity of those who have experienced domestic violence, dating violence, sexual assault or stalking. The identity of the victim is not entered into the CE system and is only included in the Community Works data base. This allows all CoC members to prioritize these survivors for housing and other services and protect victim confidentiality at the same time.
1C-3b. Applicants must describe the data the CoC uses to assess the scope of community needs related to domestic violence, dating violence, sexual assault, and stalking, including data from a comparable database. (limit 2,000 characters)

Community Works is the only domestic violence, dating violence, sexual assault, and stalking agency in Jackson County and a voting member of the CoC. The organization provides a 24/7 shelter for survivors and children and community-based advocacy services to anyone victimized. To assess the scope of community needs related to the needs of victims and survivors, the CoC uses the VI-SPDAT to determine risk and priority for housing.

The victim service provider collects data for each survivor and their children and maintains this information in a separate and confidential database. The data collected closely aligns with the vulnerability assessment used by the CoC. The most vulnerable are those survivors who are homeless and staying at the agency’s shelter which is a 30-day emergency facility. However, due to the complexity of survivor needs, often the stay is extended beyond the 30 days to find safe housing for the victim and to secure other stabilizing supports.

The data collected assists Community Works in working closely with survivors and providing safety and long-term stability with safe and secure housing. With the use of Coordinated Entry, the CoC effectively coordinates the survivor risk factor with available housing which creates a trauma-informed approach to housing victims/survivors of domestic violence, sexual assault, dating violence and stalking.

The organization provides other information to the CoC about the scope of domestic violence and how it relates to homelessness from Oregon Coalition against Domestic and Sexual Violence statewide data.

1C-4. DV Bonus Projects. Is your CoC applying for DV Bonus Projects? Yes

1C-4a. From the list, applicants must indicate the type(s) of DV Bonus project(s) that project applicants are applying for which the CoC is including in its Priority Listing.

<table>
<thead>
<tr>
<th>SSO Coordinated Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>RRH</td>
</tr>
<tr>
<td>Joint TH/RRH</td>
</tr>
</tbody>
</table>

1C-4b. Applicants must describe:

| FY2018 CoC Application | Page 10 | 09/12/2018 |
(1) how many domestic violence survivors the CoC is currently serving in the CoC’s geographic area;
(2) the data source the CoC used for the calculations; and
(3) how the CoC collected the data.

(limit 2,000 characters)

1. Domestic Violence Survivors in OR-502 are served by CoC member Community Works. In fiscal year 2018, the organization assisted 2,810 unduplicated adults and children. During the same period, the agency’s emergency survivor shelter, Dunn House, protected 143 adults and 94 children. Community Works has provided supportive services and advocacy for survivors in Jackson County for 22 years. It is the only agency in Jackson County that provides 24/7 crisis intervention, prevention, supportive services, and safe shelter for survivors of domestic violence, sexual assault, and stalking.

2. Community Works collects demographic information, needs assessment, and vulnerability data for each client served. The data is compiled for statistical data, and to assess gaps in resources in the community. The data collected is in alignment with that collected by the CoC Coordinated Entry. Due to the vulnerability of survivors all data is secured at Community Works on a separate data base.

3. The data is gathered through in person meetings with trained trauma informed advocates. The intention is to provide crisis intervention, stabilization, and follow-up supportive services. Community Works is the provider of data for survivors in Jackson County, and informs the CoC about the statistical data including unmet needs.

1C-4c. Applicants must describe:
(1) how many domestic violence survivors need housing or services in the CoC’s geographic area;
(2) data source the CoC used for the calculations; and
(3) how the CoC collected the data.

(limit 2,000 characters)

1. In the CoC’s geographic area for FY 2018, 622 domestic violence, sexual assault, stalking and trafficked survivors (adults and children) need housing.

2. Community Works, the CoC’s domestic violence, sexual assault, and stalking survivor agency collected the data which confirmed that 100% of the client’s served by the agency’s Advocacy Services staff are subjected to domestic and/or sexual violence.

3. The agency compiles the data during one-on-one meetings with each survivor. The data is gathered upon intake using assessment forms that are in alignment with HUD requirements for HMIS coordinated entry data. At present, the data is maintained in Excel spreadsheets by year. Starting the fall of 2018, Oregon Coalition Against Domestic and Sexual Violence (OCADSV) along with the Department of Human Services (DHS) are releasing a data collection and coordinated entry process to be managed through a separate tracking data collection system called OSNIUM to ensure confidentiality. This database
system has been coordinated and endorsed by Department of Human Services. Coordinated Entry efforts will be handled in cooperation with the HMIS Administrator and the CoC Coordinator.

1C-4d. Based on questions 1C-4b. and 1C-4c., applicant must:
(1) describe the unmet need for housing and services for DV survivors, or if the CoC is applying for an SSO-CE project, describe how the current Coordinated Entry is inadequate to address the needs of DV survivors;
(2) quantify the unmet need for housing and services for DV survivors;
(3) describe the data source the CoC used to quantify the unmet need for housing and services for DV survivors; and
(4) describe how the CoC determined the unmet need for housing and services for DV survivors.
(limit 3,000 characters)

1. With a local vacancy rate for housing of less than one percent, securing safe permanent housing for DV survivors is an on-going challenge. For those escaping domestic and/or sexual abuse, Dunn House Shelter provides safe emergency shelter in the CoC and is the only shelter in Jackson County serving victimized adults and children. Staff are trained to become certified advocates able to provide critical safety planning, resources, and supportive services to survivors. Each year, Dunn House Shelter houses over 300 survivors and 40% are children. The shelter is designed for a 30 day stay. However, there are times when residents stay for several months as they wait for secure, safe housing for themselves and their children. Because the housing options in Jackson County are very limited, many return to their abuser because there is nowhere else to go.

2. The most dangerous time for survivors is when they are fleeing their abuser. Statistically, a victim/survivor returns to their abuser an average of seven times before they can leave for good or are murdered. Starting over when there is limited money and a shortage of safe housing is extremely difficult. Realizing these obstacles, Community Works has been steadily building service capacity over the past several years to help survivors leaving the shelter to find housing, help with the financial start up and provide on-going case management and advocacy.

3. Survivors of domestic and sexual violence are assessed through a series of questions identifying their risk of lethality and vulnerability. This includes, but is not limited to, safety, homelessness, and imminent danger. For purposes of confidentiality, the data collected is compiled by a CoC provider who specializes in supporting victimized individuals and their families and includes detailed information on who is receiving support from Advocacy Services. The data source used is the provider’s internal system. Without breaking confidentiality, the provider works with the CoC Coordinator to quantify the unmet need for housing and services for survivors.

4. Recognizing that 99% of clients at Dunn House Shelter are homeless due to domestic violence, Community Works has partnered with other CoC Advisory Board members to implement a multi-pronged approach to address the housing and supportive needs of survivors, and their children. The CoC has the support and commitment of permanent housing units from two key housing
organizations, Housing Authority of Jackson County (public housing agency) and Rogue Retreat. Each agency will designate apartment or housing units for clients who are moving out of Dunn House Shelter into permanent housing. Community Works will provide long-term supportive services for each client during the duration of their living at these locations.

1C-4e. Applicants must describe how the DV Bonus project(s) being applied for will address the unmet needs of domestic violence survivors. (limit 2,000 characters)

The DV Bonus Project will provide permanent housing and ongoing supportive services for survivors of domestic violence, sexual assault, sex trafficking, stalking or human trafficking. Evidence has shown that human trafficking and sex trafficking go hand in hand in with victimization. With the CoC’s partnership between Housing Authority of Jackson County and Community Works – Advocacy Services, survivors who have been receiving services at Community Works’ Dunn House Shelter will have safe housing and supportive services.

The project consists of three affordable housing apartment units between one and three bedrooms and will be designated for survivors. The project will serve up to nine adults and children. The survivors leaving Dunn House Shelter will be matched with an advocate who will work with them over the next year setting goals for safety, skills training, job security, health and wellness, and saving for the future. Adults and children will attend the weekly trauma informed support group for domestic and sexually abused survivors, which the CoC provides. With the help of the advocate managing their progress, clients will set goals of achievement, receive training on money management, budgeting, and savings. Each person will receive one-on-one advocacy tailored to specific needs. The goals are to provide wrap around services and resources to facilitate the best opportunity for each survivor to become empowered and eliminate the potential of re-victimization.

Supportive services will include part time advocacy and case management. These funds will also be used according to the client’s needs for moving, child care, education services, employment assistance and job training, housing search, counseling services, legal services, life skills training, mental health services, outpatient health services, outreach services, substance abuse treatment services, transportation, and utility deposits.

1C-4f. Applicants must address the capacity of each project applicant applying for DV bonus projects to implement a DV Bonus project by describing:
(1) rate of housing placement of DV survivors;
(2) rate of housing retention of DV survivors;
(3) improvements in safety of DV survivors; and
(4) how the project applicant addresses multiple barriers faced by DV survivors.
(limit 4,000 characters)

1. While the number of survivors served will represent only 3% of the unmet need of clients leaving Dunn House Shelter, the project represents a new
collaboration within the CoC between Community Works – Advocacy Services and Housing Authority of Jackson County. A goal for the collaboration is to work together toward intervention, prevention and sustainability. The project applicant has provided shelter services to DV survivors for over 22 years.

2. The intention behind this program is to provide a multi-pronged approach of permanent housing and supportive services to maximize the best possible outcome for the survivor. Part of the success of the program will be the progress clients make towards achieving their personal goals of independence and self-reliance. To help them along this journey, each participant will be given defined areas of advancement with a clear timeline that will serve as the stepping stones to their future. This is a positive empowerment model by providing the supportive services needed as they work through the many trials and tribulations of the journey.

3. The Permanent Housing and Supportive Services for Survivors project is to provide permanent housing and ongoing supportive case management services for domestic violence, sexual assault, and/or stalking survivors. This will be for survivors who have been receiving emergency shelter services at Community Works Dunn House Shelter and need to move from crisis to stable housing and ongoing advocacy services and case management.

The survivor/client leaving Dunn House Shelter will be matched with an advocate at Community Works who will work with them setting goals for safety, skills training, job security, health and wellness, and saving for the future. Adults and children will attend the agency’s weekly trauma informed support group for domestic and sexually abused survivors. The weekly domestic violence support groups are focused on overcoming the effects of physical, emotional, and/or sexual trauma. Many of them learn how, through the systematic power and control of an abuser, that they become trapped and their life is out of control. The CoC provides tools and resources to help them change their circumstances and recognize it takes time and courage for those who have suffered and been victimized.

4. Because of the unique circumstances survivors face, this project will include a sliding scale of financial support to ensure economics will not be a barrier for clients trying to become safe and stable. Each survivor client will work with their advocate addressing their needs and setting goals of health and wellness, financial stability, education, and self-sufficiency. This could also include, but not be limited to, drug/alcohol treatment, therapy, job training, and continuing education, traversing the legal system for protection and/or child custody, and learning living and budgeting skills. The goals are to provide wrap around services and resources to facilitate the best opportunity for each survivor to become empowered and eliminate the potential risk of homelessness and re-victimization.

While attending support groups, they will also participate in life skills and money management classes. They will meet with their advocate three to four times a month to review progress and identify difficulties that the client is having. These meetings are essential to an individual’s achieving her/his goals, because the advocate and the CoC has partnerships with many other system organizations and/or agencies in the community to help the client with barriers or red tape.
1C-5. PHAs within CoC. Applicants must use the chart to provide information about each Public Housing Agency (PHA) in the CoC's geographic areas:

1. Identify the percentage of new admissions to the Public Housing or Housing Choice Voucher (HCV) Programs in the PHA who were experiencing homelessness at the time of admission;
2. Indicate whether the PHA has a homeless admission preference in its Public Housing and/or HCV Program; and
3. Indicate whether the CoC has a move on strategy. The information should be for Federal Fiscal Year 2017.

<table>
<thead>
<tr>
<th>Public Housing Agency Name</th>
<th>% New Admissions into Public Housing and Housing Choice Voucher Program during FY 2017 who were experiencing homelessness at entry</th>
<th>PHA has General or Limited Homeless Preference</th>
<th>PHA has a Preference for current PSH program participants no longer needing intensive supportive services, e.g. move on?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Authority of Jackson County</td>
<td>No</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

1C-5a. For each PHA where there is not a homeless admission preference in their written policy, applicants must identify the steps the CoC has taken to encourage the PHA to adopt such a policy. (limit 2,000 characters)

Before this spring, the local PHA, Housing Authority of Jackson County, did not track data about which of its clients awaiting housing were homeless. The agency recently joined Coordinated Entry and is now placing its homeless clients on the centralized interest list for housing. Since the move to coordinated entry is a recent change, data on the percentage of new admissions is not available. However, the Housing Authority of Jackson County’s current admission policy for the HCV program is “first come, first served.” Vouchers are issued to applicants in the order of their application date.

In 2017, the CoC did not have a move-on/move-up strategy in partnership with the PHA. The CoC is aware of the June 2013 HUD notice on guidance for public housing and housing choice vouchers which encouraged CoC’s and PHA’s to develop a preference for individuals and families transitioning from permanent supportive housing into units provided by PHAs. The CoC Board is developing a Move On strategy to identify households who are currently in PSH and ready to move into PHA housing. This strategy will allow the CoC to fill vacant units with chronically homeless persons.

The Executive Director of the Housing Authority of Jackson County is vice chair of the CoC Board, and he and his staff are active on many of the CoC’s workgroups. The CoC provided HMIS training to the Executive Director and staff when the Housing Authority decided to participate in Coordinated Entry. The CoC’s policy of housing the most vulnerable first has been emphasized by the CoC Board and the CoC has encouraged the Housing Authority to implement a homeless admission preference. Currently, the PHA maintains its
own waiting list, and applicants on this list often wait four or more years to receive housing. The Housing Authority, due to its backlog of clients on the waiting list, has chosen to maintain its own list while also participating in Coordinated Entry for clients who are homeless.

1C-5b. Move On Strategy with Affordable Housing Providers. Does the CoC have a Move On strategy with affordable housing providers in its jurisdiction (e.g., multifamily assisted housing owners, PHAs, Low Income Tax Credit (LIHTC) developments, or local low-income housing programs)? No

1C-6. Addressing the Needs of Lesbian, Gay, Bisexual, Transgender (LGBT). Applicants must describe the actions the CoC has taken to address the needs of Lesbian, Gay, Bisexual, and Transgender individuals and their families experiencing homelessness. (limit 2,000 characters)

To address the needs of LGBT individuals and their families who are at a high risk of experiencing violence, the CoC added an additional vulnerability point into the VI-SPDAT for people transitioning from one gender to another. A CoC-wide anti-discrimination policy is also in effect and this mandatory policy is discussed with each new organization that joins the CoC and is reviewed at each annual training.

The Fair Housing Council of Oregon conducts CoC training annually to extensively cover fair and equitable housing access for all protected populations including LGBT. This information provides needed insight into how to ensure all clients receive equal access to housing.

In addition, during the CoC’s annual HMIS/Coordinated Entry training, the topics of gender identity, equity and cultural competency are covered. The goal is to ensure anti-discrimination is included in HMIS standards and coordinated entry management.

All HUD-funded CoC programs participate in coordinated entry and CoC trainings. In addition, each has its own non-discrimination policy in effect. A few years ago, the CoC’s Homeless Task Force ranked homeless youth as a priority. Community groups that provide services to homeless youth, including Maslow Project and Community Works, have developed non-discriminatory practices, especially regarding sexual identity. The Maslow Project’s street outreach team and the organization’s McKinney-Vento programs at public schools provide intentional outreach to LGBT individuals and their families.

1C-6a. Anti-Discrimination Policy and Training. Applicants must indicate if the CoC implemented a CoC-wide anti-discrimination policy and conducted CoC-wide anti-discrimination training on the Equal Access
Final Rule and the Gender Identity Final Rule.

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 implement the Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity (Equal Access Final Rule)?  Yes

3. Did the CoC conduct annual CoC-wide training with providers on how to effectively implement Equal Access to Housing in HUD Programs in Accordance with an Individual’s Gender Identity (Gender Identity Final Rule)?  Yes

1C-7. Criminalization of Homelessness. Applicants must select the specific strategies the CoC implemented to prevent the criminalization of homelessness in the CoC’s geographic area. Select all that apply.

- Engaged/educated local policymakers:  X
- Engaged/educated law enforcement:  X
- Engaged/educated local business leaders:  X
- Implemented communitywide plans:
- No strategies have been implemented:
- Other: (limit 50 characters)
  - Faith Based Organizations  X

1C-8. Centralized or Coordinated Assessment System. Applicants must:
1. Assessments, and referrals occur at access points throughout Jackson County to increase accessibility based on demographics and eliminate any barriers to receiving services. In remote areas of the county where no social services are located, the homeless access CES by calling Help Line, the CoC’s only 24-hour crisis and referral hotline. It connects those living in remote areas with HMIS providers who conduct assessments on the phone or in person. All 211 info personnel are also trained on CES to ensure homeless persons...
anywhere are connected to access points.

2. Access points are close to public transportation. For those with disabilities, access to CES can occur via a phone call.

The CoC provides intake and assessments for ESL clients at community events including Latinx events and day-long events, such as the annual Project Community Connect. The CoC also distributes information to groups and service providers, including CES information. Flyers (in Spanish and English) are posted throughout the county.

CoC community partners regularly provide street outreach, particularly to families, teens, and Veterans and they conduct assessments and later enter the clients into the CES.

3. The homeless work with Street Outreach Workers and Access Point Assessors to complete an assessment (VI-SPDAT or TAY-SPDAT) that provides a vulnerability score to help identify needs and the best type of services for the household. Households are then placed on the Centralized Interest List, which feeds into available housing slots designated for homeless households across all participating agencies and are prioritized by vulnerability level and referred to housing programs.

The goal is to house everyone as quickly as possible. Households that remain on the list for six months without securing housing are reassessed and if their score has increased, advance up the priority listing.
1D. Continuum of Care (CoC) Discharge Planning

Instructions:
For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1D-1. Discharge Planning–State and Local. Applicants must indicate whether the CoC has a discharge policy to ensure persons discharged from the systems of care listed 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).

<table>
<thead>
<tr>
<th>System</th>
<th>Selected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foster Care</td>
<td></td>
</tr>
<tr>
<td>Health Care</td>
<td>X</td>
</tr>
<tr>
<td>Mental Health Care</td>
<td>X</td>
</tr>
<tr>
<td>Correctional Facilities</td>
<td>X</td>
</tr>
<tr>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>

1D-2. 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).

<table>
<thead>
<tr>
<th>System</th>
<th>Selected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foster Care</td>
<td></td>
</tr>
<tr>
<td>Health Care</td>
<td>X</td>
</tr>
<tr>
<td>Mental Health Care</td>
<td>X</td>
</tr>
<tr>
<td>Correctional Facilities</td>
<td>X</td>
</tr>
<tr>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>
1E. Continuum of Care (CoC) Project Review, Ranking, and Selection

Instructions

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1E-1. Project Ranking and Selection. Applicants must indicate whether the CoC used the following to rank and select project applications for the FY 2018 CoC Program Competition:

(1) objective criteria;
(2) at least one factor related to achieving positive housing outcomes;
(3) a specific method for evaluating projects submitted by victim services providers; and
(4) attach evidence that supports the process selected.

| Used Objective Criteria for Review, Rating, Ranking and Section | Yes |
| Included at least one factor related to achieving positive housing outcomes | Yes |
| Included a specific method for evaluating projects submitted by victim service providers | Yes |

1E-2. Severity of Needs and Vulnerabilities. Applicants must describe:

(1) the specific severity of needs and vulnerabilities the CoC considered when reviewing, ranking, and rating projects; and
(2) how the CoC takes severity of needs and vulnerabilities into account during the review, rating, and ranking process.

(limit 2,000 characters)

1. During the ranking and rating of projects, the CoC considered the severity of needs and vulnerabilities of domestic violence, dating violence, sexual assault and stalking victims; the chronically homeless; transition age youth and individuals with disabilities.

2. All OR-502 renewal and new projects serve a vulnerable population. In ranking and rating the projects, the CoC considered victims of domestic violence, dating violence, sexual assault and stalking to be the most vulnerable population group represented in the applications submitted. Within the CoC, there is only one victim services provider, while other vulnerable populations are served by more than one agency. The CoC’s data on protected populations also indicates that the demand for safe and secure housing for victims of domestic violence, sexual assault, dating violence and stalking far exceeds the number of available units. Because of this low inventory, victims often return to the unsafe situations from which they initially fled. Therefore, the CoC ranked the Community Works Domestic Violence new RRH project as the most important for OR-502. Woodrow Pines, a small project serving those with mental health...
issues, is ranked second. Because expanding HMIS to add non-participating agencies will help the CoC better serve the most vulnerable in Jackson County, that project is ranked third.

The remaining projects include Community Works Transitional Living Program which serves transition-age youth including parenting youth; Home at Last which houses chronically homeless individuals and families with medical challenges and Rogue Retreat which serves chronically homeless individuals.

1E-3. Public Postings. Applicants must indicate how the CoC made public:
(1) objective ranking and selection process the CoC used for all projects (new and renewal);
(2) CoC Consolidated Application—including the CoC Application, Priority Listings, and all projects accepted and ranked or rejected, which HUD required CoCs to post to their websites, or partners websites, at least 2 days before the CoC Program Competition application submission deadline; and
(3) attach documentation demonstrating the objective ranking, rating, and selections process and the final version of the completed CoC Consolidated Application, including the CoC Application with attachments, Priority Listing with reallocation forms and all project applications that were accepted and ranked, or rejected (new and renewal) was made publicly available, that legibly displays the date the CoC publicly posted the documents.

<table>
<thead>
<tr>
<th>Public Posting of Objective Ranking and Selection Process</th>
<th>Public Posting of CoC Consolidated Application including: CoC Application, Priority Listings, Project Listings</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC or other Website</td>
<td>CoC or other Website</td>
</tr>
<tr>
<td>Email</td>
<td>Email</td>
</tr>
<tr>
<td>Mail</td>
<td>Mail</td>
</tr>
<tr>
<td>Advertising in Local Newspaper(s)</td>
<td>Advertising in Local Newspaper(s)</td>
</tr>
<tr>
<td>Advertising on Radio or Television</td>
<td>Advertising on Radio or Television</td>
</tr>
<tr>
<td>Social Media (Twitter, Facebook, etc.)</td>
<td>Social Media (Twitter, Facebook, etc.)</td>
</tr>
</tbody>
</table>

1E-4. Reallocation. Applicants must indicate whether the CoC has cumulatively reallocated at least 20 percent of the CoC’s ARD between the FY 2014 and FY 2018 CoC Program Competitions.

Reallocation: No

1E-4a. If the answer is “No” to question 1E-4, applicants must describe how the CoC actively reviews performance of existing CoC Program-funded projects to determine the viability of reallocating to create new high performing projects.
In FY 2014-2017, only two new applicants, in total, submitted projects for the collaborative application. During this time period, all the projects which were eligible for renewal were chosen to be resubmitted as tier one projects and ARD monies were used for these projects because they were performing well and met eligibility requirements. The two new projects, however, were submitted as bonus projects and were not ultimately funded by HUD. In FY 2018, several new projects were submitted to the CoC, and 22% of the ARD was reallocated.

In FYs 2014-2017, a review subcommittee, using a locally-developed scoring tool, scored the performance of these existing projects in four areas: program administration (25 possible points), HMIS participation (27 points), standard performance measures, including HIC and bed utilization (25 points), and engagement in CoC activities (23 points). All of the projects eligible for renewal obtained high scores on the local tool.

In FY 2018, the CoC Board decided to use the HUD Rating and Ranking Tool. A Rating and Ranking Subcommittee of the CoC revised the local tool, which still included system performance measures, and used it to evaluate the performance of existing Coc Program-funded projects. The HUD tool was weighted as 2/3 of the score and the local tool as 1/3 of the overall score. Using this method created a wider spread in the scoring and the Rating and Ranking Subcommittee decided to reallocate 22% of the ARD to a new, higher performing project.

1E-5. Local CoC Competition. Applicants must indicate whether the CoC:
(1) established a deadline for project applications that was no later than
30 days before the FY 2018 CoC Program Competition Application
deadline—attachment required;
(2) rejected or reduced project application(s)—attachment required; and
(3) notify applicants that their project application(s) were being rejected or
reduced, in writing, outside of e-snaps, at least 15 days before FY 2018
CoC Program Competition Application deadline—attachment required.

| (1) Did the CoC establish a deadline for project applications that was no later than 30 days before the FY 2018 CoC Program Competition Application deadline? Attachment required. | Yes |
| (2) If the CoC rejected or reduced project application(s), did the CoC notify applicants that their project application(s) were being rejected or reduced, in writing, outside of e-snaps, at least 15 days before FY 2018 CoC Program Competition Application deadline? Attachment required. | Yes |
| (3) Did the CoC notify applicants that their applications were accepted and ranked on the Priority Listing in writing outside of e-snaps, at least 15 before days of the FY 2018 CoC Program Competition Application deadline? | Yes |

Applicant: Medford/Ashland/Jackson County CoC
Project: OR-502 CoC FY2018 Application
2A. Homeless Management Information System (HMIS) Implementation

Instructions:
For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2A-1. Roles and Responsibilities of the CoC and HMIS Lead. Does your CoC have in place a Governance Charter or other written documentation (e.g., MOU/MOA) that outlines the roles and responsibilities of the CoC and HMIS Lead? Attachment Required.

2A-1a. Applicants must:
(1) provide the page number(s) where the roles and responsibilities of the CoC and HMIS Lead can be found in the attached document(s) referenced in 2A-1, and
(2) indicate the document type attached for question 2A-1 that includes roles and responsibilities of the CoC and HMIS Lead (e.g., Governance Charter, MOU/MOA).

Yes


Yes

2A-3. HMIS Vendor. What is the name of the HMIS software vendor?

Mediware Information Systems, Inc.

2A-4. HMIS Implementation Coverage Area. Using the drop-down boxes, applicants must select the HMIS implementation Coverage area.

Single CoC

2A-5. Bed Coverage Rate. Using 2018 HIC and HMIS data, applicants must report by project type:
(1) total number of beds in 2018 HIC;
(2) total beds dedicated for DV in the 2018 HIC; and
(3) total number of beds in HMIS.

<table>
<thead>
<tr>
<th>Project Type</th>
<th>Total Beds in 2018 HIC</th>
<th>Total Beds in HIC Dedicated for DV</th>
<th>Total Beds in HMIS</th>
<th>HMIS Bed Coverage Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter (ES) beds</td>
<td>171</td>
<td>31</td>
<td>148</td>
<td>105.71%</td>
</tr>
<tr>
<td>Safe Haven (SH) beds</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Transitional Housing (TH) beds</td>
<td>177</td>
<td>0</td>
<td>163</td>
<td>92.09%</td>
</tr>
<tr>
<td>Rapid Re-Housing (RRH) beds</td>
<td>87</td>
<td>0</td>
<td>87</td>
<td>100.00%</td>
</tr>
<tr>
<td>Permanent Supportive Housing (PSH) beds</td>
<td>446</td>
<td>0</td>
<td>446</td>
<td>100.00%</td>
</tr>
<tr>
<td>Other Permanent Housing (OPH) beds</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

2A-5a. To receive partial credit, if the bed coverage rate is 84.99 percent or lower for any of the project types in question 2A-5., applicants must provide clear steps on how the CoC intends to increase this percentage for each project type over the next 12 months.

(limit 2,000 characters)

Not applicable

2A-6. AHAR Shells Submission: How many 2017 Annual Housing Assessment Report (AHAR) tables shells did HUD accept? 4

2A-7. CoC Data Submission in HDX. Applicants must enter the date the CoC submitted the 2018 Housing Inventory Count (HIC) data into the Homelessness Data Exchange (HDX).

(mm/dd/yyyy) 04/30/2018
2B. Continuum of Care (CoC) Point-in-Time Count

Instructions:
For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2B-1. PIT Count Date. Applicants must enter the date the CoC conducted its 2018 PIT count (mm/dd/yyyy).

01/22/2018

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

04/30/2018
2C. Continuum of Care (CoC) Point-in-Time (PIT) Count: Methodologies

Instructions:
For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2C-1. Change in Sheltered PIT Count Implementation. Applicants must describe any change in the CoC’s sheltered PIT count implementation, including methodology and data quality changes from 2017 to 2018. Specifically, how those changes impacted the CoC’s sheltered PIT count results. (limit 2,000 characters)

The CoC did not make any changes in the sheltered PIT methodology and data quality changes from 2017 to 2018.

2C-2. Did your CoC change its provider coverage in the 2018 sheltered count? Yes

2C-2a. If “Yes” was selected in 2C-2, applicants must enter the number of beds that were added or removed in the 2018 sheltered PIT count.

| beds Added: | 10  |
| beds Removed: | 39  |
| Total: | -29 |

2C-3. Presidentially Declared Disaster Changes to Sheltered PIT Count. Did your CoC add or remove emergency shelter, transitional housing, or Safe Haven inventory because of funding specific to a Presidentially declared disaster, resulting in a change to the CoC’s 2018 sheltered PIT count? No

2C-3a. If “Yes” was selected for question 2C-3, applicants must enter the number of beds that were added or removed in 2018 because of a Presidentially declared disaster.

| beds Added: | 0  |
| beds Removed: | 0  |
| Total: | 0  |
2C-4. Changes in Unsheltered PIT Count Implementation. Did your CoC change its unsheltered PIT count implementation, including methodology and data quality changes from 2017 to 2018? If your CoC did not conduct and unsheltered PIT count in 2018, select Not Applicable.

Yes

2C-4a. If “Yes” was selected for question 2C-4, applicants must:
(1) describe any change in the CoC’s unsheltered PIT count implementation, including methodology and data quality changes from 2017 to 2018; and
(2) specify how those changes impacted the CoC’s unsheltered PIT count results.
(limit 2,000 characters)

1. For this year’s PIT count, OR-502 changed its methodology. First, homeless individuals took a more active role in helping to map out and visit current camps. We also extended outreach to the extremely rural communities of Shady Cove, Prospect and Butte Falls, areas that have not been included in previous PIT counts.

2. Because of this increased coverage of the county, the unsheltered PIT count increased by 99 people and reflects more accurately the number of people experiencing homelessness in Jackson County.

2C-5. Identifying Youth Experiencing Homelessness in 2018 PIT Count. Did your CoC implement specific measures to identify youth experiencing homelessness in its 2018 PIT count?

Yes

2C-5a. If “Yes” was selected for question 2C-5, applicants must describe:
(1) how stakeholders serving youth experiencing homelessness were engaged during the planning process;
(2) how the CoC worked with stakeholders to select locations where youth experiencing homelessness are most likely to be identified; and
(3) how the CoC involved youth experiencing homelessness in counting during the 2018 PIT count.
(limit 2,000 characters)

1. The CoC’s planning process for the 2018 PIT count consisted of eight sessions for the service providers and volunteers participating in the count. Stakeholders serving youth experiencing homelessness who were involved during the process were Maslow Project, Community Works and Hearts with a Mission. The Maslow Project helps homeless youth ages 0 to 21 and their families. Community Works serves fifth to eighth grade students and transition age youth. Finally, Hearts with a Mission provides transitional and emergency housing for unaccompanied youth.
2. With the help of these stakeholders, the CoC found locations where youth experiencing homelessness are most likely to frequent such as public parks, campgrounds, bus stations, coffee shops, and laundromats. Both Community Works and Maslow Project work on-site at public schools which also helped the CoC identify youth for the PIT count. Sheltered youth residing at Hearts with a Mission were also identified for the PIT Count. All three organizations participate in Coordinated Entry.

3. Several transition age-youth experiencing homelessness helped the CoC contact homeless youth for the PIT count. In addition, three previously homeless youth assisted in mapping locations where youth are known to congregate.

2C-6. 2018 PIT Implementation. Applicants must describe actions the CoC implemented in its 2018 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)

For the 2018 PIT count, the CoC implemented some new processes to help us better count Jackson County residents experiencing homelessness.

1. With the help of the homeless and previously homeless volunteers who assisted us with this year’s PIT count and our expanded outreach to rural communities, we were better able to locate those who are chronically homeless including families with children. We also partnered with two community centers in the remote areas of Shady Cove and Butte Falls to ensure all locations of known homeless camps were included in the surveyed areas. We also tailored local questions to determine whether individuals and families became homeless while living in Jackson County. If so, which location(s) in Jackson County they consider to be home. This information will help us to further locate places where the homeless live to ensure volunteers can survey those areas next year.

2. All CoC-related agencies serving families with children experiencing homelessness participated in the 2018 PIT count including family shelters and transitional living facilities. The CoC also visited community meal sites that serve families with children experiencing homelessness to count unsheltered families.

3. Support Services for Veteran Families staff from ACCESS, the Community Action Agency, conducted outreach to homeless camps to locate homeless veterans. Other agencies that support Veterans also participated in the count by conducting interviews at homeless camps and surveying Veteran clients at their facilities. Many of the ACCESS employees are also Vets and reach out to homeless vets not just for the PIT count but each month during sweeps of homeless camps conducted by law enforcement to offer services and support.
3A. Continuum of Care (CoC) System Performance

Instructions
For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

3A-1. First Time Homeless as Reported in HDX. In the box below, applicants must report the number of first-time homeless as reported in HDX.

Number of First Time Homeless as Reported in HDX. 775

3A-1a. Applicants must:
(1) describe how the CoC determined which 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)

1. The CoC determined people at the greatest risk of becoming homeless for the first time are those with a 72-hour eviction notice. Often an individual or family at risk of homelessness has earnings below 30% of Area Median Income and does not have enough resources or support networks to help them. The CoC also included local questions in its 2018 PIT survey and asked those experiencing homelessness a new question about which events or situations had triggered the homelessness episode. The top reason cited by individuals was a rent increase, an eviction, a foreclosure or because a landlord sold the home. The next four top reasons included family trauma and issues, job loss, substance abuse and the death of a relative who had been providing housing.

2. When individuals and families are entered into CES, each assessor has been trained to provide homeless diversion assistance and resources. ACCESS, the CoC lead agency, uses state and federal funding to prevent homelessness by quickly assisting people facing a housing eviction in 72 hours. In addition, the agency works closely with other service providers who refer those at risk of becoming homeless for the first time to ACCESS for homeless prevention assistance.

Federal funds include Emergency Solutions Grant, the Housing Stabilization Program and SSVF. Through Oregon Housing and Community Services, ACCESS receives homelessness prevention funding for Emergency Housing Assistance, Low Income Rental Housing Fund and Elderly Rental Assistance. ACCESS also has a Housing Specialist on staff who has established relationships with landlords which helps the CoC mitigate situations that could lead to a tenant’s eviction.
3. The CoC Homeless Prevention Coordinator oversees the CoC’s strategy to reduce or end the number of people experiencing homelessness for the first time.

3A-2. Length-of-Time Homeless as Reported in HDX. Applicants must:
(1) provide the average length of time individuals and persons in families remained homeless (i.e., the number);
(2) describe the CoC’s strategy to reduce the length-of-time individuals and persons in families remain homeless;
(3) describe how the CoC identifies and houses individuals and persons in families with the longest lengths of time homeless; and
(4) 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.

1. The length-of-time individuals and families remained homeless this past year was 20 days as compared with 57 days the previous year. This drop is due to the increased number of providers using CES. Through CES and case conferencing, the CoC collaborates more effectively to secure housing for those experiencing homelessness more quickly.

2. To reduce the length-of-time individuals and persons in families remain homeless, the CoC, through its lead agency, ACCESS, provides help by utilizing Federal or State rapid re-housing funds. Federal funding includes Support Services for Veteran Families and the Emergency Solutions Grant. From Oregon Housing and Community Services, rapid re-housing funding comes from Emergency Housing Assistance, Low Income Rental Housing Fund and Elderly Rental Assistance. For those unstably housed, the CoC provides tenant readiness education and for landlords, the OHCS Rental Guarantee Program.

3. The CoC has implemented the Coordinated Entry System to help prioritize those with the longest length-of-time homeless for housing. In addition, it uses the VI-SPDAT (for those over the age of 24) and TAY-SPDAT (for transition age youth up to age 24) tools to assess vulnerability and prioritizes those with the highest scores and matches them to appropriate housing as those units become available. The longer an individual or family remains homeless, the higher their vulnerability score generally is. The CoC has partnered with the public housing agency to explore adding units for individuals and families with the longest length of time homeless into its housing pipeline.

4. The CoC Homeless Prevention Coordinator oversees the CoC’s strategy to reduce the length of time individuals and families remain homeless.

3A-3. Successful Permanent Housing Placement and Retention as Reported in HDX. Applicants must:
(1) provide the percentage of individuals and persons in families in emergency shelter, safe havens, transitional housing, and rapid rehousing
that exit to permanent housing destinations; and
(2) provide 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.

<table>
<thead>
<tr>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report the percentage of individuals and persons in families in emergency shelter, safe havens, transitional housing, and rapid re-housing that exit to permanent housing destinations as reported in HDX.</td>
</tr>
<tr>
<td>Report the percentage of individuals and persons in families in permanent housing projects, other than rapid re-housing, that retain their permanent housing or exit to permanent housing destinations as reported in HDX.</td>
</tr>
</tbody>
</table>

3A-3a. 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; and
(2) 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.

(limit 2,000 characters)

1. With a local rental vacancy rate of about one percent, a key strategy to increase the rate individuals and families residing in emergency shelters, transitional housing and rapid rehousing exit to permanent housing is by expanding the number of property owners willing to rent to low-income community members. (The CoC does not have Safe Havens.) The CoC works with local landlords and has developed a pool of over 300 who provide housing to CoC participants. Over the next two years, we plan to add 150 more.

By providing landlords with potential tenants who have successfully completed the CoC’s tenant readiness classes, a Rent Guarantee Fund and regular case manager home visits, the CoC can eliminate the reluctance property owners might have about renting to participants. The CoC also utilizes available Federal and State funding resources to assist participants in obtaining housing.

The CoC has undertaken an innovative approach to providing shelter for those experiencing homelessness and are awaiting permanent housing. A CoC partner developed 14 tiny houses this year for emergency shelter and will soon expand to 30 units. To date, 30 individuals housed by this project have secured permanent housing. In addition, discussions are underway within the CoC on developing a year-round regional emergency shelter.

The public housing authority is collaborating with local agencies to offer permanent supportive housing for homeless individuals and families.

2. To increase the rate at which individuals and families retain their housing, the CoC operates on a “warm hand-off” basis to connect the person or family with other service providers to help with other needs and case managers continue working with clients in permanent housing for up to a year. Because of solid relationships the CoC has with local landlords, we can mitigate problems that might occur between the landlord and tenant that threaten housing stability.
3A-4. Returns to Homelessness as Reported in HDX. Applicants must report the percentage of individuals and persons in families returning to homelessness over a 6- and 12-month period as reported in HDX.

<table>
<thead>
<tr>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report the percentage of individuals and persons in families returning to homelessness over a 6- and 12-month period as reported in HDX</td>
</tr>
</tbody>
</table>

3A-4a. Applicants must:
(1) describe how the CoC identifies common factors of 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 returns to homelessness.
(limit 2,000 characters)

1. To identify common factors of individuals and persons in families who return to homelessness, the CoC uses the VI-SPDAT or TAY-SPDAT assessment tools during initial intake. The CoC has found that individuals and persons in families with the highest vulnerability score are at a high risk of returning to homelessness. Through case conferencing with partner social service agencies, the CoC has discovered that common factors individuals and families who return to homelessness face are substance use disorders, a history of chronic homelessness and mental health issues. The CoC also adds a local question on the PIT survey to obtain data on factors that led to a return to homelessness.

2. This information better equips the CoC to place the individual or family into the program most suited to their needs which in turn reduces the chance of a return to homelessness. The CoC also conducts follow up interviews with participants six and 12 months after exiting one of the permanent housing programs which gives us the opportunity to assist if the participant is at risk of becoming homeless again.

Because most Federal and State housing programs include long-term case management after placement into permanent housing, the CoC utilizes this time to help participants attain their personal goals, provide education to equip clients with the knowledge to remain stably housed and to connect individuals and families with wrap-around services. Case management also provides an opportunity to mitigate any problems that might occur that threaten housing stability. Most housing program participants attend the CoC’s tenant readiness classes which helps them to be successful tenants.

3. The CoC Homeless Prevention Coordinator is responsible for overseeing the CoC’s efforts to reduce the rate of returns to homelessness.

3A-5. Job and Income Growth. Applicants must:
(1) describe the CoC’s strategy to increase access to employment and
non-employment cash sources; (2) describe how the CoC works with mainstream employment organizations to help individuals and families increase their cash income; and (3) provide the organization name or position title that is responsible for overseeing the CoC’s strategy to increase job and income growth from employment. (limit 2,000 characters)

1. To increase access to employment and non-employment cash sources, the CoC collaborates with organizations that help people secure jobs and obtain mainstream benefits. Another strategy is to conduct events that connect the unemployed with jobs, benefits and employment assistance. One such event is the CoC sponsored annual Project Community Connect. Employment providers, job skill training programs, Oregon Health Plan providers and Department of Human Services personnel connect homeless persons with these resources. The CoC also works with faith-based organizations to enroll homeless persons with Coordinated Care agencies for health coverage and job skills programs.

2. The CoC works extensively with organizations that help participants obtain employment including Oregon Work Source, Oregon Vocational Rehabilitation and Southern Oregon Goodwill. For Vets, those organizations include Easter Seals and the Oregon Disabled Veterans Outreach Program. To help individuals and families obtain non-employment cash sources, the CoC works with the DHS Self-Sufficiency office located in Medford.

Each month, the CoC holds an event that pairs homeless vets with job training and employment opportunities. The annual Project Community Connect event is another CoC activity that provides job search assistance.

3. The CoC Homeless Prevention Coordinator oversees the strategy for increasing employment and income growth.

3A-6. System Performance Measures Data Submission in HDX. Applicants must enter the date the CoC submitted the System Performance Measures data in HDX, which included the data quality section for FY 2017 (mm/dd/yyyy)
3B. Continuum of Care (CoC) Performance and Strategic Planning Objectives

Instructions
For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

3B-1. DedicatedPLUS and Chronically Homeless Beds. In the boxes below, applicants must enter:
(1) total number of beds in the Project Application(s) that are designated as DedicatedPLUS beds; and
(2) total number of beds in the Project Application(s) that are designated for the chronically homeless, which does not include those that were identified in (1) above as DedicatedPLUS Beds.

<table>
<thead>
<tr>
<th>Total number of beds dedicated as DedicatedPLUS</th>
<th>0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of beds dedicated to individuals and families experiencing chronic homelessness</td>
<td>29</td>
</tr>
<tr>
<td>Total</td>
<td>29</td>
</tr>
</tbody>
</table>

3B-2. Orders of Priority. Did the CoC adopt the Orders of Priority into their written standards for all CoC Program-funded PSH projects as described in Notice CPD-16-11: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing? Attachment Required.

No

3B-2.1. Prioritizing Households with Children. Using the following chart, applicants must check all that apply to indicate the factor(s) the CoC currently uses to prioritize households with children during FY 2018.

<table>
<thead>
<tr>
<th>Factor</th>
<th>Yes/No</th>
</tr>
</thead>
<tbody>
<tr>
<td>History of or Vulnerability to Victimization (e.g. domestic violence, sexual assault, childhood abuse)</td>
<td>[X]</td>
</tr>
<tr>
<td>Number of previous homeless episodes</td>
<td>[X]</td>
</tr>
<tr>
<td>Unsheltered homelessness</td>
<td>[X]</td>
</tr>
<tr>
<td>Criminal History</td>
<td></td>
</tr>
<tr>
<td>Bad credit or rental history</td>
<td></td>
</tr>
<tr>
<td>Head of Household with Mental/Physical Disability</td>
<td>[X]</td>
</tr>
</tbody>
</table>
3B-2.2. Applicants must:
(1) describe the CoC’s current strategy to rapidly rehouse every household of families with children within 30 days of becoming homeless;
(2) describe how the CoC addresses both housing and service needs to ensure families successfully maintain their housing once assistance ends; and
(3) provide the organization name or position title responsible for overseeing the CoCs strategy to rapidly rehouse families with children within 30 days of becoming homeless.

(limit 2,000 characters)

1. The CoC’s current strategy to rapidly rehouse every household of families with children within 30 days includes the utilization of Coordinated Entry Services to give priority for housing to families with children. In addition, the CoC uses rapid-rehousing funds whenever possible to rehouse families within 30 days. The pervasive stumbling block to accomplishing this goal is the lack of an inventory of affordable housing in Jackson County. Therefore, placing families into either emergency or transitional housing is a short-term option to ensure they remain sheltered. One of those facilities, St. Vincent DePaul, is developing strategies to implement Coordinated Entry Services and the organization’s beds are included in the HIC.

2. To ensure families successfully maintain their housing once assistance concludes, the CoC has designed the case management offered during the assistance period to provide participants the necessary tools such as life skills training to help them maintain housing after the assistance ends. In addition, follow up calls are conducted six and 12 months after assistance concludes to address any issues participants might be facing that threaten their housing stability.

The CoC offers tenant readiness education to help rehouse families and utilizes the OHCS Rental Guarantee Program to encourage landlords to rent to families that have a less than stellar rental history.

3. The CoC Homeless Prevention Coordinator oversees the strategy for rapidly rehousing families with children in OR-502 CoC.

3B-2.3. 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 supportive 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 age, sex, gender, LGBT status, marital status, or disability when entering a shelter or housing.

| CoC conducts mandatory training for all CoC and ESG funded service providers on these topics. | ☐ |
| CoC conducts optional training for all CoC and ESG funded service providers on these topics. | ☐ |
| CoC has worked with ESG recipient(s) to adopt uniform anti-discrimination policies for all subrecipients. | ☐ |
| CoC has worked with ESG recipient(s) to identify both CoC and ESG funded facilities within the CoC geographic area that may be out of compliance, and taken steps to work directly with those facilities to come into compliance. | ☐ |
3B-2.4. Strategy for Addressing Needs of Unaccompanied Youth Experiencing Homelessness. Applicants must indicate whether the CoC’s strategy to address the unique needs of unaccompanied homeless youth includes the following:

<table>
<thead>
<tr>
<th>Human trafficking and other forms of exploitation</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>LGBT youth homelessness</td>
<td>Yes</td>
</tr>
<tr>
<td>Exits from foster care into homelessness</td>
<td>Yes</td>
</tr>
<tr>
<td>Family reunification and community engagement</td>
<td>Yes</td>
</tr>
<tr>
<td>Positive Youth Development, Trauma Informed Care, and the use of Risk and Protective Factors in assessing youth housing and service needs</td>
<td>Yes</td>
</tr>
</tbody>
</table>

3B-2.5. Prioritizing Unaccompanied Youth Experiencing Homelessness Based on Needs. Applicants must check all that apply from the list below that describes the CoC’s current strategy to prioritize unaccompanied youth based on their needs.

<table>
<thead>
<tr>
<th>History or Vulnerability to Victimization (e.g., domestic violence, sexual assault, childhood abuse)</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Previous Homeless Episodes</td>
<td>X</td>
</tr>
<tr>
<td>Unsheltered Homelessness</td>
<td>X</td>
</tr>
<tr>
<td>Criminal History</td>
<td>X</td>
</tr>
<tr>
<td>Bad Credit or Rental History</td>
<td></td>
</tr>
</tbody>
</table>

3B-2.6. Applicants must describe the CoC’s strategy to increase:
(1) housing and services for all youth experiencing homelessness by providing new resources or more effectively using existing resources, including securing additional funding; and
(2) availability of housing and services for youth experiencing unsheltered homelessness by providing new resources or more effectively using existing resources.
(limit 3,000 characters)

1. The CoC utilizes Coordinated Entry Services to prioritize youth for housing. Using CES minimizes barriers to accessing services for homeless youth and streamlines their access to age-appropriate services. When youth are accompanied, every effort is made to house families together and to provide bedrooms based on self-reported genders.

Community Works operates 24/7 support services for youth and provides funding for legal assistance. Its transitional living program pays for the cost of housing for two years and provides some financial assistance for set-up costs.

The CoC uses SHAP (State Homeless Assistance Program) funds to assist with rapid rehousing opportunities for homeless youth (and their families, when
Maslow Project (a CoC member) specializes in providing wrap-around support services (outreach, school-based, and resource center-based), with connections to other services, to homeless youth and families in Jackson County. The organization is also the local McKinney-Vento Consortium lead.

The CoC Board has identified the lack of available youth housing units as a huge barrier to housing and is adopting funding strategies for additional housing for all populations with children, including unaccompanied youth. The CoC is also overseeing strategic planning for a regional shelter, which will have separate areas designated for families with children and for unaccompanied youth.

2. Maslow Project is developing a low-barrier regional shelter with supportive services for youth and a small temporary warming/cooling shelter for unsheltered, transition aged (18-24) clients in Medford. The agency is also working with the local PHA to secure dedicated transitional housing for homeless youth and families. They also receive funds from ESG and from the Administration for Children and Families Street Outreach Program to help the agency identify unsheltered youth and families. Two youth providers are in the process of creating housing projects for youth.

The PHA is creating a strategy to build housing targeted to population groups with limited housing alternatives such as transition age youth. Community Works manages a transitional housing program for youth under the age of 24 and provides life skills training, connects youth to educational and employment opportunities, and offers victim support services for survivors of DV, and other forms of exploitation.

CoC-affiliated faith based organizations provide street outreach to homeless youth. An example is GraceWorks, a weekly meals program in a downtown church. CoC staff conduct vulnerability assessments and enroll youth in coordinated entry; community health workers provide health care, navigators enroll youth in the Oregon Health Plan, and other social service providers connect youth to services.

3B-2.6a. Applicants must:
(1) provide evidence the CoC uses to measure both strategies in question 3B-2.6. 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 the strategies; and
(3) describe why the CoC believes the measure it uses is an appropriate way to determine the effectiveness of the CoC’s strategies.
(limit 3,000 characters)

1. To provide new resources and effectively utilize existing resources to increase housing for youth, the CoC relies on CES. In the CES Written Standards, the CoC prioritizes households with children and unaccompanied youth. It is based upon the family’s or unaccompanied youth’s vulnerabilities, including history of DV/SA, stalking or trafficking, the number of previous homeless episodes
experienced, and events in their past which compromise their ability to be housed, including criminal history, bad credit or prior evictions.

The CoC holds youth subcommittee meetings to facilitate case conferencing among agencies serving this subpopulation. Face-to-face conferencing provides enhanced monitoring of youth, whether they are unaccompanied or living in a family unit, to ensure they receive age-appropriate, trauma-informed support services and connect to every available resource. Recently, the subcommittee began meeting with the entire Target Populations Workgroup as a safeguard to prevent youth in need of housing and services from being overlooked. A primary goal of this workgroup is to house families and unaccompanied youth successfully within 30 days of homelessness and to provide wraparound services to ensure they stay housed. Staff from ACCESS, Community Works and Maslow Project work directly with the Continuum of Care Coordinator to ensure that the CoC’s policy not to separate family members or deny admission is upheld.

The CoC distributes McKinney-Vento information throughout the community, on partner’s websites and on social media to identify homeless youth and connect them to services and educational opportunities.

To increase the availability of housing for youth, the CoC is working with the PHA to develop more units for homeless youth.

2. In addition to completing vulnerability assessments in HMIS, service providers within the CoC conduct ongoing assessments, which continue throughout the period of homelessness, during housing in a program, and for six to 12 months after youth exit a housing program. Ongoing support services are provided to guide youth through the process toward stable housing around the obstacles they encounter, including education and health care. These organizations, including victim services, have staff who are trained to address the unique circumstances and needs of homeless youth.

The CoC holds an annual meeting of all providers to assess the effectiveness of their individual programs to address the needs of homeless youth and to develop collaborations among them to increase their effectiveness. The CoC tracks the length of homeless episodes of families with children and unaccompanied youth to reduce family and unaccompanied youth homelessness.

3. With limited housing options currently available, the data from HMIS, case conferencing and annual consultations with service providers is the best way to measure the effectiveness of the CoC’s strategies.

3B-2.7. Collaboration–Education Services. Applicants must describe how the CoC collaborates with:

1. youth education providers;
2. McKinney-Vento State Education Agency (SEA) and Local Education Agency (LEA);
3. school districts; and
4. the formal partnerships with (1) through (3) above.

(limit 2,000 characters)
1. The CoC collaborates extensively with both Jackson County youth education providers who are CoC members. The CoC McKinney-Vento school provider is Maslow Project. Youth establish educational, employment and personal development goals and receive wrap-around case management services to help them attain their objectives.

Although not a McKinney-Vento provider, Community Works offers weekly curriculum-based support groups the entire school year for ages fifth through eighth grade with its program, Project Dove. Children are identified by parent, counselor and/or teacher who are living in a home with DV, neglect, and poverty. Both organizations have members serving on the Target Population CoC Workgroup.

2. Maslow Project is the co-chair for the Jackson County McKinney-Vento Consortia and in that role, collaborates extensively with the SEA. The organization writes Jackson County’s McKinney-Vento grants, prepares grant reports, and conducts annual McKinney-Vento trainings for school administrators and staff. Maslow Project’s participation in the CoC ensures seamless collaboration between the CoC and Oregon Department of Education’s McKinney-Vento program.

3. The CoC collaborates with the local school districts through the McKinney-Vento Provider Maslow Project and Community Works. Maslow Project places a staff member at every public school in Jackson County during the school year which helps youth gain stability, stay in school and finish their education. Through its Project Dove project, Community Works conducts groups for fifth through eighth grade students every school day. In addition, a representative from the Southern Oregon Education Service District serves on the CoC Board.

4. The CoC has formal partnerships with Maslow Project, Community Works and the Southern Oregon Education Service District. Each organization is a voting member of the CoC Board, thus ensuring that youth education services remain a CoC priority.

3B-2.7a. Applicants must describe the policies and procedures the CoC adopted to inform individuals and families who become homeless of their eligibility for education services.

(limit 2,000 characters)

Each year, the Homeless Task Force, a CoC Workgroup, publishes a guide to essential services to help youth and their families connect with services. These flyers are distributed at community meals, community events and at agencies. In addition, the CoC ensures that education service providers distribute information on their programs and eligibility requirements at the annual Project Community Connect event.

To inform individuals and families about eligibility for educational services, the CoC posts information at locations youth are known to frequent such as parks, laundromats, coffee shops, etc. Material is also distributed to CoC members to
ensure a broad-based understanding of McKinney-Vento laws and to increase referrals and expedite services. Maslow Project staff is present during school enrollment and its employees train all school personnel about McKinney-Vento rights and responsibilities.

The CoC also provides intake services at Grace Works, a ministry of downtown churches, which links homeless individuals with services. During the intake process, information about educational services is shared. The CoC also provides information on educational services through social media.

### 3B-2.8. Does the CoC have written formal agreements, MOU/MOA or partnerships with one or more providers of early childhood services and supports? Select “Yes” or “No”. Applicants must select “Yes” or “No”, from the list below, if the CoC has written formal agreements, MOU/MOA’s or partnerships with providers of early childhood services and support.

<table>
<thead>
<tr>
<th>Early Childhood Providers</th>
<th>MOU/MOA</th>
<th>Other Formal Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head Start</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Early Head Start</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Child Care and Development Fund</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Federal Home Visiting Program</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Healthy Start</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Public Pre-K</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Birth to 3 years</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Tribal Home Visiting Program</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Jackson County Community Services Kid Spree</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

### 3B-3.1. Veterans Experiencing Homelessness. Applicants must describe the actions the CoC has taken to identify, assess, and refer Veterans experiencing homelessness, who are eligible for U.S. Department of Veterans Affairs (VA) housing and services, to appropriate resources such as HUD-VASH, Supportive Services for Veterans Families (SSVF) program and Grant and Per Diem (GPD). (limit 2,000 characters)

The CoC has taken several actions to identify, assess and refer homeless Veterans eligible for VA services to resources. The CoC lead agency, ACCESS, administers the SSVF program and conducts case conferencing monthly with VA staff. The VA participates in Coordinated Entry Services enabling the CoC to utilize that resource along with the Veteran by Name list to assist Vets in obtaining services. The CoC has two Grant Per Diem providers, The Salvation Army and Rogue Valley Veterans Community Outreach, who participate in CES. Columbia Care, another CES participating provider, also houses Veterans.
Two access points for Veterans in CES are the community action agency and the VA which enhance the CoC’s ability to prioritize Vets for services. The CoC provides HUD-VASH resources through the Housing Authority of Jackson County and Columbia Care.

In 2016, the CoC SSVF program conducted an extensive media campaign to notify Veterans of the resources available through SSVF and to obtain landlords to rent to Veterans. The strength of that campaign is evident today.

The Homeless Task Force Veteran subcommittee meets monthly to coordinate both services and events for homeless Veterans. At that meeting, all the providers in attendance give updates on the housing status of the Veterans on the By name List to ensure that the Veterans are receiving the assistance for which they qualify.

3B-3.2. Does the CoC use an active list or by name list to identify all Veterans experiencing homelessness in the CoC? Yes

3B-3.3. Is the CoC actively working with the VA and VA-funded programs to achieve the benchmarks and criteria for ending Veteran homelessness? Yes

3B-3.4. Does the CoC have sufficient resources to ensure each Veteran experiencing homelessness is assisted to quickly move into permanent housing using a Housing First approach? Yes

3B-5. Racial Disparity. Applicants must:

(1) indicate whether the CoC assessed whether there are racial disparities in the provision or outcome of homeless assistance;

(2) if the CoC conducted an assessment, attach a copy of the summary.

3B-5a. Applicants must select from the options below the results of the CoC’s assessment.

| People of different races or ethnicities are more or less likely to receive homeless assistance. |   |
| People of different races or ethnicities are more or less likely to receive a positive outcome from homeless assistance. |   |
| There are no racial disparities in the provision or outcome of homeless assistance. |   |
The results are inconclusive for racial disparities in the provision or outcome of homeless assistance.

### 3B-5b. Applicants must select from the options below the strategies the CoC is using to address any racial disparities.

<table>
<thead>
<tr>
<th>Option</th>
<th>選び方</th>
</tr>
</thead>
<tbody>
<tr>
<td>The CoC’s board and decisionmaking bodies are representative of the population served in the CoC.</td>
<td>☐</td>
</tr>
<tr>
<td>The CoC has identified steps it will take to help the CoC board and decisionmaking bodies better reflect the population served in the CoC.</td>
<td>☐</td>
</tr>
<tr>
<td>The CoC is expanding outreach in geographic areas with higher concentrations of underrepresented groups.</td>
<td>☐</td>
</tr>
<tr>
<td>The CoC has communication, such as flyers, websites, or other materials, inclusive of underrepresented groups</td>
<td>☐</td>
</tr>
<tr>
<td>The CoC is training staff working in the homeless services sector to better understand racism and the intersection of racism and homelessness.</td>
<td>☐</td>
</tr>
<tr>
<td>The CoC is establishing professional development opportunities to identify and invest in emerging leaders of different races and ethnicities in the homelessness sector.</td>
<td>☐</td>
</tr>
<tr>
<td>The CoC has staff, committees or other resources charged with analyzing and addressing racial disparities related to homelessness.</td>
<td>☐</td>
</tr>
<tr>
<td>The CoC is educating organizations, stakeholders, boards of directors for local and national non-profit organizations working on homelessness on the topic of creating greater racial and ethnic diversity.</td>
<td>☐</td>
</tr>
<tr>
<td>The CoC reviewed coordinated entry processes to understand their impact on people of different races and ethnicities experiencing homelessness.</td>
<td>☐</td>
</tr>
<tr>
<td>The CoC is collecting data to better understand the pattern of program use for people of different races and ethnicities in its homeless services system.</td>
<td>☐</td>
</tr>
<tr>
<td>The CoC is conducting additional research to understand the scope and needs of different races or ethnicities experiencing homelessness.</td>
<td>☐</td>
</tr>
<tr>
<td>Other:</td>
<td>☐</td>
</tr>
</tbody>
</table>
4A. Continuum of Care (CoC) Accessing Mainstream Benefits and Additional Policies

Instructions:
For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

4A-1. Healthcare. Applicants must indicate, for each type of healthcare listed below, whether the CoC:
(1) assists persons experiencing homelessness with enrolling in health insurance; and
(2) assists persons experiencing homelessness with effectively utilizing Medicaid and other benefits.

<table>
<thead>
<tr>
<th>Type of Health Care</th>
<th>Assist with Enrollment</th>
<th>Assist with Utilization of Benefits?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Health Care Benefits</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>(State or Federal benefits, Medicaid, Indian Health Services)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Private Insurers:</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Non-Profit, Philanthropic:</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Other: (limit 50 characters)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4A-1a. Mainstream Benefits. Applicants must:
(1) describe how the CoC works with mainstream programs that assist persons experiencing homelessness to apply for and receive mainstream benefits;
(2) describe how the CoC systematically keeps program staff up-to-date regarding mainstream resources available for persons experiencing homelessness (e.g., Food Stamps, SSI, TANF, substance abuse programs); and
(3) 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)

1. The CoC works with the local DHS Self-Sufficiency offices to help homeless program participants access mainstream benefits such as Medicaid, TANF, SNAP, and Child Care benefits, and they coordinate with DHS to expedite the process. In addition, CoC members, All Care and Jackson Care Connect, both coordinated care organizations, help those experiencing homelessness obtain health insurance.

Home at Last, a CoC funded program, is administered by the local Agency on Aging which provides services for seniors and people with disabilities such as Medicaid, SSDI, SSI and food and nutrition services. The CoC collaborates with this agency to help elderly, homeless participants and those with disabilities.
obtain benefits.

The CoC also works with the local Social Security office to help participants obtain SSDI and SSI. For those waiting to receive SSI benefits, the CoC works with the DHS office to secure General Assistance Funds. The CoC promotes the Aging and Disability Resource Connection housed at the Rogue Valley Council of Governments to connect older adults and all age adults with disabilities to local resources and assistance. The CoC is beginning to partner with On Track, an addictions recovery agency, which also provides housing.

2. The CoC systematically keeps program staff up-to-date about available mainstream resources by posting information on the CoC’s Facebook page, on the Community Action Agency’s website, on the CoC webpage located on its fiscal agent’s (Jackson County Community Services Consortium) website and the Homeless Task Force Facebook page. Updated information is also e-mailed to human service and housing providers via the Jackson County Community Services Consortium List Serve, the List Serve for the Hispanic Interagency Committee and the United Way’s Agency Directors List Serve.

3. The CoC Homeless Prevention Coordinator oversees the strategy for accessing mainstream benefits.

4A-2. Housing First: 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 is applying for in FY 2018 CoC Program Competition; and
(2) total number of new and renewal CoC Program Funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC is applying for in FY 2018 CoC Program Competition that have adopted the Housing First approach—meaning that the project quickly houses clients without preconditions or service participation requirements.

| Total number of new and renewal CoC Program Funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC is applying for in FY 2018 CoC Program Competition. | 5 |
| Total number of new and renewal CoC Program Funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC is applying for in FY 2018 CoC Program Competition that have adopted the Housing First approach—meaning that the project quickly houses clients without preconditions or service participation requirements. | 4 |
| Percentage of new and renewal PSH, RRH, Safe-Haven, SSO non-Coordinated Entry projects in the FY 2018 CoC Program Competition that will be designated as Housing First. | 80% |

4A-3. Street Outreach. Applicants must:
(1) describe the CoC’s outreach;
(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. The CoC provides street outreach primarily to Veterans and youth. Outreach is conducted on a regular basis by staff from agencies that work with Veterans
and youth. It includes interactions with those experiencing homelessness at locations they frequent including camps, and parks.

2. With large portions of the area being inaccessible wilderness and agricultural lands, outreach is conducted only in urban and close-in rural areas.

3. SSVF staff at ACCESS regularly offers outreach at camps and locales that Veterans frequent. In addition, SSVF personnel accompany law enforcement on regularly scheduled sweeps of public lands to connect those displaced by the sweeps with services and, if they desire, to be placed on the Coordinated Entry’s Centralized Interest List for housing. An event is held monthly for Veterans to obtain services and job search help. The Maslow Project frequently visits places where youth congregate. The organization also works on-site at all public schools.

4. The CoC conducts street outreach to the general population at the annual Project Community Connect event designed for the homeless and those at risk of homelessness. Often those least likely to request assistance reside in homeless camps. Presently, our outreach to those camps is focused on Veterans and youth. However, the CoC is developing a strategy among local providers to expand outreach to include all demographic groups.

**4A-4. Affirmative Outreach.** Applicants must describe:
(1) the specific strategy the CoC implemented that furthers fair housing as detailed in 24 CFR 578.93(c) used to market housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, gender identity, sexual orientation, age, familial status or disability; and
(2) how the CoC communicated effectively with persons with disabilities and limited English proficiency fair housing strategy in (1) above. (limit 2,000 characters)

1. To affirmatively further fair housing, the CoC conducts annual training for providers to inform them about fair housing standards and how to help their participants if they encounter discrimination. The training is conducted by a representative from the Fair Housing Council of Oregon. The CoC Board has requested Center for Non-Profit Legal Services to evaluate OR-502 CoC policies to ensure all members follow fair housing rules. The CFNPL is a member of the CoC.

2. For effective communication to those with limited English proficiency, the CoC employs interpreters as needed and all printed materials are provided in both English and Spanish. For those accessing CoC services after hours through the 24/7 Helpline, interpreters are available as needed. For persons with disabilities, CoC member, Rogue Valley Senior and Disability Services, provides advocacy.

**4A-5. RRH Beds as Reported in the 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 2017 and 2018.

<table>
<thead>
<tr>
<th>RRH beds available to serve all populations in the HIC</th>
<th>2017</th>
<th>2018</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>104</td>
<td>87</td>
<td>-17</td>
</tr>
</tbody>
</table>

Applicant: Medford/Ashland/Jackson County CoC
Project: OR-502 CoC FY2018 Application

FY2018 CoC Application
Page 45
09/12/2018
4A-6. Rehabilitation or New Construction Costs. Are new proposed project applications requesting $200,000 or more in funding for housing rehabilitation or new construction?  

No

4A-7. Homeless under Other Federal Statutes. Is the CoC 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?  

No
## 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

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Required?</th>
<th>Document Description</th>
<th>Date Attached</th>
</tr>
</thead>
<tbody>
<tr>
<td>1C-5. PHA Administration Plan–Homeless Preference</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1C-5. PHA Administration Plan–Move-on Multifamily Assisted Housing Owners' Preference</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1C-8. Centralized or Coordinated Assessment Tool</td>
<td>Yes</td>
<td>VI-SPDAT Assessme...</td>
<td>09/12/2018</td>
</tr>
<tr>
<td>1E-1. Objective Criteria–Rate, Rank, Review, and Selection Criteria (e.g., scoring tool, matrix)</td>
<td>Yes</td>
<td>Objective Criteria</td>
<td>09/11/2018</td>
</tr>
<tr>
<td>1E-3. Public Posting CoC-Approved Consolidated Application</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1E-3. Public Posting–Local Competition Rate, Rank, Review, and Selection Criteria (e.g., RFP)</td>
<td>Yes</td>
<td>Public Posting -L...</td>
<td>09/10/2018</td>
</tr>
<tr>
<td>1E-4. CoC's Reallocation Process</td>
<td>Yes</td>
<td>Reallocation Process</td>
<td>09/12/2018</td>
</tr>
<tr>
<td>1E-5. Notifications Outside e-snaps–Projects Accepted</td>
<td>Yes</td>
<td>Notification outs...</td>
<td>09/11/2018</td>
</tr>
<tr>
<td>1E-5. Notifications Outside e-snaps–Projects Rejected or Reduced</td>
<td>Yes</td>
<td>No projects reduc...</td>
<td>09/12/2018</td>
</tr>
<tr>
<td>1E-5. Public Posting–Local Competition Deadline</td>
<td>Yes</td>
<td>Public Posting Co...</td>
<td>09/10/2018</td>
</tr>
<tr>
<td>2A-1. CoC and HMIS Lead Governance (e.g., section of Governance Charter, MOU, MOA)</td>
<td>Yes</td>
<td>Charter &amp; MOU</td>
<td>09/12/2018</td>
</tr>
<tr>
<td>2A-2. HMIS–Policies and Procedures Manual</td>
<td>Yes</td>
<td>HMIS Policies Pro...</td>
<td>09/10/2018</td>
</tr>
<tr>
<td>3A-6. HDX–2018 Competition Report</td>
<td>Yes</td>
<td>HDX Competition R...</td>
<td>09/11/2018</td>
</tr>
<tr>
<td>3B-2. Order of Priority–Written Standards</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3B-5. Racial Disparities Summary</td>
<td>No</td>
<td>Racial Disparity ...</td>
<td>09/12/2018</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>-----</td>
<td>----------------------</td>
<td>------------</td>
</tr>
<tr>
<td>4A-7.a. Project List–Persons Defined as Homeless under Other Federal Statutes (if applicable)</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description:  VI-SPDAT Assessment Tool

Attachment Details

Document Description:  Objective Criteria

Attachment Details

Document Description:

Attachment Details

Document Description:  Public Posting -Local Review Rate, Rank
Attachment Details

**Document Description:** Reallocation Process

Attachment Details

**Document Description:** Notification outside E-Snaps

Attachment Details

**Document Description:** No projects reduced or eliminated

Attachment Details

**Document Description:** Public Posting Competition Deadline

Attachment Details

**Document Description:** Charter & MOU
Document Description: HMIS Policies Procedures

Attachment Details

Document Description: HDX Competition Report

Attachment Details

Document Description: Racial Disparity Summary

Attachment Details

Document Description:
Submission Summary

Ensure that the Project Priority List is complete prior to submitting.
<table>
<thead>
<tr>
<th>Submission Summary</th>
<th>No Input Required</th>
</tr>
</thead>
</table>
**CLIENT ASSESSMENT FORM for HUD ENTRY/EXIT**

**SERVICEPOINT Client ID#:**

**Date of:**  
- [ ] Initial Intake  
- [ ] Interim Assessment  
- [ ] Exit

**CLIENT RECORD**

**CLIENT NAME (first, middle, last, suffix):**

**ALIAS:**

**DATA QUALITY:**
- [ ] Full  
- [ ] Partial  
- [ ] Doesn't Know  
- [ ] Refused

**Social Security Number:**

**US Military Veteran:**
- [ ] Yes  
- [ ] No  
- [ ] Doesn't Know  
- [ ] Refused

**Household Type**

- [X] Single Individual  
- [ ] Grandparent(s) and Child
- [ ] Female Single Parent  
- [ ] Foster Parent(s)
- [ ] Male Single Parent  
- [ ] Couple with no Children
- [ ] Two Parent Family  
- [ ] Non-custodial Caregiver(s)

**HOPWA Use Only**
- [ ] Family Unit (HOPWA)  
- [ ] Shared Housing (HOPWA)
- [ ] Living w/a Live In Aide (HOPWA)

**Head of Household?**
- [X] Yes  
- [ ] No

**Client Location**
- OR-502 Ashland/Medford/Jackson County CoC

**Relationship to Head of Household**

**Self**

**ROI Complete**
- Written____  
- Verbal____

**VI-SPDAT Done**
- Yes____  
- No____

**Date of Birth**

**Race**
- [ ] one or more and [ ] primary

**DOB Data Quality**

- [ ] Full DOB  
- [ ] Doesn't Know  
- [ ] Approximate/Partial DOB  
- [ ] Refused

**Ethnicity**
- [ ] American Indian/Alaskan Native  
- [ ] White
- [ ] Asian  
- [ ] Black/African American
- [ ] Native Hawaiian/Pacific Islander
- [ ] Non-Hispanic/Latino  
- [ ] Hispanic
- [ ] Doesn't Know  
- [ ] Refused

**Gender?**

- [ ] Female  
- [ ] Male  
- [ ] Transgender M to Female  
- [ ] Transgender F to Male
- [ ] Doesn't Know  
- [ ] Refused

**Gender Non Conforming (i.e. not exclusively Male or Female)**

**Residence Prior to Program Entry Date (generally: where stayed last night?)**

- [ ] Emergency Shelter, including hotel or motel paid for with an emergency shelter voucher
- [ ] Foster care home or foster care group home
- [ ] Hospital or other residential medical facility (non-psych)
- [ ] Hotel / motel paid for without emergency shelter voucher
- [ ] Jail, prison or juvenile detention facility
- [ ] Long term care facility or nursing home
- [ ] Owned by client, no on-going housing subsidy
- [ ] Owned by client, with on-going housing subsidy
- [ ] Permanent housing for formerly homeless
- [ ] Place not meant for habitation (street, car, camp, etc)
- [ ] Psychiatric hospital or other psychiatric facility
- [ ] Rental by client, no on-going housing subsidy
- [ ] Rental by client, with VASH subsidy
- [ ] Rental by client, with other GPD TIP housing subsidy
- [ ] Rental by client, with other on-going housing subsidy
- [ ] Residential project or halfway house- no homeless criteria
- [ ] Safe Haven
- [ ] Staying or living in a family member's room, apt. or house
- [ ] Staying or living in a friend's room, apt. or house
- [ ] Substance abuse treatment facility or Detox center
- [ ] Transitional housing for homeless persons (including homeless youth)
- [ ] Winter Shelter  
- [ ] Doesn't Know  
- [ ] Refused
- [ ] Other (Specify):

**Length of Stay at Prior Place**

- [ ] One day or less  
- [ ] 2 days to One week  
- [ ] More than a week, less than a month  
- [ ] 1-3 months
- [ ] More than 3 months- less than a year  
- [ ] One year or longer  
- [ ] Doesn't know  
- [ ] Refused

**Approximate Date Homelessness Started?**

**Number of times Homeless in the last 3 years?**

- [ ] 1  
- [ ] 2  
- [ ] 3  
- [ ] 4 or more  
- [ ] Doesn't Know  
- [ ] Refused

**Total number of months in the last 3 years?**

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
<th>11</th>
<th>12</th>
<th>12+</th>
<th>DNK</th>
<th>Refused</th>
</tr>
</thead>
</table>

**Total number of months continuously homeless immediately prior to program entry?**

(Enter total number of months)

**Enter following items in Needs Note area.**

**Phone number**

**Text ok?**

**Monthly Income $**

**Number of people in household including self**

**Does the Client have a Disabling Condition?**

- [ ] Yes  
- [ ] No  
- [ ] Doesn't Know  
- [ ] Refused

**Person doing assessment**

Revised By: Jackson County HMIS 05/14/18
<table>
<thead>
<tr>
<th>Question</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>Grand Total:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Where do you sleep most frequently? (choose one) If other please specify.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Shelters</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Transitional Housing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Safe Haven</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Outdoors</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Other:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Refused</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. How long has it been since you lived in permanent stable housing?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Currently in stable housing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ less than a year</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ one year or more</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Refused</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. In the last three years, how many times have you been homeless?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ 0 / □ 1 / □ 2 / □ 3 / □ 4 / □ 5 / □ 6 / □ 7 / □ 8 / □ 9 / □ 10 / □ more than 10 / □ Refused</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. In the past six months, how many times have you ......</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4a. Received health care at an emergency department/room?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ 0 / □ 1 / □ 2 / □ 3 / □ 4 / □ 5 / □ 6 / □ 7 / □ 8 / □ 9 / □ 10 / □ more than 10 / □ Refused</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4b. Taken an ambulance to the hospital?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ 0 / □ 1 / □ 2 / □ 3 / □ 4 / □ 5 / □ 6 / □ 7 / □ 8 / □ 9 / □ 10 / □ more than 10 / □ Refused</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4c. Been hospitalized as an inpatient?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ 0 / □ 1 / □ 2 / □ 3 / □ 4 / □ 5 / □ 6 / □ 7 / □ 8 / □ 9 / □ 10 / □ more than 10 / □ Refused</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4d. Used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centers and/or suicide prevention hotlines?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ 0 / □ 1 / □ 2 / □ 3 / □ 4 / □ 5 / □ 6 / □ 7 / □ 8 / □ 9 / □ 10 / □ more than 10 / □ Refused</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4e. Talked to police because you witnessed a crime, were the victim of a crime or the alleged perpetrator of a crime, or because the police told you that you must move along?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ 0 / □ 1 / □ 2 / □ 3 / □ 4 / □ 5 / □ 6 / □ 7 / □ 8 / □ 9 / □ 10 / □ more than 10 / □ Refused</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4f. Stayed one or more nights in a holding cell, jail, or prison, whether that was a short-term stay, like the drunk tank, a longer stay for a more serious offence, or anything in-between?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ 0 / □ 1 / □ 2 / □ 3 / □ 4 / □ 5 / □ 6 / □ 7 / □ 8 / □ 9 / □ 10 / □ more than 10 / □ Refused</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Have you been attacked or beaten up since you've become homeless?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ YES</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ NO</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Refused</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Have you threatened to or tried to harm yourself or anyone else in the last year?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ YES</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ NO</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Refused</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Do you have any legal stuff going on right now that may result in you being locked up, having to pay fines, or that make it more difficult to rent a place to live?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ YES</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ NO</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Refused</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Does anybody force or trick you to do things you do not want to do?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ YES</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ NO</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Refused</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Do you ever do things that may be considered to be risky, like exchange sex for money, run drugs for someone, have unprotected sex with someone you don’t know, share a needle, or anything like that?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ YES</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ NO</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Refused</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Is there any person, past landlord, business, bookie, dealer, or government group like the IRS that thinks you owe them money?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ YES</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ NO</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Refused</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Do you get any money from the government, a pension, an inheritance, working under the table, a regular job, or anything like that? (Do you have a reliable monthly source of income)?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ YES</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ NO</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Refused</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

updated 11/2017
<table>
<thead>
<tr>
<th>Question</th>
<th>YES</th>
<th>NO</th>
<th>Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you have any planned activities, other than just surviving, that make you feel happy and fulfilled?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are you currently able to take care of basic needs like bathing, changing clothes, using a restroom, getting food and clean water and other things like that?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is your current homelessness in any way caused by a relationship that broke down, an unhealthy or abusive relationship, or because family or friends caused you to become evicted?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Have you ever had to leave an apartment, shelter program, or other place you were staying because of your physical health?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you have any chronic health issues with your liver, kidneys, stomach, lungs, or heart?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>If there was space available in a program that specifically assists people that live with HIV or AIDS, would that be of interest to you?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you have any physical disabilities that would limit the type of housing you could access, or would make it hard to live independently because you’d need help?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>When you are sick or not feeling well, do you avoid getting help?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FOR FEMALES ONLY: Are you currently pregnant?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Has your drinking or drug use led you to being kicked out of an apartment or program where you were staying in the past?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Will drinking or drug use make it difficult for you to stay housed or afford your housing?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Have you ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program or other place you were staying because of...</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A mental health issue or concern?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A past head injury?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A learning disability, developmental disability, or other impairment?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you have any mental health or brain issues that would make it hard for you to live independently because you’d need help?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are there any medications that a doctor said you should be taking that, for whatever reason, you are not taking?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are there any medications, like painkillers, that you don’t take the way the doctor prescribed or where you sell the medication?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Has your current period of homelessness been caused by an experience of emotional, physical, psychological, sexual, or other type of abuse, or by any other trauma you have experienced? (Are you currently homeless because of any kind of abuse or trauma?)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
NW Social Service Connections’ HMIS/CMIS Client Consent to Release of Information for Data Sharing

Northwest Social Service Connections’ Homeless Management Information System / Client Management Information System (HMIS/CMIS) is a computer system that is used to collect and share information on homelessness and social services. The information gathered by HMIS/CMIS, in addition to creating a non-repeated count of people receiving social and/or homeless services and developing combined information that will assist in developing policies to end homelessness, helps agencies plan and deliver services that help people in need. By sharing information with each other, agencies are able to simplify service delivery by tracking services and referrals provided to the persons they serve.

The HMIS/CMIS runs in compliance with all Federal and State laws and codes, including Health Insurance Portability and Accountability Act (HIPAA). All privacy procedures are designed to insure that the broadest range of providers may participate in the project. Every person and agency that is authorized to read or enter information into the database has signed an agreement to maintain the security and confidentiality of the information. Any person or agency that is found to violate their agreement may have their access rights ended and may be subject to further punishments. Any information you provide will not be disclosed to any third party unless authorized by you or required by law. We must still report some information because of our federal, state or funder requirements.

Please read the following statements (or ask to have them read to you), and make sure you have had an opportunity to have your questions answered.

I UNDERSTAND THAT:
• The partner agencies may share basic identifying information about the people they serve with other parties working to end homelessness and provide other social services.
• The release of my information does not guarantee that I will receive assistance.
• I will not be denied services if I refuse to consent to data sharing.
• This authorization will remain in effect 7 years after my latest project exit unless I revoke it in writing. I may revoke authorization at any time by signing a written statement or Revocation form.
• I understand that cancelling my authorization will not change information that has already been given out or actions already taken, but the revocation will be effective as of that date.
• I have the right to see my HMIS/CMIS record, ask for changes, and to have a copy of my record from this agency upon written request.
• I have the right to file a complaint if I feel I have been harmed in some way by the use of HMIS/CMIS.
• I have the right to receive a copy of the HMIS/CMIS Notice to Clients of Uses and Disclosures.

Maintaining the privacy and safety of those using our services is very important to us. Your record will only be shared if you give us permission to do so. There may be risks and/or benefits for you to consider before you decide whether or not to consent to the release of information.

NW Social Service Connections  Approved 05/01/2016
You cannot be denied services that you would otherwise qualify for if you choose not to share information. However, even if you choose not to share with others, we must still report some information because of our federal and state requirements.

**By writing your initials below, you agree to share the following level of information with other Northwest Social Service Connections’ HMIS/CMIS partner agencies:**

1) I agree to share Client Record [Name, SSN, and Veteran Status], Demographics [including DOB, Gender, Race, and Ethnicity], Program Enrollment and Exit Information, Information about the Nature of your situation, Services and Referrals you receive from our agency and contacts information via the Northwest Social Service Connections’ HMIS/CMIS with other Northwest Social Service Connections’ HMIS/CMIS partner agencies.

2) I do not agree to share any information through the Northwest Social Service Connections’ HMIS/CMIS with other Northwest Social Service Connections’ HMIS/CMIS partner agencies. I understand that this may affect my involvement with the shared Coordinated Entry, shared wait lists, and accessing services at other partner agencies.

<table>
<thead>
<tr>
<th>Client Name (please print)</th>
<th>Client Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client Name (please print)</td>
<td>Client Signature</td>
<td>Date</td>
</tr>
</tbody>
</table>

Names and DOB of minor children for whom I am parent or guardian and am sharing information (as identified above)

<table>
<thead>
<tr>
<th>Parent/Guardian Name, (please print)</th>
<th>Parent/Guardian Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

| Agency Personnel Name (please print) | Agency Personnel Signature | Date |

*NW Social Service Connections  Approved 05/01/2016*
September 1, 2018

Re: FY 2018 CoC Consolidated Application

To Whom It May Concern:
OR-502 did not reduce, reallocate, or eliminate any of the projects submitted to the FY 2018 program competition.

Sincerely yours,

[Signature]

Constance S. Wilkerson
Continuum of Care Homeless Prevention Coordinator
Jackson County Continuum of Care (OR-502)
From: Connie Wilkerson <c.wilkerson@accesshelps.org>
Sent: Friday, August 17, 2018 1:24 PM
To: Barbara Johnson <bjohnson@community-works.org>; Connie Saldana <csaldana@rvco.org>
    matt@rogue retreat; 'Joe Vollmar' <jvollmar@accesshelps.org>; Jackie Agee <jagee@accesshelps.org>
    'rvco.homeatl@gmail.com' <rvco.homeatl@gmail.com>; Chad McComas (Chad@RogueRetreat.com)
    <Chad@RogueRetreat.com>
Subject: Grant Status for HUD Collaborative Application

Dear Colleagues,

Congratulations! The Rating and Ranking Subcommittee of the Program and Evaluation Workgroup of the Continuum of Care has selected your grant application to be part of the collaborative application that is submitted to HUD. Your project was ranked as follows:

**Tier 1:**

- Domestic Violence Bonus Project: $50,000
- Woodrow Pines: 11,446
- HMIS: 8,000
- Community Works- TLP: 115,338
- Home at Last: 45,505* -- Home at Last straddles tier 1 and tier 2; total project amount is $118,098

**Tier 2:**

- Home at Last: 72,593*
- Rogue Retreat Bonus Project: 27,486

**Unranked (HUD’s rule is not to rank this project type):**

- CoC Planning Grant: 13,743

*If HUD chooses to fund the DV Bonus project, every project moves up one place in the ranking. This would mean that $95,505 of the Home at Last project would be in Tier 1 and $22,593 would remain in Tier 2.

Two tools were used to rank your project. The local tool score was based on your ratings in the pre-application. A grid showing the categories of the ratings is on your pre-application. This year for the first time, the Program and Evaluation Workgroup chose to use HUD’s Rating and Ranking Tool. Your score was calculated as 2/3 HUD tool score + 1/3 local tool score. If requested, I will share your individual scores with you.

In the past, our CoC generally has received funding for all the Tier 1 projects, although this has not always been the case. Last year, one of the Tier 1 projects was not funded. Tier 2 funding is dependent upon the score the CoC receives in the collaborative application process, and it is a highly competitive process. The CoC has worked diligently to prepare a competitive application, and it is our hope that both Tier 1 and Tier 2 projects will be funded this year.
Please remember that you must complete your application in esnaps by September 5th. If you do not have an esnaps account, please contact Jackie Agee at jagee@accesshelps.org. You should include the entire amount listed above in your application, even if your project is straddling tiers.

All the best,

Connie

Constance S. Wilkerson
Continuum of Care Homeless Prevention Coordinator
P: (541) 494-1209
F: (541) 779-8886

CONTINUUM of CARE
Working together to end homelessness
September 1, 2018

Re: FY 2018 CoC Consolidated Application

To Whom It May Concern:
OR-502 did not reduce, reallocate, or eliminate any of the projects submitted to the FY 2018 program competition.

Sincerely yours,

[Signature]
Constance S. Wilkerson
Continuum of Care Homeless Prevention Coordinator
Jackson County Continuum of Care (OR-502)
JACKSON COUNTY

HOMELESS MANAGEMENT INFORMATION SYSTEM
(JCHMIS)

POLICIES AND PROCEDURES

July 2017
Table of Contents

1. PROJECT SUMMARY ............................................................................................................. 4
   A. Background: The Congressional Directive ........................................................................ 4
   C. Organization: The Jackson County HMIS (JC HMIS) .................................................. 5
   D. Mission Statement & Vision .............................................................................................. 5
   E. Software ............................................................................................................................. 5

2. PARTICIPATION REQUIREMENTS .................................................................................. 6
   A. Adherence to Policies ......................................................................................................... 6
   B. Participation Agreements .................................................................................................. 6
   C. Technical Standards ........................................................................................................ 7
   D. Training ............................................................................................................................. 7
   E. Participation Fees ............................................................................................................. 8

3. SYSTEM ROLES AND RESPONSIBILITIES ................................................................... 8
   A. Jackson County HMIS Organization Chart ...................................................................... 8

4. CLIENT RIGHTS .................................................................................................................. 8
   A. Communication .................................................................................................................. 8
   B. Participation Opt Out ....................................................................................................... 9
   C. Access to Records .......................................................................................................... 9
   D. Grievances ...................................................................................................................... 9

5. POLICIES FOR USERS & AGENCIES ......................................................................... 9
   A. User Access ...................................................................................................................... 9
   B. User Activation ................................................................................................................ 9
   C. Passwords ....................................................................................................................... 10
   D. User Levels ..................................................................................................................... 10
   E. Confidentiality and Informed Consent .......................................................................... 10
   F. Data Quality .................................................................................................................... 12
   G. Data Use by Jackson County HMIS ............................................................................. 13
   H. Data Use by Vendor ....................................................................................................... 13
   I. Data Use by Agency ........................................................................................................ 13
   J. Maintenance of Onsite Computer Equipment ............................................................... 14
   K. Downloading of Data ...................................................................................................... 14
   L. Data Sharing ................................................................................................................... 14
   M. Data Release .................................................................................................................. 15
   N. Agency Customization ................................................................................................. 15

6. TECHNICAL SUPPORT AND SYSTEM AVAILABILITY ............................................. 16
1. PROJECT SUMMARY .......................................................................................... 7
   A. Background: The Congressional Directive ................................................. 7
   B. Operating Procedures .............................................................................. 7
   C. Organization: The Jackson County HMIS (JC HMIS) ........................... 8
   D. Software .................................................................................................. 8

2. PARTICIPATION REQUIREMENTS ................................................................... 8
   A. Adherence to Policies ............................................................................ 8
   B. Participation Agreements ..................................................................... 9
   C. Technical Standards ............................................................................ 9
   Network ..................................................................................................... 10
   Device/Hardware ..................................................................................... 10
   D. Training ............................................................................................... 10
   Training Tracks include: ......................................................................... 10
   E. Participation Fees ................................................................................ 10

3. SYSTEM ROLES AND RESPONSIBILITIES .................................................. 11
   A. Jackson County HMIS Organization Chart ......................................... 11

4. CLIENT RIGHTS ............................................................................................. 11
   A. Communication ................................................................................... 11
   Mandatory Collection Notice ................................................................... 11
   B. Participation Opt Out .......................................................................... 11
   C. Access to Records ............................................................................... 12
   D. Grievances .......................................................................................... 12

5. POLICIES FOR USERS & AGENCIES ......................................................... 12
   A. User Access .......................................................................................... 12
   B. User Activation ................................................................................... 13
   C. Passwords ............................................................................................ 13
   D. User Levels .......................................................................................... 13
   E. Confidentiality and Informed Consent ............................................... 14
   F. Data Quality .......................................................................................... 16
   G. Data Use by Jackson County HMIS ..................................................... 17
6. TECHNICAL SUPPORT AND SYSTEM AVAILABILITY ......................................................... 20
   A. Technical Support ................................................................. 20
      Technical Support Hours – 8:00 a.m. – 5:00 p.m. (PST), Monday through Friday (Excluding Holidays) 20
   B. System Availability and Scheduled Maintenance ........................................... 21
   C. Unplanned Interruption to Service .................................................................. 21
   D. Conversion of Existing Data .......................................................................... 21

7. SYSTEM ARCHITECTURE & SECURITY ........................................................................ 22
   A. Password Management Procedure .................................................................... 22
   B. Virus Protection ............................................................................................... 22
   C. Backup and Recovery Procedures ................................................................. 22
   D. Auditing and Monitoring ................................................................................ 22

8. VIOLATIONS ........................................................................................................... 23
   A. Right to Deny Access ...................................................................................... 23
   B. Reporting a Violation ...................................................................................... 23
   C. Possible Sanctions ........................................................................................... 23

9. GRIEVANCES .......................................................................................................... 23
   A. Client Grievance Process ................................................................................ 23
   B. Agency Grievance Process .............................................................................. 24

10. TERMINOLOGY ...................................................................................................... 25

11. ACKNOWLEDGEMENT ............................................................................................. 29

   I acknowledge that I have received a written copy of the Jackson County HMIS Policies and Procedures. I understand the terms of the Jackson County HMIS Policies and Procedures and I agree to abide by them. I understand that any violation of the policies or procedures could lead to CoC sanctions or even criminal prosecution. ................................................................. 29

   B.
C. System Availability and Scheduled Maintenance ........................................... 17
D. Unplanned Interruption to Service ................................................................. 17
E. Conversion of Existing Data ............................................................................ 17

7. SYSTEM ARCHITECTURE & SECURITY .......................................................... 18
   A. Password Management Procedure .............................................................. 18
   B. Virus Protection ............................................................................................. 18
   C. Backup and Recovery Procedures ................................................................. 18
   D. Auditing and Monitoring .............................................................................. 18

8. VIOLATIONS ....................................................................................................... 19
   A. Right to Deny Access ................................................................................... 19
   B. Reporting a Violation .................................................................................. 19
   C. Possible Sanctions ....................................................................................... 19

9. GRIEVANCES ..................................................................................................... 19
   A. Client Grievance Process ............................................................................ 19
   B. Agency Grievance Process ......................................................................... 20

10. TERMINOLOGY .................................................................................................. 21

11. ACKNOWLEDGEMENT ..................................................................................... 24
1. PROJECT SUMMARY

A. Background
A Homeless Management Information System (HMIS) refers to a system for tracking the use of homeless programs and producing an unduplicated count of the people using those programs.

The Jackson County HMIS programs include:

HEARTH Homeless Assistance Programs
- Continuum of Care
  1. Permanent Housing - (Permanent Supportive Housing and Rapid Re-Housing)
  2. Transitional Housing
  3. Supportive Services Only

- Emergency Solutions Grant (ESG)
  1. Emergency Shelter
  2. Homeless Prevention
  3. Rapid Re-Housing

Non-HUD Funded Homeless Service Programs
Programs that receive other sources of funding are not required to participate in HMIS, but are strongly encouraged to do so to contribute to a better understanding of homelessness in our county.

The JC HMIS is not connected to any federal or national data collection facility and data is not passed electronically to any other national database for homeless or low-income individuals.

B. Operating Procedures
Operating Procedures will provide specific policies and steps necessary to control the operational environment and enforce compliance in the areas of:
  1. Provider Participation
  2. User Authorization
  3. Collection of Client Data
  4. Release of Client Data
  5. Workstation Security
  6. Training
  7. Technical Support
C. Organization: The Jackson County HMIS (JC HMIS)
ACCESS is the Lead Organization for the Jackson County HMIS. Jackson County HMIS has the "responsibility to establish, support and manage HMIS in a manner that will meet HUD’s standards for minimum data quality, privacy, security, and other requirements for organizations participating in HMIS."

D. Software
Jackson County HMIS uses Bowman’s ServicePoint product, as mandated by the State of Oregon. The modules that are supported are:
- ServicePoint, which includes:
  - ClientPoint
  - ResourcePoint
  - ShelterPoint
  - ActivityPoint
  - SkanPoint
- CallPoint
- EligibilityPoint

The software functionality tracks/records:
- Outcome Management:
  - Households
  - Entry/Exit
  - Assessments
  - Services
  - Goals
  - Referrals
- Client Demographic Data Collection (HUD)
- Client Case Management
- Information and Referral Capabilities
- Bed Maintenance, Tracking and Assignment Module
- Customized Reporting Capability
- Real Time Data Entry
- Activities Management
- Case Notes Management
- Advanced Security Features

2. PARTICIPATION REQUIREMENTS

A. Adherence to Policies
All users and agency representatives must agree to the policies in this document in order to participate in the JC HMIS. A signed agreement to do so is required of all users and Participating Agencies. This section details technical, staffing assignments and training that must be fulfilled prior to being granted access to the system.
The Policies and Procedures manual and all attachments may be amended as needed at any time. Participating Agencies will be notified of any Policies and Procedures manual changes.

B. Participation Agreements
Participating Agencies are those agencies that connect to the JC HMIS for the purposes of data entry, data editing and data reporting. Relationships between the JC HMIS and Participating Agencies are governed by any standing agency-specific agreements and/or contracts already in place. ACCESS manages the Partner Agency User Agreement and the contents of the Policies and Procedures Manual. All Participating Agencies are required to abide by the policies and procedures outlined in this manual.

Prior to obtaining access to the JC HMIS, every agency must adopt the following documents:

- **Jackson County Homeless Management Information System Partner Agency User Agreement (PAUA)** – The agreement made between the Participating Agency User and the JC HMIS which outlines agency responsibilities regarding their participation in the HMIS. This document is legally binding and encompasses all state and federal laws relating to privacy protections and data sharing of client specific information.
- **Jackson County HMIS Client Informed Consent & Release of Information Authorization (ROI)** must be implemented and monitored by agencies and would require clients to authorize in writing the entering and/or sharing of their personal information electronically with other Participating Agencies throughout the Jackson County HMIS where applicable.
- **Jackson County HMIS Client Rights and Explanation of Data Uses** – Client Information document to inform clients how their personal information gathered and entered into HMIS will be utilized for their benefit, should they agree to provide it.
- **Jackson County Privacy Notice (PN)** – Document provided to inform clients of the purpose of HMIS and the requirement to gather personal information.
- **Jackson County HMIS Revocation of Consent** - This document allows a client to revoke permission for the partner agency in the Jackson County Continuum of Care to share personal information.
- **Memorandum of Understanding (MOU)** – The MOU confirms the responsibilities of the JC HMIS and the Partner Agency for ongoing HMIS activities as defined in the JC HMIS Policy and Procedures.

C. Technical Standards
ACCESS is responsible for each Participating Agency’s oversight and adherence to the Technical Standards. All agencies will be subject to periodic on-site security assessments to validate compliance of the agency’s information security protocols and technical standards. The site visit will also review how the agency uses HMIS, including processes and workflow related to data entry, for service improvement opportunities.
Network
- High Speed internet access
  - DSL, Cable, T1 Line, etc.
  - No dial up connections
- Firewall
  - Internet security suite recommended
    - Anti-virus
    - Intrusion detection
    - Quarantine
  - Personal firewall at minimum
- Mobile devices
  - WiFi recommended
  - 4G/LTE or faster
  - No 3G or older

Device/Hardware
- Windows XP or higher
- Multicore processors
- 4 GB RAM recommended, 2 GB RAM minimum
- Video: 1024x768 minimum
- No Netscape, Mozilla, AOL etc…
- No Mac’s, UNIX, Linux etc…

D. Training
All HMIS Users must complete training appropriate to their functions as described in Section 5 prior to gaining access to the JC HMIS. A minimum of one training event per contract year is required for each licensed user. Additional training may be required if there are major system upgrades and/or regulatory changes. This additional training will be communicated as being mandatory at the time that the training is established.

JC HMIS System Administrator is trained to provide basic user follow-up training to support agency staff using the JC HMIS. The JC HMIS System Administrator will provide periodic refresher training for users as needed.

Training Tracks include:
- HMIS User training (new and existing users)
- Reports training
- Ethics and Confidentiality training
- Privacy and Security training
- Training related to system releases as necessary

E. Participation Fees
Currently participation fees are not in place, however, the Continuum of Care reserves the right to charge a participation fee to use the system.
3. SYSTEM ROLES AND RESPONSIBILITIES

A. Jackson County HMIS Organization Chart
Definitions of System Roles and Responsibilities are located under Section 10: Terminology.

```
Continuum of Care

HMIS STEERING COMMITTEE

HMIS ADMINISTRATOR-ACCESS
```

4. CLIENT RIGHTS
Clients served by agencies participating in the JC HMIS have the following rights:

A. Communication
   1. Clients have a right to privacy and confidentiality.
   2. Clients have a right to not answer any questions unless entry into the Agency’s program requires it.
   3. Client information may not be shared without informed consent (posting of Privacy Notice (PN) and Mandatory Collection Notice).
   4. Every client has a right to an understandable explanation of the JC HMIS and what “consent to participate” means. The explanation shall include:
      a) Type of information collected
      b) How the information will be used
      c) Under what circumstances the information will be used
      d) That refusal to provide consent to collect information shall not be grounds for refusing entry to the program.
      e) A copy of the consent shall be given to the client upon request, and a signed copy kept on file at the Participating Agency, if applicable.
      f) A copy of the Privacy Notice shall be made available upon client request.
      g) A copy of the Statement of Client Rights shall be made available upon client request.

B. Participation Opt Out
Clients have a right not to have their personal identifying information in the JC HMIS shared.
outside the agency, and services cannot be refused if the client chooses to opt out of participation in the HMIS. However, clients may be refused program entry for not meeting other agency eligibility criteria.

In the event that a client previously gave consent to share information in the JC HMIS and chooses at a later date to revoke consent (either to enter or to share), a **HMIS Client Revocation of Consent to Release Information Form** must be completed and kept on file.

**C. Access to Records**
A client has the right to request access to their personal information stored in the JC HMIS from the authorized agency personnel. The agency, as the custodian of the client data, has the responsibility to provide the client with the requested information except where exempted by state and federal law.

When requested, a client has the right to view his or her own data contained within the JC HMIS. No client shall have access to another client’s records within the JC HMIS. An agency may not share any information about the client entered by other agencies beyond the agreed upon shared data elements.

**D. Grievances**
The client has the right to file a grievance with an agency. All Participating Agencies must have written grievance procedures that can be provided to a client on demand. If, after following the grievance procedure, the grievance is not resolved, the complaint may be escalated to the CoC Governing Body.

**5. POLICIES FOR USERS & AGENCIES**

**A. User Access**
User access will be granted only to those individuals whose job functions require legitimate access to the JC HMIS. Each HMIS User will attend the appropriate training course, sign a **Participating Agency User Agreement** and satisfy all the conditions herein before being granted access to the JC HMIS.

**Explanation:** The Participating Agency will determine which of their employees need access to the JC HMIS. Identified users must:
- Attend training appropriate to his or her level of use. For example, if the user will be case managing the level of training would be different than if the user is assigned to running reports.
- Sign the **Participating Agency User Agreement** stating that he/she has received training, will abide by the JC HMIS Policies and Procedures and will appropriately maintain the confidentiality of client data, and will only collect, enter and retrieve data in the JC HMIS relevant to the delivery of services to people in housing crisis in the area served by the JC HMIS.
- The signed Participating Agency User Agreement must be provided to the HMIS System Administrator prior to receipt of the user account.
B. User Activation
The HMIS System Administrator will provide unique user names and passwords to each Participating Agency user.

Explanation: User names will be unique for each user and will not be shared with other users. The HMIS System Administrator will set up a unique user name and password for each user upon completion of training and receipt of the signed Participating Agency User Agreement and the receipt of the signed acknowledgement of the Policies and Procedures Manual from each user via the Agency management. The sharing of user names will be considered a breach of the Participating Agency User Agreement and will result in termination of the user account.

C. Passwords
Passwords must be no less than eight and no more than sixteen characters in length, and must be alphanumeric upper and lower case with special characters. The HMIS System Administrator will communicate passwords directly to the user.

Forced Password Change (FPC): The FPC will occur every one hundred and eighty (180) consecutive days. Passwords will expire and user will be prompted to enter a new password. Users may not use the same password consecutively, but may use the same password more than once.

Unsuccessful logon: If a User unsuccessfully attempts to logon three times, the User ID will be “locked out”, access permission revoked and user will be unable to gain access until their password is reset by the HMIS System Administrator in the manner stated above.

D. User Levels
1. Case Manager: This group consists of case managers who provide the day-to-day updating of client files. Case Managers will have access to all records located in Central Intake and in the Client folder, including Program Entry, Case Notes, Track Savings, Assessments, Group Services, and Program Exit.

2. Reports Only: This group includes any user at the agency who does not need to have access to client information except in report form. These reports can be canned (already built) reports, ad-hoc reports, and customized reports.

3. Agency Administrator: This group has all the access listed above, and additional access to the Agency Folder, in which they will maintain agency set-up information like program set-up, milestones, targets, and contracts/grants.

4. HMIS System Administrator: This group of top-level JC HMIS Administrators supports all agencies within the continuum and will have access to every part of the JC HMIS in order to support users.
E. Confidentiality and Informed Consent

All Participating Agencies agree to abide by and uphold all privacy protection standards established by the Jackson County HMIS as well as their respective agency’s privacy procedures. The Agency will also uphold relevant Federal and State confidentiality regulations and laws that protect client records, and the Agency will only release program level client data with written consent by the client, or the client’s guardian, unless otherwise provided for in the regulations or laws.

**Explanation:** Participating Agencies are required to develop procedures for providing oral explanations to clients about the usage of a computerized HMIS and are required to post a Mandatory Collection Notice and a Privacy Notice (PN) in order to share Central Intake client information with other HMIS Participating Agencies. HUD Data Standards provide guidance for Participating Agencies regarding certain HMIS policies. However, in instances of conflict between state or federal law and the HUD Data Standards, the state and/or federal law takes precedence.

**Oral Explanation:** All clients will be provided an oral explanation stating their information will be entered into a computerized record keeping system. The Participating Agency will provide an oral explanation of the Jackson County HMIS and the terms of consent. The agency is responsible for ensuring that this procedure takes place prior to every client interview. The explanation must contain the following information, which is also included in the Client Rights and Explanation of Data Uses.

- **What JC HMIS is:** a web-based information system that homeless service agencies within Jackson County use to gather information about the persons they serve.
- **Why Gather and Maintain Data:** Data collection supports improved planning and policies including determining whether desired outcomes were achieved and where more or other resources may be needed, identifying best and promising practices, and identifying factors that support or hinder achievement of outcomes.
- **Security:** only staff who work directly with clients or who have administrative responsibilities can look at, enter, or edit client records.
- **Privacy Protection:** No program level information will be released to another agency or individual without written consent; client has the right to not answer any question, unless entry into a program requires it; client information is stored encrypted on a central database and information that is transferred over the web is transferred through a secure connection; client has the right to know who has added to, deleted, or edited their JC HMIS record.
- **Benefits for Clients:** Facilitates streamlined referrals, coordinated services, unduplicated intakes and access to essential services and housing for clients.

**Written Explanation:** Each client whose program level information is being shared with another Participating Agency must agree via the Interagency Data Sharing Agreement. A client must be informed as to what information is being shared and with whom it is being shared.
• Information Release: The Participating Agency agrees not to release client identifiable information to any other organization pursuant to Federal and State law without proper client consent.

• Regulations: The Participating Agency will uphold all relevant Federal and State Confidentiality regulations to protect client records and privacy. In addition, the Participating Agency will only release client records with written consent by the client, unless otherwise provided for in regulations, specifically, but not limited to, the following:
  o The Participating Agency will abide specifically by the federal confidentiality rules as contained in the Code of Federal Regulations (CFR) 42 Part 2 Confidentiality of Alcohol and Drug Abuse Patient Records, regarding disclosure of alcohol and/or drug abuse records. In general terms, the Federal regulation prohibits the disclosure of alcohol and/or drug abuse records unless disclosure is expressly permitted by written consent of the person to whom it pertains or as otherwise permitted by CFR 42 Part 2. A general authorization for the release of medical or other information is not sufficient for this purpose. The Participating Agency understands that the Federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patients.
  o The Participating Agency will abide specifically with the Health Insurance Portability and Accountability Act of 1996 and corresponding regulations passed by the U.S. Department of Health and Human Services. In general, the regulations provide consumers with rights to control the release of medical information, including advance consent for most disclosures of health information, the right to see a copy of health records, the right to request a correction to health records, and the right to obtain documentation of disclosures of information. The current regulation provides protection for paper, oral, and electronic information.

• The Participating Agency will not solicit or input information from clients unless it is essential to provide services, or conduct evaluation or research. All client identifiable data is inaccessible to unauthorized users.

• Participating Agencies are bound by all restrictions placed upon the data by the client of any Participating Agency. The Participating Agency shall diligently record in the JC HMIS all restrictions requested. The Participating Agency shall not knowingly enter false or misleading data under any circumstances.

• The Participating Agency shall maintain appropriate documentation of client consent to participate in the JC HMIS.

• If a client withdraws consent for release of information, the Agency remains responsible to ensure that the Client’s information is unavailable from date of withdrawal to all other Participating Agencies.

• The Participating Agency shall keep signed copies of the Client Consent Form/Information Release form (if applicable) and/or the Interagency Data Sharing Agreement for the JC HMIS for a minimum of seven years from the date of client exit.

• Postings: Privacy Notice (PN) and Mandatory Collection Notice must be posted at the agency:
  1. The Agency must post Privacy and Mandatory Collection notices at
each intake desk or comparable location.

2. The **Privacy Notice (PN)** and **Mandatory Collection Notice** must be made available in writing at the client’s request.

3. If the agency maintains an agency website, a link to the **Privacy Notice (PN)** must be on the homepage of the agency’s website.

**F. Data Quality**

HMIS Users are responsible for ensuring JC HMIS Data Quality. Data quality refers to the timeliness, accuracy and completeness of information collected and reported in HMIS. All Participating Agencies agree to enter, at a minimum, the JC HMIS required data elements.

**Explanation:** Participating Agencies will collect as much relevant client data as possible for the purposes of providing services to that client. The Participating Agency agrees to input the collected data no later than one month following the month of program entry. The Participating Agency agrees to the data collection commitment by signing the Agency Agreement and is responsible for updating client’s records as needed. The HMIS System Administrators will run quarterly data quality reports. Any patterns of error (including blank entries) will be reported to the Agency Administrator. When patterns of error have been discovered, users will be required to correct data entry errors and processes. Verification by the HMIS System Administrators will occur to ensure the successful correction of data entry errors and processes. Users may be required to attend additional training as needed. In addition:

- The Participating Agency shall only enter individuals in the JC HMIS that exist as Clients under the Agency’s jurisdiction.
- The Participating Agency **shall not** misrepresent its Client base in the JC HMIS by entering known inaccurate information.
- The Participating Agency **will not** alter information in the JC HMIS that is entered by another Agency with known inaccurate information.
- The Participating Agency shall not include profanity or offensive language in the JC HMIS.
- The Participating Agency shall utilize the JC HMIS for business purposes only.
- The transmission of material in violation of any Federal or State regulations is **prohibited**. This includes, but is not limited to, copyright material, material legally judged to be threatening or obscene, and material considered protected by trade secrets.
- The Participating Agency **shall not** use the JC HMIS with intent to defraud federal, state or local governments, individuals or entities, or to conduct any illegal activity.

The HMIS Program Manager may request that the local CoC Governing Body sanction any user and/or Participating Agency found to be in violation of the requirements of this section. If necessary, sanctions by the local CoC include, but are not limited to:

- A formal letter of warning to the Agency
- Suspension of system privileges
• Revocation of system privileges

The Participating Agency or End User has the right to file a Grievance regarding Sanctions from the HMIS Program Manager/CoC Governing Body. The HMIS Steering Committee will review the grievance, research the nature of the infraction, and will respond to the grievant within 30 days.

G. Data Use by Jackson County HMIS
The Continuum within the Jackson County HMIS shall have access to its respective agencies’ client data contained within the JC HMIS.

Explanation: For the purposes of system administration, user support, and program compliance, JC HMIS will use the data contained within the JC HMIS for analytical purposes only and will not disseminate client-level data. The Continuum may release aggregate data contained within the JC HMIS for research and regional reporting purposes only. The System Administrator Agreement must be signed by all HMIS System Administrators.

H. Data Use by Vendor
The Vendor and its authorized subcontractor(s) shall not use or disseminate data contained within the JC HMIS.

Explanation: To enforce information security protocols and to ensure that JC HMIS data is used only with explicit permission and if permission is granted, data will only be used in the context of interpreting it for research and for system troubleshooting purposes, the contract signed by the HMIS Lead Agency and the software vendor contains language that prohibits access to JC HMIS data.

I. Data Use by Agency
Data contained in the JC HMIS will only be used to support the delivery of services to at risk and homeless clients in Jackson County. Each HMIS User will affirm the principles of ethical data use and client confidentiality as noted below and contained in the HMIS User Agreement.

Explanation: As the guardians entrusted with client personal data, HMIS Users have an ethical and a legal obligation to ensure that the data they collect is being gathered, accessed and used appropriately. It is also the responsibility of each user to ensure that client data is only used to the ends to which it was collected, ends that have been made explicit to clients and are consistent with the mission of the agency and the JC HMIS to assist families and individuals to resolve their housing crisis. Proper user training, adherence to the JC HMIS Policies and Procedures Manual, and a clear understanding of client confidentiality are vital to achieving these goals. All HMIS Users will sign an HMIS User Agreement before being given access to the system. Any individual or Participating Agency misusing, or attempting to misuse the JC HMIS data can be denied access to JC HMIS. Sanctions exist if users violate any laws related to client...
confidentiality, as outlined in Section 8: Violations.

J. Maintenance of Onsite Computer Equipment

Participating Agencies commit to a reasonable program of data storage and equipment maintenance in order to sustain an efficient level of system operation. Participating Agencies must meet the technical standards for minimum computer equipment configuration; Internet connectivity, antivirus and firewall.

Explanation: The Participating Agency Leadership designee will be responsible for the maintenance and disposal of on-site computer equipment and data used for participation in the JC HMIS including the following:

1. Computer Equipment: The Participating Agency is responsible for maintenance of onsite computer equipment. This includes the following:
   - Purchase of and upgrades to all existing and new computer equipment for utilization in the JC HMIS.
   - Workstation(s) accessing the JC HMIS must have a locking, password-protected screen saver.
   - All workstations and computer hardware (including agency network equipment) must be stored in a secure location (locked office area).

2. Data Storage: The Participating Agency agrees to only download and store data in a secure environment. Refer to Section 2.C: Technical Standards for more information.

3. Data Disposal: The Participating Agency agrees to dispose of documents that contain identifiable client level data by shredding paper records, deleting any information from disk before disposal, and deleting any copies of client level data from the hard drive of any machine before transfer or disposal of property.

K. Downloading of Data

HMIS Users will maintain the security of any client data extracted from the JC HMIS and stored locally, including all data contained in custom reports. HMIS Users may not electronically transmit unencrypted client data across a public network.

Explanation: To ensure that the JC HMIS is a confidential and secure environment, data extracted from the JC HMIS and stored locally will be stored in a secure location and will not be transmitted outside of the private local area network unless it is properly protected. Security questions can be addressed to the HMIS System Administrator. Any personally identifiable information will not be distributed through email.

L. Data Sharing

Basic client information within the system will be shared based upon the level of consent designated by the client within the JC HMIS. A Client may choose to limit the period of time for which their data will be shared.

Explanation: Data sharing refers to the sharing of information between Participating Agencies for the coordination of case management and client service delivery. Specific data elements to be shared are limited to those as outlined in HMIS Data and Technical
Standards Final Notice – (69 FR 146), as revised in HMIS Data Standards Revised Notice-March 2010, Section 1.6. This includes: Universal Data Elements, Household Demographics, Employment and Education Information.

Program level information in either electronic or paper form will never be shared outside of originating agency without written client consent. Information that is shared with written consent will only be used for the purpose of service delivery. End users found to be sharing program level client data without written consent will have their access terminated.

M. Data Release

Aggregate level (client de-identified) data may be released by Agencies, the local Continuum of Care and/or by the Jackson County HMIS under certain criteria. Client-level data may only be released by written consent from the client for a specified purpose.

Explanation: Data release refers to the dissemination of aggregate and/or client-level information for statistical, analytical, reporting, advocacy, regional needs assessment, trend analysis, etc.

1. Agency Release: Each Participating Agency owns all data it enters into the JC HMIS. The agency may not release any client level information without the express written consent of the client. Agencies may release program and/or aggregate level data for all clients to whom the agency provided services with the express written permission of the CoC or assigned authorized entity. No individual client data will be provided to any group or individual that is neither the Participating Agency that entered the data nor the client without proper authorization or consent by the client. This consent includes the express written authorization for each individual or group requiring access to the client’s data.

2. Continuum of Care Release: The Continuum of Care (CoC) may release aggregate information about the Continuum at the program, sub-regional and regional level. Continuum level aggregate data may be released without agency permission at the discretion of the agency’s continuum. The JC HMIS will not release agency- or client-specific data to outside groups or individuals.

3. Jackson County HMIS Release: The Jackson County HMIS, with the consent of the CoC, will develop an annual release of aggregate data in a summary report format, which will be the standard response for all requests for collaborative data. The Jackson County HMIS will not release agency- or client-specific data to outside groups or individuals.

N. Agency Customization

A Participating Agency will have the ability to request system customization at the Agency level to reflect the data collection needs for their specific programs(s). The JC HMIS contains certain fields that can be tailored at no cost to the agency. Additional customization as performed by the software vendor or JC HMIS System Administrators may be purchased at the expense of the agency.
**Explanation:** Participating Agencies have some ability to customize JC HMIS fields to meet the specific needs of their program at the discretion of the Continuum of Care (CoC). At the request of the Agency Administrator, the HMIS System Administrator will evaluate the request and implement the changes as warranted.

6. TECHNICAL SUPPORT AND SYSTEM AVAILABILITY

A. Technical Support
The Jackson County HMIS will provide technical support to all Agency Administrators and HMIS Users as needed.

**Explanation:** The Agencies that have an Agency Administrator are expected to provide first level technical support. The Jackson County HMIS System Administrators will provide all other technical support to the Agency Administrators and HMIS Users.

Technical Support Hours – 8:00 a.m. – 5:00 p.m. (PST), Monday through Friday (Excluding Holidays).
While the winter warming shelter is active, after hours support is negotiated. Staff will respond in a timely manner to any requests for support made during the above hours. For technical support, please contact:
George Jarvis @ 541-690-3972 or gjarvis@accesshelps.org

Assistance will be provided in the following areas:
- **Help Desk Support:** Help Desk support is provided to help HMIS Users access and utilize HMIS application.
- **Training:** Agency Administrator training, User training, and Report training is provided quarterly. The schedule is posted one month in advance of the training, and registration instructions are provided once the schedule is posted.
- **System Customization:** HMIS contains certain fields that can be tailored at no cost to the agency.
- **Reporting:** Training and technical assistance in accessing standardized reports and the creation of ad hoc (custom reports).
- **Data Analysis:** Interpreting reports.

Additional costs may apply in the following areas:
- **System Customization:** Agency-specific customization requests.
- **Reporting:** Agency-specific customized reports.
- **Data Conversion:** Assist in the development of a data conversion/migration plan, and provide support in data conversion/migration implementation.
- **Data Analysis:** Extensive analysis of agency’s data.

Requests should be delineated as follows:
B. System Availability and Scheduled Maintenance
The Jackson County HMIS will be available to users at a minimum of 97.5% of the year.

Explanation: Necessary downtime for HMIS upgrades and patches will be communicated by HMIS System Administrator system-wide and performed in the late hours when possible.

C. Unplanned Interruption to Service
In the event of unplanned interruption to service, HMIS System Administrator will notify all Participating Agencies as soon as possible.

Explanation: When an event occurs that makes HMIS inaccessible, the HMIS System Administrator will analyze and determine the problem. In the event it is determined that HMIS accessibility is disabled system-wide, then the HMIS System Administrators will work with the software vendor to repair the problem. Within two hours of problem awareness, Participating Agencies will be informed of the estimated system availability. HMIS System Administrator will notify Participating Agencies via e-mail when service has resumed.

D. Conversion of Existing Data
Data migration from legacy systems is allowed upon approval from the local HMIS System Administrator. Migrated data must be non-duplicated and an exact match to the existing HMIS field type. The Participating Agency is responsible for the accuracy, completeness and quality of the migrated data.

Explanation: Data migration (or conversion) is the one-time process of transferring data from any existing system to the Jackson County HMIS. Upon transfer, the agency abandons its existing system and uses Jackson County HMIS for recording all client-related data.

The Agency’s existing system must be an ODBC-compliant database platform in order for migration to be possible. The HMIS System Administrator can help the Agency determine the ODBC compatibility for any legacy systems. Only data that is an exact match with JC HMIS data fields may be migrated. Data must be unduplicated prior to data migration. All required fields in the JC HMIS are required for migration. A data dictionary will be provided.
upon request. This activity is provided by the System Vendor and will incur an additional cost. Cost will be determined prior to the service being rendered and will be agreed upon by requesting Agency, CoC Lead and Program Manager.

If the agency’s data cannot be migrated, manual conversion (data entry by the agency’s personnel) may be necessary to move data from legacy systems into the Jackson County HMIS.

7. SYSTEM ARCHITECTURE & SECURITY

A. Password Management Procedure
An HMIS End User must notify the Agency Administrator or HMIS System Administrator immediately upon realization that his or her password has been lost, forgotten or made public to others. The Agency Administrator is responsible for notification of password breach to the HMIS System Administrator. Upon notification, the HMIS System Administrator will immediately reset the user’s password. A new HMIS End User will not receive an initial password without training.

**Explanation:** The HMIS System Administrator will reset the user password. The new password will be valid from the time of the reset until the next logon.
- Passwords need to be 8 characters minimum and contain a number, upper and lowercase letters, and 1 or more special characters.
- Passwords expire after 60 days (after expiration interval the user is required to provide a new password upon logon)
- Passwords cannot be reused.
- If system is dormant for 20 minutes, user will be forced to log back in.

B. Virus Protection
**Agency Responsibilities:** All Participating Agency computers and networks must have up-to-date anti-virus software.

**Explanation:** All Participating Agency computers should be protected by anti-virus software. The anti-virus software should be updated regularly to maintain maximum protection from the most recently released viruses.

C. Backup and Recovery Procedures
Jackson County HMIS is routinely backed up and saved to redundant systems by the vendor pursuant to the contract term and agreement to prevent loss of data.

D. Auditing and Monitoring
HMIS System Administrators have access to activity logs of changes made to the information contained within the database by end users. HMIS System Administrators can upon request or notice of suspicious/questionable behavior monitor access to the system by an end user that could potentially reveal a violation of information security protocols. Any request for auditing and monitoring will be evaluated for justification, investigated, and be kept
confidential.

8. VIOLATIONS

A. Right to Deny Access
The HMIS System Administrator has the right to deny user access to the HMIS if an end user has violated any of the policies in this document. Any user or Participating Agency suspected of violating a policy may be subject to suspension of HMIS privileges until the violation can be resolved.

Explanation: If deemed necessary for the immediate security and safety of Jackson County HMIS data, the HMIS System Administrator has the right to deny or revoke user access to HMIS. The HMIS System Administrator will report access revocations to the HMIS Program Manager. The HMIS Program Manager will report all revocations to the CoC, HMIS Work Group and the Participating Agency.

B. Reporting a Violation
HMIS Users should report any suspected or alleged privacy or security violations to the HMIS System Administrator immediately.

Explanation: All HMIS Users are obligated to report suspected instances of noncompliance. For the Agencies that have an Agency Administrator, users should report security violations to the Agency Administrator first and then the Agency Administrator has the responsibility of providing that information to the HMIS System Administrator. If the Agency does not have an Agency Administrator, then the HMIS User is to report violations to the HMIS System Administrator directly.

C. Possible Sanctions
The HMIS Administrator may request that the local CoC Governing Body sanction any user and/or Participating Agency found to be in violation of the privacy and/or security protocols.

Sanctions by the local CoC include, but are not limited to:
- A formal letter of reprimand
- Suspension of system privileges
- Revocation of system privileges
- Recommendation for corrective action for employee
- Referral for potential criminal prosecution

9. GRIEVANCES

A. Client Grievance Process
Clients will contact the Participating Agency with which they have a grievance for resolution of JC HMIS problems. Participating Agencies will report all client grievances to the local CoC Governing Body.
**Explanation:** Each Participating Agency is responsible for answering questions and responding to grievances from their own clients regarding the JC HMIS. After client has brought a JC HMIS-related complaint to the Participating Agency, the Participating Agency must have a process to respond to the complaint. The Participating Agency will provide a copy of the portion of the JC HMIS Policies and Procedures and the Client Revocation of Consent to Release Information to the client.

The Participating Agency must keep all grievances and responses on file at the agency site. The Participating Agency will send written notice of the grievance and response to the grievance to the local CoC Governing Body. The HMIS System Administrator will record all grievances and report them to the JC HMIS Work Group. Appropriate action will be taken as required by the local CoC Governing Body.

The CoC has overall responsibility for their local JC HMIS effectiveness and will respond if users and/or Participating Agencies fail to follow the terms set forth in the JC HMIS Policies and Procedures Manual, Agency Agreements, and User Agreement or if a breach of client confidentiality or the intentional misuse of client data occurs.

**B. Agency Grievance Process**

Participating Agencies will report all agency-generated JC HMIS-related grievances to the local CoC Governing Body. If the grievance is related to a problem with the JC HMIS, it must be reported to the HMIS System Administrator. Corrective action will be taken if system-wide changes are warranted.

**Explanation:** In order for the JC HMIS to serve as an adequate tool for agencies and provide a more accurate picture of our region’s homelessness, any grievances related to problems with the JC HMIS must be addressed by the agency in conjunction with the CoC Governing Body with the goal of affecting systemic change where necessary. The local CoC will report grievance problems to the HMIS Administrator. If system-wide changes are warranted for a corrective action, it will be forwarded to the HMIS Work Group for approval.

The Participating Agency or End User has the right to file a Grievance regarding Sanctions from the HMIS Program Manager/CoC Governing Body. The HMIS Work Group will review the grievance, research the nature of the infraction, and will respond to the grievant within 30 days.
10. TERMINOLOGY

**Agency Administrator:** The person responsible for some system administration at the agency level. Responsibilities include informing HMIS System Administration of the need to add and delete users, basic trouble-shooting, and escalation of issues to their HMIS System Administrator. This person is the agency user’s first line of contact for HMIS issues.

**Agency Executive Management:** The high-level management staff that is responsible for organization level decision making, for example, the agency President or Executive Director.

**Aggregate Data:** Data with identifying elements removed and concentrated at a central server. Aggregate data are used for analytical purposes and reporting.

**Anti-Virus Software:** Programs to detect and remove computer viruses. The anti-virus software should always include a regular update services allowing it to keep up with the latest viruses as they are released.

**Application Service Provider (ASP):** A 3rd party entity that manages and distributes software-based services to customers across a wide area network.

**Audit Trail:** A history of all access to the system, including viewing, additions and updates made to a client record.

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

**Cable:** A type of modem that allows people to access the Internet via their cable television service.

**Coordinated Assessment Level Data:** Client information collected at intake, including the following system screens: Client Intake, Household/Demographics, Referral, Eligibility, Education/Employment and Documents.

**Customer:** The person receiving services whose information is entered into HMIS.

**Continuum of Care (CoC):** Continuum of Care; refers to the range of services (outreach, emergency transitional and permanent housing and supportive services) available to assist people out of homelessness.

**CoC Governing Body:** the entity responsible for policy decisions for a Continuum of Care system.

**Database:** An electronic system for organizing data so it can easily be searched and retrieved. The data within the HMIS is accessible through the web-based interface.
**Decryption:** Conversion of scrambled text back into understandable, plain text form. Decryption uses an algorithm that reverses the process used during encryption.

**Dedicated IP:** A reserve IP (see IP)

**Dynamic Host Configuration Protocol (DHCP):** A protocol that provides a means to dynamically allocate IP addresses to computers on a local area network (LAN).

**Digital Certificate:** An attachment to a message or data that verifies the identity of a sender.

**Digital Subscriber Line (DSL):** A digital telecommunications protocol designed to allow high-speed data communication over the existing copper telephone lines.

**Encryption:** Conversion of plain text into encrypted data by scrambling it using a code that masks the meaning of the data to any unauthorized viewer. Encrypted data are not readable unless they are converted back into plain text via decryption.

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

**HMIS:** Homeless Management Information System. This is a generic term for any System used to manage data about the use of homeless services.

**HMIS System Administrator:** The person(s) with the highest level of user access. This user has full access to all user and administrative functions in the CoC and will serve as the liaison between Participating Agencies and the vendor. There is at least one HMIS System Administrator in each CoC.

**HMIS User:** A person who has a unique user identification (ID) and directly accesses HMIS to assist in data collection, reporting or administration as part of their job function in homeless service delivery. Users are classified as either system users who perform administration functions at the system or aggregate level or agency users who perform functions at the agency level.

**Host:** A computer system or organization that plays a central role providing data storage and/or application services for HMIS.

**Internet:** A set of interconnected networks that form the basis for the World Wide Web.

**Internet Protocol Address (IP Address):** A unique address assigned to a user’s connection based on the TCP/IP network. The Internet address is usually expressed in dot notation, e.g.: 128.121.4.5.

**Internet Service Provider (ISP):** A company that provides individuals or organization with access to the internet.
Local Area Network (LAN): A network that is geographically limited, allowing easy interconnection of computers within offices or buildings.

Network: Several computers connected to each other.

Network Address Translation (NAT) is the translation of an Internet Protocol address (IP address) used within one network to a different IP address known within another network. One network is designated the inside network and the other is the outside. Typically, a company maps its local inside network addresses to one or more global outside IP addresses and unmaps the global IP addresses on incoming packets back into local IP addresses. This helps ensure security since each outgoing or incoming request must go through a translation process that also offers the opportunity to qualify or authenticate the request or match it to a previous request. NAT also conserves on the number of global IP addresses that a company needs and it lets the company use a single IP address in its communication with the world.

On-site: The location that uses the HMIS and provides services to at-risk and homeless clients.

Participating Agency: An agency, organization, or group that has signed an HMIS Agency Agreement with their respective CoC Governing Body.

Program Level Data: Client information collected during the course of the client’s program enrollment, including the following system screens: Program Entry, Services Provided, Client Profile, Case Notes, Track Savings, Bed Assignments, Bed Maintenance, Daily Services, Sessions, and Program Exit.

Real-Time: Data that is processed and available to other users as it is entered into the system.

Server: A computer that provides a service for other computers connected to it via a network. Servers can host and send files, data or programs to client computers.

Static IP Address: see Dedicated IP

T1 Line: Communication line that can carry voice or data at transmission speeds that are 25 times the speed of a modem.

Transmission Control Protocol/Internet Protocol (TCP/IP) – The protocol that enables two or more computers to establish a connection via the internet.

User ID: The unique identifier assigned to an authorized HMIS User.

Virtual Private Network (VPN): A group of computer systems that communicate securely over a public network.
**Wide Area Network (WAN):** A network that is not geographically limited, can link computers in different locales, and extend requests for web pages.

**Wired Equivalent Privacy (WEP):** is a security protocol, specified in the IEEE Wireless Fidelity (Wi-Fi) Standard, 802.11b, that is designed to provide a wireless local area network (WLAN) with a level of security and privacy comparable to what is usually expected of a wired LAN. A wired local area network (LAN) is generally protected by physical security mechanisms (controlled access to a building, for example) that are effective for a controlled physical environment, but may be ineffective for WLANs because radio waves are not necessarily bound by the walls containing the network. WEP seeks to establish similar protection to that offered by the wired network’s physical security measures by encrypting data transmitted over the WLAN. Data encryption protects the vulnerable wireless link between clients and access points; once this measure has been taken, other typical LAN security mechanisms such as password protection, end-to-end encryption, virtual private networks (VPNs), and authentication can be put in place to ensure privacy.
11. ACKNOWLEDGEMENT

I acknowledge that I have received a written copy of the Jackson County HMIS Policies and Procedures. I understand the terms of the Jackson County HMIS Policies and Procedures and I agree to abide by them. I understand that any violation of the policies or procedures could lead to CoC sanctions or even criminal prosecution.

Agency Name:__________________________________________

Printed Name:__________________________________________

Signature:______________________________________________

Date:___________________________________________________