

Eastern PA CoC Grantee Orientation

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Agenda

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- Grant management requirements from HUD - Overview
- CoC expectations for grantees - Overview
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 - PIT Count
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 - Case management expectations
- CoC renewal evaluation process and quarterly monitoring process
 - Renewal evaluation
 - Quarterly monitoring
 - Desk monitoring – HUD requirements
- How to stay connected with the CoC
- Questions

Who's Who?

- DCED – CoC Lead Agency and Collaborative Applicant, HMIS Lead
 - Brendan Auman, Homeless Program Manager
 - Amanda Riehl, Economic Development Analyst
 - Tony Diaz – HMIS System Administrator for Eastern PA CoC
 - You may also hear from other DCED HMIS staff, including including George Payne (HMIS Lead person), Mahendra Vaidya, and Jessica Kalkhof
- DMA – Consultant for the Eastern PA CoC
 - Leigh Howard - DMA
 - Jessica Sones - DMA
 - Mary Penny – CoC Staff
 - You may also hear from other DMA staff from time to time.
- Capacity for Change – Coordinated Entry Consultant
 - Jason Alexander
- When in doubt: Email easterncoc@pennsylvaniacoc.org and we will connect you to the right person.



Key resources to orient yourself to HUD and CoC requirements

Resources from the CoC

- **Resources for new and existing grantees:** <https://pennsylvaniacoc.org/resources/resources-new-and-existing-coc-grantees>
- **CoC Trainings:** CoC trainings are posted here: <https://pennsylvaniacoc.org/resources>. You can watch older trainings as well.
- **CoC email address:** easterncoc@pennsylvaniacoc.org
 - Feel free to reach out with questions about your grant, questions about HUD requirements, etc. If we don't know the answer we will try to find out or point you in the right direction.
- **CoC written standards:** <https://pennsylvaniacoc.org/eastern-pa-coc-policies-and-procedures>
 - This is a good place to start in getting a thorough overview of CoC expectations
 - You should plan to review the standards and use them regularly!
- **CoC 101 and 201 materials:** <https://pennsylvaniacoc.org/resources/eastern-coc-startup-trainings-101-and-201>
 - Recommend that all members of your team watch these trainings!

Resources from HUD

- Your HUD Field Office Rep (to be assigned) is a resource for questions about your specific grant.
- **CoC Interim Rule:** <https://www.hudexchange.info/resource/2033/hearth-coc-program-interim-rule/>
- **HUD CoC Virtual Binders:** <https://www.hudexchange.info/homelessness-assistance/coc-esg-virtual-binders/>
 - DMA uses these resources regularly – we highly recommend that you review and become familiar with them.
 - **Some of the helpful areas covered include:** CoC eligible activities/eligible expenses, Rental Assistance and Leasing information, Environmental Review, Grant Administration (including amendments, extensions, grant closeout, reporting requirements), Homeless Eligibility (and how to document), Match, Overview of different program components, Rent calculation, and Cross-Cutting Requirements for CoC projects

Note:

- The new project RFP your organization responded to also included basic information about how each project type works, eligible costs, minimum expectations, etc. The HUD resources provide much more detail, but this is a good resource to revisit: <https://pennsylvaniacoc.org/news/coc-releases-consolidated-rfp-package-which-includes-3-rfps-new-funding>



Grant management requirements from HUD

HUD grant management requirements

- **Annual Performance Report (also known as the APR):**
<https://www.hudexchange.info/resource/5315/sage-coc-apr-guidebook-for-coc-grant-funded-programs/>
 - Due annually within 90 days of grant end date; this is submitted via **Sage system**
 - If you don't already have a Sage account set up, you will need to set that up once your HUD rep contacts you. You can request an account on the Sage site here (<https://www.sagehmis.info/>)
 - The report includes reporting on accomplishments, inputting fiscal information, and providing an APR report from HMIS.
 - The CoC website has tutorials on running the APR report in HMIS. Once you get HMIS access there are also videos and other resources available on that site.
 - <https://pennsylvaniacoc.org/homeless-management-information-system/about-hmis>

HUD grant management requirements

- **Eloccs:**

https://www.hud.gov/program_offices/cfo/loccs_guidelines

- HUD's system for drawing down funds
- If you don't already have an eloocs account set up, need to request access (the site linked above walks through steps to gain access to eloocs). It is an involved process so you should start that process as soon as possible once your HUD rep contacts you.
- **Expectations:** at least quarterly draws; minimum 90% spend down (100% is goal). Grantees are evaluated on quarterly drawdowns and spending during annual renewal evaluation process.

HUD grant management requirements

- **Esnaps:** <https://www.hudexchange.info/programs/e-snaps/>
 - This is the system you will use each year to submit your renewal application to the CoC/HUD.
 - The CoC will send out instructions each year on the renewal scoring process and timeline.
 - You all should have access to esnaps from submitting your new project application – please make sure someone from your team has access (preferably 2 people).
 - Grantees will be asked to submit a renewal application as part of the annual* CoC NOFO process (even if your grant has not started yet). Look out for instructions from the CoC.

*NOTE: HUD may be moving to a biannual CoC NOFO process in 2025.

HUD grant management requirements

- **Match**

- All CoC grants must provide a 25% match based on the total grant amount (minus leasing dollars). This can be cash or in-kind.
- “Match” is the non-federal share of costs that the recipient is required to contribute to accomplish the purposes of the grant. (CoC Virtual Binders)
- It is very important that you are documenting your match on a regular basis. The HUD CoC Virtual Binders have helpful guidance on documenting match:
 - <https://www.hudexchange.info/homelessness-assistance/coc-esg-virtual-binders/coc-match/cash-match/documentation/>

HUD grant management requirements

- **Compliance with HUD CoC requirements**
 - All CoC grantees may be monitored at any time by HUD or the CoC.
 - The CoC created “Desk Monitoring Tools” that CoC grantees can use to ensure they are complying with HUD requirements, including fiscal requirements and client file checklist.
 - You can use these tools as a guide to ensure you set up your project correctly and are meeting HUD requirements:
 - <https://www.dropbox.com/home/DMA%20Team%20Folder/East%20%26%20West%20Monitoring/Desk%20Monitoring%20Tools%20-%20CoC>

HUD grant management requirements

- **Policies and Procedures**

- All CoC grantees must have written policies and procedures for your programs, in alignment with HUD and CoC requirements.
 - Examples: policies about participant eligibility, policies re: calculating rental assistance, policies re: discharge/termination, appeal process for program termination, record retention policies, fiscal policies
- **Two helpful guides from HUD on required policies and procedures:**
 - CoC Grantee Wellness Checklist:
<https://pennsylvaniacoc.org/sites/default/files/attachments/2023-05/Final-CoC-Wellness-Checklist-w-Regs-05-06-16.pdf>
 - CoC Grantee Internal Wellness “Top Ten”:
<https://pennsylvaniacoc.org/sites/default/files/attachments/2023-05/Final%20Internal%20Wellness%20Top%20Ten%20List-5%2C06.16.docx>

HUD grant management requirements

- **Policies and Procedures**

- You can use the Desk Monitoring Tools, CoC Written Standards, and HUD Internal Wellness Checklists as resources to create your written policies and procedures:

- <https://www.dropbox.com/home/DMA%20Team%20Folder/East%20%26%20West%20Monitoring/Desk%20Monitoring%20Tools%20-%20CoC>
- <https://pennsylvaniacoc.org/sites/default/files/attachments/2023-03/Eastern%20PA%20Continuum%20of%20Care%20Written%20Standards%20Revised%2003.09.23%20FINAL.pdf>
- <https://pennsylvaniacoc.org/sites/default/files/attachments/2023-05/Final-CoC-Wellness-Checklist-w-Regs-05-06-16.pdf>
- <https://pennsylvaniacoc.org/sites/default/files/attachments/2023-05/Final%20Internal%20Wellness%20Top%20Ten%20List-5%2C06.16.docx>



CoC expectations for grantees

Written Standards

- In addition to HUD requirements, CoC grantees must follow the CoC's Written Standards. They are a very helpful resource!
 - <https://pennsylvaniacoc.org/eastern-pa-coc-written-standards>
 - Topics covered:
 - Considerations for working with special populations
 - Fair Housing, Equal Access, Housing First requirements
 - Written standards for each project type, covering: a) Eligible costs and activities, b) Household eligibility, c) Minimum standards, d) Prioritization through Coordinated Entry, e) Performance benchmarks
 - Standards for all project types (service animals, HIC/PIT participation, recordkeeping, etc.)
 - Written Standards optional forms and templates (PDF or Word Version):
<https://pennsylvaniacoc.org/eastern-pa-coc-written-standards>

HMIS

- All CoC projects are required to enter data in HMIS.
- HMIS Help Desk email (email for new project setup and/or user setup): ra-pahmis@pa.gov
- New Project Request Form: <https://pennsylvaniacoc.org/sites/default/files/attachments/2021-05/HMIS%20New%20Project%20Request%20Form.docx>
- Training materials, including new user trainings: <https://pennsylvaniacoc.org/homeless-management-information-system/about-hmis>. There are also trainings available in HMIS once you have access.
- We recommend you always have at least 2 users in your organization with HMIS access. You must notify the HMIS team about any changes to your project, such as staff leaving, new staff who need access, program changes/closures, etc.

HMIS

- Data entry expectations:
 - Clients entered and exited within 7 days
 - Entry assessment, annual assessment (within 30 days before or after anniversary date), exit assessment, in program assessments (e.g., income updates).
 - RRH and PSH programs must enter move-in dates
- We ask that all staff who will be working with the project watch the Data Quality 101 and 201 trainings from fall 2022:
 - <https://pennsylvaniacoc.org/resources/data-quality-101-and-201-trainings-eastern-and-western-pa-cocs>

Coordinated Entry

- All CoC grantees are required to enroll all program participants from the Coordinated Entry By Name List. Information on order of priority can be found in the CoC written standards, based on project type.
- Once you set up your access in HMIS, you should be able to view the By Name List.
- Once your project is up and running – if you need assistance with questions related to Coordinated Entry, we recommend that you reach out to the Coordinated Entry Regional Manager for your region. If you do not know who your Coordinated Entry Regional Manager is, please email easterncoc@pennsylvaniaoc.org.

PIT Count

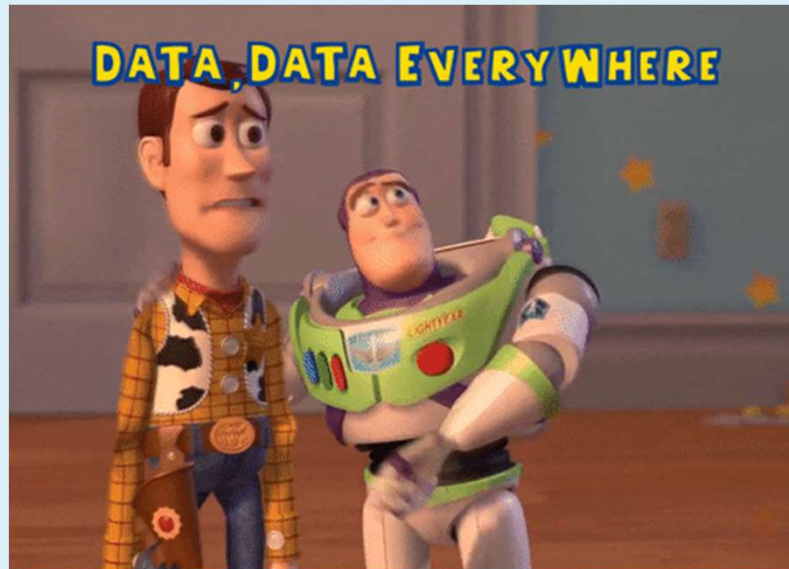
- Point in Time (PIT) Count/Housing Inventory Count (HIC)
 - Every year the CoC must submit PIT count data to HUD on all people who were homeless on the night of the PIT count (which happens during last 10 days in January).
 - The CoC must also submit a Housing Inventory Count, which is a detailed inventory of all homeless assistance housing programs in the CoC (temporary and permanent housing programs).
 - All CoC grantees are required to submit information for the annual PIT Count (last week in January). CoC sends out detailed instructions annually in December/January.
 - CoC grantees are also expected to assist with their county-level unsheltered PIT Count. This may include being the county coordinator for the unsheltered PIT Count if there is not another coordinator in place.

CoC Participation

- CoC grantees are expected to participate in CoC meetings (held twice annually – fall and spring), RHAB meetings, and CoC training events.
 - If you are not already connected with your RHAB, email easterncoc@pennsylvaniacoc.org.
- If you are not already receiving the CoC mailing list, please make sure you are signed up: http://eepurl.com/dCZ2_z
 - The CoC sends out notices of trainings and CoC meetings via the mailing list.

Case Management Expectations

- All grantees must:
 - Use a Housing First approach
 - More info about this in the Written Standards
 - NOTE: CoC grantee policies and procedures must align with Housing First and include Housing First language
 - Conduct at least monthly face-to-face case management appointments in the program participant's home or mutually agreed upon community location
 - This is a requirement for RRH projects.
 - PSH projects should encourage minimum monthly contact, but it is not a requirement for program participants.
 - N/A for Coordinated Entry projects.
 - Ensure that service delivery is client-centered and culturally competent
 - More details on case management expectations can be found in the Written Standards.



CoC annual renewal evaluation process and quarterly monitoring process

CoC grant evaluation and renewal process

- CoCs are required to evaluate CoC grantees annually and determine what projects will be submitted to HUD for funding.
- There are two parts to the annual renewal process:
 1. The CoC conducts an annual CoC renewal evaluation/scoring process (typically April-June). CoC grantees must submit information to the CoC for this scoring process. The CoC sends out detailed instructions on this. Only grants with a full year of data will be evaluated competitively.
 2. All CoC grantees must submit a renewal application in esnaps each year as part of the HUD NOFO Competition. The CoC sends out detailed instructions on this.

CoC grant evaluation and renewal process

- 2024 Renewal Scoring Criteria and Funding Policies can be found here: <https://pennsylvaniacoc.org/eastern-pa-coc-fy2024-coc-nofo-competition>.
- We recommend you become familiar with the renewal scoring criteria, as this is what your grant will be evaluated on by the CoC.
- CoC Scoring Criteria Areas:
 - Performance & Data Quality
 - Grant Management/Monitoring
 - HUD Priorities
 - CoC Participation

Important Notes for SSO-CE, HMIS, and Planning Grants

- SSO-CE and HMIS grants will be evaluated annually by the COC using an abbreviated evaluation process, focusing primarily on grant management (spending and APR submission).
- Planning grant will not need to submit renewal evaluation information.

Why does the CoC score and rank grantees during the annual CoC NOFO Competition process?



Why Score & Rank Projects?

HUD Requirement. CoCs are charged with:

- Using objective criteria to review and rank projects
- Reviewing performance of projects and implementing a standard process for reallocating funding from lower performing projects to create new high performing projects
- Funding projects that are effectively serving people experiencing homelessness and that help improve the overall function of the system
- Funding projects that meet needs within the system

Why Score & Rank Projects?

The CoC Strives to Make Data-Driven Funding Decisions

- Is the project still meeting a need within the CoC?
- Is the project effectively serving participants?
 - Each project's individual performance impacts the CoC's overall System Performance Measures, which impact the overall amount of funding the CoC receives from HUD (*more on that later*)
- Is the project effectively using their funds?
- Are project staff fully participating as members of the CoC?

How does the CoC decide what criteria to use to score projects?



Process for deciding renewal scoring criteria

- HUD requires CoCs to include certain criteria as part of their scoring/ranking process, including:
 - Criteria for evaluating severity of needs
 - For projects who serve participants with high vulnerability/high severity of needs, are you taking this into consideration in some way during the scoring process?
 - Performance-related criteria
 - Examples: exits to permanent housing, increases in income, returns to homelessness
 - Criteria for evaluating victim service providers
 - Method for evaluating DV providers utilizing data generated from a comparable database and evaluated domestic violence projects based on the degree they improve safety for the population they serve.
- HUD requires that performance-based criteria be at least 25% of total points, and objective criteria be at least 33% of total points

Process for deciding renewal scoring criteria

- Funding Committee is made up of non-conflicted representatives. 2 reps elected by each RHAB, DCED, and up to 5 people with lived experience.
 - Non-conflicted = their organization/program does not receive CoC funding
- Funding Committee reviews and updates the scoring criteria.
- Funding Committee reviews project performance from the previous year to set scoring thresholds for each criteria
 - May decide to raise or lower point thresholds based on previous years performance
- Funding Committee may also decide to add new criteria (to respond to HUD requirements or NOFO requirements or to reflect the work the CoC is doing).

Quarterly Monitoring

- The CoC generates quarterly monitoring reports for all CoC and ESG grantees. This is an overview of performance and data quality via HMIS data.
- Grantees receive a 2-page report for each grant and access to a Tableau dashboard:
<https://public.tableau.com/app/profile/dma.associates/viz/EasternPACoCPerformanceDashboardsCoCandESG/PerformanceDashboard5>
- Once we have several months of data for your project, we can begin generating these reports for your project.
- These reports are intended to be a resource to help you stay on top of your data year-round and see what areas may need improvement and what areas are going well.

Desk Monitoring

- The CoC conducted a desk monitoring process with CoC grantees in spring 2022. We will most likely conduct this process every few years.
- The CoC created “Desk Monitoring Tools” that CoC grantees can use to ensure they are complying with HUD requirements, including fiscal requirements and client file checklist.
- You can use these tools as a guide to ensure you set up your project correctly and are meeting HUD requirements:
 - <https://www.dropbox.com/home/DMA%20Team%20Folder/East%20%26%20West%20Monitoring/Desk%20Monitoring%20Tools%20-%20CoC>



How to stay connected with the CoC

How to stay connected with the CoC

- **CoC email address** (best way to contact us with questions): easterncoc@pennsylvaniacoc.org
- **CoC mailing list (East):** http://eepurl.com/dCZ2_z
- **CoC Slack (online communication platform used by the Eastern PA CoC)** – Click here to sign up or email CoC email address for access: easternpacoc.slack.com
- **CoC grantee distribution list** - DMA will add you to the list, and anyone else from your org. Typically, these emails go to 1-3 people at each org who oversee grant management of the program. Please make sure to forward along any important updates to your team.
- **CoC member sign up:** https://forms.office.com/pages/responsepage.aspx?id=QSiOQsGB1U2bbEf8Wpo_b3g2FjaQruvlKo9N6vWljLgpUMVY5S0VGQkExMENHNjVFRjVDSIRNUVpRMC4u
- **HUD Exchange:** <https://www.hudexchange.info/maillinglist/subscribe/>
 - The CoC will keep you updated on key HUD updates, but some grantees like to be looped in with HUD updates as well.