



**Meeting Agenda  
Continuum of Care (CoC) Board  
Wednesday, December 9, 2020  
3:30pm-5pm**

Click Link to Join Zoom Meeting

<https://us02web.zoom.us/j/84874765787?pwd=YlJ4WWJ2WXhRdDJmVFBN2hQeURSZz09>

Meeting ID: 848 7476 5787

Passcode: 536757

1. Call to Order
2. Board Comments
3. CoC Staff Comments
4. Public Comments: Public Comment is an opportunity for the public to participate in public meetings by addressing the Ventura County Continuum of Care Board in connection with one or more agenda or non-agenda items. This meeting is subject to the Public comments may be submitted by using one of the following options.

**Email in advance of the meeting:**

If you wish to make public comment on an agenda item via email, please submit your comment via email by 4:30pm on the day prior to the Board meeting. Send emails to: [venturacoc@ventura.org](mailto:venturacoc@ventura.org)  
Please indicate the agenda item you would like to speak on if relevant and whether you would like your message read by staff or you will be participating and would like to provide your comments during the live meeting.

**During the meeting:** Participants may use the chat function in zoom to indicate they would like to make a comment. Staff will call on participants during the public comment section of the meeting or during specific item following staff presentation of the item.

Continuum of Care Governance Board Business

5. Approval of Board Minutes from October 14, 2020.
6. Receive an Update on COVID19 Response from the County's Homeless Taskforce.
7. Receive and File a Report on the Homeless Emergency Aid Program (HEAP) including highlights from the United Way's Landlord Engagement Program.

8. Receive a Presentation on the VC CoC Strategic Investment Planning; Approve Recommendations from the CoC Data Committee on California Homeless Housing, Assistance and Prevention (HHAP) Program and Emergency Solutions Grant Coronavirus Relief (ESG-CV) funds; Authorize Staff to Apply to the State for these Resources and Release Local Request for Proposals (RFP) For Adopted Priorities
9. Provide Staff Feedback and Direction on Options for 2021 Unsheltered Point in Time Count and Direct Staff to Submit Request to HUD for Modifications.
10. Receive a Quarterly Report on Ventura County Homeless Management Information System and Pathways to Home.



**Meeting Minutes  
Continuum of Care (CoC) Board  
Wednesday, October 14, 2020  
1:00pm-2:00pm**

Zoom Meeting

Meeting ID: 890 0563 5913

<https://us02web.zoom.us/j/89005635913?pwd=NUZiSzZFZnFYamhVVzITQmJrNWVwZz09>

Passcode: 900 164

Phone: 1-669-900-6833

1. **Call to Order:** CoC Board Chair, Kevin Clerici, called the meeting to order at 1:02pm.  
**Board Members:** Carolyn Briggs, Kevin Clerici, Susan Englund, Mara Malch, Pam Marshall, Manuel Minjares, Michael Nigh, Carmen Ramirez, Emilio Ramirez, Nancy Wharfield  
**Staff:** Stefany Gonzalez, Felipe Flores, Jennifer Harkey, Tara Carruth, Christy Madden  
**HMIS Staff:** Alicia Morales, Marcy Snider  
**Public Attendees:** Mike Pettit, Cathi Nye, Jessica Petrillo, Toni Freeland, Susy Lopez-Garcia, Erin Rode, Jaydon Gaines, Meredith Hart, Judy Alexandre, Susan White Wood
2. **Board Comments:** Carmen Ramirez, Mayor Pro-Tem City of Oxnard, commented that the 2020 Census appeared to be like a “ping-pong” game with all the back and forth. She also informed that the Census would stop the count on 10/15/2020 and Ventura County was among the top percentage of counties recording data. Kevin Clerici, Executive Director of Downtown Ventura Organization, confirmed that SCOTUS gave instructions to stop the count on 10/15/2020 and Tara Carruth informed that most shelters were included in the count. Generally, most news regarding the Census was very confusing. Mike Pettit, Assistant County Executive Officer, further confirmed that the count stops on 10/15/2020 and that Ventura County had a reporting percentage of 76.4%, which was the 4<sup>th</sup> highest in CA. This percentage was specific to the self-response rate but did not include all areas. Overall count expected to be higher than 76.4%. Mike also thanked everyone for the effort and outreach in trying to reach a complete count.
3. **CoC Staff Comments:** Tara indicated that Mike Powers, County Executive Officer, hasn’t been able to attend all CoC Board meetings due to Covid Press Conference calls held on Wednesdays at 1pm. As a result, Mike Pettit has been attending in his place. Tara also introduced new CoC Staff member Felipe Flores and Student Intern Stefany Gonzalez. Regarding scheduling, Tara announced she would need step away from the CoC Board meeting at 2 pm for a conference call with HUD regarding the Point In Time (PIT) Count. She mentioned she was expecting more information on this.
4. **Public Comments:** No in-person or email comments submitted.

**Continuum of Care Governance Board Business**

5. Approval of the minutes of the meeting of Governance Board held Wednesday, September 10, 2020. Susan England, Vice President Community Impact United Way, asked for correction of item no. 7 to clarify that rental assistance is offered through Emergency Food and Shelter Program (EFSP) grant funding. Motion with Susan’s noted change by Nancy Wharfield, Chief Medical Officer of Gold Coast Health Plan, seconded by Carmen Ramirez. All in favor.

**6. Received an update on COVID19 Response from the County's Homeless Taskforce**

Tara informed that currently, there are 155 individuals using motel vouchers by using FEMA and COVID response funding and she thanked all non-profit and community partners for their effort, including the Ventura County Area Agency on Aging (VCAAA) for providing meals. Collective efforts have been great in keeping Covid-19 at bay among these individuals and monthly efforts are ongoing.

Tara further informed that El Portal and the Oxnard Vagabond Inn were both awarded funds from the California Department of Housing and Community Development (HCD) and the purchase transaction for the Oxnard Vagabond Inn is in process.

On a side note, the evaluation of processes for winter shelters is underway. Alternative processes are also being looked at. The City of Ojai has expressed they intend to operate one location. East Valley is looking at shelter options as is the City of Ventura. Working through details and efforts.

Kevin asked about capacity for individuals that are being supported. Tara replied that confirmed that there are 155 individuals and that PRK has a capacity of 160. She also reminded the CoC Board that financial support runs out at the end of the calendar year and that funds must be spent by then. Spending is monitored month to month. Kevin further asked about the referral process for entry into Program. Tara informed that service providers do the outreach and make referrals based on the eligibility criteria for seniors 65 & older and/or those with health conditions which make them vulnerable to COVID-19.

**7. Received a report on FY20 HUD Continuum of Care Program Competition and 2021 Homeless Count.**

Tara informed that there was no news on the CoC NOFA. Language has been attached to legislation in order to simplify the renewal process but that remains held up in Congress. The annual unsheltered homeless count is required in every odd year (2021) due to regulatory requirements and there are concerns about being able to complete it. Tara shared that despite the requirement on odd years, Ventura County completes a count every year. Conference calls she has participated in have indicated that simple observation or a head count is expected for the PIT Count. Currently, we are reaching out to service partners for input or recommendations on how to safely conduct the PIT Count while taking into account volunteers, capacity, risk, etc. Tara shared that the in-person method for the PIT Count is a great opportunity to engage with those experiencing homelessness.

**8. Approval of Submission to Extend Continuum of Care Waivers as Approved on May 13, 2020 with Adopted Recordkeeping Requirements.**

At the previous meeting, the CoC Board approved the recordkeeping requirements for CoC waivers through HUD. This is a request to approve the submittal and authorization to extend waivers for the CoC funded projects.

Motion by Susan England, seconded by Manuel Minjares, City of Fillmore City Council Member. All in favor.

**9. Received an update on Emergency Solutions Grant for Coronavirus (ESG-CV) funding and authorization for CoC staff to submit an application for the second round to the California Housing & Community Development (HCD) no later than ~~July 10, 2020~~ October 21, 2020.**

Tara informed that this ESG funding passes from Federal to the state, then it is awarded to CoCs that don't receive direct ESG CV relief funding. This year's application timeline has been abbreviated since these funds need to be spent by August 2022.

At the moment, the State's method of allocation is being challenged by us. Tara reported that back in August 2020, in a singular email exchange between Jennifer Harkey, CoC Staff and HCD, HCD determined

the funding needs for Round 2 of ESG-CV2 (please see CoC Board packet, pg. 16). HCD's use of standard formulas or methodology was not apparent since comparable amounts with fellow or surrounding counties and smaller populations were disparately different. Jennifer had responded to HCD with provider funding requests for ESG-CV1 and focused on that point in time. Her response did not include our countywide needs for non-congregate shelter/Project Roomkey and additional rapid rehousing needs during the COVID-19 pandemic. Our staff had participated in weekly office hours calls and it was not evident that the ESG-CV2 funding allocations would be dependent on one email exchange. In previous experience with State ESG funds, we had never encountered any situations such as this one. No other details on how allocations are determined are detailed anywhere on HCD's webpage. Tara shared that the award amount should have been around the \$5M and not \$730,000, as indicated in the ESG-CV2 NOFA released on October 2, 2020. She also expressed confidence in the County's ability to spend the \$5M given our needs and experience.

The application period has been extended to 10/28/20 for non-congregate shelters and rapid rehousing. ESG-CV should not be used for homelessness prevention.

Emilio Ramirez, City of Oxnard Housing Director asked if more funding than what was allocated can be requested and asked what formula was used. Tara confirmed that no formulas were used, only information was shared. Emilio indicated that Riverside received an unexpected amount of funding. At this point, we have moved to get Legislators involved to help change HCD's decision. Emilio also committed to advocating to HCD on behalf of the CoC Board to assist with changing the award amount. Pam Marshall asked for clarification on authorization to submit application. Tara confirmed that this item is requesting authorization to apply for the ESG-CV Round 2 grant funding. Motion by Pam Marshall, Advocate, seconded by Michael Nigh, Executive Director of the Area Housing Authority of County of Ventura. All in favor.

**10. Received a Report on the 2020 Racial Disparities Assessment and Provide Input and Direction on Staff's Recommended Actions to Ensure Racial Equity in the Homeless Assistance and Housing Programs in the Ventura County Continuum of Care.**

Jennifer Harkey reported that HUD reminded all CoC's to please review 2020 Racial Disparities Assessment and compare to last year's. HMIS review including agency and census data. Jennifer further reported that this year's results were similar to last year's. Data points to an overrepresentation of African Americans/Blacks being served within homelessness programs and this remained about the same as the prior year. Data for Hispanics/Latinos was similar, but their poverty level is greater. In the report, it also looks like less households were reached than may be eligible. Jennifer concluded that to ensure racial equity, service providers should increase outreach and have access to training and education. It was also recommended service providers recruit people with lived experience, as well as increase access to ESL and build other partnerships.

Nancy Wharfield asked about a general comparison to last year's report including tools on how to compare and ensure coverage. Carmen Ramirez said this was a good step and that this assessment is necessary to close gap between community needs and funding to ensure coverage. Historical context is important. She also indicated that families from the south move to Colonia and that it might be helpful to capture their stories as to why they are here. The City of Oxnard has a history with segregation and racism and poverty is still present. Carmen concluded that it would be important to see why these conditions still exist.

Carolyn Briggs, Advocate, commented that language regarding housing resources to affected groups be included. Tara asked Jenn about adding in the Coordinated Entry System (CES) to ensure equal access and review policies. Alicia Morales, CES Program Coordinator, will look at the system data and review CES policies and procedures.

This Agenda item was a recommendation; no vote was taken.

## **11. Received a Presentation from Cathi Nye with the Ventura County Office of Education on Student Homelessness.**

Tara gave an introduction to Cathi Nye, Homeless Education Program Coordinator for the Ventura County Office of Education. Cathi collects data from all local public schools, charter schools and preschools for the Local Education Agency (LEA) to report on students experiencing homelessness. Cathi informed that the McKinney Vento definition of homeless is slightly different than HUD's, as the schools count those who are doubled up in housing. Last year 6,300 individuals and many families moved out of Ventura County and the trend is continuing. Some students moved out of County or the State altogether but still manage to participate remotely in classes. She further stated that Co-ops seem to be serving some students. Cathi shared that it seemed that every week, she has received calls from schools talking about students and parents getting evicted. She also expressed that she wished there were more places to send families. Tara asked for data and Cathi confirmed that she has information to share; however, she was unsure if this was public information. Cathi also revealed that Oxnard High School district has the largest homeless population with 2,235 students. After that, there was Ventura with 942, the Oxnard School District with 847, Vista Real has 202 and the Oxnard Elementary System has over 1,000.

Jennifer Harkey asked about the countywide data pulled for the current school year going public. Cathi replied that it can but it would have to be a year later. Cathi tries to do midyear count and currently, VCOE has 730 in VCOE. Overall, Ventura County had 58 students in the system.

Carmen Ramirez also asked if Cathi had this data in writing. She confirmed she had copies of data that is sent to the State and that she would send to Tara for distribution. The reports only contain data and no other personal/confidential information.

### **Closing Remarks**

Manuel Minjares thanked Tara for providing information on the Community Outreach meeting for the Rancho Sierra Senior Apartments to be held online on October 21, 2020.

Michael Nigh shared that the Section-8 wait list will be open for applications from November 3 – 16, 2020. The application will be online and can be accessed by visiting the Area Housing Authority of the County of Ventura at: [www.onlineportal.ahacv.org](http://www.onlineportal.ahacv.org). A lottery will take place to select tenants. Michael also shared that the last time the wait list was open was May 2016. He concluded by sharing that AHACV is a partner with Many Mansions on the Mountain View Apartments in Fillmore. Groundbreaking is expected to take place in early November 2020. CoC will help disseminate Michael's updates.

Susy Lopez-Garcia, Executive Director of Community Action Ventura County, gave thanks to the CoC for funding of their weekly shower and laundry services held every Monday from 8am to 12pm at 621 Richmond Avenue in Oxnard. She also commented that users of the service were happy because after showering, lunches were available and dropped off at CAVC by the Oxnard Rescue Mission.

Kevin adjourned the meeting at 2:03 pm

December 9, 2020

CoC Governance Board

**SUBJECT:** Receive an update on COVID19 Response from the County's Homeless Taskforce.

**BACKGROUND:** As the County of Ventura responds to the local emergency of the novel coronavirus (COVID-19) a Homeless Taskforce has been established to respond to the needs of the homeless community and keep stakeholders informed of local actions.

**DISCUSSION:** County of Ventura and Ventura County Continuum of Care are leading the regional Homeless Taskforce in response to COVID-19. The following actions have been taken to address the needs of the population and keep people experiencing homelessness safe as well as preventing a surge of homeless patients in the hospital system.

- Handwashing stations remain available throughout the county near locations frequented by unsheltered homeless persons. Handwashing stations remain in place near service site and shelter locations.
- Provide masks and other supplies to emergency shelters and service providers through County Office of Emergency Services and community donations;
- Backpack Medicine team has conducted 2,082 visits since the beginning of the pandemic.
- Provided motel vouchers as non-congregate shelter for healthy high-risk persons (65+ and/or those with serious health conditions) and those requiring isolation or quarantine due to symptoms or positive test results;
- Healthcare and hygiene services provided at County One Stop program locations serving 1,371 persons with 24,834 services.

**Safe Delivery of Emergency Shelter and Winter Warming Shelter:**

Ventura County Public Health is partnering with emergency shelter programs to provide recommendations on safe congregate shelter operations in partnership with building and safety personnel. The following plans have been put in place for winter shelter:

- Ojai Valley Family Shelter will operate in a single location with safe protocols in place;
- City of Ventura will provide motel vouchers for up to 20 persons during foul weather events;
- City of Thousand Oaks is making CDBG-CV funding available for motel vouchers during foul weather events;
- Samaritan Center will operate the PADS program out of their site this year to manage safe operations.

**Homelessness Prevention:**

Preventing new episodes of homelessness during an economic downturn will be a critical with a service system that is already strained to serve the most vulnerable in Ventura County. Federal CARES funding may be allocated for this intervention but HUD has not yet released rules and requirements surrounding this funding. The County has distributed \$11.6 million in rental assistance funding for COVID-19 impacted households (loss of income or illness). Other sources of funding including the Emergency Food and Shelter Program will be made available for emergency assistance as well. The City of Thousand Oaks has distributed rental assistance funding and the County is providing a Farmworker rental assistance program. Homelessness prevention is an ongoing concern even with current eviction moratoriums in place. Households owe thousands of dollars in back rent payments. There is current discussion for a Federal Relief Package in the Senate that includes rental relief payments with extended eviction protections.

**Non-Congregate Shelter/Motel Vouchers**

The County of Ventura continues to support 175 individuals with motel vouchers for safe non-congregate shelter. Individuals meet the FEMA established criteria for high-risk homeless populations of 65 age or older and/or those with medical diagnosis that put them at high-risk for COVID-19. The County is utilizing federal funding to support this service through December 2020. In addition to motel vouchers, the Ventura County Area Agency on Aging has partnered to provide delivered food and meals to motel voucher recipients in need. Prepared meals and food boxes are delivered to client's motel rooms to help meet nutrition needs.

**Homeless Encampments Including RVs: and other Vehicles:**

The United States Centers for Disease Control (CDC) has issued guidance for serving homeless encampments including those in vehicles. This guidance states that persons should only be relocated if they can be provided shelter or housing in a non-congregate setting. Addressing the impacts of encampments on the larger community and the environment will require careful and thoughtful planning to leverage resources and create housing opportunities. CoC/County staff are working with stakeholders to provide services to individuals living in encampments and mitigating environmental and community impacts. The County recently approved a parking permit ordinance to assist with providing legal overnight parking to RV dwellers near N. Ventura Ave. This program is being administered through the County's One Stop program

**Re-Housing Strategies:** 80 Project Roomkey guests have been transitioned to permanent housing locations since the beginning of the pandemic. The greater service system has placed over 700 persons including adults and children in permanent housing since March 2020. Service providers are working to assist Project Roomkey clients with housing plans. Some individuals have been prioritized for Mainstream Vouchers and are working with the team to identify a rental unit. Other individuals will be able to be served through the 70 unit Project Homekey transition. State and Federal partners are emphasizing the importance of rehousing this vulnerable population as quickly as possible.





December 9, 2020

CoC Governance Board

**SUBJECT:** Receive and File FY18 California Homeless Emergency Aid Program (HEAP) Report including highlights from the United Way's Landlord Engagement Program.

**BACKGROUND:** In November 2018, the CoC applied for 4.8 million dollars in State Homeless Emergency Aid Program (HEAP) funding. The CoC Board approved recommendations to allocate \$3.34 for new emergency shelters, \$800,000 for youth sheltering, \$250,000 for housing location services and \$223,110 for rental assistance programs. HEAP funds must be fully expended by June 30, 2021. The next annual report is due to the State no later than January 1, 2021.

**DISCUSSION:** Ventura County HEAP recipients were asked to submit their annual performance reports to the CoC staff by December 2, 2020 to give the Collaborative Applicant time to compile reports and submit to the State on time. Staff have also asked for spending plans for projects that have drawn down less than 50% of their award to ensure funds are spent by the state deadline. All projects are on track to spend funds per plans shared with staff. Staff are working to provide support to recipients who needed some additional time to complete their annual reports to include that data in the cumulative report. The final report will be shared with the Board following the report submission to the State. Exhibit A details out each recipient with total expenditures to date and current reporting status. This funding has successfully enhanced the Ventura County homeless service system by increasing the number of emergency shelter beds in the county, providing emergency rental assistance and increasing resources to support identification of partner landlords and available rental units.

The United Way's Landlord Engagement Program assisted 54 households with connection to permanent housing during this reporting period. Amy Duganne, Program Manager will provide a verbal update on the program. UWVC's LEP video: <https://www.youtube.com/watch?v=NcKcTECutsc>

Highlights provided from the Oxnard Navigation Center include the following:

- 1) After being homeless for 7 years, a shelter guest was finally able to move into a place she calls home. She has a companion dog and a passion for animals. She was able to take this passion and start an organization where she assists dogs with special needs. This client stays in touch with her peers from the shelter and continues to be an inspiration for all.*
- 2) A shelter guest moved into the shelter after being hit with hard times but never stopped grinding. During their time at the shelter, she maintained her employment, and signed up for a housing voucher. She is now in an apartment of her own and reports back that she loves being able to decorate her space and cook at home.*

3) *A client wrote a thank you card for the staff this Thanksgiving that read: "My gratitude to you and Mercy House is immense. You helped me on my path back to whatever is going to be most successful (I don't know what that is yet)!"*

4) *A client who had lost her housing and had slept on the street entered the shelter in January and stayed there for 9 months. During that time she was able to rebuild her relationship with her daughter. She also worked with a housing navigator to obtain a section 8 housing voucher and now lives in a one bedroom apartment in Oxnard*

# HEAP Subrecipient Grant Expenditures

Updated 12/2/20

Obj	Program Number	Subrecipient/Vendor	Project/Title	Beginning Allocation	Expenditure	Remaining	% Expended	HMIS/APR submitted
<b>HEAP - County Allocation - (closes on 6/30/21)</b>								
1241	HEAP01	City of Oxnard	Full Service Shelter/Navigation Center/Safe Sleep Program	1,500,000.00	1,500,000.00	0.00	100%	X
1241	HEAP02	City of Ventura	Emergency Shelter	1,500,000.00	1,500,000.00	0.00	100%	
1241	HEAP06	Turning Point Foundation	Our Safe Place Haven	171,697.00	171,697.00	0.00	100%	X
1241	HEAP12	HA City of San Buenaventura	Permanent Supportive Housing	5,513.00	5,513.00	0.00	100%	
1241	HEAP08	SPIRIT of Santa Paula	Emergency Shelter	170,228.00	170,228.00	0.00	100%	
1241	HEAP09	CSUCI	Basic Needs - Emergency Housing	53,110.00	49,753.90	3,356.10	94%	
1241	HEAP07	St. Vincent de Paul	Emergency Aid - Camarillo Homeless	45,000.00	38,960.77	6,039.23	87%	X
1241	HEAP03	Interface Children & Family Services	Youth Shelter Program	800,000.00	460,965.44	339,034.56	58%	X
1241	HEAP11	United Way of Ventura County	Landlord Engagement Program	200,000.00	114,284.00	85,716.00	57%	X
1241	HEAP04	Help of Ojai	Community Assistance - Homeless Services Program	125,000.00	61,258.53	63,741.47	49%	X
1241	HEAP13	Ventura County Behavioral Health	Permanent Supportive Housing and Rental Assistance	59,989.00	24,071.96	35,917.04	40%	X
1241	HEAP05	The Salvation Army	Housing Location Program	184,558.00	90,098.72	94,459.28	49%	
<b>Total HEAP - County Allocation</b>				<b>4,916,219.71</b>	<b>4,246,654.35</b>	669,565.36	<b>86%</b>	

## Notes

- 1 5 of 12 (42%) of subrecipients have spent all awarded grant funds
- 2 4 of 12 (33%) of subrecipients are on track to spend down remaining funds by deadline
- 3 3 of 12 (25%) of subrecipients need to increase spending pace
- 4 86% of awarded grant funds have been drawn down.
- 5 67% of subrecipients have submitted HMIS/APR's. Only 4 have reports pending

December 2, 2020

CoC Governance Board

**SUBJECT:** Receive a Presentation on the VC CoC Strategic Investment Planning; Approve Recommendations from the CoC Data Committee on California Homeless Housing, Assistance and Prevention (HHAP) Program and Emergency Solutions Grant Coronavirus Relief (ESG-CV) funds; Authorize Staff to Apply to the State for these Resources and Release Local Request for Proposals (RFP) For Adopted Priorities

**BACKGROUND:** CoC Staff in partnership with the City of Oxnard and the Pathways to Home team participated in HUD sponsored technical assistance to support the strategic investment of emergency and upcoming funding opportunities. This process included establishing system goals, collecting an inventory of existing and new resources and using a tool to allocate new resources to fill in gaps to meet the established goals. The technical assistance also included a focus on addressing racial disparities through increasing diverse membership of CoC committees that include people with lived experience of homelessness and people representing the racial and ethnic diversity of Ventura County. Representation of subpopulations experiencing homelessness including veterans, youth, families, people with disabilities, LGBTQ persons and other should be included and represented in discussions about priorities and funding to ensure the CoC is proactive in addressing disparities in the countywide homeless service system.

The CoC has an opportunity to apply to the State for a second round of HHAP funding and a third round of ESG-CV funds for CoCs that did not receive a proportional allocation of funding. The applications will require submittals in December 2020 and January 2021. The HHAP2 funding allocation combined with the CoC and County allocations totals \$1,762,942 with 7% allowed to support administering the grant program. The CoC can request ESG-CV2 funds in the amount needed to support emergency response to COVID-19 and funds needed to assist with re-housing persons currently residing in Project Roomkey. Utilizing the Strategic Investment Planning Tool, the gap in funds needed to meet system goals is approximately \$4.5 million.

**DISCUSSION:** CoC staff is seeking CoC Board approval to apply to the State for the HHAP2 and ESG-CV2 funding to support the goals established through the Strategic Investment Planning. Staff have consulted with the CoC Data committee to develop the following recommendations for allocating to activities that can help the system achieve the desired goals.

### HHAP Round 2

Eligible Activity	Funding Amount Up to \$1,639,536.06
Rapid Re-Housing* including flexible rental assistance & landlord incentives	\$639,536.06
Operating Subsidies for Supportive Housing/PSH Development	\$500,000
Operations funding for Emergency Shelter	\$200,000
Street Outreach	\$100,000
Homelessness Prevention/Diversion	\$200,000 (deeply targeted to the most at-risk households)
<b>Total</b>	<b>\$1,639,536.06</b>

### ESG-CV Round 2

Eligible Activity	Funding Amount to Request
Emergency Shelter	\$1,100,000
Non-congregate Shelter*	\$2,000,000
Rapid Re-Housing*	\$1,000,000
Street Outreach	\$400,000
<b>TOTAL</b>	<b>\$4,500,000</b>

### OXNARD ESG-CV

Activity	Funded Amount
Emergency Shelter	\$3,477,916
Street Outreach/Encampment Response	\$500,000
Rapid Rehousing	\$500,000
Homelessness Prevention	\$250,000
<b>Total</b>	<b>\$4,727,916</b>

As new resources have come into the community and local jurisdictions have prioritized funding for homeless services including emergency shelters/navigation centers, outreach and other services, it is important that any new program or service be fully integrated into the developing service system. HHAP and ESG-CV funding will require that funded programs utilize HMIS and receive referrals through the coordinated entry system, Pathways to Home. HHAP funding also requires that programs be aligned with evidence-based best practices including low barrier year-round shelter programs, progressive engagement, trauma-informed and Housing First approaches to delivering services.

The CoC Data Committee provided input on these recommendations and expressed serious concerns for the need for homeless prevention funding to protect tenants who have been unable to pay rent during the pandemic. The State has asked CoCs to prioritize this funding to serve households who are currently homeless. In understanding the number of newly homeless households each year in Ventura County, the committee chose to recommend some funding towards homelessness prevention as many households are struggling without direct ties to the pandemic. The State eviction moratorium is expected to end on January 31, 2021 and therefore, we anticipate rental households to request rental assistance in February 2021. It is recommended that these resources be deeply targeted to assist the most at-risk households. Street Outreach services including dedicated outreach teams within cities along with the Backpack medicine program was another need emphasized by the committee.

**RECOMMENDATIONS:**

1. Receive a Presentation on the Strategic Investment Planning Technical Assistance;
2. Approval of CoC Data Committee and staff recommendations establishing allocation by activity type for HHAP2 and ESG-CV2;
3. Authorize staff to submit applications to the State of California for HHAP2 and ESG-CV2 with consultation with the County Board of Supervisors for HHAP2;
4. Authorize staff to release Requests for Proposals seeking applications for HHAP2 and ESG-CV2 priorities.

# VC CoC Strategic Investment Planning



# COVID Investment Strategy Technical Assistance

- CoC and Oxnard Staff participated in HUD sponsored technical assistance
- Focus on strategically investing emergency funding
- Focus on racial equity in allocating resources
- Including a diverse committee membership to reflect the community we serve.

# Goals

- Create full inventory of funded programs throughout the county.
- Utilize Coordinated Investment Planning tool to prioritize funding gaps.
- Prioritize available funding sources to meet unmet needs while addressing racial equity.

# Addressing Racial Equity

- Ensure subpopulations of people experiencing homelessness are represented
- Invite partners who are not regular members of CoC service system to participate
- Solicit input from people with lived experience
- Utilize data from Racial Equity Disparities Assessment to inform funding decisions, targeting resources at underserved groups.

# Rehousing Strategy Goals with Cohorts

Rehousing Strategy Goals	Describe cohort and list crisis and housing interventions cohort will need to resolve their housing crisis (Do not Merge Cells in this Column)	Number of Households in Cohort	Household Type
Rehouse the 416 households experiencing homelessness as quickly as possible to reduce risk of COVID-19 illness and death	Homeless individuals with chronic health conditions seeking housing/shelter	150	Single Adults
	Homeless Seniors (62 & older) in Non-Congregate Shelters (temporary motel vouchers)	72	Single Adults
	Unsheltered homeless veterans seeking housing/shelter (by name list)	23	Single Adults
	Homeless Transitional Age Youth (TAY 18-24) seeking housing or shelter	34	Youth
	Homeless adults without health conditions seeking affordable housing	79	Single Adults
	Homeless adults in Non-Congregate Shelters (temporary motel vouchers)	58	Single Adults
	Homeless families with children in need of affordable housing	45	Families
Prepare for the influx of new households in need of homelessness prevention programs due to the impact of COVID-19.	Homelessness Prevention programs (BOS/ESG funded)	213	Families
	Homelessness Prevention programs (CHSP funded)	47	Families

# Coordinated Investment Planning: Resource Gaps

Project Type	Number of Households Served	Resource Gap	
		Number of Households Not Served	Funding Needed
Housing Problem Solving/Short Term Rental Assistance (HP/RRH)--Single Adults	25	75	\$ 129,500
Housing Problem Solving/Short Term Rental Assistance (HP/RRH)--Families	25	75	\$ 129,500
Outreach--Single Adults	100	200	\$ 150,000
Outreach--Youth	0	0	\$ -
Emergency Shelter--Single Adults	200	100	\$ 600,000
Emergency Shelter--Families	0	50	\$ 500,000
Non-Congregate Shelter--Single Adults	160	50	\$ 2,000,000
Rapid Rehousing (RRH)--Single Adults		325	\$ 2,061,233
Rapid Rehousing (RRH)--Families	0	150	\$ 1,171,050
Rapid Rehousing (RRH)--Youth	0	25	\$ -
Affordable Housing --Single Adults	0	0	\$ -
Affordable Housing --Families	0	0	\$ -
Affordable Housing --Youth	5	20	\$ -
Permanent Supportive Housing (PSH)--Single Adults	70	120	\$ 500,000
Other PH Program:--Single Adults	0	0	\$ -
Homelessness Prevention--Families	100	100	\$ 500,000
<b>Total Available Funds/Units</b>			
<b>Total Funds/Units Allocated</b>			
<b>Funds/Units Amount Remaining/Overcommitted</b>			
<b>Total Households Served</b>	685	1290	\$ 7,741,283

# Funding Opportunities

- **HHAP 2**
  - County and CoC combined allocation \$1,762,942.
  - Eligible Activities:
    - Rapid Re-Housing (*State Priority for transitioning PRK residents to Housing*)
    - Landlord Incentives
    - Operating subsidies for PSH, Emergency Shelter
    - PSH development
    - Street Outreach
    - Homeless Prevention & Diversion

# Current Funded HHAP Activities

Activity	Funded Amount
Emergency Shelter	\$1,723,018
Street Outreach	\$414,237
Rental Assistance including landlord incentives	\$462,288
Supportive Services	\$848,209
HMIS Training	\$105,000
Total	\$3,552,752

# Funding Opportunities

- **ESG-CV2**

- The CoC has received ESG CV1 and CV2 through the State funding distribution.
- The CoC received significantly less funding than expected in the 2<sup>nd</sup> round.
- The State is making a special NOFA available for CoCs that did not receive a proportional allocation.
- The VC CoC should be prepared to submit an additional application in December to request additional funds.
- Priority use of ESG-CV2 through the State include Rapid ReHousing, Non-congregate shelter (Project Roomkey), Emergency Shelter operations, Street Outreach).



# Current State ESG & ESG-CV 1 & 2 allocations

Activity	Funded Amount
Rapid ReHousing	\$381,015
Emergency Shelter	\$301,052
Non-Congregate Shelter	\$593,480
Street Outreach	\$160,727
Total	\$1,436,274

# HHAP<sub>2</sub>

## Recommended Allocation by Activity Type

Eligible Activity	Funding Amount Up to \$1,639,536.06
Rapid Re-Housing* including flexible rental assistance & landlord incentives	\$639,536.06 (problem solving)
Operating Subsidies for Supportive Housing/PSH Development	\$500,000
Operations funding for Emergency Shelter	\$200,000
Street Outreach	\$100,000
Homelessness Prevention/Diversion	\$200,000 (deeply targeted to the most at-risk households)
Total	\$1,639,536.06

# ESG-CV2

## Recommended Allocation by Activity Type

*Funds must be spent by 8/31/22*

Eligible Activity	Funding Amount to Request
Emergency Shelter	\$1,100,000
Non-congregate Shelter*	\$2,000,000
Rapid Re-Housing*	\$1,000,000
Street Outreach	\$400,000
<b>TOTAL</b>	<b>\$4,500,000</b>

# Oxnard ESG-CV

## Recommended Allocations by Activity Type

Activity	Funded Amount
Emergency Shelter	\$3,477,916
Street Outreach/Encampment Response	\$500,000
Rapid Rehousing	\$500,000
Homelessness Prevention	\$250,000
Total	\$4,727,916

*Final Allocations for Oxnard ESG funds are made by the Oxnard City Council*

## Next Steps

- Prepare applications to State for Priority Uses of Funding
- Consult with County re: HHAP Allocations
- Solicit applications from service providers for local competitions
- Continue utilizing Investment Strategy Tool for future funding sources.

December 9, 2020

CoC Governance Board

**SUBJECT:** Provide Staff Feedback and Direction on Options for 2021 Unsheltered Point in Time Count and Direct Staff to Submit Request to HUD for Modifications.

**BACKGROUND:** Annually, the Ventura County Continuum of Care staff and volunteers conduct the annual Point in Time (PIT) Count and Subpopulation Survey of homeless persons throughout the county. This one-night survey of sheltered persons and one day count and survey of unsheltered persons results in a snapshot report of one day of homelessness across the community. Accompanying this report is the annual Housing Inventory Count of all emergency shelter, transitional housing, rapid re-housing, supportive housing and other housing dedicated to homeless persons. These reports are submitted to the U.S. Department of Housing and Urban Development as part of the requirements of receiving HUD Continuum of Care funding. These reports help to inform the CoC Board as well as other stakeholders in the community on the need for resources within the community as well as trends in the populations experiencing homelessness. Data collected is also being used by the State of California in allocating state funding for homeless assistance and housing programs.

**DISCUSSION:** HUD is providing options for CoCs to request exceptions to methodology of conducting the PIT count due to the uncontrolled spread of COVID-19. These requests must be submitted to HUD for approval prior to implementing any modifications to the HUD required methodology of conducting the count. The options for consideration are as follows:

**1) Request to Conduct an Observation-Based Unsheltered Head Count (No Contact):**

This method would include using professional volunteers (city, county, service providers) to only conduct a head count of people experiencing homelessness (i.e., not data collection on demographics, subpopulation or household characteristics). HUD strongly recommends the observation-based count be conducted at overnight (from 10pm-6am) when people are less mobile to prevent duplication. If the count takes place during these hours, there would need to be enough volunteers to cover the full geography at the same time to prevent duplication. The CoC may request to break the county into regions and canvass those regions on different days within a 14 day window although HUD would prefer a two to four day window.

## **2) Delay the Unsheltered Count and Survey:**

The CoC may request to postpone the count as long as data can still be submitted by the due date of April 30, 2021.

## **3) Request to Skip the 2021 Unsheltered Count:**

The CoC may make a request to not conduct an unsheltered count in 2021.

*NOTE: There is no due date to submit a request for an exception, except prior to the count. HUD intends to respond to requests within 24 hours of submission.*

Staff have been communicating with city leads, county and nonprofit service providers about the options available. All partners are willing to participate in Option 1, should the Board choose that option but the majority of partners have shared concerns about safety, capacity and ability to conduct the observation-based count with HUD recommended methodologies. The following City Count leads have indicated their preference would be Option 3 at the time of writing this document: Simi Valley, Ventura, Port Hueneme, Thousand Oaks, Camarillo, Ojai and Santa Paula. All jurisdictions and partners have expressed concern about staffing ability to support this activity in a meaningful way.

Staff are working with CoC Consultant Dr. Joe Colletti with Urban Initiatives, HUD and regional partners. Other Southern California CoCs are strongly considering requesting approval to skip the 2021 unsheltered count.

### **RECOMMENDATIONS:**

1. Provide feedback to staff on options for requesting modifications to the 2021 Unsheltered Homeless Count.
2. Direct staff to submit request to HUD for modifications of the 2021 Unsheltered Homeless Count.



## Ventura County Homeless Management Information System/ Pathways to Home- Coordinated Entry System Narrative and Analysis December 2020

### PROJECTS/GRANTS BEING IMPLEMENTED

#### **New VC HMIS Program Coordinator II**

The Human Services Agency (HSA) received a grant through the Continuum of Care to hire a Program Coordinator II for VC HMIS. This new position will provide much needed assistance with the technical side of VC HMIS such as reports, data quality, data analysis, and project management. This is in addition to Alicia Morales who is currently the VC HMIS PC II with a focus on the Coordinated Entry System (CES) while also assisting HMIS with training and reports. This person will be starting in January 2021.

#### **Online Training Project**

The VC HMIS received a Homeless Housing Assistance and Prevention Program grant to migrate existing training to an online platform to increase and enhance training for service providers. Trainings will include the standard courses for example: Case Management, CES Basics, and Chronic Homeless Documentation Certification as well as refreshers and just-in-time trainings to address issues as they arise. This project will begin January 2021. Other traditional trainings may also be transitioned to online if funds remain available such as: Trauma-Informed Services, Recognizing and Identifying Human Trafficking and De-Escalation.

#### **Continuous Process Improvement**

As part of the ongoing strategic planning efforts, the VC HMIS team along with the VC CoC surveyed users of the VC HIMS and Coordinated Entry System (CES) for process improvements. The goal was to evaluate the strength, weaknesses and areas of improvement within the HMIS application, CES, HMIS training provided to service providers and the technical support related to HMIS.

190 surveys were sent out and approximately 20% responded. Here is the summary of the results:

- Most respondents felt the HMIS training was applicable to their jobs and the majority, 57.5%, would like additional training.
- Substance Abuse and Motivational Interviewing were frequently identified as valuable training topics, followed by Housing First and Trauma Informed Services practices.
- Respondents did not feel HMIS was as user-friendly as other systems, however 70% did not find the system challenging to use.
- Some respondents felt the VI-SPDAT did not meet community needs by not reflecting the true vulnerability of the client.
- For those using the report function, mostly for performance management and grant applications, the majority found it easy to use.
- Respondent's experience with CES/Pathways to Home was reported that the majority, 52.5%, not having any challenges and 47.5 having challenges related to referral disposition.

The VC HMIS team continues to work on expanding training for service providers as it relates to VC HMIS/CES as well as makes available the training previously mentioned through HSA. In addition, the HSA's Business Technology Department continues to work with the vendor for system improvements.



### **New Partnership with the Workforce Develop Board and the VC HSA Employment Services**

A Memorandum of Understanding between the Ventura County Continuum of Care Alliance was executed with the Workforce Development Board-Ventura County Human Services Agency with a goal of linking those experiencing homelessness with employment services such as training, assistance with resume writing and seeking employment in general. A question has been added to the Coordinated Entry System Assessment for service providers to ask individuals if they are interested in being referred to HSA Employment Services (ES). Those interested will be provided information on ES and a monthly report will be generated from VC HMIS to HSA ES for further follow-up with the individual.

### **VC HMIS License Increase**

Beginning in FFY 21/20, there will be a 10% increase in VC HMIS license fees bringing the cost to \$330 per license however, the one-time set up fee remains the same. The increase is based on the increase cost of the VC HMIS vendor. This decision was approved by the CoC and announced at the VC HMIS Steering Committee on November 18, 2020.

### **STATISTICS**

1. Number of HMIS Participating Agencies: 30

2. Number of HMIS Licensed Users:

<b>FFY - Q</b>	<b>18/19 - Q4</b>	<b>19/20 - Q1</b>	<b>19/20 - Q2</b>	<b>19/20 - Q3</b>	<b>19/20 - Q4</b>
<b># of Users*</b>	137	173	179	190	190
*Does not include HMIS staff.					

3. Number of Trainings last quarter:

<b>FFY - Q</b>	<b>18/19 - Q4</b>	<b>19/20 - Q1</b>	<b>19/20 - Q2</b>	<b>19/20 - Q3</b>	<b>19/20 - Q4</b>
<b># of Trainings</b>	20	14	15	13	15

Trainings offered include:

- HMIS Case Management and Beyond Training
- HMIS Services Only Training
- HMIS Coordinated Entry System Basics Training
- VC CoC Programs Training (collaboration)
- Chronic Homeless Documentation Certification Training
- Advanced Reporting Tool Training
- Shelter Point Training
- Runaway Homeless Youth Training
- One Stop Training
- HUD Standards Updates

4. Number of Agency Onboarding requests:

FFY - Q	18/19 - Q4	19/20 - Q1	19/20 - Q2	19/20 - Q3	19/20 - Q4
# of Requests	3	3	1	0	1

**CES Data:**

*The information listed below relates to only data entered in HMIS.*

1. Total Number of Referrals:

FFY	16/17	17/18	18/19	19/20
# of Referrals	1,697	1,444	2,273	2,689

Increase overtime due to new agencies onboarding along with new resources at the State level and federal level.

2. Permanent Supportive Housing Placements:

FFY	16/17	17/18	18/19	19/20
# of Households	17	48	39	35

3. Time frame from Referral to Housed:

FFY	16/17	17/18	18/19	19/20
# of Days	68	40	50	50

Permanent Supportive Housing type (tenant based vs. project based) impacts the overall timeframe from when a client receives a referral to the date they are housed.

**CURRENT PRIORITIES**

In addition to the administration of VC HMIS/CES, below are identified priorities and initiatives:

- System Performance Metrics
- Bed and Unit Inventory
- Online Training Mapping
- Annual/Virtual VC HMIS/CES Site Visits
- HMIS/CES Data Standards Updates
- Community Dashboard
- Triage and Diversion- DV training for service providers

# **Ventura County Homeless Management Information System/Pathways to Home Coordinated Entry System Operational Overview 2020/2021**

## **Summary**

The Ventura County Homeless Management Information System/ Pathways to Home-Coordinated Entry System (VC HMIS/ PTH-CES) is operated and staffed by the Human Services Agency. The utilization of HMIS is an initiative mandated by the US Department of Housing and Urban Development (HUD) to collect information about homeless clients and to safely share information with multiple providers. The PTH-CES Program utilizes HMIS to collect information about homeless clients specifically for case coordination and data sharing with multiple providers. Additionally, PTH-CES facilitates the CES Case Conference Meetings for singles, families, transitional aged youth and veterans, maintains the VI-SPDAT and prioritized lists, reviews documentation for the at risk, literal and chronic homeless, and partners between provider agencies as the liaison in terms of referrals and matching.

## **Mission Statement**

We strategically administer the Homeless Management Information System to support the prevention and ending homelessness in Ventura County

## **Governance**

### **Housing and Urban Development (HUD) Mandates**

The administration and operation of HMIS is a mandated HUD function within a community or jurisdiction that provides homeless services funded by HUD. The Department of Housing and Urban Development (HUD) provides communities with baseline data collection requirements, called the HMIS Data Standards. VCHMIS/PTH-CES administers HMIS, which is an online tool that compiles a database of the homeless population. The system allows service providers to collect client information electronically and simplify production of reports required by the federal government. VCHMIS/PTH-CES additionally administers PTH-CES which is a HUD mandated program that ensures collaborative and coordinated efforts utilizing a no-wrong door approach to help refer homeless individuals to housing and services.

### **VC HMIS/CES Steering Committee**

(Meets quarterly)

The VC HMIS/PTH-CES Steering Committee is made up of a smaller group of agencies / organizations who represent the different types of homeless service programs (outreach, shelter, transitional housing, etc.) that operate and serve the community within Ventura County and are also a part of the VC HMIS/PTH-CES Community. The VC HMIS/PTH-CES Steering Committee functions as an oversight body ensuring the VC HMIS System is being administered and managed per the VC Continuum(s) of Care's (CoC) directives and strategies. The VC HMIS/PTH-CES Steering Committee in conjunction with the VC CoCs also ensures the HMIS System is being managed and operated with respect and in support of the VCCoC Strategic Plan. The VC HMIS/PTH-CES Steering Committee meets quarterly to review the VC HMIS/PTH-CES Strategic Plan, receive updates from the VC HMIS/PTH-CES Administrator regarding general operational issues, and to discuss the needs of the VC HMIS/PTH-CES Community. This entity also receives recommendations, inquiries or requests from the VC HMIS/PTH-CES with regards to the needs of the VC HMIS Users/agencies. The VCHMIS/PTH-CES Steering committee also provides oversight and guidance to the PTH-CES program, ensuring policy compliance, evaluation oversight and program compliance.

### **VC CoC Alliance**

(Meets monthly)

The VCHMIS/PTH-CES Team participates as member of the VC CoC Alliance and attends Alliance meetings on behalf of the Continuum of Care to ensure representation of the VCHMIS/PTH-CES function and to provide subject matter expertise as it relates to utilization of the HMIS system and reporting.

### **VC CoC Staff**

(Meets with the VC HMIS Team Monthly and as needed)

The VC HMIS Team must work closely with the VC CoC Staff to strategize and ensure continuity in support to the VC CoC Alliance membership. The VC HMIS Administration is guided by the VC CoC mission and goals. The VC HMIS Team provide data and reporting support to the VC CoC Staff and work collaboratively.

### **VC HMIS/CES Services/Functions**

The VC HMIS is responsible for the overarching operations and administration of the system- below is a summary and service types provided.

### **Onboarding of new HMIS Users/Agencies**

The VC HMIS team schedules Onboarding Meetings with prospective agencies. The initial meeting also provides a demonstration of HMIS, discusses advantages of HMIS utilization, offers a thorough review of the MOU/ licensing and partner agency user agreements, a review of the comprehensive training catalog including mandatory and elective training courses and closes with next steps the agency and HMIS will take to complete the onboarding process (see document attached). In addition, the VC HMIS team will assess the organization's needs to integrate VC HMIS in a way that supports their current business processes and minimizes workload impact. In most instances, organizations that use HMIS can increase utilization of data to develop reports that assist with performance management and overall reporting.

### **Training and Development**

VC HMIS, in collaboration with the VC CoC Staff and HSA have coordinated and developed monthly training that strengthens service providers' ability to deliver service, connect with clients and collect data.

Mandated training includes the following courses:

- HMIS Case Management and Beyond Training
- HMIS Services Only Training
- HMIS Coordinated Entry System Basics Training
- VCCoC Programs Training (collaboration)
- Chronic Homeless Documentation Certification Training
- Advanced Reporting Tool Training
- Shelter Point Training
- Runaway Homeless Youth Training
- One Stop Training

In addition to the mandated technical training regarding how to use HMIS, a robust elective training catalog is offered. These opportunities afforded to our providers have enriched the overall systems case management providing them a trauma informed approach in working with individuals.

Elective training includes the following courses:

- Motivational Interview
- Bridges Out of Poverty Part I/II
- Substance Abuse and Relapse Prevention Training
- Working with the Aging Brain

- Facilitating Change Talk Training
- Trauma Informed Care

### **Technical Support**

The VC HMIS technical team offers support in a variety of settings, including Monthly trainings, Intermittent Trainings, On Site-Site Visit trainings, via email and over the phone. The HMIS technical team provides comprehensive training in the following functions found within HMIS including: System navigation, System logic, Call Point, Resource Point, Client Point, Shelter Point, data collection, households, entry/exit, and assessments. The Technical team also offers support with in depth case management, case management workflow, troubleshooting client records, coordinated entry system and collaborative case management.

### **VC HMIS Meeting(s) administration and facilitation**

VC HMIS facilitates the Ventura County HMIS Steering Committee (quarterly), the Ventura County HMIS Operations Committee (bi-weekly) and co-facilitates the Ventura County Continuum of Care Coordinated Entry System-Pathways to Home meetings (bi-weekly), Veterans Case Conferencing (monthly), and workshops (as needed). The VC HMIS Team in cooperation with County of Ventura, HSA and the County Executive Office provides the facilities, equipment and materials needed to facilitate and host meetings and all training.

### **VC HMIS Administration:**

The VC HMIS Team provides the following administrative services:

- Issuing of MOUs for all agency HMIS users
- Issuing of User Agreements
- Issuing of HMIS Licensing fees /annual invoices
- Managing of HMIS users (adding/deleting)
- HMIS Report(s) management and support

### **Organizational Development/ Continuous Process Improvement**

The VC HMIS Team is committed to service excellence. As such, the team will review workflow and outcomes proactively utilizing the agency's Lean Six Sigma approach to continuous process improvement. This will include performance data analysis and seeking input from our customers. Customer Services Satisfaction surveys are sent out to our committee members and HMIS Users monthly post training and annually. The data collected from these activities is reviewed and applied to program design, development and planning.

### **Audits/Monitoring**

VC HMIS requires Site Visits with Onboarding Agencies prior to access to HMIS. The purpose of the site visits is to gather information from each agency to better support their needs and to discuss the agencies plan to use HMIS, data entry standards review, a review of their workflow and reporting needs. VC HMIS also offers technical support during the visit. Lastly, a visual inspection of their workstations to assure their machine supports ServicePoint 5, along with a visual inspection to assure case files are locked and filed. VC HMIS provides quarterly data quality and assists COC staff with providing performance metrics reporting to evaluate performance of Alliance and Emergency Solutions Grant recipient agencies.