

Before Starting the CoC Application

The CoC Consolidated Application is made up of two parts: the CoC Application and the CoC Priority Listing, with all of the CoC's project applications either approved and ranked, or rejected. The Collaborative Applicant is responsible for submitting both the CoC Application and the CoC Priority Listing in order for the CoC Consolidated Application to be considered complete.

The Collaborative Applicant is responsible for:

- Reviewing the FY 2015 CoC Program Competition NOFA in its entirety for specific application and program requirements.
- Using the CoC Application Detailed Instructions for assistance with completing the application in e-snaps.
- Answering all questions in the CoC Application. It is the responsibility of the Collaborative Applicant to ensure that all imported and new responses in all parts of the application are fully reviewed and completed. When doing so, please keep in mind that:
 - This year, CoCs will see that a few responses have been imported from the FY 2013/FY 2014 CoC Application. Due to significant changes to the CoC Application questions, most of the responses from the FY 2013/FY 2014 CoC Application could not be imported.
 - For some questions, HUD has provided documents to assist Collaborative Applicants in filling out responses.
 - For other questions, the Collaborative Applicant must be aware of responses provided by project applicants in their Project Applications.
 - Some questions require that the Collaborative Applicant attach a document to receive credit. This will be identified in the question.
 - All questions marked with an asterisk (*) are mandatory and must be completed in order to submit the CoC Application.

For Detailed Instructions click [here](#).

1A. Continuum of Care (CoC) Identification

Instructions:

For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDEXchange Ask A Question.

1A-1. CoC Name and Number: LA-509 - Louisiana Balance of State CoC

1A-2. Collaborative Applicant Name: Louisiana Housing Corporation

1A-3. CoC Designation: CA

1A-4. HMIS Lead: The Volunteer Center Southwest Louisiana

1B. Continuum of Care (CoC) Engagement

Instructions:

For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDEXchange Ask A Question.

1B-1. From the list below, select those organizations and persons that participate in CoC meetings. Then select "Yes" or "No" to indicate if CoC meeting participants are voting members or if they sit on the CoC Board. Only select "Not Applicable" if the organization or person does not exist in the CoC's geographic area.

Organization/Person Categories	Participates in CoC Meetings	Votes, including electing CoC Board	Sits on CoC Board
Local Government Staff/Officials	Yes	Yes	Yes
CDBG/HOME/ESG Entitlement Jurisdiction	Yes	Yes	Yes
Law Enforcement	No	No	No
Local Jail(s)	No	No	No
Hospital(s)	No	No	No
EMT/Crisis Response Team(s)	Yes	No	No
Mental Health Service Organizations	Yes	Yes	No
Substance Abuse Service Organizations	Yes	Yes	No
Affordable Housing Developer(s)	Yes	No	No
Public Housing Authorities	Yes	Yes	Yes
CoC Funded Youth Homeless Organizations	Not Applicable	Not Applicable	Not Applicable
Non-CoC Funded Youth Homeless Organizations	Yes	Yes	No
School Administrators/Homeless Liaisons	Yes	Yes	Yes
CoC Funded Victim Service Providers	Not Applicable	Not Applicable	Not Applicable
Non-CoC Funded Victim Service Providers	Yes	Yes	Yes
Street Outreach Team(s)	Not Applicable	Not Applicable	Not Applicable
Youth advocates	Yes	Yes	Not Applicable
Agencies that serve survivors of human trafficking	Yes	Yes	Yes
Other homeless subpopulation advocates	Not Applicable	Not Applicable	Not Applicable
Homeless or Formerly Homeless Persons	Yes	Yes	Yes

1B-1a. Describe in detail how the CoC solicits and considers the full range of opinions from individuals or organizations with knowledge of homelessness in the geographic area or an interest in preventing and ending homelessness in the geographic area. Please provide two examples of organizations or individuals from the list in 1B-1 to answer this question. (limit 1000 characters)

The CoC Board utilizes participation from a formerly homeless participant to ensure that the individual needs of persons experiencing homeless are at the forefront of our decision making processes. The Executive Director of the St. Bernard Battered Women’s program is a member of the CoC Board and offers vast knowledge on issues facing victims and survivors of domestic violence, date rape and human trafficking. The participation of the individuals described above will shape this newly formed CoC with different types of knowledge regarding homelessness as it moves forward in forming committees, subcommittees and workgroups throughout the balance of state region.

1B-1b. List Runaway and Homeless Youth (RHY)-funded and other youth homeless assistance providers (CoC Program and non-CoC Program funded) who operate within the CoC's geographic area. Then select "Yes" or "No" to indicate if each provider is a voting member or sits on the CoC Board.

Youth Service Provider (up to 10)	RHY Funded?	Participated as a Voting Member in at least two CoC Meetings within the last 12 months (between October 1, 2014 and November 15, 2015).	Sat on the CoC Board as active member or official at any point during the last 12 months (between October 1, 2014 and November 15, 2015).
Educational and Treatment Council, Inc	Yes	Yes	No

1B-1c. List the victim service providers (CoC Program and non-CoC Program funded) who operate within the CoC's geographic area. Then select "Yes" or "No" to indicate if each provider is a voting member or sits on the CoC Board.

Victim Service Provider for Survivors of Domestic Violence (up to 10)	Participated as a Voting Member in at least two CoC Meetings within the last 12 months (between October 1, 2014 and November 15, 2015).	Sat on CoC Board as active member or official at any point during the last 12 months (between October 1, 2014 and November 15, 2015).
Oasis Shelter for Women	Yes	No
St Bernard Battered Women's Program	No	Yes
Project Celebration, Inc.	No	No

1B-2. Does the CoC intend to meet the timelines for ending homelessness as defined in Opening Doors?

Opening Doors Goal	CoC has established timeline?
End Veteran Homelessness by 2015	Yes
End Chronic Homelessness by 2017	Yes
End Family and Youth Homelessness by 2020	Yes
Set a Path to End All Homelessness by 2020	Yes

1B-3. How does the CoC identify and assign the individuals, committees, or organizations responsible for overseeing implementation of specific strategies to prevent and end homelessness in order to meet the goals of Opening Doors? (limit 1000 characters)

Louisiana adopted the goals of Opening Doors in its plan to end homelessness, Ma Maison. The CoC uses the Housing and Transportation Planning and Coordinating Commission, the state interagency council on homelessness, to oversee implementation of the plan. The Homelessness Working Group is responsible for completing the action items identified in Ma Maison. The Homelessness Working Group is comprised of business partners, private sector partners, other non-profit housing service providers, public housing authorities, public members, state agencies and formerly homeless participants. Meetings of the Homelessness Working Group are held monthly via conference call and quarterly in person. These meetings are used to review plan implementation and discuss strategies to complete the remaining action items.

1B-4. Explain how the CoC is open to proposals from entities that have not previously received funds in prior CoC Program competitions, even if the CoC is not applying for any new projects in 2015. (limit 1000 characters)

The CoC publicly announced our local NOFA competition on October 2, 2015 via the CoC website and through email distribution. This year individual agency meetings were held with potential applicants of new projects. The CoC did not receive any applications for new projects this year. In future competitions the CoC will consider the performance of renewal projects and need when determining whether or not to include new projects on the project listing. In prior years LA-501 issued a RFP for new projects via email to CoC members and other interested service providers. This RFP was also published in the local newspaper. Additionally, workshops and one on one meetings were held for organizations interested in applying for funding.

1B-5. How often does the CoC invite new members to join the CoC through a publicly available invitation? Annually

1C. Continuum of Care (CoC) Coordination

Instructions:

For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDEXchange Ask A Question.

1C-1. Does the CoC coordinate with other Federal, State, local, private and other entities serving homeless individuals and families and those at risk of homelessness in the planning, operation and funding of projects? Only select "Not Applicable" if the funding source does not exist within the CoC's geographic area.

Funding or Program Source	Coordinates with Planning, Operation and Funding of Projects
Housing Opportunities for Persons with AIDS (HOPWA)	Yes
Temporary Assistance for Needy Families (TANF)	Yes
Runaway and Homeless Youth (RHY)	Yes
HeadStart Program	Yes
Other housing and service programs funded through Federal, State and local government resources.	Yes

1C-2. The McKinney-Vento Act, as amended, requires CoCs to participate in the Consolidated Plan(s) (Con Plan(s)) for the geographic area served by the CoC. The CoC Program interim rule at 24 CFR 578.7(c)(4) requires that the CoC provide information required to complete the Con Plan(s) within the CoC's geographic area, and 24 CFR 91.100(a)(2)(i) and 24 CFR 91.110(b)(1) requires that the State and local Con Plan jurisdiction(s) consult with the CoC. The following chart asks for information about CoC and Con Plan jurisdiction coordination, as well as CoC and ESG recipient coordination.

CoCs can use the CoCs and Consolidated Plan Jurisdiction Crosswalk to assist in answering this question.

	Number	Percentage
Number of Con Plan jurisdictions with whom the CoC geography overlaps	2	
How many Con Plan jurisdictions did the CoC participate with in their Con Plan development process?	2	100.00 %
How many Con Plan jurisdictions did the CoC provide with Con Plan jurisdiction level PIT data?	2	100.00 %
How many of the Con Plan jurisdictions are also ESG recipients?	1	
How many ESG recipients did the CoC participate with to make ESG funding decisions?	1	100.00 %

How many ESG recipients did the CoC consult with in the development of ESG performance standards and evaluation process for ESG funded activities?	1	100.00 %
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1C-2a. Based on the responses selected in 1C-2, describe in greater detail how the CoC participates with the Consolidated Plan jurisdiction(s) located in the CoC's geographic area and include the frequency, extent, and type of interactions between the CoC and the Consolidated Plan jurisdiction(s). (limit 1000 characters)

Louisiana – The State is the ESG recipient and Con Plan Jurisdiction. The Louisiana Housing Corporation (LHC) administers the ESG funding and is the CoC. The Division of Administration (DOA) coordinates the Con Plan for the State. LHC and DOA consult and collaborate on average an hour a month via planning calls, meetings and emails.
Lake Charles – The city of Lake Charles is the second Con Plan jurisdiction in the CoC. The City is a member of the CoC Board and receives ESG funds from LHC. Lake Charles invites the CoC membership to participate in the public hearing process and encourages feedback. Lake Charles holds three public hearings regarding the Con Plan.

1C-2b. Based on the responses selected in 1C-2, describe how the CoC is working with ESG recipients to determine local ESG funding decisions and how the CoC assists in the development of performance standards and evaluation of outcomes for ESG-funded activities. (limit 1000 characters)

As previously stated LHC is the ESG recipient for Louisiana and is the Collaborative Applicant for the BoS CoC. LHC coordinates with all CoCs in the state regarding ESG funding opportunities and decisions. All ESG applications are discussed with the CoC. Training on the ESG application were made available to the CoCs. The CoCs provided LHC with PIT and HMIS data. LHC convenes all of the CoCs quarterly. Through feedback provided by the CoCs at these meeting LHC developed performance measures to increase coordination and improve performance of ESG funded projects within the CoCs. The performance measures capture data regarding number of clients served by activity, length of stay and outreach efforts.

1C-3. Describe the how the CoC coordinates with victim service providers and non-victim service providers (CoC Program funded and non-CoC funded) to ensure that survivors of domestic violence are provided housing and services that provide and maintain safety and security. Responses must address how the service providers ensure and maintain the safety and security of participants and how client choice is upheld. (limit 1000 characters)

The CoC will coordinate with domestic violence providers throughout the geographic region to ensure services are available to victims and survivors. These providers offer services to victims of family violence, dating violence, sexual abuse and human trafficking. These programs are designed to meet the immediate needs of victims and families offering safe housing in a violence free environment. Additional services provided include advocacy awareness and support programs. The CoC provides ESG funding to support operational costs of shelters and will implement a rapid rehousing component. Through the coordinated assessment process non-victim service providers are educated on how to make appropriate referrals when they encounter victims/survivors of domestic violence.

1C-4. List each of the Public Housing Agencies (PHAs) within the CoC's geographic area. If there are more than 5 PHAs within the CoC's geographic area, list the 5 largest PHAs. For each PHA, provide the percentage of new admissions that were homeless at the time of admission between October 1, 2014 and March 31, 2015, and indicate whether the PHA has a homeless admissions preference in its Public Housing and/or Housing Choice Voucher (HCV) program. (Full credit consideration may be given for the relevant excerpt from the PHA's administrative planning document(s) clearly showing the PHA's homeless preference, e.g. Administration Plan, Admissions and Continued Occupancy Policy (ACOP), Annual Plan, or 5-Year Plan, as appropriate).

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program from 10/1/14 to 3/31/15 who were homeless at entry	PHA has General or Limited Homeless Preference
Louisiana Housing Authority	0.00%	Yes-HCV
Housing Authority of Lake Charles	0.00%	No
Calcasieu Parish Human Services Department	0.00%	No
Housing Authority of Sabine Parish	0.00%	No
Housing Authority of Oakdale	0.00%	No

If you select "Yes--Public Housing," "Yes--HCV," or "Yes--Both" for "PHA has general or limited homeless preference," you must attach documentation of the preference from the PHA in order to receive credit.

1C-5. Other than CoC, ESG, Housing Choice Voucher Programs and Public Housing, describe other subsidized or low-income housing opportunities that exist within the CoC that target persons experiencing homelessness. (limit 1000 characters)

LHC is working statewide with DOEH and HUD to get multi-family property owners to establish homeless preferences. No owners in the CoC's geographic area have yet to commit to establishing a preference. LHC and its partners will continue to engage owners and hope to successfully establish homeless preferences at properties throughout the geographic area.

1C-6. Select the specific strategies implemented by the CoC to ensure that homelessness is not criminalized in the CoC's geographic area. Select all that apply. For "Other," you must provide a description (2000 character limit)

Engaged/educated local policymakers:	<input type="checkbox"/>
Engaged/educated law enforcement:	<input type="checkbox"/>
Implemented communitywide plans:	<input type="checkbox"/>
No strategies have been implemented:	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

1D. Continuum of Care (CoC) Discharge Planning

Instructions:

For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDEXchange Ask A Question.

1D-1. Select the systems of care within the CoC's geographic area for which there is a discharge policy in place that is mandated by the State, the CoC, or another entity for the following institutions? Check all that apply.

Foster Care:	<input type="checkbox"/>
Health Care:	<input checked="" type="checkbox"/>
Mental Health Care:	<input checked="" type="checkbox"/>
Correctional Facilities	<input checked="" type="checkbox"/>
None:	<input type="checkbox"/>

1D-2. Select the systems of care within the CoC's geographic area with which the CoC actively coordinates to ensure that institutionalized persons that have resided in each system of care for longer than 90 days are not discharged into homelessness. Check all that apply.

Foster Care:	<input checked="" type="checkbox"/>
Health Care:	<input checked="" type="checkbox"/>
Mental Health Care:	<input checked="" type="checkbox"/>
Correctional Facilities:	<input checked="" type="checkbox"/>
None:	<input type="checkbox"/>

**1D-2a. If the applicant did not check all boxes in 1D-2, explain why there is no coordination with the institution(s) and explain how the CoC plans to coordinate with the institution(s) to ensure persons discharged are not discharged into homelessness.
(limit 1000 characters)**

NA

1E. Centralized or Coordinated Assessment (Coordinated Entry)

Instructions:

For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDEXchange Ask A Question.

CoCs are required by the CoC Program interim rule to establish a Centralized or Coordinated Assessment system – also referred to as Coordinated Entry. Based on the recent Coordinated Entry Policy Brief, HUD’s primary goals for coordinated entry processes are that assistance be allocated as effectively as possible and that it be easily accessible regardless of where or how people present for assistance. Most communities lack the resources needed to meet all of the needs of people experiencing homelessness. This combined with the lack of a well-developed coordinated entry processes can result in severe hardships for persons experiencing homelessness who often face long wait times to receive assistance or are screened out of needed assistance. Coordinated entry processes help communities prioritize assistance based on vulnerability and severity of service needs to ensure that people who need assistance the most can receive it in a timely manner. Coordinated entry processes also provide information about service needs and gaps to help communities plan their assistance and identify needed resources.

**1E-1. Explain how the CoC’s coordinated entry process is designed to identify, engage, and assist homeless individuals and families that will ensure those who request or need assistance are connected to proper housing and services.
(limit 1000 characters)**

The CoC utilizes the Access Center as the single point of entry for all people experiencing homelessness. The VI-SPDAT is the assessment tool used to connect those that are in need of housing and services to the most appropriate resources available.

1E-2. CoC Program and ESG Program funded projects are required to participate in the coordinated entry process, but there are many other organizations and individuals who may participate but are not required to do so. From the following list, for each type of organization or individual, select all of the applicable checkboxes that indicate how that organization or individual participates in the CoC's coordinated entry process. If the organization or person does not exist in the CoC's geographic area, select "Not Applicable." If there are other organizations or persons that participate not on this list, enter the information, click "Save" at the bottom of the screen, and then select the applicable checkboxes.

Organization/Person Categories	Participates in Ongoing Planning and Evaluation	Makes Referrals to the Coordinated Entry Process	Receives Referrals from the Coordinated Entry Process	Operates Access Point for Coordinated Entry Process	Participates in Case Conferencing	Not Applicable
Local Government Staff/Officials	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CDBG/HOME/Entitlement Jurisdiction	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Law Enforcement	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local Jail(s)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hospital(s)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EMT/Crisis Response Team(s)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health Service Organizations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Substance Abuse Service Organizations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Affordable Housing Developer(s)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Housing Authorities	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Non-CoC Funded Youth Homeless Organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
School Administrators/Homeless Liaisons	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-CoC Funded Victim Service Organizations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Street Outreach Team(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Homeless or Formerly Homeless Persons	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	<input type="checkbox"/>					
	<input type="checkbox"/>					

1F. Continuum of Care (CoC) Project Review, Ranking, and Selection

Instructions

For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDEXchange Ask A Question.

1F-1. For all renewal project applications submitted in the FY 2015 CoC Program Competition complete the chart below regarding the CoC's review of the Annual Performance Report(s).

How many renewal project applications were submitted in the FY 2015 CoC Program Competition?	4
How many of the renewal project applications are first time renewals for which the first operating year has not expired yet?	0
How many renewal project application APRs were reviewed by the CoC as part of the local CoC competition project review, ranking, and selection process for the FY 2015 CoC Program Competition?	4
Percentage of APRs submitted by renewing projects within the CoC that were reviewed by the CoC in the 2015 CoC Competition?	100.00%

1F-2. In the sections below, check the appropriate box(s) for each section to indicate how project applications were reviewed and ranked for the FY 2015 CoC Program Competition. (Written documentation of the CoC's publicly announced Rating and Review procedure must be attached.)

Type of Project or Program (PH, TH, HMIS, SSO, RRH, etc.)	<input type="checkbox"/>
Performance outcomes from APR reports/HMIS	
Length of stay	<input checked="" type="checkbox"/>
% permanent housing exit destinations	<input checked="" type="checkbox"/>
% increases in income	<input checked="" type="checkbox"/>
	<input type="checkbox"/>

Monitoring criteria	
Participant Eligibility	<input type="checkbox"/>
Utilization rates	<input checked="" type="checkbox"/>
Drawdown rates	<input checked="" type="checkbox"/>
Frequency or Amount of Funds Recaptured by HUD	<input type="checkbox"/>
Most recent HUD audit/monitoring results	<input checked="" type="checkbox"/>

Need for specialized population services	
Youth	<input type="checkbox"/>
Victims of Domestic Violence	<input type="checkbox"/>
Families with Children	<input type="checkbox"/>
Persons Experiencing Chronic Homelessness	<input type="checkbox"/>
Veterans	<input type="checkbox"/>
	<input type="checkbox"/>

None	<input type="checkbox"/>
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1F-2a. Describe how the CoC considered the severity of needs and vulnerabilities of participants that are, or will be, served by the project applications when determining project application priority. (limit 1000 characters)

As part of the CoC rating and ranking process the committee reviewed the targeting of hard to serve populations with an emphasis on entries from streets/emergency shelters only and entries with no income. Standards for entries from streets/emergency shelter were set at 76% and 48% for entries with no income. The projects that met or exceeded the standard were awarded maximum points.

**1F-3. Describe how the CoC made the local competition review, ranking, and selection criteria publicly available, and identify the public medium(s) used and the date(s) of posting. In addition, describe how the CoC made this information available to all stakeholders. (Evidence of the public posting must be attached)
(limit 750 characters)**

The CoC posted the local competition review, ranking, and selection criteria on the CoC website October 27, 2015. It was also emailed to the CoC membership on October 27, 2015.

1F-4. On what date did the CoC and Collaborative Applicant publicly post all parts of the FY 2015 CoC Consolidated Application that included the final project application ranking? (Written documentation of the public posting, with the date of the posting clearly visible, must be attached. In addition, evidence of communicating decisions to the CoC's full membership must be attached.) 11/16/2015

1F-5. Did the CoC use the reallocation process in the FY 2015 CoC Program Competition to reduce or reject projects for the creation of new projects? (If the CoC utilized the reallocation process, evidence of the public posting of the reallocation process must be attached.) No

1F-5a. If the CoC rejected project application(s) on what date did the CoC and Collaborative Applicant notify those project applicants their project application was rejected in the local CoC competition process? (If project applications were rejected, a copy of the written notification to each project applicant must be attached.) 11/05/2015

1F-6. Is the Annual Renewal Demand (ARD) in the CoC's FY 2015 CoC Priority Listing equal to or less than the ARD on the final HUD-approved FY 2015 GIW? Yes

1G. Continuum of Care (CoC) Addressing Project Capacity

Instructions

For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDEXchange Ask A Question.

1G-1. Describe how the CoC monitors the performance of CoC Program recipients. (limit 1000 characters)

The CoC is newly formed this year. At a minimum monitoring of all FY2015 recipients will be conducted one time to ensure compliance with all local, state and federal regulations. Performances standards in the monitoring plan will include verification of eligible participants, bed utilization rates, housing stability, reduction in length of homelessness, increase in participant income and access to mainstream benefits. Additionally, timely submission of APRs, resolution of HUD monitoring findings, maintenance of quarterly draw downs and full expenditure of awarded funds will also be reviewed.

1G-2. Did the Collaborative Applicant review and confirm that all project applicants attached accurately completed and current dated form HUD 50070 and form HUD-2880 to the Project Applicant Profile in e-snaps? Yes

1G-3. Did the Collaborative Applicant include accurately completed and appropriately signed form HUD-2991(s) for all project applications submitted on the CoC Priority Listing? Yes

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDEXchange Ask A Question.

2A-1. Does the CoC have a governance charter that outlines the roles and responsibilities of the CoC and the HMIS Lead, either within the charter itself or by reference to a separate document like an MOU? In all cases, the CoC's governance charter must be attached to receive credit. In addition, if applicable, any separate document, like an MOU, must also be attached to receive credit. Yes

2A-1a. Include the page number where the roles and responsibilities of the CoC and HMIS Lead can be found in the attached document referenced in 2A-1. In addition, in the textbox indicate if the page number applies to the CoC's attached governance charter or the attached MOU. P.2, Attached MOU; P.2-5 Attached Governance Agreement

2A-2. Does the CoC have a HMIS Policies and Procedures Manual? If yes, in order to receive credit the HMIS Policies and Procedures Manual must be attached to the CoC Application. Yes

2A-3. Are there agreements in place that outline roles and responsibilities between the HMIS Lead and the Contributing HMIS Organizations (CHOs)? Yes

2A-4. What is the name of the HMIS software used by the CoC (e.g., ABC Software)? Servicepoint
Applicant will enter the HMIS software name (e.g., ABC Software).

2A-5. What is the name of the HMIS software vendor (e.g., ABC Systems)? Bowman
Applicant will enter the name of the vendor (e.g., ABC Systems).

2B. Homeless Management Information System (HMIS) Funding Sources

Instructions

For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDEXchange Ask A Question.

2B-1. Select the HMIS implementation coverage area: Statewide

*** 2B-2. In the charts below, enter the amount of funding from each funding source that contributes to the total HMIS budget for the CoC.**

2B-2.1 Funding Type: Federal - HUD

Funding Source	Funding
CoC	\$103,172
ESG	\$10,000
CDBG	\$0
HOME	\$0
HOPWA	\$0
Federal - HUD - Total Amount	\$113,172

2B-2.2 Funding Type: Other Federal

Funding Source	Funding
Department of Education	\$0
Department of Health and Human Services	\$0
Department of Labor	\$0
Department of Agriculture	\$0
Department of Veterans Affairs	\$0
Other Federal	\$0
Other Federal - Total Amount	\$0

2B-2.3 Funding Type: State and Local

Funding Source	Funding
City	\$5,000
County	\$5,000
State	\$0
State and Local - Total Amount	\$10,000

2B-2.4 Funding Type: Private

Funding Source	Funding
Individual	\$0
Organization	\$7,599
Private - Total Amount	\$7,599

2B-2.5 Funding Type: Other

Funding Source	Funding
Participation Fees	\$0
Other - Total Amount	\$0

2B-2.6 Total Budget for Operating Year	\$130,771
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2C. Homeless Management Information System (HMIS) Bed Coverage

Instructions:

For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDEXchange Ask A Question.

2C-1. Enter the date the CoC submitted the 2015 HIC data in HDX, (mm/dd/yyyy): 06/16/2015

2C-2. Per the 2015 Housing Inventory Count (HIC) indicate the number of beds in the 2015 HIC and in HMIS for each project type within the CoC. If a particular housing type does not exist in the CoC then enter "0" for all cells in that housing type.

Project Type	Total Beds in 2015 HIC	Total Beds in HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter beds	16	0	16	100.00%
Safe Haven (SH) beds	0	0	0	
Transitional Housing (TH) beds	8	0	8	100.00%
Rapid Re-Housing (RRH) beds	0	0	0	
Permanent Supportive Housing (PSH) beds	42	0	42	100.00%
Other Permanent Housing (OPH) beds	0	0	0	

2C-2a. If the bed coverage rate for any housing type is 85% or below, describe how the CoC plans to increase this percentage over the next 12 months. (limit 1000 characters)

NA

**2C-3. HUD understands that certain projects are either not required to or discouraged from participating in HMIS, and CoCs cannot require this if they are not funded through the CoC or ESG programs. This does NOT include domestic violence providers that are prohibited from entering client data in HMIS. If any of the project types listed in question 2C-2 above has a coverage rate of 85% or below, and some or all of these rates can be attributed to beds covered by one of the following programs types, please indicate that here by selecting all that apply from the list below.
 (limit 1000 characters)**

VA Domiciliary (VA DOM):	<input type="checkbox"/>
VA Grant per diem (VA GPD):	<input type="checkbox"/>
Faith-Based projects/Rescue mission:	<input type="checkbox"/>
Youth focused projects:	<input type="checkbox"/>
HOPWA projects:	<input type="checkbox"/>
Not Applicable:	<input checked="" type="checkbox"/>

2C-4. How often does the CoC review or assess its HMIS bed coverage? Quarterly

2D. Homeless Management Information System (HMIS) Data Quality

Instructions:

For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDEXchange Ask A Question.

2D-1. Indicate the percentage of unduplicated client records with null or missing values and the percentage of "Client Doesn't Know" or "Client Refused" during the time period of October 1, 2013 through September 30, 2014.

Universal Data Element	Percentage Null or Missing	Percentage Client Doesn't Know or Refused
3.1 Name	0%	0%
3.2 Social Security Number	4%	18%
3.3 Date of birth	38%	0%
3.4 Race	42%	0%
3.5 Ethnicity	41%	4%
3.6 Gender	38%	0%
3.7 Veteran status	4%	5%
3.8 Disabling condition	14%	18%
3.9 Residence prior to project entry	15%	3%
3.10 Project Entry Date	0%	0%
3.11 Project Exit Date	0%	0%
3.12 Destination	0%	5%
3.15 Relationship to Head of Household	99%	0%
3.16 Client Location	0%	0%
3.17 Length of time on street, in an emergency shelter, or safe haven	69%	0%

2D-2. Identify which of the following reports your HMIS generates. Select all that apply:

CoC Annual Performance Report (APR):	<input checked="" type="checkbox"/>
ESG Consolidated Annual Performance and Evaluation Report (CAPER):	<input checked="" type="checkbox"/>
Annual Homeless Assessment Report (AHAR) table shells:	<input checked="" type="checkbox"/>

	<input type="checkbox"/>
None	<input type="checkbox"/>

2D-3. If you submitted the 2015 AHAR, how many AHAR tables (i.e., ES-ind, ES-family, etc) were accepted and used in the last AHAR? 2

2D-4. How frequently does the CoC review data quality in the HMIS? Monthly

2D-5. Select from the dropdown to indicate if standardized HMIS data quality reports are generated to review data quality at the CoC level, project level, or both? Both Project and CoC

2D-6. From the following list of federal partner programs, select the ones that are currently using the CoC's HMIS.

VA Supportive Services for Veteran Families (SSVF):	<input type="checkbox"/>
VA Grant and Per Diem (GPD):	<input type="checkbox"/>
Runaway and Homeless Youth (RHY):	<input checked="" type="checkbox"/>
Projects for Assistance in Transition from Homelessness (PATH):	<input type="checkbox"/>
	<input type="checkbox"/>
None:	<input type="checkbox"/>

2D-6a. If any of the federal partner programs listed in 2D-6 are not currently entering data in the CoC's HMIS and intend to begin entering data in the next 12 months, indicate the federal partner program and the anticipated start date. (limit 750 characters)

NA

2E. Continuum of Care (CoC) Sheltered Point-in-Time (PIT) Count

Instructions:

For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDEXchange Ask A Question.

The data collected during the PIT count is vital for both CoCs and HUD. Communities need accurate data to determine the size and scope of homelessness at the local level so they can best plan for services and programs that will appropriately address local needs and measure progress in addressing homelessness. HUD needs accurate data to understand the extent and nature of homelessness throughout the country, and to provide Congress and the Office of Management and Budget (OMB) with information regarding services provided, gaps in service, and performance. This information helps inform Congress' funding decisions, and it is vital that the data reported is accurate and of high quality.

2E-1. Did the CoC approve the final sheltered PIT count methodology for the 2015 sheltered PIT count? Yes

2E-2. Indicate the date of the most recent sheltered PIT count (mm/dd/yyyy): 01/26/2015

2E-2a. If the CoC conducted the sheltered PIT count outside of the last 10 days of January 2015, was an exception granted by HUD? Not Applicable

2E-3. Enter the date the CoC submitted the sheltered PIT count data in HDX, (mm/dd/yyyy): 06/13/2015

2F. Continuum of Care (CoC) Sheltered Point-in-Time (PIT) Count: Methods

Instructions:

For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDEXchange Ask A Question.

2F-1. Indicate the method(s) used to count sheltered homeless persons during the 2015 PIT count:

Complete Census Count:	<input checked="" type="checkbox"/>
Random sample and extrapolation:	<input type="checkbox"/>
Non-random sample and extrapolation:	<input type="checkbox"/>
	<input type="checkbox"/>

2F-2. Indicate the methods used to gather and calculate subpopulation data for sheltered homeless persons:

HMIS:	<input type="checkbox"/>
HMIS plus extrapolation:	<input type="checkbox"/>
Interview of sheltered persons:	<input checked="" type="checkbox"/>
Sample of PIT interviews plus extrapolation:	<input type="checkbox"/>
	<input type="checkbox"/>

2F-3. Provide a brief description of your CoC's sheltered PIT count methodology and describe why your CoC selected its sheltered PIT count methodology. (limit 1000 characters)

The CoC used a complete census count in the 2015 sheltered PIT count. There are currently only two emergency shelters entering data into HMIS in the region. Due to the large rural area of the CoC this method was determined the most accurate for conducting the sheltered count.

2F-4. Describe any change in methodology from your sheltered PIT count in 2014 to 2015, including any change in sampling or extrapolation method, if applicable. Do not include information on changes to the implementation of your sheltered PIT count methodology (e.g., enhanced training and change in partners participating in the PIT count). (limit 1000 characters)

NA

2F-5. Did your CoC change its provider coverage in the 2015 sheltered count? Yes

2F-5a. If "Yes" in 2F-5, then describe the change in provider coverage in the 2015 sheltered count. (limit 750 characters)

New organizations joined the CoC and this led to an increase in provider coverage.

2G. Continuum of Care (CoC) Sheltered Point-in-Time (PIT) Count: Data Quality

Instructions:

For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDEXchange Ask A Question.

2G-1. Indicate the methods used to ensure the quality of the data collected during the sheltered PIT count:

Training:	<input type="checkbox"/>
Provider follow-up:	<input checked="" type="checkbox"/>
HMIS:	<input checked="" type="checkbox"/>
Non-HMIS de-duplication techniques:	<input type="checkbox"/>
	<input type="checkbox"/>

2G-2. Describe any change to the way your CoC implemented its sheltered PIT count from 2014 to 2015 that would change data quality, including changes to training volunteers and inclusion of any partner agencies in the sheltered PIT count planning and implementation, if applicable. Do not include information on changes to actual sheltered PIT count methodology (e.g., change in sampling or extrapolation method). (limit 1000 characters)

The CoC increased its outreach efforts and numbers of trainings offered to providers and volunteers.

2H. Continuum of Care (CoC) Unsheltered Point-in-Time (PIT) Count

Instructions:

For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDExchange Ask A Question.

The unsheltered PIT count assists communities and HUD to understand the characteristics and number of people with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground. CoCs are required to conduct an unsheltered PIT count every 2 years (biennially) during the last 10 days in January; however, CoCs are strongly encouraged to conduct the unsheltered PIT count annually, at the same time that it does the annual sheltered PIT count. The last official PIT count required by HUD was in January 2015.

- 2H-1. Did the CoC approve the final unsheltered PIT count methodology for the most recent unsheltered PIT count?** Yes
- 2H-2. Indicate the date of the most recent unsheltered PIT count (mm/dd/yyyy):** 01/26/2015
- 2H-2a. If the CoC conducted the unsheltered PIT count outside of the last 10 days of January 2015, was an exception granted by HUD?** Not Applicable
- 2H-3. Enter the date the CoC submitted the unsheltered PIT count data in HDX (mm/dd/yyyy):** 06/13/2015

2I. Continuum of Care (CoC) Unsheltered Point-in-Time (PIT) Count: Methods

Instructions:

For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDEXchange Ask A Question.

2I-1. Indicate the methods used to count unsheltered homeless persons during the 2015 PIT count:

Night of the count - complete census:	<input type="checkbox"/>
Night of the count - known locations:	<input checked="" type="checkbox"/>
Night of the count - random sample:	<input type="checkbox"/>
Service-based count:	<input type="checkbox"/>
HMIS:	<input type="checkbox"/>
	<input type="checkbox"/>

2I-2. Provide a brief description of your CoC's unsheltered PIT count methodology and describe why your CoC selected its unsheltered PIT count methodology. (limit 1000 characters)

The CoC selected to canvass only known locations because of the CoC's large rural geographic area. The Access Center located in Abraham's Tent was the primary known location used. Abraham's Tent provides services to unsheltered homeless and serves as the only drop in center in the CoC's geographic area.

2I-3. Describe any change in methodology from your unsheltered PIT count in 2014 (or 2013 if an unsheltered count was not conducted in 2014) to 2015, including any change in sampling or extrapolation method, if applicable. Do not include information on changes to implementation of your sheltered PIT count methodology (e.g., enhanced training and change in partners participating in the count). (limit 1000 characters)

In 2015 the CoC used an observation tool as a way to count unsheltered homeless.

2I-4. Does your CoC plan on conducting an unsheltered PIT count in 2016? Yes

(If "Yes" is selected, HUD expects the CoC to conduct an unsheltered PIT count in 2016. See the FY 2015 CoC Program NOFA, Section VII.A.4.d. for full information.)

2J. Continuum of Care (CoC) Unsheltered Point-in-Time (PIT) Count: Data Quality

Instructions:

For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDEXchange Ask A Question.

2J-1. Indicate the steps taken by the CoC to ensure the quality of the data collected for the 2015 unsheltered population PIT count:

Training:	<input checked="" type="checkbox"/>
"Blitz" count:	<input type="checkbox"/>
Unique identifier:	<input type="checkbox"/>
Survey question:	<input type="checkbox"/>
Enumerator observation:	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
None:	<input type="checkbox"/>

2J-2. Describe any change to the way the CoC implemented the unsheltered PIT count from 2014 (or 2013 if an unsheltered count was not conducted in 2014) to 2015 that would affect data quality. This includes changes to training volunteers and inclusion of any partner agencies in the unsheltered PIT count planning and implementation, if applicable. Do not include information on changes to actual methodology (e.g., change in sampling or extrapolation method). (limit 1000 characters)

More volunteers were obtained through the identification of new CoC member organizations. The CoC increased the number of trainings offered for volunteers.

3A. Continuum of Care (CoC) System Performance

Instructions

For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDEXchange Ask A Question.

3A-1. Performance Measure: Number of Persons Homeless - Point-in-Time Count.

* 3A-1a. Change in PIT Counts of Sheltered and Unsheltered Homeless Persons

Using the table below, indicate the number of persons who were homeless at a Point-in-Time (PIT) based on the 2014 and 2015 PIT counts as recorded in the Homelessness Data Exchange (HDX).

	2014 PIT (for unsheltered count, most recent year conducted)	2015 PIT	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	76	104	28
Emergency Shelter Total	40	59	19
Safe Haven Total	0	0	0
Transitional Housing Total	27	14	-13
Total Sheltered Count	67	73	6
Total Unsheltered Count	9	31	22

3A-1b. Number of Sheltered Persons Homeless - HMIS.

Using HMIS data, CoCs must use the table below to indicate the number of homeless persons who were served in a sheltered environment between October 1, 2013 and September 30, 2014.

	Between October 1, 2013 and September 30, 2014
Universe: Unduplicated Total sheltered homeless persons	252
Emergency Shelter Total	207
Safe Haven Total	0
Transitional Housing Total	45

3A-2. Performance Measure: First Time Homeless.

**Describe the CoC’s efforts to reduce the number of individuals and families who become homeless for the first time. Specifically, describe what the CoC is doing to identify risk factors for becoming homeless for the first time.
(limit 1000 characters)**

The CoC is working with the Department of Children and Family Services on a task force regarding youth aging out of foster care to study and make recommendations to the legislature concerning the problem of homelessness among persons who have aged out of foster care. The CoC is using ESG funds in Lake Charles to prevent homelessness by implementing a homeless prevention and rapid rehousing program. Homeless individuals and families or those at risk of homelessness that present at the Access Center or to provider agencies will be referred to the City's prevention and rehousing program.

3A-3. Performance Measure: Length of Time Homeless.

**Describe the CoC’s efforts to reduce the length of time individuals and families remain homeless. Specifically, describe how your CoC has reduced the average length of time homeless, including how the CoC identifies and houses individuals and families with the longest lengths of time homeless.
(limit 1000 characters)**

The CoC will use HMIS to track and record the length of time that individuals and families have remained homeless. Using this data in HMIS the CoC will be able to decide how to allocate and best utilize CoC and ESG funding. Using the coordinated entry process individuals and families with the longest lengths of homelessness will be prioritized first. LHC as the state recipient of ESG funds is emphasizing the use of rapid rehousing by creating a rapid rehousing bonus project. \$200,000 is set aside for the bonus project. The CoC projects have adopted a housing first approach that will ensure those with the longest lengths of time homeless are able to access the projects with no barriers.

*** 3A-4. Performance Measure: Successful Permanent Housing Placement or Retention.**

In the next two questions, CoCs must indicate the success of its projects in placing persons from its projects into permanent housing.

3A-4a. Exits to Permanent Housing Destinations:

In the chart below, CoCs must indicate the number of persons in CoC funded supportive services only (SSO), transitional housing (TH), and rapid re-housing (RRH) project types who exited into permanent housing destinations between October 1, 2013 and September 30, 2014.

	Between October 1, 2013 and September 30, 2014
Universe: Persons in SSO, TH and PH-RRH who exited	0
Of the persons in the Universe above, how many of those exited to permanent destinations?	0
% Successful Exits	0.00%

3A-4b. Exit To or Retention Of Permanent Housing:

In the chart below, CoCs must indicate the number of persons who exited from any CoC funded permanent housing project, except rapid re-housing projects, to permanent housing destinations or retained their permanent housing between October 1, 2013 and September 31, 2014.

	Between October 1, 2013 and September 30, 2014
Universe: Persons in all PH projects except PH-RRH	117
Of the persons in the Universe above, indicate how many of those remained in applicable PH projects and how many of those exited to permanent destinations?	91
% Successful Retentions/Exits	77.78%

3A-5. Performance Measure: Returns to Homelessness:

Describe the CoC’s efforts to reduce the rate of individuals and families who return to homelessness. Specifically, describe at least three strategies your CoC has implemented to identify and minimize returns to homelessness, and demonstrate the use of HMIS or a comparable database to monitor and record returns to homelessness. (limit 1000 characters)

Through the Access Center the CoC currently produces resource guidebooks to inform individuals and families of what is available in the community to help them remain housed. The CoC also conducts educational training related to fair housing and budgeting to develop the necessary skill households need to maintain their housing. By partnering with other agencies the CoC is able to connect households with mainstream resources that will increase housing stability and minimize returns to homelessness. The CoC will use HMIS to track and monitor the returns to homelessness and measure the effectiveness of the strategies listed above.

3A-6. Performance Measure: Job and Income Growth.

Describe specific strategies implemented by CoC Program-funded projects to increase the rate by which homeless individuals and families increase income from employment and non-employment sources (include at least one specific strategy for employment income and one for non-employment related income, and name the organization responsible for carrying out each strategy). (limit 1000 characters)

The CoC will require all of the PSH projects (3) to assist households in applying for Social Security and Medicaid. This will be accomplished by utilizing the SOAR process in partnership with the Department of Health and Hospitals. Calcasieu Parish has a business and career solution center that offers quarterly job fairs and employment summits. This information will be shared with all program participants and participation will be encouraged.

3A-6a. Describe how the CoC is working with mainstream employment organizations to aid homeless individuals and families in increasing their income. (limit 1000 characters)

Calcasieu Parish offers Ticket to Work education and training for disabled individuals preparing them for the job market and employment. The Parish targets CoC participants when outreaching for the quarterly job fairs.

3A-7. Performance Measure: Thoroughness of Outreach.

How does the CoC ensure that all people living unsheltered in the CoC's geographic area are known to and engaged by providers and outreach teams? (limit 1000 characters)

Abraham's Tent is the established point of contact for all unsheltered individuals. The CoC contacts each provider agency individually making them aware of the referral process and available resources. Each agency designates a single point of referral for the CoC. This year the CoC will begin to work with Abraham's Tent to encourage use of HMIS to identify and track unsheltered people living in the CoC's geographic area.

3A-7a. Did the CoC exclude geographic areas from the 2015 unsheltered PIT count where the CoC determined that there were no unsheltered homeless people, including areas that are uninhabitable (e.g., deserts)? No

3A-7b. What was the the criteria and decision-making process the CoC used to identify and exclude specific geographic areas from the CoC's unsheltered PIT count? (limit 1000 characters)

NA

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

Objective 1: Ending Chronic Homelessness

Instructions:

For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDExchange Ask A Question.

Opening Doors, Federal Strategic Plan to Prevent and End Homelessness (as amended in 2015) establishes the national goal of ending chronic homelessness. Although the original goal was to end chronic homelessness by the end of 2015, that goal timeline has been extended to 2017. HUD is hopeful that communities that are participating in the Zero: 2016 technical assistance initiative will continue to be able to reach the goal by the end of 2016. The questions in this section focus on the strategies and resources available within a community to help meet this goal.

3B-1.1. Compare the total number of chronically homeless persons, which includes persons in families, in the CoC as reported by the CoC for the 2015 PIT count compared to 2014 (or 2013 if an unsheltered count was not conducted in 2014).

		2014 (for unsheltered count, most recent year conducted)	2015	Difference
Universe: Total PIT Count of sheltered and unsheltered chronically homeless persons		8	22	14
Sheltered Count of chronically homeless persons		5	14	9
Unsheltered Count of chronically homeless persons		3	8	5

3B-1.1a. Using the "Differences" calculated in question 3B-1.1 above, explain the reason(s) for any increase, decrease, or no change in the overall TOTAL number of chronically homeless persons in the CoC, as well as the change in the unsheltered count, as reported in the PIT count in 2015 compared to 2014. To possibly receive full credit, both the overall total and unsheltered changes must be addressed. (limit 1000 characters)

The data from 2014 to 2015 shows an increase in both the overall total and unsheltered total. The difference can be attributed to changes made in the 2015 PIT count. The changes included more participation by service providers, community partners and volunteers than in previous years. The weather was a significant factor in the 2014 PIT count as the state was blanketed with a severe ice storm shutting down the majority of the state.

3B-1.2. From the FY 2013/FY 2014 CoC Application: Describe the CoC's two year plan (2014-2015) to increase the number of permanent supportive housing beds available for chronically homeless persons and to meet the proposed numeric goals as indicated in the table above. Response should address the specific strategies and actions the CoC will take to achieve the goal of ending chronic homelessness by the end of 2015. (read only)

3B-1.2a. Of the strategies listed in the FY 2013/FY 2014 CoC Application represented in 3B-1.2, which of these strategies and actions were accomplished? (limit 1000 characters)

The CoC identified six strategies in the FY2013/FY2014 CoC application to end chronic homelessness. The following strategies were accomplished. Networking and informational sessions informing partners about PSH were conducted. The local McKinney-Vento school liaison is now an active participant in the CoC. Partnerships with the local J-Core were established. Improved relationships with PSH providers that led to implementation of housing first tenets that increased the rate of referrals and housing placements.

3B-1.3. Compare the total number of PSH beds (CoC Program and non-CoC Program funded) that were identified as dedicated for use by chronically homeless persons on the 2015 Housing Inventory Count, as compared to those identified on the 2014 Housing Inventory Count.

	2014	2015	Difference
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homelessness persons identified on the HIC.	0	0	0

3B-1.3a. Explain the reason(s) for any increase, decrease or no change in the total number of PSH beds (CoC Program and non CoC Program funded) that were identified as dedicated for use by chronically homeless persons on the 2015 Housing Inventory Count compared to those identified on the 2014 Housing Inventory Count. (limit 1000 characters)

As a newly formed CoC in the coming year we will work with programs to obtain a commitment to dedicate beds to serve the chronically homeless. In order to meet the federal and state goal of ending chronic homelessness programs that agree to make this commitment will be eligible to receive bonus points in the CoC's rating and ranking process for 2016 and 2017.

3B-1.4. Did the CoC adopt the orders of priority in all CoC Program-funded PSH as described in Notice CPD-14-012: Prioritizing Persons Experiencing Chronic Homelessness in Permanent Supportive Housing and Recordkeeping Requirements for Documenting Chronic Homeless Status ? No

3B-1.4a. If "Yes", attach the CoC's written standards that were updated to incorporate the order of priority in Notice CPD-14-012 and indicate the page(s) that contain the CoC's update.

3B-1.5. CoC Program funded Permanent Supportive Housing Project Beds prioritized for serving people experiencing chronic homelessness in FY2015 operating year.

Percentage of CoC Program funded PSH beds prioritized for chronic homelessness	FY2015 Project Application
Based on all of the renewal project applications for PSH, enter the estimated number of CoC-funded PSH beds in projects being renewed in the FY 2015 CoC Program Competition that are not designated as dedicated beds for persons experiencing chronic homelessness.	118
Based on all of the renewal project applications for PSH, enter the estimated number of CoC-funded PSH beds in projects being renewed in the FY 2015 CoC Program Competition that are not designated as dedicated beds for persons experiencing chronic homelessness that will be made available through turnover in the FY 2015 operating year.	0
Based on all of the renewal project applications for PSH, enter the estimated number of PSH beds made available through turnover that will be prioritized beds for persons experiencing chronic homelessness in the FY 2015 operating year.	0
This field estimates the percentage of turnover beds that will be prioritized beds for persons experiencing chronic homelessness in the FY 2015 operating year.	0.00%

3B-1.6. Is the CoC on track to meet the goal of ending chronic homelessness by 2017? Yes

This question will not be scored.

3B-1.6a. If “Yes,” what are the strategies implemented by the CoC to maximize current resources to meet this goal? If “No,” what resources or technical assistance will be implemented by the CoC to reach the goal of ending chronically homeless by 2017? (limit 1000 characters)

As a newly formed CoC we will work with the CoC program funded projects to commit all turnover beds for persons experiencing chronic homelessness. LHC leveraged 25 housing choice vouchers with the Calcasieu Parish Police Jury in its 811 PRA application. Chronically homeless persons are a part of Louisiana's 811 PRA target population. These 25 vouchers will be targeted to chronically homeless persons first. Through these actions the CoC will be able to meet the goal of ending chronic homelessness by 2017. Lake Charles will use ESG funds for rapid rehousing in the coming year.

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

Objective 2: Ending Homelessness Among Households with Children and Ending Youth Homelessness

Instructions:

For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDExchange Ask A Question.

Opening Doors outlines the goal of ending family (Households with Children) and youth homelessness by 2020. The following questions focus on the various strategies that will aid communities in meeting this goal.

3B-2.1. What factors will the CoC use to prioritize households with children during the FY2015 Operating year? (Check all that apply).

Vulnerability to victimization:	<input checked="" type="checkbox"/>
Number of previous homeless episodes:	<input type="checkbox"/>
Unsheltered homelessness:	<input checked="" type="checkbox"/>
Criminal History:	<input type="checkbox"/>
Bad credit or rental history (including not having been a leaseholder):	<input type="checkbox"/>
Head of household has mental/physical disabilities:	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
N/A:	<input type="checkbox"/>

3B-2.2. Describe the CoC's plan to rapidly rehouse every family that becomes homeless within 30 days of becoming homeless on the street or entering shelter. (limit 1000 characters)

Through the coordinated entry process and use of the VI-SPDAT all families experiencing homelessness will be assessed and prioritized for services with the ultimate goal of being housed or rehoused within 30 days. To assist in reaching this goal the State provided ESG funding to the city of Lake Charles for rapid rehousing.

3B-2.3. Compare the number of RRH units available to serve families from the 2014 and 2015 HIC.

	2014	2015	Difference
RRH units available to serve families in the HIC:	0	0	0

3B-2.4. How does the CoC ensure that emergency shelters, transitional housing, and permanent housing (PSH and RRH) providers within the CoC do not deny admission to or separate any family members from other members of their family based on age, sex, or gender when entering shelter or housing? (check all strategies that apply)

CoC policies and procedures prohibit involuntary family separation:	<input type="checkbox"/>
There is a method for clients to alert CoC when involuntarily separated:	<input type="checkbox"/>
CoC holds trainings on preventing involuntary family separation, at least once a year:	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
None:	<input checked="" type="checkbox"/>

3B-2.5. Compare the total number of homeless households with children in the CoC as reported by the CoC for the 2015 PIT count compared to 2014 (or 2013 if an unsheltered count was not conducted in 2014).

PIT Count of Homelessness Among Households With Children

	2014 (for unsheltered count, most recent year conducted)	2015	Difference

Universe: Total PIT Count of sheltered and unsheltered homeless households with children:	8	12	4
Sheltered Count of homeless households with children:	8	7	-1
Unsheltered Count of homeless households with children:	0	5	5

3B-2.5a. Explain the reason(s) for any increase, decrease or no change in the total number of homeless households with children in the CoC as reported in the 2015 PIT count compared to the 2014 PIT count. (limit 1000 characters)

As previously stated the increase in the 2015 PIT count compared to the 2014 PIT count can be attributed to the increase in community participation, utilization of observation tools, more volunteer training and better weather.

3B-2.6. Does the CoC have strategies to address the unique needs of unaccompanied homeless youth (under age 18, and ages 18-24), including the following:

Human trafficking and other forms of exploitation?	Yes
LGBTQ youth homelessness?	No
Exits from foster care into homelessness?	No
Family reunification and community engagement?	No
Positive Youth Development, Trauma Informed Care, and the use of Risk and Protective Factors in assessing youth housing and service needs?	Yes
Unaccompanied minors/youth below the age of 18?	Yes

3B-2.6a. Select all strategies that the CoC uses to address homeless youth trafficking and other forms of exploitation.

Diversion from institutions and decriminalization of youth actions that stem from being trafficked:	<input type="checkbox"/>
Increase housing and service options for youth fleeing or attempting to flee trafficking:	<input type="checkbox"/>
Specific sampling methodology for enumerating and characterizing local youth trafficking:	<input type="checkbox"/>
Cross systems strategies to quickly identify and prevent occurrences of youth trafficking:	<input type="checkbox"/>
Community awareness training concerning youth trafficking:	<input checked="" type="checkbox"/>
	<input type="checkbox"/>

N/A:	<input type="checkbox"/>
------	--------------------------

3B-2.7. What factors will the CoC use to prioritize unaccompanied youth (under age 18, and ages 18-24) for housing and services during the FY2015 operating year? (Check all that apply)

Vulnerability to victimization:	<input type="checkbox"/>
Length of time homeless:	<input type="checkbox"/>
Unsheltered homelessness:	<input type="checkbox"/>
Lack of access to family and community support networks:	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
N/A:	<input checked="" type="checkbox"/>

3B-2.8. Using HMIS, compare all unaccompanied youth (under age 18, and ages 18-24) served in any HMIS contributing program who were in an unsheltered situation prior to entry in FY 2013 (October 1, 2012 - September 30, 2013) and FY 2014 (October 1, 2013 - September 30, 2014).

	FY 2013 (October 1, 2012 - September 30, 2013)	FY 2014 (October 1, 2013 - September 30, 2014)	Difference
Total number of unaccompanied youth served in HMIS contributing programs who were in an unsheltered situation prior to entry:	213	234	21

3B-2.8a. If the number of unaccompanied youth and children, and youth-headed households with children served in any HMIS contributing program who were in an unsheltered situation prior to entry in FY 2014 is lower than FY 2013, explain why. (limit 1000 characters)

NA

3B-2.9. Compare funding for youth homelessness in the CoC's geographic area in CY 2015 to projected funding for CY 2016.

	Calendar Year 2015	Calendar Year 2016	Difference
Overall funding for youth homelessness dedicated projects (CoC Program and non-CoC Program funded):	\$200,000.00	\$200,000.00	\$0.00
CoC Program funding for youth homelessness dedicated projects:	\$0.00	\$0.00	\$0.00
Non-CoC funding for youth homelessness dedicated projects (e.g. RHY or other Federal, State and Local funding):	\$200,000.00	\$200,000.00	\$0.00

3B-2.10. To what extent have youth housing and service providers and/or State or Local educational representatives, and CoC representatives participated in each other's meetings over the past 12 months?

Cross-Participation in Meetings	# Times
CoC meetings or planning events attended by LEA or SEA representatives:	5
LEA or SEA meetings or planning events (e.g. those about child welfare, juvenile justice or out of school time) attended by CoC representatives:	1
CoC meetings or planning events attended by youth housing and service providers (e.g. RHY providers):	5

3B-2.10a. Given the responses in 3B-2.10, describe in detail how the CoC collaborates with the McKinney-Vento local education liaisons and State educational coordinators. (limit 1000 characters)

A representative from the Department of Education serves on the CoC Board. The liaison is an active participant in all CoC activities and votes on all CoC actions.

3B-2.11. How does the CoC make sure that homeless participants are informed of their eligibility for and receive access to educational services? Include the policies and procedures that homeless service providers (CoC and ESG Programs) are required to follow. In addition, include how the CoC, together with its youth and educational partners (e.g. RHY, schools, juvenile justice and children welfare agencies), identifies participants who are eligible for CoC or ESG programs. (limit 2000 characters)

The CoC has an effective collaboration with local education authorities in the identification of individuals and families who become homeless or remain homeless and are informed of their eligibility for educational services. The LEA has established a policy to remove barriers from enrolling school age children into school. Posters and pamphlets are placed in every LEA school and other public buildings informing family and youth of their educational rights. Homeless families and youth will be referred to the Access Center to receive services including CoC and ESG funded programs.

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

Objective 3: Ending Veterans Homelessness

Instructions:

For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDEXchange Ask A Question.

Opening Doors outlines the goal of ending Veteran homelessness by the end of 2015. The following questions focus on the various strategies that will aid communities in meeting this goal.

3B-3.1. Compare the total number of homeless Veterans in the CoC as reported by the CoC for the 2015 PIT count compared to 2014 (or 2013 if an unsheltered count was not conducted in 2014).

	2014 (for unsheltered count, most recent year conducted)	2015	Difference
Universe: Total PIT count of sheltered and unsheltered homeless veterans:	7	4	-3
Sheltered count of homeless veterans:	4	3	-1
Unsheltered count of homeless veterans:	3	1	-2

3B-3.1a. Explain the reason(s) for any increase, decrease or no change in the total number of homeless veterans in the CoC as reported in the 2015 PIT count compared to the 2014 PIT count. (limit 1000 characters)

The Lake Charles Mayor signed on to the White House Challenge to end veteran homelessness by 2015. This action has increased awareness in the CoC's geographic area and resulted in a reduction in the number of homeless veterans.

3B-3.2. How is the CoC ensuring that Veterans that are eligible for VA services are identified, assessed and referred to appropriate resources, i.e. HUD-VASH and SSVF? (limit 1000 characters)

Through the coordinated entry process Veterans are identified and referred to appropriate resources. SSVF has not been utilized in this area. However, the CoC just identified that Volunteers of America of Greater New Orleans is providing SSVF services statewide. In the coming year the CoC will work to engage the SSVF provider and educate all member organizations of the opportunities provided by SSVF.

3B-3.3. For Veterans who are not eligible for homeless assistance through the U.S Department of Veterans Affairs Programs, how is the CoC prioritizing CoC Program-funded resources to serve this population? (limit 1000 characters)

Currently there is no set priority for Veterans that are not eligible for VA funded programs. These Veterans are referred to open units within the CoC. In the coming year the CoC will work with CoC funded programs to prioritize turnover beds.

3B-3.4. Compare the total number of homeless Veterans in the CoC AND the total number of unsheltered homeless Veterans in the CoC, as reported by the CoC for the 2015 PIT Count compared to the 2010 PIT Count (or 2009 if an unsheltered count was not conducted in 2010).

	2010 (or 2009 if an unsheltered count was not conducted in 2010)	2015	% Difference
Total PIT count of sheltered and unsheltered homeless veterans:	2	4	100.00%
Unsheltered count of homeless veterans:	2	1	-50.00%

3B-3.5. Indicate from the dropdown whether you are on target to end Veteran homelessness by the end of 2015. Yes

This question will not be scored.

3B-3.5a. If “Yes,” what are the strategies being used to maximize your current resources to meet this goal? If “No,” what resources or technical assistance would help you reach the goal of ending Veteran homelessness by the end of 2015? (limit 1000 characters)

The Louisiana Housing Authority created a preference for Veterans in its PSH Project-Based Voucher program that will be effective January 1, 2016. This preference will help the CoC maintain a functional zero. The CoC is working with the SSVF provider in the CoC's geographic area to ensure that eligible Veterans are able to access SSVF services.

4A. Accessing Mainstream Benefits

Instructions:

For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDEXchange Ask A Question.

4A-1. Does the CoC systematically provide information to provider staff about mainstream benefits, including up-to-date resources on eligibility and mainstream program changes that can affect homeless clients? Yes

4A-2. Based on the CoC's FY 2015 new and renewal project applications, what percentage of projects have demonstrated that the project is assisting project participants to obtain mainstream benefits, which includes all of the following within each project: transportation assistance, use of a single application, annual follow-ups with participants, and SOAR-trained staff technical assistance to obtain SSI/SSDI?

FY 2015 Assistance with Mainstream Benefits

Total number of project applications in the FY 2015 competition (new and renewal):	4
Total number of renewal and new project applications that demonstrate assistance to project participants to obtain mainstream benefits (i.e. In a Renewal Project Application, "Yes" is selected for Questions 3a, 3b, 3c, 4, and 4a on Screen 4A. In a New Project Application, "Yes" is selected for Questions 5a, 5b, 5c, 6, and 6a on Screen 4A).	1
Percentage of renewal and new project applications in the FY 2015 competition that have demonstrated assistance to project participants to obtain mainstream benefits:	25%

4A-3. List the healthcare organizations you are collaborating with to facilitate health insurance enrollment (e.g. Medicaid, Affordable Care Act options) for program participants. For each healthcare partner, detail the specific outcomes resulting from the partnership in the establishment of benefits for program participants. (limit 1000 characters)

Louisiana is a non-Medicaid expansion state. However, the CoC partners with the Department of Health and Hospitals to ensure that all participants apply for Medicaid and the appropriate state plan or waiver services. The state's Medicaid Director has created a "presumptive eligibility" process for Medicaid, whereby an applicant can gain Medicaid coverage on the date of application for SSI or SSDI. This process has streamlined the timeline for an applicant's ability to have coverage for health care and behavioral health services.

4A-4. What are the primary ways that the CoC ensures that program participants with health insurance are able to effectively utilize the healthcare benefits available?

Educational materials:	<input checked="" type="checkbox"/>
In-Person Trainings:	<input type="checkbox"/>
Transportation to medical appointments:	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
Not Applicable or None:	<input type="checkbox"/>

4B. Additional Policies

Instructions:

For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDEXchange Ask A Question.

4B-1. Based on the CoC's FY 2015 new and renewal project applications, what percentage of Permanent Housing (PSH and RRH), Transitional Housing (TH) and SSO (non-Coordinated Entry) projects in the CoC are low barrier? Meaning that they do not screen out potential participants based on those clients possessing a) too little or little income, b) active or history of substance use, c) criminal record, with exceptions for state-mandated restrictions, and d) history of domestic violence.

FY 2015 Low Barrier Designation

Total number of PH (PSH and RRH), TH and non-Coordinated Entry SSO project applications in the FY 2015 competition (new and renewal):	4
Total number of PH (PSH and RRH), TH and non-Coordinated Entry SSO renewal and new project applications that selected "low barrier" in the FY 2015 competition:	4
Percentage of PH (PSH and RRH), TH and non-Coordinated Entry SSO renewal and new project applications in the FY 2015 competition that will be designated as "low barrier":	100%

4B-2. What percentage of CoC Program-funded Permanent Supportive Housing (PSH), RRH, SSO (non-Coordinated Entry) and Transitional Housing (TH) FY 2015 Projects have adopted a Housing First approach, meaning that the project quickly houses clients without preconditions or service participation requirements?

FY 2015 Projects Housing First Designation

Total number of PSH, RRH, non-Coordinated Entry SSO, and TH project applications in the FY 2015 competition (new and renewal):	4
Total number of PSH, RRH, non-Coordinated Entry SSO, and TH renewal and new project applications that selected Housing First in the FY 2015 competition:	4
Percentage of PSH, RRH, non-Coordinated Entry SSO, and TH renewal and new project applications in the FY 2015 competition that will be designated as Housing First:	100%

4B-3. What has the CoC done to ensure awareness of and access to housing and supportive services within the CoC's geographic area to persons that could benefit from CoC-funded programs but are not currently participating in a CoC funded program? In particular, how does the CoC reach out to for persons that are least likely to request housing or services in the absence of special outreach?

Direct outreach and marketing:	<input checked="" type="checkbox"/>
Use of phone or internet-based services like 211:	<input checked="" type="checkbox"/>
Marketing in languages commonly spoken in the community:	<input type="checkbox"/>
Making physical and virtual locations accessible to those with disabilities:	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
Not applicable:	<input type="checkbox"/>

4B-4. Compare the number of RRH units available to serve any population from the 2014 and 2015 HIC.

	2014	2015	Difference
RRH units available to serve any population in the HIC:	0	0	0

4B-5. Are any new proposed project applications requesting \$200,000 or more in funding for housing rehabilitation or new construction? No

**4B-6. If "Yes" in Questions 4B-5, then describe the activities that the project(s) will undertake to ensure that employment, training and other economic opportunities are directed to low or very low income persons to comply with section 3 of the Housing and Urban Development Act of 1968 (12 U.S.C. 1701u) (Section 3) and HUD's implementing rules at 24 CFR part 135?
 (limit 1000 characters)**

NA

4B-7. Is the CoC requesting to designate one or more of its SSO or TH projects to serve families with children and youth defined as homeless under other Federal statutes? No

4B-7a. If "Yes" in Question 4B-7, describe how the use of grant funds to serve such persons is of equal or greater priority than serving persons defined as homeless in accordance with 24 CFR 578.89. Description must include whether or not this is listed as a priority in the Consolidated Plan(s) and its CoC strategic plan goals. CoCs must attach the list of projects that would be serving this population (up to 10 percent of CoC total award) and the applicable portions of the Consolidated Plan. (limit 2500 characters)

NA

4B-8. Has the project been affected by a major disaster, as declared by President Obama under Title IV of the Robert T. Stafford Act in the 12 months prior to the opening of the FY 2015 CoC Program Competition? No

4B-8a. If "Yes" in Question 4B-8, describe the impact of the natural disaster on specific projects in the CoC and how this affected the CoC's ability to address homelessness and provide the necessary reporting to HUD. (limit 1500 characters)

NA

4B-9. Did the CoC or any of its CoC program recipients/subrecipients request technical assistance from HUD in the past two years (since the submission of the FY 2012 application)? This response does not affect the scoring of this application. Yes

4B-9a. If "Yes" to Question 4B-9, check the box(es) for which technical assistance was requested.

This response does not affect the scoring of this application.

CoC Governance:	<input checked="" type="checkbox"/>
CoC Systems Performance Measurement:	<input type="checkbox"/>
Coordinated Entry:	<input type="checkbox"/>
Data reporting and data analysis:	<input type="checkbox"/>
HMIS:	<input checked="" type="checkbox"/>
Homeless subpopulations targeted by Opening Doors: veterans, chronic, children and families, and unaccompanied youth:	<input type="checkbox"/>
Maximizing the use of mainstream resources:	<input type="checkbox"/>
Retooling transitional housing:	<input type="checkbox"/>
Rapid re-housing:	<input type="checkbox"/>
Under-performing program recipient, subrecipient or project:	<input type="checkbox"/>
	<input type="checkbox"/>
Not applicable:	<input type="checkbox"/>

4B-9b. If TA was received, indicate the type(s) of TA received, using the categories listed in 4B-9a, the month and year it was received and then indicate the value of the TA to the CoC/recipient/subrecipient involved given the local conditions at the time, with 5 being the highest value and a 1 indicating no value.

This response does not affect the scoring of this application.

Type of Technical Assistance Received	Date Received	Rate the Value of the Technical Assistance
CoC Governance	07/06/2015	5
HMIS	06/03/2015	5

4C. Attachments

Instructions:

For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDEXchange Ask A Question.

For required attachments related to rejected projects, if the CoC did not reject any projects then attach a document that says "Does Not Apply".

Document Type	Required?	Document Description	Date Attached
01. 2015 CoC Consolidated Application: Evidence of the CoC's Communication to Rejected Projects	Yes	Project Acceptanc...	11/13/2015
02. 2015 CoC Consolidated Application: Public Posting Evidence	Yes		
03. CoC Rating and Review Procedure	Yes	LA BoS CoC Projec...	11/09/2015
04. CoC's Rating and Review Procedure: Public Posting Evidence	Yes	Proof of Public N...	11/10/2015
05. CoCs Process for Reallocating	Yes	CoC's Process for...	11/16/2015
06. CoC's Governance Charter	Yes	LA BoS CoC Govern...	11/09/2015
07. HMIS Policy and Procedures Manual	Yes	LSNDC Plocies and...	11/10/2015
08. Applicable Sections of Con Plan to Serving Persons Defined as Homeless Under Other Fed Statutes	No		
09. PHA Administration Plan (Applicable Section(s) Only)	Yes	LHA Homeless Pref...	11/10/2015
10. CoC-HMIS MOU (if referenced in the CoC's Governance Charter)	No	HMIS MOU VCSL/LC	11/10/2015
11. CoC Written Standards for Order of Priority	No		
12. Project List to Serve Persons Defined as Homeless under Other Federal Statutes	No		
13. Other	No	HMIS Governance A...	11/10/2015
14. Other	No	FY2015 LA BoS CoC...	11/12/2015
15. Other	No	Public Notice Dat...	11/12/2015

Attachment Details

Document Description: Project Acceptance Notification

Attachment Details

Document Description:

Attachment Details

Document Description: LA BoS CoC Project Evaluation

Attachment Details

Document Description: Proof of Public Notice

Attachment Details

Document Description: CoC's Process for Reallocating

Attachment Details

Document Description: LA BoS CoC Governance Charter

Attachment Details

Document Description: LSNDP Policies and Standard Operating Procedures

Attachment Details

Document Description:

Attachment Details

Document Description: LHA Homeless Preference Documentation

Attachment Details

Document Description: HMIS MOU VCSSL/LC

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description: HMIS Governance Agreement

Attachment Details

Document Description: FY2015 LA BoS CoC NOFA

Attachment Details

Document Description: Public Notice Date Verification

Submission Summary

Page	Last Updated
1A. Identification	11/13/2015
1B. CoC Engagement	11/13/2015
1C. Coordination	11/13/2015
1D. CoC Discharge Planning	11/13/2015
1E. Coordinated Assessment	11/13/2015
1F. Project Review	11/16/2015
1G. Addressing Project Capacity	11/13/2015
2A. HMIS Implementation	11/13/2015
2B. HMIS Funding Sources	11/16/2015
2C. HMIS Beds	11/13/2015
2D. HMIS Data Quality	11/13/2015
2E. Sheltered PIT	11/13/2015
2F. Sheltered Data - Methods	11/13/2015
2G. Sheltered Data - Quality	11/13/2015
2H. Unsheltered PIT	11/16/2015
2I. Unsheltered Data - Methods	11/16/2015
2J. Unsheltered Data - Quality	11/13/2015
3A. System Performance	11/13/2015
3B. Objective 1	11/13/2015
3B. Objective 2	11/13/2015
3B. Objective 3	11/13/2015
4A. Benefits	11/13/2015
4B. Additional Policies	11/13/2015
4C. Attachments	Please Complete
Submission Summary	No Input Required

**None of the Louisiana Balance of State Continuum of Care FY2015 applicants were rejected.
The following are letters of acceptance and notification of the projects' ranking and scores.**

BOBBY JINDAL
GOVERNOR



MICHELLE L. THOMAS
INTERIM EXECUTIVE DIRECTOR

Louisiana Housing Corporation

November 5, 2015

Tarek Polite
Calcasieu Parish Police Jury
Housing Department
PO Box 3287
Lake Charles, LA 70601

RE: 2015 CoC Program Competition

Mr. ~~Polite~~, *Tarek*

The Louisiana Housing Corporation is pleased to inform you that your application for funding through the 2015 Continuum of Care Program Competition has been accepted and will be included on the Priority Listing as a part of the Louisiana Balance of State Continuum of Care (LA BoS CoC) Application. All of the accepted projects have been rated and ranked. The project rankings can be found on the LA BoS CoC webpage located at www.lhc.la.gov/index.cfm/page/235 and has been attached to this letter for your convenience.

Should you have any questions or require additional information, please contact Jonathan Wesley at (225) 242-1374, or by email at jwesley@lhc.la.gov.

Sincerely,

Handwritten signature of Nicole Sweazy in black ink.

Nicole Sweazy
Executive Director
Louisiana Housing Authority

Enclosures

BOBBY JINDAL
GOVERNOR



MICHELLE L. THOMAS
INTERIM EXECUTIVE DIRECTOR

Louisiana Housing Corporation

November 5, 2015

Debra LeCompte
Lake Charles Housing Authority
800 Bilbo Street
Lake Charles, LA 70601

RE: 2015 CoC Program Competition

Ms. LeCompte,

The Louisiana Housing Corporation is pleased to inform you that your application for funding through the 2015 Continuum of Care Program Competition has been accepted and will be included on the Priority Listing as a part of the Louisiana Balance of State Continuum of Care (LA BoS CoC) Application. All of the accepted projects have been rated and ranked. The project rankings can be found on the LA BoS CoC webpage located at www.lhc.la.gov/index.cfm/page/235 and has been attached to this letter for your convenience.

Should you have any questions or require additional information, please contact Jonathan Wesley at (225) 242-1374, or by email at jwesley@lhc.la.gov.

Sincerely,

A handwritten signature in black ink that reads "Nicole Sweazy".

Nicole Sweazy
Executive Director
Louisiana Housing Authority

Enclosures

BOBBY JINDAL
GOVERNOR



MICHELLE L. THOMAS
INTERIM EXECUTIVE DIRECTOR

Louisiana Housing Corporation

November 5, 2015

Nicole Sweazy
Executive Director
Louisiana Housing Authority
2415 Quail Dr.
Baton Rouge, LA 70808

RE: 2015 CoC Program Competition

Ms. Sweazy,

The Louisiana Housing Corporation is pleased to inform you that your application for funding through the 2015 Continuum of Care Program Competition has been accepted and will be included on the Priority Listing as a part of the Louisiana Balance of State Continuum of Care (LA BoS CoC) Application. All of the accepted projects have been rated and ranked. The project rankings can be found on the LA BoS CoC webpage located at www.lhc.la.gov/index.cfm/page/235 and has been attached to this letter for your convenience.

Should you have any questions or require additional information, please contact Jonathan Wesley at (225) 242-1374, or by email at jwesley@lhc.la.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Jonathan Wesley".

Jonathan Wesley
Executive Management Officer
Louisiana Housing Authority

Enclosures

BOBBY JINDAL
GOVERNOR



MICHELLE L. THOMAS
INTERIM EXECUTIVE DIRECTOR

Louisiana Housing Corporation

November 5, 2015

Beverly McCormick
Volunteer Center Southwest Louisiana
1023 Common St
Lake Charles, LA 70601

RE: 2015 CoC Program Competition

Ms. ~~McCormick~~, *Beverly*

The Louisiana Housing Corporation is pleased to inform you that your application for funding through the 2015 Continuum of Care Program Competition has been accepted and will be included on the Priority Listing as a part of the Louisiana Balance of State Continuum of Care (LA BoS CoC) Application. All of the accepted projects have been rated and ranked. The project rankings can be found on the LA BoS CoC webpage located at www.lhc.la.gov/index.cfm/page/235 and has been attached to this letter for your convenience.

Should you have any questions or require additional information, please contact Jonathan Wesley at (225) 242-1374, or by email at jwesley@lhc.la.gov.

Sincerely,

A handwritten signature in cursive script that reads "Nicole Sweazy".

Nicole Sweazy
Executive Director
Louisiana Housing Authority

Enclosures

LA BoS CoC Project Ranking

		Tier 1 (85% of ARD) = \$		Tier 2 (15% of ARD) = \$		
		9,579,341.00		11,269,813.00		
		Total Annual Renewal Demand= \$		Total Annual Renewal Demand= \$		
	Points possible	Project Score	Annual Renewal Amount	Cumulative Amount	Remaining T1	T1 Allocation
Tier 1						
310INFO/211 HMIS	40	30	\$ 110,394.00	\$ 110,394.00	\$ 9,468,947.00	\$ 110,394.00
FY2015 Lake Charles S+C Program	160	111.26	\$ 80,000.00	\$ 190,394.00	\$ 9,388,947.00	\$ 80,000.00
Louisiana State Permanent Supportive Housing Initiative	160	101.26	\$ 10,936,419.00	\$ 11,126,813.00	\$ (1,547,472.00)	\$ 9,388,947.00
						\$ 9,579,341.00
Tier 2						
Louisiana State Permanent Supportive Housing Initiative	160	101.26	\$ 10,936,419.00			\$ 1,547,472.00
FY 2015 CPPJ Shelter Plus Care	160	95	\$ 38,000.00	\$ 11,164,813.00		\$ 38,000.00
FY 2015 Sulphur SPC	160	95	\$ 105,000.00	\$ 11,269,813.00		\$ 105,000.00
						\$ 1,690,472.00

LOUISIANA BALANCE OF STATE CONTINUUM OF CARE
HUD CoC Program
2015 Project Evaluation

Introduction

HUD conducts an annual CoC program national competition. The Louisiana Housing Corporation is the collaborative applicant responsible for completing and submitting an annual application for CoC funding on behalf of the BoS CoC. In response to the limited availability of project funding expected, the Louisiana Balance of State Continuum of Care (LA BoS CoC) has established A Standards Rating and Project Selection Committee for the purpose of developing the CoC project evaluation and ranking process and tools. It is hoped that the evaluation process and prioritization strategy will help the LA BoS CoC fully maximize CoC Program funds and make decisions related to project funding.

CoC Renewal Project Evaluation Process

Project Evaluation: Overview

The LA BoS CoC Standards Rating and Project Selection Committee developed a CoC Renewal Project evaluation process and tool that will be used to review, score, and rank all CoC Projects as part of the 2015 CoC Competition. The priority areas that will be reviewed are as follows:

Project Participant Impact

- Housing stability
- Access to income and benefits
- Length of time homeless

Meeting Community Need

- Bed utilization
- Targeting hard to serve persons/households

Project Capacity

- Meeting reporting requirements
- Unspent funds
- HMIS data quality
- 2015 leverage documentation
- Audit/monitoring findings

Data Sources

Almost all data used in project evaluation comes from projects' most recently submitted Annual Performance Reports (APRs). However, information in four Project Capacity priority areas can only be obtained directly from providers themselves:

1. HUD audit/monitoring findings documentation;
2. Information on unspent funds from each applicant's LOCCS accounts;
3. Information on HIC/PIT data submission will be provided by the CoC lead; and
4. Applicants will provide information on project leverage.

Details about the data source for each priority area are listed in the Criteria and Scoring Tool in Appendix B. Details about the submission process and timeline follow.

CoC Project Evaluation

The LA BoS CoC Standards Rating and Project Selection Committee will complete a Project Evaluation for each project application (see Appendix B for Criteria and Scoring Tool). Projects failing to submit required information for a priority area will receive zero points for that priority area.

A list of all LA BoS CoC 2015 Renewal Projects can be found in Appendix A of this document.

After completing all Renewal Project Evaluations the LA BoS CoC Standards Rating and Project Selection Committee will rank all renewal projects according to their evaluation score within the categories listed below. The categories will be ranked in the following order; therefore the highest scoring PH application to the lowest scoring PH application will be ranked in front of any New Reallocated PSH applications.

1. Renewal PH: PSH and RRH	5. New Reallocated SSO Projects for Coordinated Access
2. Renewal HMIS	8. All other Renewal SSO projects
3. New Re-allocated PSH serving chronically homeless individuals or families, including unaccompanied youth	9. Any other project application submitted by the CoC that was not on the HUD-approved GIW
4. New Re-allocated RRH for homeless individuals and families, including unaccompanied youth, coming directly from the streets or emergency shelter or fleeing domestic violence	

Submission of Project Information

Any projects planning NOT to renew CoC funding, must let the CoC Board know ASAP.

Submission of Project Information

Renewal Projects will need to provide some information to the CoC as part of the project evaluation process. All projects will need to provide the following items:

- Most recent Annual Performance Report (APR) for each project application
- Project applications downloaded from esnaps
- Most recent HUD audit/monitoring results²
 - If there were findings that have since been resolved, please provide documentation from HUD
 - If there were findings that are currently being resolved, please provide an explanation of what efforts are currently underway

² If the project applicant has not had a HUD audit/monitoring visit please write a letter indicating that HUD has not visited the agency for that purpose. Write the letter on the agency letterhead and add the Executive Director's signature.

- 2015 CoC project leverage documentation
 - This should include all cash/in-kind match and leverage commitment letters reported as part of the 2015 CoC Competition
- LOCCS data
 - Monthly drawdown records for the project years 2012-13, 2013-14, and 2014-15 to date

All documentation must be emailed to Jwesley@lhc.la.gov by October 21, 2015.

Failure to submit a timely APR, or any of the items mentioned above will automatically result in a lower scoring project evaluation and a lower ranking among renewal projects.

APPENDIX A

LA BoS CoC 2015 Renewal CoC Project Evaluation: List of 2015 Renewal CoC Projects

Applicant Name	Project Name	Expiration Date	First-Time Former Project under the SHP or S+C Program	Project Component
Calcasieu Parish Police Jury Housing Department	2013 Exhibit 2	5/31/2016	CoC	PH
Housing Authority of the City of Sulphur	Shelter Plus Care 2014	6/30/2016	CoC	PH
Lake Charles Housing Authority	Lake Charles S+C Program	9/30/2016	CoC	PH
Volunteer Center Southwest Louisiana, Inc.	310INFO/211 HMIS	6/30/2016	CoC	HMIS
Louisiana Housing Authority	Shelter Plus Care		S+C	

APPENDIX B

**Projects achieving the goal will receive full points for the priority area. Projects coming within 5 percentage points of the goal will receive 75% of the available points for the priority area.*

2015 LA BoS CoC Renewal CoC Project Evaluation

Criteria and Scoring Tool

Project Participant Impact	Standard	Points	Scoring	Data Source	Points Awarded
Housing Stability					
PSH Programs: Length of stay 6 months or longer	83%	10	83% or > = 10 78-82% = 7.5 Below 78%=0	APR	
PSH Programs: Housing Retention HUD Measure [remaining in PSH at end of year or moving to other permanent housing during year]	77%	10	77% or > = 10 72 – 76% = 7.5 Below 72%=0	APR	
All Programs: Exits to family/friends (permanent tenure)	14%	10	14% or < = 10 19-15% = 7.5 Above 19%=0	APR	
Access to Income and Benefits					
PSH Programs: Participants employed at exit	17%	10	17% or > = 10 12-16% = 7.5 Below 12%=0	APR	
All Programs: Participants with one or more source(s) of non-cash benefits by program exit	32%	10	32% or > = 10 27 – 31% = 7.5 Below 27%=0	APR	
All Programs: Participants age 18 and older who obtained mainstream benefits by program exit	27%	10	27% or > = 10 22 – 26% = 7.5 Below 22%=0	APR	
All Programs: Participants age 18 and older who maintained or increased their total income (from all sources) as of the end of the operating year or program exit	73%	10	73% or > = 10 68 – 72% = 7.5 Below 68%=0	APR	
Length of Time Homeless					

Meeting Community Need	Standard	Points	Scoring	Data Source	Points Awarded
Project Demand					
PSH Programs: Average daily bed utilization	84%	10	84% > = 10 79 - 83% = 7.5 Below 79% = 0	APR	
Targeting Hard to Serve					
All Programs: Entries from streets/emergency shelters only	76%	10	76% > = 10 71 - 85% = 7.5 Below 71% = 0	APR	
All Programs: Entries with no income	48%	10	48% > = 10 43 - 47% = 7.5 Below 43% = 0	APR	
Project Capacity	Standard	Points	Scoring	Data Source	Points Awarded
Reporting Requirements					
All Programs: HIC/PIT data submitted on time	Yes	5	Yes = 5 No = 0	LHA	
Cost Effectiveness					
All Programs: 2012 – 2013 Total CoC Funds Expended/Awarded	< 5% of unspent funds	7.5	5% < = 7.5 6-10% = 5.63 Above 10% = 0	LOCCS	
All Programs: 2013 – 2014 Total CoC Funds Expended/Awarded	< 5% of unspent	7.5	5% < = 7.5 6-10% = 5.63 Above 10% = 0	LOCCS	
All Programs: On track to spend current CoC award	Unspent funds < 10% of combined Mo. Average	5	10% < = 5 11-15% = 2.5 Above 15% = 0	LOCCS	
HMIS Data Quality					
All Programs: Missing data in "Q7. Data Quality"	< 2%	15	2% < = 15 3-7% = 11.25 Above 7% = 0	APR	
Project Leverage					
All Programs: 2015 CoC Application leverage documented	> 150%	10	Yes = 10 No = 0	Project Application	

Project Monitoring Results					
All Programs: Any unresolved HUD monitoring findings noted?	HUD Monitoring findings	10	None/resolved = 10 Unresolved findings= 0	LHC Staff	
Total Possible Points		Total Points			
Total Possible Points—PSH Projects		160			
Total Possible Points—All Programs		120			

CoC's Process for Reallocating

The CoC did not use the reallocation process in the FY 2015 CoC Program Competition, and this document does not apply.

Louisiana Balance of State Continuum of Care Governance Charter

I. Overview

The Louisiana Balance of State Continuum of Care (generally referenced in this document as “BoS CoC” or “Continuum”) is the group composed of representatives of relevant organizations that are brought together to plan for and provide, as necessary, a system of outreach, engagement, and assessment; emergency shelter; rapid rehousing; transitional housing; permanent housing; and prevention strategies to address the various needs of homeless or at risk of homelessness persons for a specific geographic area. The Continuum utilizes the Continuum of Care (“CoC”) model mandated by the Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 (“HEARTH Act”) amendment to the McKinney-Vento Homeless Assistance Act as further promulgated by the Department of Housing and Urban Development (“HUD”) CoC Interim Rule (24 CFR Part 578) (the “Interim Rule”).

HUD REQUIREMENTS for CoC OPERATION AND GOVERNANCE

HUD charges communities that receive funds under the Homeless CoC Program with specific responsibilities. Section 578.3 of the HEARTH Interim Rule published in July 2012 (Interim Rule), defines a Continuum of Care as “the group organized to carry out the responsibilities required under this part [Part 578-Continuum of Care Program] and that is composed of representatives of organizations, including nonprofit homeless providers, victim service providers, faith-based organizations, governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, organizations that serve homeless and formerly homeless veterans, and homeless and formerly homeless persons to the extent these groups are represented within the geographic area and are available to participate.”

The Interim Rule requires CoCs to establish a Board to act on behalf of the CoC. The CoC assigns the Board responsibilities through a written agreement called a Governance Charter that reflects the policies developed by the CoC. The CoC Board does not have any authority except as specified in the Governance Charter and Bylaws. Otherwise, authority and responsibility are retained by the CoC. This Governance Charter is adopted in accordance with The Interim Rule and is established in consultation with the designated Collaborative Applicant, and the HMIS Lead Agency. This document outlines the establishment of the Louisiana Balance of State Continuum of Care (BoS CoC) and the roles and responsibilities assigned by the BoS CoC to the Board. It also provides additional insight into the duties of the Board and describes the standing committees, and structure of the CoC.

The policies and provisions in this Governance Charter are subject to regular review of the CoC Board, which may establish a task group to accomplish this task with input from the Board.

RESPONSIBILITIES OF THE CoC

Section 578.7 of the HEARTH Interim Rule (July 2012) identifies the Responsibilities of the CoC as described:

A. Operate the CoC

The CoC must:

- (1) Hold meetings of the full membership, with published agendas, at least semiannually;
- (2) Make an invitation for new members to join publicly available within the geographic area at least annually;
- (3) Adopt and follow a written process to select a Board to act on behalf of the CoC. The process must be reviewed, updated, and approved by the CoC at least once every 5 years;
- (4) Appoint additional committees, subcommittees, or workgroups;
- (5) In consultation with the Collaborative Applicant and the Homeless Management Information System (HMIS) Lead, develop, follow, and update annually a governance charter, which will include all procedures and policies needed to comply with subpart B of this part and with HMIS requirements as prescribed by HUD; and a code of conduct and recusal process for the Board, its chair(s), and any person acting on behalf of the Board;
- (6) Consult with recipients and sub-recipients to establish performance targets appropriate for population and program type, monitor recipient and sub-recipient performance, evaluate outcomes, and take action against poor performers;
- (7) Evaluate outcomes of projects funded under the Emergency Solutions Grants (ESG) program and the CoC program, and report to HUD;
- (8) In consultation with recipients of ESG program funds within the geographic area, establish and operate either a centralized or coordinated assessment system that provides an initial, comprehensive assessment of the needs of individuals and families for housing and services. The CoC must develop a specific policy to guide the operation of the centralized or coordinated assessment system on how its system will address the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim service providers. This system must comply with any requirements established by HUD by Notice.
- (9) In consultation with recipients of ESG program funds within the geographic area, establish and consistently follow written standards for providing CoC assistance. At a minimum, these written standards must include:
 - (i) Policies and procedures for evaluating individuals' and families' eligibility for assistance under this part;

- (ii) Policies and procedures for determining and prioritizing which eligible individuals and families will receive transitional housing assistance;
- (iii) Policies and procedures for determining and prioritizing which eligible individuals and families will receive rapid re-housing assistance;
- (iv) Standards for determining what percentage or amount of rent each program participant must pay while receiving rapid re-housing assistance;
- (v) Policies and procedures for determining and prioritizing which eligible individuals and families will receive permanent supportive housing assistance; and
- (vi) Policies and procedures set forth in 24 CFR 576.400(e)(vi), (e)(vii), (e)(viii), and (e)(ix), where the CoC is designated a high-performing community, as described in Subpart G.

B. Designating and Operating an HMIS

The CoC must:

- (1) Designate a single HMIS for the geographic area;
- (2) Designate an eligible applicant to manage the CoC's HMIS, which will be known as the HMIS Lead;
- (3) Review, revise, and approve a (i) privacy plan, (ii) a security plan, and (iii) a data quality plan for the HMIS.
- (4) Ensure consistent participation of recipients and sub-recipients in the HMIS; and
- (5) Ensure the HMIS is administered in compliance with requirements prescribed by HUD.

C. CoC Planning

The CoC must develop a plan that includes:

- (1) Coordinating the implementation of a housing and service system within its geographic area that meets the needs of the homeless individuals (including unaccompanied youth) and families. At a minimum, such system encompasses the following:
 - (i) Outreach, engagement, and assessment;
 - (ii) Shelter, housing, and supportive services;
 - (iii) Prevention strategies.
- (2) Planning for and conducting, at least biennially, a point-in-time count (PITC) of homeless persons within the geographic area that meets the following requirements:
 - (i) Homeless persons who are living in a place not designed or ordinarily used as a regular sleeping accommodation for humans must be counted as unsheltered homeless persons.

- (ii) Persons living in emergency shelters and transitional housing projects must be counted as sheltered homeless persons.
- (iii) Other requirements established by HUD by Notice.
- (3) Conducting an annual gaps analysis of the homeless needs and services available within the geographic area;
- (4) Providing information required to complete the Consolidated Plan(s) within the CoC's geographic area;
- (5) Consulting with State and local government ESG program recipients within the CoC's geographic area on the plan for allocating ESG program funds and reporting on and evaluating the performance of ESG program recipients and sub-recipients.

II. Mission and Goals

The mission of Louisiana's BoS CoC is to work with stakeholders throughout its geographic area to design effective strategies to combat homelessness. To maximize effectiveness, the BoS CoC will often work in collaboration with outside entities such as the Housing and Transportation Planning and Coordinating Commission (HTPCC), to help create integrated, state-wide and community based strategies and plans to prevent and end homelessness; provide coordination among the many regional organizations and initiatives that serve people experiencing homelessness across Continuum of Care geographic areas; and to prepare, for submission to HUD, the comprehensive grant application for the Continuum of Care Program.

The BoS CoC shall align and update its mission and goals in order to remain consistent with the HUD Strategic Plan and with the Federal Interagency Homeless Council's plan entitled "Opening Doors," as updated and the Louisiana plan to end homelessness entitled "Ma Maison". These plans put an emphasis on ending veteran's homelessness by 2015, chronic homelessness by 2017, and homelessness among children, families, and youth by 2020.

Homelessness has significant detrimental effects on everyone, yet there are some whose health and safety are placed at even greater risk for harm without a safe and stable place to call home. These groups include, but are not limited to: children, women fleeing from domestic violence situations and people with disabilities. Strategies to identify and assist the most vulnerable groups will be prioritized.

While ending homelessness remains the BoS CoC's overarching goal, the Continuum is focused on moving all unsheltered persons to a shelter or otherwise safe location. At the same time, and with a priority on best practices for rapid re-housing, the Continuum will persistently focus its efforts to mitigate the trauma of homelessness by working with all stakeholders to immediately link persons to appropriate homeless and mainstream services and to shorten the length of time that persons remain unsheltered or in shelters. Further priority will be placed upon putting all homeless persons on a path toward permanent stable housing that optimizes self-sufficiency.

III. Responsibilities of the Continuum

A. Membership

Membership shall consist of interested individuals and representatives from relevant organizations within the geographic area. Ongoing efforts will be made to solicit open membership from relevant organizations including nonprofit homeless assistance providers, victim service providers, faith-based organizations, governments, local chambers of commerce, local development authorities, businesses, advocates, local housing authorities, school districts, social service providers, mental health agencies, hospitals, colleges, technical schools, universities, affordable housing developers, landlords, law enforcement, and organizations that serve veterans and homeless and formerly homeless individuals.

Proactive member recruitment efforts will take place at least semi-annually through targeted emails to parties associated with relevant organizations. In addition, there will be an open membership recruitment process posted on the collaborative applicant's website at www.lhc.la.gov.

To remain in good standing, Continuum members are expected to attend not less than one meeting (annual membership, Board, Committee or Subcommittee) per year. Members must also adhere to the code of conduct requirements (conflict of interest, rules of order, etc.) established by the Membership and Rules Committee. Among other requirements established by the Membership and Rules Committee, no member may participate in or influence discussions or resulting decisions concerning the award of a grant or other financial benefit to the organization that the member represents. Otherwise, members may be subject to sanctions by this Committee that may include loss of voting privilege, termination of committee or subcommittee assignments, or other actions consistent with policy established and interpreted by the Committee, including membership termination, which is anticipated only in the most egregious cases. The work of the BoS CoC will be accomplished through a comprehensive process that includes full membership, regional, board and committee meetings. Full membership votes shall be taken as follows:

- An initial vote for ratification of the Charter;
- Review and/or update the Charter's process for Board selection not less than once every five (5) years [578.7(3)].

B. Governing Board

The process for Board selection shall take place as follows [578.7(3)]:

The BoS CoC Board of Directors (hereinafter referred to as "Board") is the governing body of the Balance of State Continuum. Considerations for board representation include expertise and experience in homelessness, geographic distribution,

diversification of interests, provider perspective, the perspective of homeless persons, limiting/managing conflicts of interest, and other relevant factors. The Board shall consist of eleven (11) appointed members. Board members must be relevant; meaning that they must live or work in the geographical area of the BoS CoC, provide homeless funding, homeless services, mainstream services that serve homeless persons, or provide other indirect services to homeless persons or to community organizations in the Continuum. Board members must also be otherwise qualified, as outlined in this Charter and by HUD rule. By accepting a Board position, all Board members by definition also become Continuum members.

The BoS CoC Board membership shall be established as follows:

- The Executive Director of the LHA, to represent the Collaborative Applicant;
- The Executive Director of Southeast Legal Aid Services;
- One (1) representative of the HMIS Lead Agency;
- Three (3) ESG representatives. One (1) appointed from the Southwest Region, One (1) appointed from St. Bernard Parish, and one (1) appointed from Sabine Parish;
- One (1) currently or formerly homeless person;
- Three (3) at large members. One (1) from each of the geographic regions;
- One (1) representative of the Department of Health and Hospitals;

Appointments will be made by the Collaborative Applicant based on recommendations by the members of the BoS CoC and the Membership and Rules Committee. The Membership and Rules Committee shall develop and implement a process for the nomination of “at large” Board members from each of the three (3) geographic regions. All appointments will be subject to approval by the Membership and Rules Committee based upon criteria established by that Committee.

The responsibilities of the Board include:

- Following its initial ratification by membership, and in consultation with the Collaborative Applicant and the HMIS Lead, update and follow the Louisiana Balance of State Continuum of Care Governance Charter [578.7(5)]. Exception: The Board selection process outlined in the Charter may only be revised by a vote of membership;
- Publish agendas on the LHC Continuum of Care website and hold meetings as necessary to carry out the work of the Continuum. Full membership meetings must be held at least twice annually [578.7(1)];
- Appoint standing committees outlined in this Charter, as well as additional committees, as necessary, and in collaboration with its committees, manage the work of the “Collaborative Applicant,” and “HMIS Lead” [578.7(4)].
- Appoint Committee members;
- Act on recommendations of Continuum Committees; and set priorities for the Continuum based solely upon committee recommendations.

Board procedure shall be established as follows:

From its membership, the Board shall appoint a Chair and a Vice-Chair. The Chair of the Membership and Rules Committee shall serve as the Ethics Officer of the Board but may or may not be a member of the Board. The Board shall be governed by this Charter, and otherwise by Roberts Rules of Order. Each Board member shall serve a staggered term (3 to 5 years), as determined by the Membership and Rules Committee. Absent reappointment or a new appointment, Board Members shall continue to serve indefinitely following the end of their term. There shall be no limit on terms of service. Board members may be terminated by the Membership and Rules Committee for reasonable cause. Reasonable cause includes, but is not limited to, the presence of a conflict of interest that cannot be mitigated or if attendance at meetings does not meet standards established by the Membership and Rules Committee. Meetings of the Board shall be held as called by the Collaborative Applicant, and each meeting shall be attended by the Collaborative Applicant. Meetings may be attended either in person, via conference call or via Webinar, and must be called at least seven (7) days in advance unless extenuating circumstances exist. Meetings will be open to the public. Meeting notices shall be distributed to all Continuum members and posted by the Collaborative Applicant on the LHC Continuum of Care website. Board actions shall require a majority vote. In the event that a board majority is not available action may be taken by a quorum of the Board. For the purpose of conducting CoC business a quorum shall be defined as a minimum of 4 board members consisting of the current representatives of The LHA, The Department of Health and Hospitals, The HMIS Lead Agency and at least one other board member. The Chair, or the person acting as Chair, shall only vote in the two following situations:

1. In the event of a tie vote from other board members.
2. In the event that the Chair is serving as a member of the quorum and a quorum vote is required.

C. Committees and Subcommittees

General Requirements for All Committees

While decisions for the Continuum will be made by the Board, the work of the Continuum will generally be carried out by committees and, as appointed by committees, subcommittees. Committee members may be recommended to the Board by Committees themselves, but all Committee appointments shall also be “members” of the Continuum with formal appointment of each by the Board. Board members may also, and are encouraged to, serve on committees. All subcommittee appointments may be made by the appropriate committee. Each committee is responsible for establishing a committee chair and the chair, or his/her designee, must attend all board meetings.

Subcommittees are formulated by committees in order to add specific expertise and to develop special recommendations to the committee. Expertise may come from outside

the Continuum geography, so logically; subcommittee appointments (made by members of each committee) may or may not be members of the Continuum.

Formal Committee meetings must be called and attended by the Collaborative Applicant. The Collaborative Applicant will maintain committee records. With the exception of the Membership and Rules Committee, committees are responsible not for decision-making, but for making recommendations to the Board.

The Board may appoint committees as it deems necessary to carry out the work of the Continuum, but at a minimum, BoS CoC Committees shall include the following:

- Standards, Rating and Project Selection Committee;
- HMIS Committee;
- Membership and Rules Committee; and
- Coordinated Access Committee.

At its discretion, the Board may expand the work of these Committees and/or appoint other Committees with special purposes associated with priorities such as ending chronic, veterans, family and youth homelessness, coordination with educational and family violence providers, etc.

1. Standards, Rating and Project Selection Committee

The Standards, Rating and Project Selection Committee shall be responsible for developing and recommending written standards for all phases of BoS CoC and Emergency Solutions Grants programs for Board approval. In accordance with the goals of the Continuum, these written standards shall prioritize assistance and placement for persons and families who are chronically homeless, persons with disabilities, and persons with the highest number of barriers to placement and stable housing [578.9(2)].

Acting on behalf of the Continuum, and as a part of its duty to “design, operate and follow a collaborative process” in response to a HUD NOFA, the process established by this Committee and due diligence in its implementation shall serve as “approval for submission” of the BoS CoC by the Collaborative Applicant [578.9(a)(1)]. These written standards will be developed in consultation with the Collaborative Applicant, and with stakeholders throughout the Continuum, including Continuum Recipients and sub recipients, shall be updated annually, and shall be approved by the Board [578.7(a)(9)]. Standards shall reflect the goals of the Continuum which are also consistent with the HUD Strategic Plan.

Written standards will be established for all prevention, outreach, shelter, rapid rehousing, transitional, supportive service, and permanent supportive housing programs that serve homeless or near homeless persons in the Continuum [578.7(a)(9)(i-vi)]. Among other requirements, these standards will include criteria for CoC programs, as follows:

- Policies and procedures for evaluating household eligibility;

- Policies and procedures for determining appropriate transitional, permanent supportive (including rapid re-housing), or other housing placement; and
- A rental payment standard for the Continuum’s rapid re-housing programs.

The standards will reflect priority for project type and performance and outcome criteria. Standards shall include scoring criteria for project applications and renewal applications, as well as monitoring criteria and accompanying policy surrounding poor performance to be implemented by the Collaborative Applicant [578.7(a)(6)].

The Standards, Rating and Project Selection Committee shall evaluate the outcomes of ESG and Continuum of Care programs, and as possible other programs within the Continuum, and report those outcomes to the Board, Continuum membership, to HUD, and to others [578.7(a) (7)].

This Committee shall also be responsible for developing the semi-annual “point in time count,” as well as the annual shelter and transitional housing count methodologies. The Committee shall determine gaps in housing and services, consult with ESG entitlements on the allocation of funds [578.7(c)(5)], and develop and implement a rating and selection system for Continuum projects. This Committee, or a subcommittee that it may choose to appoint, is further responsible for review of Continuum of Care applications. The work of this Committee may also include tasks assigned by the Board [578.7(c) (2-3)].

For this Committee, the Membership and Rules Committee shall review all appointments, and direct conflicts of interest will not be allowed. Perceived conflicts of interest will be disclosed and mitigated through a process established by the Membership and Rules Committee.

2. Homeless Management Information Systems (HMIS) Committee

The HMIS Committee will be responsible for assisting the Board with management and oversight of the HMIS Lead and the Continuum’s HMIS implementation. This committee, in consultation with the Collaborative Applicant, and as appropriate, the HMIS Lead, shall have further responsibilities, as follows [578.7(b)]:

- As may be necessary, making recommendations to the Board on changes to the HMIS system, HMIS Lead, and HMIS Applicant utilized by the Continuum;
- Reviewing, revisions and recommendations for a privacy, security, and data quality plan to the Board;
- Monitoring the Continuum’s compliance with HMIS requirements prescribed by HUD [587.7(a)(5)]; and
- Monitoring participation in HMIS by users throughout the Continuum.

3. Membership and Rules Committee

Unlike any of the other committees, the Membership and Rules Committee will act with a great deal of autonomy. It will provide checks and balances for the Continuum and operate with absolute authority over all matters related to:

- Development and operationalizing the Continuum’s “Conflict of interest and recusal policy” [578.7(a)(5)] and process, as required by HUD rule at 24 CFR 578.95 (see Exhibit A). Until the recusal policy is fully developed and operationalized, any Continuum member or subcommittee appointee must disclose any real or perceived conflict of interest. If there is a direct conflict of interest, he/she shall (1) not discuss any matter before the Continuum relating to the conflict, (2) abstain from any voting related to matters subject to the conflict, and (3) leave the room while matters are discussed. This policy shall also include code of conduct provisions for all members. This duty shall also include oversight of implementation, interpretations of policy, etc.;
- The exercise of judgment over the selection of Board members in order to assure that prospective members are qualified,
- Assurance that there is geographical dispersion and diversity among Board members, and
- Ethics and parliamentary procedure while carrying out its duties to provide Board oversight.

The Membership and Rules Committee will have ultimate responsibility for making sure that appointments meet HUD and Continuum rules around diversity in the selection of Board members so that “relevant organizations” will be included.

The Membership and Rules Committee will create criteria for conducting elections of Board Members. The Committee will work with appointing authorities to assure relevance and diversification in Board appointments. It may develop criteria for selection, verify that candidates meet said criteria, and must ratify all appointments. This Committee may serve, as necessary, as a nominating committee for Board appointments, as well as for candidates for election. The Committee shall monitor service by all Continuum and Board members and shall set terms for all Board members. The Committee shall also review, and as necessary, propose revisions to the criteria for Board selection not less than once every five (5) years. Revisions to Board structure must be presented to the Board for approval, and once approved, ratified by a majority vote of membership. The Membership and Rules Committee will act on complaints filed against the Continuum in accordance with 24 CFR 578.7 and 578.9 and report on all complaints and actions to the Board. As necessary, Committee recommendations will be presented to the Board for mitigation. In consultation with the Collaborative Applicant and the HMIS Lead, this Charter shall be updated by the Committee and approved not less than annually by a majority vote of a quorum of the Board. For substantial updates to this Charter, as determined by this Committee, a majority vote of Continuum membership must be obtained.

4. Coordinated Access Committee

The Coordinated Access Committee will be primarily responsible for identifying and seeking to maximize and coordinate mainstream and homeless services as well as housing resources available for homeless and near homeless persons throughout the Continuum. Together with the Collaborative Applicant, the Committee will develop written standards for assessment and program admissions within the Continuum.

The Committee will develop policy to be approved by the Board and will work to insure that the Continuum's system of care meets the needs of homeless individuals and families by seeking to implement comprehensive prevention, outreach, engagement, assessment, shelter (or other short-term housing), transitional (very limited), and permanent housing strategies throughout its broad geographic area. The group served will also include persons fleeing family violence, including victims of dating or sexual assault, and/or stalking, as well as unaccompanied youth.

This work will include identification of ongoing gaps in housing and service resources, as well as barriers to housing (including barriers to housing choice) and services that limit the ability of homeless persons to access and sustain stable housing. The Committee will work in partnerships with all stakeholders (including educational liaisons, family violence staff, public housing officials, etc.) at local, regional, state and federal levels in order to identify resources to fill identified gaps in housing and services. Specific work of this Committee will center on measures that will enable the Continuum's homeless providers to:

- Implement plans within their programs that will affirmatively further fair housing, per 24 CFR 578.93(c);
- Prevent involuntary separation of families experiencing homelessness within the Continuum; and
- Best collaborate with Louisiana Department of Education officials and with homeless liaisons and others associated with local school systems in order to maximize the availability of HUD McKinney resources for housing and services (including prevention) for families with school age children, as well as to measure the mainstreams services of the school system in order to further stabilize families in housing.

The Committee will recommend (and may oversee the development of) training for continuum providers. It will monitor changes and proposed changes to funding programs and other public assistance at all levels (local, regional, state and federal) for diminished programs and benefits, as well as stricter eligibility requirements that limit access to ongoing benefits that may either (1) limit the Continuum's ability to place and serve homeless persons in stable housing, or (2) lead to further destabilization of fragile populations currently housed.

This Committee will troubleshoot system access issues on a state, local and regional basis, and will coordinate/collaborate closely with the HTPCC. Working closely with the Collaborative Applicant, the Coordinated Access Committee will be responsible for oversight related to meeting the HUD mandate for "coordinated or centralized intake and assessment" [578.7(a)(8)].

D. Collaborative Applicant

In accordance with HUD's Continuum of Care Interim Rule, the Louisiana Housing Corporation (LHC) or (The Corporation) is designated as the Collaborative Applicant.

The Louisiana Housing Authority (LHA) is a state authority attached to LHC. At its discretion, the Collaborative Applicant shall have the authority to apply for planning funds from HUD. LHC shall provide comprehensive oversight for the Continuum in order to meet HUD's rule for Continuum of Care and to assure that requirements are met for the annual HUD Continuum of Care funding competition. LHC shall collaborate with other Louisiana Continuum and shall provide administrative support for the Board, all Continuum committees, and as otherwise necessary to assure the sound operation of and the success of the Balance of State Continuum of Care. LHC shall work to build awareness for and public/stakeholder confidence in the Continuum and will publicize its work. For the Continuum, LHC will maintain membership lists, conduct membership recruitment campaigns targeted to stakeholders [578.7(a)(2)], publish agendas for membership meetings, and assist the Board in conducting meetings of full membership not less than twice annually [578.7(a)(1)]. LHC shall update and maintain the Continuum's website with meeting notices, a list of Board members, Board meeting minutes, downloads of documents related to Board actions, and other related documents. The website shall also include an open invitation and process for membership.

LHC's work with the Board will include, but will not be limited to, providing or securing meeting space, calling meetings, providing notice to Board/Continuum members and others, technology for web meeting capacity, recordkeeping, assisting the board with draft policies and updates (including updates to this Charter) as directed by the Board, and other duties assigned by the Board or as necessary in order to meet Continuum compliance requirements or other standards established by HUD. LHC shall serve as staff to all Continuum committees, call meetings, develop agendas, keep records of committee meetings, provide technical assistance and monitor recipients of funds, and assist with research and the development of plans and documents for each committee. Working with the Standards, Rating and Project Selection Committee, LHC will seek outside funds for, and will provide staff oversight and training for the semi-annual unsheltered point in time count and the annual shelter survey [578.7(c)(2)].

Working with stakeholders state-wide, regional and local meetings (onsite and/or web-based) as well as attendance at local and regional events, the Collaborative Applicant will provide lead staff for the Continuum's planning. This includes coordination and implementation *"of a housing and service system within its geographic area that meets the needs of the homeless individuals (including unaccompanied youth) and families. At a minimum, such system encompasses the following: (i) Outreach, engagement, and assessment; (ii) Shelter, housing, and supportive services; and (iii) Prevention strategies"* [578.5(c)].

LHC will meet the Continuum's obligations through the HUD rule to coordinate with ESG Entitlements, and to collaborate with and provide information to complete plans for the HUD Consolidated Planning jurisdictions (the city of Lake Charles, and the State) within the Continuum [578.7(c)(4)].

LHC will collect and combine all required application information from projects within the

Continuum, prepare, and submit the annual Continuum application to the Board for approval and then to HUD.

E. Homeless Management Information Systems (HMIS) Lead

The Volunteer Center Southwest Louisiana (The Volunteer Center) or (VCSL) is designated by the Louisiana Balance of State Continuum of Care to operate an HMIS system on its behalf. A representative of The Volunteer Center shall attend all HMIS Committee meetings and coordinate closely with this Committee in all of its work. VCSL shall have the authority to apply for and administer Continuum funds for HMIS in accordance with all HUD requirements. VCSL, in working with the Continuum's HMIS Committee, shall review, revise and approve a privacy, security and data quality plan (or plans) for the Continuum's HMIS.

The Volunteer Center shall exercise required due diligence in order to assure that the Continuum's HMIS is administered in compliance with all present and future HUD requirements, and it shall ensure consistent participation by all HUD McKinney-funded recipients and sub recipients in the Continuum. For non-HUD funded Continuum agencies, VCSL shall work with those agencies as well as their funders to maximize HMIS participation. Lastly, VCSL will work to maximize the use of HMIS data in order to meet the Continuum's obligations through the HUD rule to coordinate with ESG Entitlements and HUD Consolidated Planning jurisdictions within the Continuum.

F. Procedural Processes

By numerical order the work of the Balance of State Continuum of Care shall proceed, as follows:

- 1) LHC shall make Board appointments based on the availability of potential board members.
- 2) Once the Founding Board is in place it shall conduct an initial Board meeting for the purpose of appointing members to the Membership, Rules and Project Selection Committee and approval of the Founding Governance Charter.
- 3) Initial Continuum Membership will be established by LHC based upon full membership meetings.
- 4) Once approved by the board this Founding Governance Charter shall first be posted on the Continuum's website by LHC for review and ratification by a majority vote of Continuum membership.
- 5) The Rules and Membership Committee shall:
 - a) First develop criteria for and approve appointed Board members;
 - b) Develop criteria for approval and for the election of regional Board members;
 - c) Call upon membership for nominees by email notification; and
 - d) Develop a slate of nominees for review by Members.

Exhibit A

24 CFR 578.95 Conflicts of interest.

(a) Procurement. For the procurement of property (goods, supplies, or equipment) and services, the recipient and its subrecipients must comply with the codes of conduct and conflict-of-interest requirements under 24 CFR 85.36 (for governments) and 24 CFR 84.42 (for private nonprofit organizations).

(b) Continuum of Care board members. No Continuum of Care board member may participate in or influence discussions or resulting decisions concerning the award of a grant or other financial benefits to the organization that the member represents.

(c) Organizational conflict. An organizational conflict of interest arises when, because of activities or relationships with other persons or organizations, the recipient or subrecipient is unable or potentially unable to render impartial assistance in the provision of any type or amount of assistance under this part, or when a covered person's, as in paragraph (d)(1) of this section, objectivity in performing work with respect to any activity assisted under this part is or might be otherwise impaired. Such an organizational conflict would arise when a board member of an applicant participates in decision of the applicant concerning the award of a grant, or provision of other financial benefits, to the organization that such member represents. It would also arise when an employee of a recipient or subrecipient participates in making rent reasonableness determinations under §578.49(b)(2) and §578.51(g) and housing quality inspections of property under §578.75(b) that the recipient, subrecipient, or related entity owns.

(d) Other conflicts. For all other transactions and activities, the following restrictions apply:

(1) No covered person, meaning a person who is an employee, agent, consultant, officer, or elected or appointed official of the recipient or its subrecipients and who exercises or has exercised any functions or responsibilities with respect to activities assisted under this part, or who is in a position to participate in a decision-making process or gain inside information with regard to activities assisted under this part, may obtain a financial interest or benefit from an assisted activity, have a financial interest in any contract, subcontract, or agreement with respect to an assisted activity, or have a financial interest in the proceeds derived from an assisted activity, either for him or herself or for those with whom he or she has immediate family or business ties, during his or her tenure or during the one-year period following his or her tenure.

(2) Exceptions. Upon the written request of the recipient, HUD may grant an exception to the provisions of this section on a case-by-case basis, taking into account the cumulative effects of the criteria in paragraph (d)(2)(ii) of this section,

provided that the recipient has satisfactorily met the threshold requirements of paragraph (d)(2)(ii) of this section.

(i) Threshold requirements. HUD will consider an exception only after the recipient has provided the following documentation:

(A) Disclosure of the nature of the conflict, accompanied by a written assurance, if the recipient is a government, that there has been public disclosure of the conflict and a description of how the public disclosure was made; and if the recipient is a private nonprofit organization, that the conflict has been disclosed in accordance with their written code of conduct or other conflict-of-interest policy; and

(B) An opinion of the recipient's attorney that the interest for which the exception is sought would not violate State or local law, or if the subrecipient is a private nonprofit organization, the exception would not violate the organization's internal policies.

(ii) Factors to be considered for exceptions. In determining whether to grant a requested exception after the recipient has satisfactorily met the threshold requirements under paragraph (c)(3)(i) of this section, HUD must conclude that the exception will serve to further the purposes of the Continuum of Care program and the effective and efficient administration of the recipient's or subrecipient's project, taking into account the cumulative effect of the following factors, as applicable:

(A) Whether the exception would provide a significant cost benefit or an essential degree of expertise to the program or project that would otherwise not be available;

(B) Whether an opportunity was provided for open competitive bidding or negotiation;

(C) Whether the affected person has withdrawn from his or her functions, responsibilities, or the decision-making process with respect to the specific activity in question;

(D) Whether the interest or benefit was present before the affected person was in the position described in paragraph (c)(1) of this section;

(E) Whether undue hardship will result to the recipient, the subrecipient, or the person affected, when weighed against the public interest served by avoiding the prohibited conflict;

- (F) Whether the person affected is a member of a group or class of persons intended to be the beneficiaries of the assisted activity, and the exception will permit such person to receive generally the same interests or benefits as are being made available or provided to the group or class; and
- (G) Any other relevant considerations.

**Louisiana Services Network Data Consortium
Policies and Standard Operating Procedures
Version 1.2**

Louisiana Services Network Data Consortium

Effective Date
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**Louisiana Services Network Data Consortium
Policies and Standard Operating Procedures
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Louisiana Services Network Data Consortium Policies and Standard Operating Procedures

This document details the policies and standard operating procedures that govern the operation of the Louisiana Services Network Data Consortium Management Information System (LSNDC System). It defines the roles and responsibilities of the LSNDC System Administrators, agencies and individuals accessing LSNDC System data. It includes important information on the way the LSNDC System data is secured and protected. All individuals accessing the LSNDC System must read and understand these Standard Operating Procedures.

INTRODUCTION

This document details the policies and standard operating procedures that govern the operation of the Louisiana Services Network Data Consortium Management Information System (LSNDC System). It defines the roles and responsibilities of the LSNDC System Administrators, agencies and individuals accessing LSNDC System data. It includes important information on the way the LSNDC System data is secured and protected. All individuals accessing the LSNDC System must read and understand these Standard Operating Procedures.

LSNDC System is administered by the Louisiana Services Network Data Consortium, a non-profit corporation acting in the behalf of the LSNDC Board. The LSNDC Board is comprised of regional Homeless Management Information System administrative agencies and nine regional Continua of Care that are under contract with the U.S Department of Housing and Urban Development (HUD) to provide homeless services. The central server is administered by the contracted HMIS software vendor, and the LSNDC administers licensing, training, and compliance.

The primary purpose of the LSNDC System is to provide a client and service data management tool to aid the regional Continua of Care to end homelessness in Louisiana and meet HUD requirements for CoCs to provide an unduplicated demographic report of the number and characteristics of clients served as well as program outcomes. This tool is Internet-based technology to assist homeless service organizations across Louisiana in capturing information about the clients that they serve.

The LSNDC System provides a standardized assessment of consumer needs creates individualized service plans and records the use of housing and services which communities can use to determine the utilization of services of participating agencies, identify gaps in the local service continuum, and develop outcome measurements.

Benefits of LSNDC System

LSNDC System benefits homeless men, women, and children:

Improvements in service delivery for clients as case managers assess the client's needs, inform the client about available services on site or through referral, help the client find and keep permanent housing, and improve service coordination when information is shared between programs within one agency that are serving the same client.

LSNDC System benefits agencies, program managers and case managers:

Aggregate program-level and agency-level information and reports should be accessible to agencies and program managers to provide a more complete understanding of clients' needs and outcomes, advocate for additional resources, complete grant applications, conduct evaluations of program services and staff performance, and report to funders. Minimally, the software should be able to generate the program portions of the HUD Annual Progress Report (APR).

LSNDC System benefits the regional Continuum of Care:

Unduplicated, de-identified, system-wide information should be readily accessible to provide a more complete understanding of homelessness, clients' needs and outcomes, and program and system-level performance to inform policy decisions aimed at addressing and ending homelessness at local, state and federal levels. The software should also be able to generate data and/or reports to fulfill Federal Annual Homeless Assessment Report (AHAR), Continuum application requirements, and city-wide and system-level funding reports.

Definitions

Many of the terms used in this Policies and Standard Operating Procedures Manual may be new to many users. Definitions of some of these terms are as follows:

Agency Administrator: The person responsible for system administration at the agency level. This person is responsible for adding and deleting users, basic troubleshooting, and organizational contact with the Regional LSNDC System Administrator.

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

Authorized Agency: Any agency, organization or group who has an LSNDC Agency Agreement with the Regional LSNDC System Administrator and that is allowed access to the LSNDC database.

Bowman Systems: Also known as Bowman. The company that wrote the software used for the LSNDC, Bowman Systems, also houses and maintains the server owned by the LSNDC that holds our HMIS database.

Client: Any recipient of services offered by a Provider or Authorized Agency.

Client-level Data: Data collected or maintained about a specific person. This type of data can be de-identified for purposes of data analysis, which means that personally identifying information is removed from the record.

Database: An electronic system for organizing data so it can easily be searched and retrieved; usually organized by fields and records.

De-identified Data: Data that has been stripped of personally identifying information.

Encryption: Translation of data from plain text to a coded format. Only those with the “key” have the ability to correctly read the data. Encryption is used to protect data as it moves over the internet and at the database level through the use of special software.

Fiscal Agency: The agency chosen by the LSNDC governing board to manage the financial aspects of the corporation, including the general ledger, accounts payable, and accounts receivable. The Agency shall follow fiscal policies established by general accounting principles.

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 homelessness and housing. The HMIS used in Louisiana is called the LSNDC System.

HUD HMIS Data and Technical Standards (the Standards): The most recent HUD Standards published for Continuum of Care to systematically collect and report data for projects funded under Title IV of the McKinney-Vento Homeless Assistance Act. The current Standards were published in the July 30, 2004 Federal Register, Vol. 69, No. 146, pp. 45888 through 45934, with revisions released by HUD in March 2010. These standards fall into three categories: a) data elements required to be collected by HMIS users including “universal” and “program specific” data elements; b) Privacy and Security Standards for data confidentiality; and c) Technical Standards for the creation of HMIS data systems. Whenever the Standards are revised, this definition will reflect the most recently adopted revisions, and a change to the LSNDC policies is not required.

Identifying Information: Information that is unique to an individual and that may be used to identify a specific person. Examples of identifying information are name and social security number.

LSNDC: The non-profit 501c3 that operates the LSNDC System.

LSNDC System: The software system as well as the information input, generated or acquired in print or machine readable format.

Module: The ServicePoint software has several sections that focus on different types of functions related to HMIS. These sections, known as “modules,” include ClientPoint (for entering client data), ResourcePoint (for looking up homeless services), and ShelterPoint (for checking clients in and out of beds). Modules may be added to the LSNDC as needed in the future.

Provider: ANY organization providing outreach, shelter, housing, employment and/or social services.

Regional LSNDC Lead Agency: Manages the LSNDC for their respective regional Continua of Care

Regional LSNDC System Administrator: The job title of the person at the regional HMIS administrating agency who provides technical support and training to Users. This person has the second highest level of user access in ServicePoint and has full access to all user and administrative functions within the respective region.

Server: A computer on a network that manages resources for use by other computers in the network. For example, a file server stores files that other computers (with appropriate permissions) can access. One file server can “serve” many files to many client computers. A database server stores a data file and performs database queries for client computers.

ServicePoint™: A web-based software package developed by Bowman Systems which tracks data about people in housing crisis in order to determine individual needs and provide aggregate data for reporting and planning.

State LSNDC System Administrator: The job title of the person who is responsible for the coordination and administration of the LSNDC System. This person has the highest level of user access in *ServicePoint* and has full access to all user and administrative functions across the State.

User: An individual who uses a particular software package; in the case of the LSNDC, the *ServicePoint* software.

User License: An agreement with a software company that allows an individual to use the product. In the case of *ServicePoint*, user licenses are agreements between the Fiscal Agency and Bowman Systems that govern the distribution of regional licenses for individual connections to the LSNDC. User licenses cannot be shared.

Policy 1.0 Organization and Management of the LSNDC System

Responsible: LSNDC Board
Authorized: LSNDC Board

Effective Date: April 17, 2008
Last Revision: May 3, 2013

Scope

This policy establishes requirements for the LSNDC Board regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement

The LSNDC Board is comprised of regional HMIS administrative agencies and nine regional Continua of Care that are under contract with the U.S Department of Housing and Urban Development (HUD) and shall establish guidelines and operating policies for the LSNDC System to comply with federal regulation and guidance provided through the Department of Housing and Urban Development. These Policies and Standard Operating Procedures will be made available to all participating agencies, and a system of review will be established to ensure ongoing viability and responsiveness of policies to the project's environment.

Policy 1.1 LSNDC Board

Responsible: LSNDC Board
Authorized: LSNDC Board

Effective Date: April 17, 2008
Last Revision: May 3, 2013

Scope

This policy establishes requirements for the LSNDC Board regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement

The LSNDC Board is the governing body in control of the statewide HMIS system and has sole responsibility for the following programmatic areas: fundraising and resource development; consumer involvement; and quality assurance/accountability. The Board meets at least bi-monthly with one annual meeting. The Board is the final decision making authority of the LSNDC.

Membership of the LSNDC Board will be established according to the following guidelines:

- Target for membership will be 18 persons, with two designated representatives each from Regions II – IX and two representatives for Region I and X combined; advisory seats will be named as needed;
- There will be a concerted effort to find replacement representatives when participation has been inactive or inconsistent from the organizations involved in the project.

Roles and responsibilities of the Board include, but are not limited to:

- Determining the guiding principles that should underlie the implementation activities of the LSNDC, participating organizations and service programs;
- Selecting the minimal data elements to be collected by all programs participating in the LSNDC and adopting the Data Quality Plan for ensuring participation compliance;
- Defining criteria, standards, and parameters for the release of aggregate data;
- Ensuring adequate privacy protection provisions in project implementation;
- Administer fees for usage of the statewide HMIS system;
- Selecting state administrators of the HMIS System; and

- Selecting and contracting with an HMIS software vendor

Policy 1.2 Fiscal Management	
Responsible: LSNDC Board	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes requirements for the Governing Board regarding financial management of the corporation.

Policy Statement

The LSNDC Board has fiduciary responsibility for the corporation. All financial activities will be documented through General Accounting Principles and comply with financial regulatory requirements as applicable. In relation to fiscal management, the Board is the final decision making authority of the LSNDC.

The LSNDC Board shall adopt a budget; continuously review the operation of that budget and recommend appropriate changes therein during the fiscal year; supervise the financial operations of the corporation; make investment decisions; have the power to authorize the investment from time to time of the monies or other liquid assets of the Corporation and to authorize the sale of any such investments; and examine the report of the independent public accountants auditing the Corporation's accounts or the Fiscal Agency's accounts.

The LSNDC Board has the authority to contract with a fiscal agency to perform the day to day financial activities of the corporation. The Fiscal Agency will be required to follow the equivalent financial guidelines as the corporation and must be audited annually by an independent public accountant.

The Treasurer of the Board will ensure compliance of all financial policy and procedures and has the following responsibilities:

- have custody of the funds and securities of the Corporation;
- shall see to the deposit of all monies and securities to the credit of the Corporation in such depositories as may be designated by the Board of Directors and shall keep full and accurate accounts thereof and of all other financial matters of the Corporation;
- shall render a full report of transactions conducted as Treasurer whenever required by the Board of Directors and the books and accounts of the Treasurer shall at all times be open to the Board of Directors and to such persons as such Board may designate to inspect the same.

Policy 1.3 State LSNDC System Administrator	
Responsible: Fiscal Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes requirements for the State LSNDC System Administrator regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement

The LSNDC Board will contract to provide for State LSNDC System Administrator services. The State Administrator(s) will be responsible for the management and supervision of the LSNDC HMIS Statewide System. In the absence of the State LSNDC

System Administrator(s), the LSNDC Board President and/or the Executive Committee will designate a back-up staff person, until a new State Administrator is determined. The State LSNDC System Administrator(s) is governed by these Policies and Standard Operating Procedures.

The State LSNDC System Administrator is responsible for the following:

- Manage the day-to-day operations of the LSNDC System.
- Respond to all system-wide questions and issues;
- Provide quality assurance reports to the LSNDC Board;
- Build Agency Assessments upon written request from Regional LSNDC System Administrators;
- Issue Regional User Licenses to Regional LSNDC System Administrator;
- Provide support to Regional LSNDC System Administrators upon request;
- Manage version controls;
- Report regional data quality issues to Regional LSNDC System Administrator to ensure timely correction and support; and
- Manage password recovery to Regional LSNDC System Administrator.

Policy 1.4 Regional Lead Agency Operating LSNDC Locally
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Responsible: Regional Continua of Care
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Effective Date: April 17, 2008

Authorized: LSNDC Board

Last Revision: May 3, 2013

Scope

This policy establishes requirements for the Lead Agency regarding administration and management of the LSNDC System locally.

Policy Statement

The Lead Agencies will be designated by the local Continuum of Care and will designate a Regional LSNDC System Administrator to manage and operate the LSNDC System locally. The Lead Agency will enter into a contractual agreement (Agency Agreement) with each Participating Agency.

Lead Agency is responsible for the following:

- Act as the fiduciary for the operation of LSNDC System locally.
- House the System Administration.
- Guide the HMIS process locally.
- Convene/coordinate Community User Meetings and local group trainings upon request.
- Report database problems/successes to State LSNDC System Administrator.
- Attend System Administration User Meetings to share and benefit from the lessons learned across the State.
- With the help of the State LSNDC System Administrator, mine the database for continuum-wide numbers. The degree to which this activity occurs at a local level will be determined at the local level.

Policy 1.5 Regional LSNDC System Administrator

Responsible: Regional Continuum of Care

Effective Date: April 17, 2008

Authorized: LSNDC Board

Last Revision: May 3, 2013

Scope

This policy establishes requirements for the Regional LSNDC System Administrator regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement

Each Continuum of Care must identify a Lead Agency to administer the LSNDC System locally and will designate a staff member as the local HMIS administrator to manage the LSNDC system locally. The local administrator will be the Regional LSNDC System Administrator and will have regional administrative access. All Regional LSNDC System Administrators have full access to all agency records within their Continuum, and may have access to other Continua when appropriate. Regional administrators have access levels as dictated by the user agreement

The Regional LSNDC System Administrator is responsible for the following:

- Manage the day-to-day operations of the LSNDC System in the respective region
- Train and support Participating Agencies in the use of LSNDC System
- Communicate all statewide and regional news to Agency Administrators
- Respond to all Agency Administrator questions and issues
- Provide quality assurance reports to the State LSNDC System Administrator
- Submit requests of building Agency Assessments in writing to the State LSNDC System Administrator
- Issue End User Licenses
- Provide support to HMIS End Users upon request
- Manage notification of upgrades and updates to Agency Administrators
- Monitor data quality
- Manage password recovery for LSNDC End Users
- Prepare formal reports for the local Continuum of Care
- Mine database to respond to authorized requests of information
- Sign Participating Agency Confidentiality Oaths as requested
- Sign and Understand the LSNDC EndUser Agreement
- Complete required trainings with regard to Privacy and System Use.
- Respond to questions from the assigned Agency Administers and provide on-site help as needed.

Policy 1.6 Participating Agency

Responsible: Regional LSNDC System Administrator

Effective Date: April 17, 2008

Authorized: LSNDC Board

Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the Participating Agency regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement

Each Regional Continuum of Care shall identify and solicit the participation of human service providers who are necessary contributors to the LSNDC system. These are to include: emergency shelters, transitional housing programs, homeless outreach programs, permanent supportive housing providers, and homeless prevention programs.

In addition, each region may discretionally identify other service providers that could benefit from inclusion in the LSNDC system. Each Participating Agency will be accountable for adherence to the minimum data collection and technical standards set by the LSNDC System and the Regional Continuum of Care, where applicable, as detailed in the Standard Operating Procedures.

Before an agency can join the LSNDC System, an Agency Agreement with the Regional Continuum of Care must be signed and all policies and accompanying documentation must be adopted. The Participating Agency will be responsible for oversight of its own related confidentiality requirements and bears primary responsibility for oversight for all sharing of data it has collected via the LSNDC System.

Policy 1.7 Agency Administrator
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Responsible: Regional LSNDC System Administrator
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Effective Date: April 17, 2008

Authorized: LSNDC Board

Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the Agency Administrator regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement

Each Participating Agency must identify a staff member to be the LSNDC Agency Administrator. The LSNDC Agency Administrator is the single point of contact for communication purposes and is responsible for enforcing the data and security requirements under the Policy and Procedures. The Executive Director must submit in writing the name and contact information of the LSNDC Agency Administrator to the Regional LSNDC System Administrator. The Executive Director must notify the Regional LSNDC System Administrator of changes in personal in writing within one business day. If the LSNDC Agency Administrator does not have the capacity to fulfill the technical obligations of this role, arrangement can be made with the Regional LSNDC System Administrator prior to executing an Agency Agreement to ensure the Participating Agency is compliant with the data and security requirements of the LSNDC System.

The Agency Administrator is responsible for the following:

- Primary contact between the Participating Agency and the Regional LSNDC System Administrator
- Must have email, internet access, and a LSNDC User License
- Manages agency user licenses; adding and removing licensed users for their agency, at the discretion of the Regional CoC
- LSNDC System access must be revoked immediately upon termination from agency, placement on disciplinary probation, or upon any change in duties not necessitating access to LSNDC System information. All changes must be relayed in writing to the Regional LSNDC System Administrator
- Must be technically proficient with a web-based MIS since he/she will be responsible for maintaining the Authorized Agency's LSNDC System site

- Has access to all client data, user data and agency administration information for the Authorized Agency; thus is responsible for the quality and accuracy of these data
- Ensures the stability of the agency connection to the Internet and *ServicePoint*, either directly or in communication with other technical professionals
- Provides support for the generation of agency reports
- Monitors and enforces compliance with standards of client confidentiality and ethical data collection, entry, and retrieval at the agency level

Policy 1.8 LSND User

Responsible: Regional LSND System Administrator Effective Date: April 17, 2008
 Authorized: LSND Board Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the LSND User regarding access and usage of the LSND System as well as the responsibilities for stewardship of the LSND System.

Policy Statement

All LSND Users will have access to LSND data that is appropriate to the duties of their position so that client and service information can be recorded and accessed on a “need to know” basis. Multiple access levels are available allowing for more or less restrictive access to client data. Each Agency Administrator and/or Executive Director shall select an appropriate level of access for each LSND User licensed issue. LSND User Licenses are described in the User Level Attachment. Each User will complete a training course and sign the User Agreement prior to gaining access to the LSND System through the issuance of a license.

The User is responsible for the following:

- Adhering to all LSND policies as detailed in the User Agreement
- Securing his/her log-in information so that it will not be shared with another, including administrators or other staff
- Disclosing LSND participation and data usage to all clients prior to collection and entry
- Entering and updating client data in a “timely” manner

Policy 1.9 System Availability

Responsible: State LSND System Administrator Effective Date: April 17, 2008
 Authorized: LSND Board Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for providing availability of database server and notification in advance of any disruption of server availability.

Policy Statement

All LSND Users will retain uninterrupted access to the LSND System, with the exception of scheduled system maintenance. Notification of database unavailability will be posted to the “Newsflash” of the LSND System and sent to all users via e-mail no less than one week prior to the disruption.

Policy 1.10 Ethical Data Usage

Responsible: Participating Agency Effective Date: April 17, 2008
 Authorized: LSND Board Last Revision: Jan. 22, 2010

Scope

This policy establishes the baseline ethics for LSNDC data usage by anyone accessing the LSNDC System.

Policy Statement

Data contained in the LSNDC System is intended to be used to support or report on the delivery of homeless and housing services in the State of Louisiana. Each LSNDC User will affirm the principles of ethical data use and client confidentiality contained in the LSNDC Policies and Standard Operating Procedures Manual and the LSNDC User Agreement. Each Authorized Agency must have a written privacy policy that includes policies related to employee misconduct or violation of client confidentiality. All LSNDC Users must understand their Agency's privacy policy, and a LSNDC User Agreement must become a permanent part of the employee's personnel file.

The data collected in the LSNDC System is primarily the personal information of people in Louisiana who are experiencing a housing crisis. It is the user's responsibility as the guardian of that data to ensure that it is only used to the ends to which it was collected and in and the manner to which the individual client has given consent.

All users will sign an LSNDC User Agreement before being given access to the LSNDC System. Any individual or Authorized Agency misusing, or attempting to misuse LSNDC data will be denied access to the database, and his/her/its relationship to the LSNDC System may be terminated.

Policy 1.11 Inter-Agency Data Sharing

Responsible: Participating Agency
Authorized: LSNDC Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for any client data sharing from the Participating Agency inputting and releasing data to any other Participating Agency accessing the LSNDC System.

Policy Statement

Electronic data sharing varies between regions. The need for client confidentiality and the benefit of integrated case management should be balanced when discussing inter-agency data sharing. During the development of the statewide HMIS, the nine regions decided independently on the data sharing standards. Eight of the nine regions favor electronic data sharing within the LSNDC for the benefit of interagency case management. One region favors client confidentiality at the Participating Agency level. The inter-agency data sharing policy for the nine regions are as follows:

Regions II-IX share first name, last name, social security number and social security data quality fields of all clients entered into the LSNDC System with exception to domestic violence service agency and clients that explicitly refuse to be entered into the LSNDC System. All client data beyond these four fields may be shared if and only if the client signs a Release of Information with the exception of medical information and domestic violence information.

Regions I and X do NOT share any client data between Participating Agencies, although data sharing may occur across different programs operated within and by a single Participating Agency (depending on how each agency has chosen to set up their security settings). The data included in the Profile section of a client record will remain CLOSED.

Policy 1.12 Support

Responsible: Regional LSNDC System Administrator

Effective Date: April 17, 2008

Authorized: LSNDC Board

Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements of technical support for the LSNDC software application.

Policy Statement

The Regional LSNDC System Administrator shall provide ongoing support to the Participating Agency through training on the system and ongoing telephone Help Desk functions. Support will be established regionally at the Continuum of Care level. The Regional LSNDC System Administrator will acknowledge the receipt of inquiries in a timely manner. The Regional LSNDC System Administrator will provide electronic access to documentation and manuals regarding the use of the LSNDC System. The LSNDC System also contains an on-line Help file for user support.

Support will include the Regional LSNDC System Administrator verification that the network server and the LSNDC System are functioning correctly. Participating agencies are responsible for maintenance of their computer hardware and internet connectivity. The Regional LSNDC System Administrator will assist agency staff with questions that arise during the use of the LSNDC System. Participating agencies should contact the Regional LSNDC System Administrator with questions or problems that appear to be related to errors in the LSNDC System. The Regional LSNDC System Administrator may pass a description of the problem and an agency contact name to the Bowman Systems Technical Support. At the written request of participating agencies, the Regional LSNDC System Administrator will assist in the consolidation and deletion of duplicate client records.

Policy 2.0 Requirements for Agency Participation

Responsible: Regional LSNDC System Administrator

Effective Date: April 17, 2008

Authorized: LSNDC Board

Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the Participating Agency and User to obtain authorization to access and use the LSNDC System.

Policy Statement

The Regional LSNDC System Administrator will ensure that anyone accessing the LSNDC System has met the following standards:

- The agency requesting to participate in the LSNDC has signed a Participating Agency Agreement and the agreement will be on file at the Regional LSNDC System Administrator agency. The agency accessing the LSNDC system shall ensure that measures have been taken to secure the physical location used for data entry. A computer that has the LSNDC System "open and running" shall never be arranged so that unauthorized individuals may see the information on the screen.
- The User requesting access to the system has been given written permission from the Agency Administrator to access the system.
- The User given access to the system will have read, understood, and provided a signed acknowledgment of receipt of Policies and Standard Operating Procedures Manual.

- The User will be assigned a user name and password once they have successfully participated in HMIS Training.

Policy 2.1 Participating Agency Agreement

Responsible: Regional LSND System Administrator
 Authorized: LSND Board

Effective Date: April 17, 2008
 Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the Participating Agency Agreement.

Policy Statement

Only authorized Participating Agencies will be granted licenses to gain access to the LSND System. The Regional LSND System Administrator will make the sole determination to identify Participating Agencies. Participating Agencies ensure that all aspects of the Participating Agency Agreement are followed as specified.

- The agency requesting to participate in the LSND has signed a Participating Agency Agreement and the agreement will be on file at the Regional LSND System Administrator agency.
- The Participating Agency Agreement outlines responsibilities and duties of the LSND and the Participating Agency including requirements for all aspects of system access and use.
- The Participating Agency Agreements will include terms and duration of access, an acknowledgement of receipt of the Policies and Standard Operating Procedures Manual, and an agreement to abide by all provisions contained therein.

Policy 2.2 User Licenses

Responsible: Regional LSND System Administrator
 Authorized: LSND Board

Effective Date: April 17, 2008
 Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the Participating Agency and end user to obtain and utilize user licenses to gain access and use the LSND System.

Policy Statement

1. Regional LSND System Administrators determine the number of licenses required and available for each Participating Agency. If necessary, the Participating Agency may incur any additional costs for licenses through the LSND based upon the current quote from the system provider.
2. In order to obtain a license, a User must successfully complete an approved training program by the Regional LSND System Administrator.
3. Participating Agency licenses will be assigned by the Regional LSND System Administrator.
4. Sharing of licenses, User IDs or passwords is strictly prohibited.

Policy 2.3 User Cost

Responsible: Participating Agency
 Authorized: LSND Board

Effective Date: April 17, 2008
 Last Revision: Jan. 22, 2010

Scope

This policy establishes cost requirements by Participating Agencies to gain access and use the LSND System.

Policy Statement

1. Should it become necessary to incur shared costs by participating agencies, the Regional LSND System Administrator shall determine the per agency cost, in consultation with and after advance approval of *-Name of local Continuum of Care-* and participating agencies.
2. Costs shall be documented and itemized with an invoice sent to the Participating Agency directly from the Regional LSND System Administrator.
3. Payments shall be made payable to the *-Name of local Continuum of Care-* and due *-insert payment schedule-*.
4. Costs shall be designated as follows: _____ per month totaling _____ per year.

Policy 2.4 User Activation	
Responsible: Regional LSND System Administrator	Effective Date: April 17, 2008
Authorized: LSND Board	Last Revision: Jan. 22, 2010

Responsible: Regional LSND System Administrator	Effective Date: April 17, 2008
Authorized: LSND Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the User activation to access and use the LSND System.

Policy Statement

1. The User requesting access to the system has been given written permission from the Agency Administrator to access the system through the submission of a LSND Account Request form to the Regional LSND System Administrator.
2. The User given access to the system will have read, understood, and provided a signed acknowledgment of receipt of Policies and Standard Operating Procedures Manual.
3. The User will be assigned a user name and password once they have successfully participated in Regional System Training.
4. Regional LSND System Administrators, or designated participating Agency Administrators, will distribute User licenses, adding and deleting Users as necessary.
5. Regional LSND System Administrators, or designated Participating Agency Administrators, will be responsible for training all new Users.
6. Regional LSND System Administrators may supplement training schedules through onsite visits.

Policy 2.5 User Agreement	
Responsible: Participating Agency and User	Effective Date: April 17, 2008
Authorized: LSND Board	Last Revision: Jan. 22, 2010

Responsible: Participating Agency and User	Effective Date: April 17, 2008
Authorized: LSND Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the User to obtain authorization to access and use the LSND.

Policy Statement

Users must sign a User Agreement with the LSND acknowledging full understanding and acceptance of the responsibilities and the proper use of the User ID and password of the LSND System. Only individuals who can view information in the LSND System are authorized users along with the Client to whom the information pertains

Failure to uphold the standards set forth in the User Agreement items listed below are grounds for immediate termination of User privileges.

1. User ID and Passwords must be physically secure and cannot be shared with anyone, including other staff members, supervisors or Executive Director.
2. Access to the LSNDC System is limited to User designated work and their location must meet all HUD HMIS Data and Technical Standards.
3. Users of the LSNDC System, whatever their work role, position, or location, may view, obtain, disclose, or use client data from the LSNDC System only as is necessary to perform their specific job.
4. Failure to log off the LSNDC System appropriately may result in a breach in client confidentiality and system security. Users must log-off of the LSNDC System before leaving the work area for any reason.
5. A computer that has the LSNDC System “open and running” shall never be arranged so that unauthorized individuals may see the information on the screen.
6. Users must not change the closed security on any Client’s signed LSNDC Client Release of Information. The LSNDC System security settings must always reflect the Client’s expressed wishes as documented through the LSNDC Client Release of Information.
7. User access is revoked immediately upon employment termination
8. Users are responsible to immediately notify the Regional LSNDC System Administrator at [enter contact number] in the event that any breach of confidentiality is witnessed.

Policy 2.6 Hardware and Software Requirements and Maintenance	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes hardware and software requirements for the Participating Agency to access and use the LSNDC.

Policy Statement

The Participating Agency shall maintain and secure the minimum required hardware, software and internet connectivity required in the Data Standards released by the Department of Housing and Urban Development. These minimum requirements include the following:

- Microsoft Operating System: Windows XP Professional
- Virus Protection Software: must automatically update and upgrade
- Anti-spy ware Software: must automatically update and upgrade
- Firewall: Can be software or hardware
- Internet Connectivity: must be DSL or higher
- PC: Pentium IV or higher
- PC Access: PC must be password protected with each user having a unique Login ID and Password

Bandwidth Recommendations:

The average user will need to sustain a 30-50 Kilobytes/Sec of download throughput to comfortably browse the LSNDC System. Internet Bandwidth Comparisons

- 56K Modem – Most users will achieve a connection between 26.4K – 46K depending upon the phone line quality. This will provide at least a 5.0 KB/S transfer rate which is low and not recommended for a single user.
- SDSL – 512Kbps/62.5KB/s. Allows eight users to concurrently browse LSND System or use the Internet.
- ADSL – 1.5-8Mbps/187.5KB/s-1MB/s. Allows 23 – 125 users concurrently to use LSND System or use the Internet. Distance limited to 18,000 feet.
- Cable – 1Mbps/122.1KB/s. Allows 15 users to concurrently use LSND System or the Internet.
- T1 – 1.544Mbps/188.5KB/s. Allows 23 users to concurrently use LSND System or the Internet.
- T3 – 44.763Mbs/5.461MB/s. Allows 682 users to concurrently use LSND System or the Internet.

Policy 2.7 Training

Responsible: Regional LSND System Administrator
 Authorized: LSND Board

Effective Date: April 17, 2008
 Last Revision: May 3, 2013

Scope

This policy establishes requirements to train all authorized personnel gaining access and use of the LSND.

Policy Statement

1. The Regional LSND System Administrator shall provide training to authorized Participating Agency personnel on use of the LSND.
2. Where applicable, training may occur across Regional Continua of Care to allow for greater training capacity for Participating Agencies.
3. The Regional LSND System Administrator shall utilize standardized training materials and curriculum as defined by the LSND Board in order to ensure that training is consistent across all regions.
4. Upon completion of training, the Participating Agency personnel should reasonably understand how each module works.
5. Tests and certifications may be required by the Regional LSND System Administrator.

Policy 2.8 Contract Termination

Responsible: Regional LSND System Administrator
 Authorized: LSND Board

Effective Date: April 17, 2008
 Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the LSND to terminate a Participating Agency Agreement.

Policy Statement

The LSND may terminate the Participating Agency Agreement for non-compliance with the terms of the agreement or with the LSND Policies and Standard Operating Procedures with written notice to the Participating Agency. The LSND may also terminate the Participating Agency Agreement with or without cause with 15 days written notice to the Participating Agency and according to the terms specified in the Participating Agency Agreement. The termination of the Participating Agency Agreement may affect other contractual relationships with the local Continuum of Care or with funding agencies (HUD).

While the LSND C may terminate the Participating Agency Agreement with the Participating Agency, all data entered into the LSND C System will remain a part of the LSND C System. This is necessary for the database to provide accurate information over time and information that can be used to guide planning for community services in Louisiana. The termination of the Participating Agency Agreement may affect other contractual relationships with Continuum of Care or with funding agencies (HUD).

Many Participating Agencies are required to participate in the LSND C System as a condition of specific funding. When terminating the Agency Agreement, the Executive Director of the regional continuum of care will notify the person from the Participating Agency who signed the Agency Agreement (or a person in the same position within the agency) 15 days or more prior the date of termination of contract, unless the termination is due to non-compliance with the LSND C Policies and Standard Operating Procedures. Willful neglect or disregard of the LSND C Policies and Standard Operating Procedures may result in immediate termination of a Participating Agency from the LSND C System. The CoC Executive Director will also notify the Regional LSND C System Administrator. In all cases of termination of Participating Agency Agreements, the Regional LSND C System Administrator will inactivate all users from that Participating Agency on the date of termination of contract.

Policy 3.0 Security and Access

Responsible: Regional LSND C System Administrator	Effective Date: April 17, 2008
Authorized: LSND C Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for implementing and maintaining security and access to the LSND C.

Policy Statement

The State LSND C System Administrator, Regional LSND C System Administrators, and LSND C Participating Agencies will apply the user access privilege conventions set forth in the LSND C Policies and Standard Operating Procedures, Policy 2.5 Users Agreement and 3.8 User ID and Password.

Policy 3.1 Security of Data on File Server

Responsible: Regional LSND C System Administrator	Effective Date: April 17, 2008
Authorized: LSND C Board	Last Revision: May 3, 2013

Scope

This policy establishes requirements to secure access to data on the Network Server and Bowman Systems.

Policy Statement

LSND C Board shall establish and maintain controls to keep secure all client data in the LSND C System. This shall prohibit access by individuals who are not registered with a Regional LSND C System Administrator, and therefore, are unauthorized to receive Participating Agency and client data information through any and all means, including telephone, mail, and computer. All registration and addition of Participating Agency staff to the LSND C System will be handled solely through the Regional LSND C System Administrator. The Regional LSND C System Administrator is responsible for assigning security codes and providing accessibility to the LSND C System to only those authorized individuals designated by the Executive Director of the Participating Agency. Regional LSND C System Administrator shall not be held liable for any breach in security related to any changes in authorized Participating Agency personnel if the Participating Agency has not notified the Regional LSND C System Administrator; notification must be

documented through e-mail, or postmarked through postal mail, within one business day of the personnel changes.

Policy 3.2 Back Up of Data on File Server.

Responsible: Regional LSND System Administrator
Authorized: LSND Board

Effective Date: April 17, 2008
Last Revision: May 3, 2013

Scope

This policy establishes requirements to back up data to ensure continuity of access to data.

Policy Statement

The LSND Board shall contract with the software vendor to provide for the back-up of all information housed on the network server. Back up will be made each business day. The Fiscal Agency and Bowman Systems will provide documentation regarding back up procedures and disaster recovery.

Policy 3.3 Updates/Upgrades to LSND

Responsible: Regional LSND System Administrator
Authorized: LSND Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements to update/upgrade the LSND System.

Policy Statement

The Regional LSND System Administrator shall notify the Participating Agency of all updates and/or upgrades to the LSND System through email to the Executive Director and posting notice in the "System Wide News" of the LSND System homepage. All updates and/or upgrades to will occur no sooner than one business day after the notice.

Policy 3.4 Data on File Server

Responsible: Regional LSND System Administrator
Authorized: LSND Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements of data access upon termination of the Participating Agency entering data into the LSND System.

Policy Statement

Upon termination of the Agency Partner Agreement, and at the Participating Agency's request, the Regional LSND System Administrator may assist the Participating Agency with generating a final global report of their data within a reasonable time frame. Notwithstanding anything in the agreement to the contrary, the Regional LSND Lead Agency and agencies using the Louisiana Services Network Data Consortium System shall have the continuing right after the termination of this agreement to retain and use a copy of the Participating Agency's data which was shared during the course of this agreement in furtherance of the Louisiana Services Network Data Consortium System programs and subject to any restrictions on use imposed by the clients to whom such data pertains and/or set forth in the provision hereof which, by their terms, survive termination of the agreement.

Policy 3.5 Data Collection

Responsible: Participating Agency
Authorized: LSND Board

Effective Date: April 17, 2008
Last Revision: May 3, 2013

Scope

This policy establishes the LSNDC adherence to data collection and data integrity requirements.

Policy Statement

The Participating Agency shall enforce with their staff the importance, quality, and accuracy of entering all data into the LSNDC System, as required in the Department of Housing and Urban Development Data Standards, After training of agency staff by the Regional LSNDC System Administrator, the Participating Agency has the responsibility to implement and manage a system for entering client data; the Regional LSNDC System Administrator will provide assistance with project management if requested by the Participating Agency. The Participating Agency must ensure that all selected personnel are trained on these procedures and adhere to the regulations as stated in the LSNDC Data Quality Plan, Appendix B.

Policy 3.6 User Access

Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes requirements to appropriately add users of the LSNDC System as well as designate system use restrictions.

Policy Statement

User Access levels will be deemed by the Executive Director of the Partner Agency in consultation with the Regional LSNDC System Administrator. These levels should be reflective of the access a user has to client-level paper records and should be need-based. The Regional LSNDC System Administrator will generate usernames and passwords within the administrative function of the LSNDC System. User ID and Passwords are to be assigned to individuals who have passed the Regional LSNDC System training and who have understood and signed all appropriate LSNDC user agreements and related document.

Access to the software system will only be allowed from computers and networks meeting HUD Technical Standards and specifically identified by the Executive Director and Site Administrator of the Participating Agency. Access to the LSNDC System from unauthorized locations will be grounds for termination of the LSNDC user rights.

Policy 3.7 User Changes

Responsible: Participating Site Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements to appropriately modify or delete users of the LSNDC System.

Policy Statement

The Agency's Executive Director, or the employee's immediate supervisor, must notify the Regional LSNDC System Administrator of a user's termination from the agency, placement on disciplinary probation, or upon any change in duties not necessitating access to LSNDC System information within one business day of the occurrence. If a staff person is to go on leave for a period of longer than 45 days, their password should be inactivated within 24 hours of the start of their leave.

Policy 3.8 User ID and Passwords

Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements to create and disseminate User IDs and passwords.

Policy Statement

Authorized users will be granted a unique user ID and password. Each user will be required to enter a User ID with a Password in order to logon to the system. User ID and Passwords are to be assigned to individuals. The User ID will be the first initial and full last name of the user. If a user has a first initial and last name that is identical to a user already in the system, the User ID will be the first initial and last name plus the numbers "01".

The initial, temporary password will be automatically generated by the LSND System and will be issued to the User by the Regional LSND System Administrator. These passwords may be communicated in written or verbal form only. After logging in to the system for the first time with the temporary password, the new password the User selects must be no less than eight and no more than sixteen characters in length and must include at least two numbers.

Forced Password Change will occur every forty-five days once a user account is issued. Passwords will expire and users 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.

Policy 3.9 Password Recovery

Responsible: Participating Agency Administrator

Effective Date: April 17, 2008

Authorized: LSND Board

Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements to reset create and communicate a new user password.

Policy Statement

If a User unsuccessfully attempts to log onto the system four times, the User ID will be "locked out," access permission will be revoked, and the User will be unable to gain access until their password is reset.

The reset password will be automatically generated by the LSND System and will be issued to the User by the Regional LSND System Administrator or Agency Administrator. These passwords will be communicated in written or verbal form.

Policy 3.10 Use and Disposal of Exported Data

Responsible: Participating Agency

Effective Date: February 3, 2012

Authorized: LSND Board

Last Revision: February 3, 2012

Scope

This policy establishes requirements for the exported and disposal of exported LSND System data.

Policy Statement

Users who have been granted access to the LSND Report Writer or Advanced Reporting Tool (ART) have the ability to download and save client level data onto their local computer. Once this information has been downloaded from the LSND server in raw format to an agency's computer, the data then become the responsibility of the agency. A participating Agency must develop a protocol regarding the handling of data downloaded from the Report Writer or ART tool.

The Participating Agencies shall establish internal extracted data protocols. Issues to be addressed include storage, transmission and disposal of the data.

Policy 4.0 Data Collection, Quality Assurance and Reporting

Responsible: Participating Agency
Authorized: LSNDC Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes Participating Agency requirements for data collection, quality assurance and reporting in the LSNDC System.

Policy Statement

The State LSNDC System Administrator, Regional LSNDC System Administrators, and LSNDC Participating Agencies will apply the data collection, quality assurance and reporting standards set forth in the LSNDC Policies and Standard Operating Procedures.

Policy 4.1 Appropriate Data Collection

Responsible: Participating Agency
Authorized: LSNDC Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes Participating Agency requirements for inputting data into the LSNDC System.

Policy Statement

The purpose of the LSNDC is to support the delivery of homeless and housing services in Louisiana. The database should only be used to collect or track information related to meeting the client's needs, the delivery of services and for policy development and planning purposes.

LSNDC users will only collect client data that is

- relevant to the delivery of services,
- required by funders, or
- mandated by law.

Procedure

Agency Administrators will ask the Regional LSNDC System Administrator for any necessary clarification of appropriate data collection. The State LSNDC System Administrator, in consultation with the Board of Directors, will make decisions about the appropriateness of data being entered into the database. LSNDC will periodically audit picklists and agency-specific fields to ensure the database is being used appropriately. This concern targets data elements that can be consistently tracked and reported, and does not specifically target the contents of case management notes or other fields not to be aggregated.

Policy 4.2 Client Grievances

Responsible: Participating Agency
Authorized: LSNDC Board

Effective Date: April 17, 2008
Last Revision: Dec. 15, 2011

Scope

This policy establishes Participating Agency requirements for managing client grievances related to the LSNDC System.

Policy Statement

Clients shall have the right to an independent, impartial review of any complaints they may have regarding LSNDC data collection, explanations offered for that collection, and policies surrounding the collection. They also have a right to know about this opportunity.

Agencies must make every good faith effort to assure that homeless clients are apprised of our obligation and their right. To that end each agency must adhere to the process for filing a formal grievance with the Regional LSNDC System Administrator should a client determine his LSNDC data privacy rights have been compromised by the Participating Agency.

Procedure

Each Agency shall inform their clients of their LSNDC data privacy rights by prominently displaying the LSNDC Public Notice of Privacy wherever LSNDC data is collected, as well as making the LSNDC Privacy Notice available. In the event a client believes his LSNDC data privacy rights have been compromised by the Participating Agency, he should file a formal complaint by submitting a completed LSNDC Grievance Form with the Regional LSNDC System Administrator. It is the responsibility of the Agency to ensure that the grievance form is readily accessible to clients. The Regional LSNDC System Administrator will research the written grievance and determine if there was a violation of LSNDC data privacy rights. Should the Regional Administrator conclude that a breach has been made, he shall provide the Participating Agency with a timely plan of action for

Policy 4.3 Required Data Collection

Responsible: Participating Agency
Authorized: LSNDC Board

Effective Date: April 17, 2008
Last Revision: May 3, 2013

Scope

This policy establishes Participating Agency data collection requirements to be entered into the LSNDC System.

Policy Statement

Providers funded by HUD are required to participate in the LSNDC system to meet the HUD HMIS Data and Technical Standards. Other providers may choose to participate in the LSNDC. All Authorized Agencies that participate in the LSNDC are required to comply with HUD's HMIS Data and Technical Standards unless those standards are in conflict with local laws. This includes the collection of required data elements.

If client refuses or is unable to provide basic information, providers shall, at a minimum, enter each client as an Anonymous Entry into the LSNDC System. Authorized Agencies may choose to collect more client information for their own case management and planning purposes.

Timeliness of Data Entry: Quality assurance of timeliness is described in the LSNDC Data Quality Plane, Appendix B. All HMIS Participating programs will ensure entry/exits, services, and Universal Data Elements are completed within 5 business days of program entry/exits, with exceptions for emergency Shelters, outreach programs, and legacy data. LSNDC timeliness of data entry policy will not supersede more stringent CoC timeliness of data entry policies. Exceptions to these data collection policies are in place for organizations serving persons fleeing domestic violence; these organizations should request additional instruction from the Regional LSNDC System Administrator.

In order for the data contained within the LSNDC System to be useful for data analysis and reporting to funders, certain minimum data must be consistently collected throughout the system. In addition to the HUD required Data Elements, client level data is expected as well.

Procedure

All parties are subject to the LSNDC Data Quality Plan, Appendix B, for determining procedural applications of the data collection policies and monitoring practices.

Policy 4.4 Client Informed Consent

Responsible: Participating Agency

Effective Date: April 17, 2008

Authorized: LSNDC Board

Last Revision: Jan. 22, 2010

Scope

This policy establishes Participating Agency requirement to obtain client informed consent prior to inputting data into the LSNDC System.

Policy Statement

Each agency must post a sign at each intake or comparable location and on its web site (if applicable) explaining the reasons for data collection for those seeking services. Consent for entering of data into the LSNDC System may be inferred when the proper privacy notice is posted and if the client accepts the services offered. The client has the option to opt out of allowing his or her identifying information to be added to the database. In that case, the client's data should be added to the LSNDC System without identifiers as described above, although the record should be tracked internally by the agency to minimize the number of duplicate records for one client. Electronic client data will be shared between agencies in accordance to the policies adopted by the LSNDC Board of Directors and negotiated between the regions. Client data may be shared through other means with written client consent or according to the privacy policy developed by the agency.

Privacy Policies should be in effect for each agency to both inform clients about the uses and disclosures of their personal data and to protect the agency by establishing standard practices for the use and disclosure of data. Each client must give permission for the disclosure and/or use of any client data outside of the privacy policy developed and posted by the agency. Client consent notices must contain enough detail so that the client may make an informed decision. Clients may withdraw permission to have their personal protected information in the LSNDC System, or may make a request to see copies of his or her client record.

Procedure

The Regions represented in the LSNDC System shall assume responsibility for monitoring their Agencies' compliance. The results and the means of determining them will be shared between Regions.

Policy 4.5 Client Release of Information to Share Data

Responsible: Participating Agency

Effective Date: April 17, 2008

Authorized: LSNDC Board

Last Revision: Jan. 22, 2010

Scope

This policy establishes Participating Agency requirement to obtain client informed consent prior to sharing data in the LSNDC System.

Policy Statement

Each agency should include in its privacy policy that data collected by the agency is included in the LSNDC System as part of its administrative responsibility to its Continuum of Care and that aggregate, de-identified data may be used for analysis and reporting purposes. LSNDC will only report aggregate and/or de-identified data as part of its responsibilities, and agrees to maintain the data with the highest level of confidentiality and within the security guidelines set forth in this document.

Policy 4.6 Data Ownership

Responsible: Participating Agency
Authorized: LSNDC Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes the requirement and responsibilities connected to data ownership of data within the LSNDC System.

Policy Statement

The LSNDC System, and any and all data stored in the system, is the property of the LSNDC System. The LSNDC Board of Directors has authority over the creation, maintenance, and security of the LSNDC System. Violations of the LSNDC Agency Agreement, the LSNDC Policies and Standard Operating Procedures, the Privacy Policies, or other applicable laws may subject the Authorized Agency to discipline and/or termination of access to the LSNDC System.

In order to ensure the integrity and security of sensitive client confidential information and other data maintained in the database, LSNDC will be responsible for data ownership.

Policy 4.7 Data Entry Shared Information

Responsible: Participating Agency
Authorized: LSNDC Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes the requirement and responsibilities connected to sharing client profile information within the LSNDC System.

Policy Statement

From CoC to CoC, there are different policies about sharing information maintained in client records. The LSNDC System has a policy to allow First Name, Last Name, Social Security Number and Social Security Data Quality fields to be shared across providers and regions. Regional CoC may designate profile information as "CLOSED" in accordance to the policy set by the Regional CoC. In any case, a Release of Information form, signed by the client, must be kept on file and indicated in the LSNDC system.

In order to continue building our LSNDC System and the collaboration between CoC's, the Board is open to the differing needs and sensitivities of each CoC; however, we are supporting an OPEN system.

Policy 4.8 Data Element Customization

Responsible: Participating Agency
Authorized: LSNDC Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes the requirement for customization of data fields within the LSNDC System.

Policy Statement

Authorized Agencies may have fields available for agency-specific customization.

LSNDC System may include fields that can be customized on the Authorized Agency level to reflect the program-specific data collection needs of its programs. These fields are part of the LSNDC Software and are available at no additional cost. The State LSNDC System Administrator will have the ability to customize these fields.

Agency Administrators may request that their Regional LSNDC System Administrator customize the agency-specific fields.

Policy 4.9 Data Integrity

Responsible: Participating Agency
Authorized: LSNDC Board

Effective Date: April 17, 2008
Last Revision: May 3, 2013

Scope

This policy establishes the requirement to ensure data integrity of the LSNDC System.

Policy Statement

LSNDC users will be responsible for the accuracy of their data entry. Authorized Agency leadership will be responsible for ensuring that data entry by users is being conducted in a timely manner and will also develop procedures to evaluate and increase the accuracy of the data entered.

The quality of LSNDC data is dependent on individual users to take responsibility for the accuracy and quality of their own data entry. The Regional LSNDC System Administrators shall work with Agency Executive Directors and/or Agency Administrators in assuming responsibility for and in the monitoring of data quality for their own region or agency. It is in the interest of agencies and the CoC's that all data collected have integrity since that data may be used for evaluation, reporting, monitoring, or funding purposes. In particular the data will impact funding opportunities during competitive SHP process. LSNDC emphasizes, analyzes, and reports on data quality as a service to member agencies. All parties are subject to standards as determined in the LSNDC Data Quality Plan, Appendix B.

Procedure

In order to test the integrity of the data contained in the LSNDC System, the State LSNDC System Administrator, in consultation with Regional LSNDC System Administrators, will devise regular data integrity checks for the LSNDC.

Policy 4.10 Monitoring and Evaluation

Responsible: Regional LSNDC System Administrator
Authorized: LSNDC Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes the requirement for monitoring and evaluating the LSNDC System.

Policy Statement

Accurate and consistent data entry is essential to ensuring the usefulness of the LSNDC. Agencies will provide acceptable levels of timeliness and accuracy. Agencies without acceptable levels of data quality or timeliness may incur any sanctions permissible under the By-laws or negotiated by the Board and Regional CoCs until problems are addressed.

Data quality is an important aspect of the LSND System, and must be maintained at the agency level and by users of the system. The Regional LSND System Administrators will monitor data quality as part of their management functions.

Procedure

The State LSND System Administrator will work with Regional LSND System Administrators to develop and perform regular data integrity checks and will be required to report on a regular basis.

Policy 4.11 On-Site Review

Responsible: Regional LSND System Administrator
Authorized: LSND Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes the requirement for an on-site review of the LSND System.

Policy Statement

Since the LSND is a statewide collaborative, annual review of each contracted agency will be the responsibility of the Regional LSND System Administrator, however the LSND Board of Directors will develop consistent procedures for the entire state.

Regular reviews enable the LSND to monitor compliance with the Standard Operating Procedures Manual and the LSND Agency Agreements. However, in the main, this review is more easily facilitated on the regional level with proper oversight.

Procedure

The exact procedures for on-site reviews will be determined by the LSND Board of Directors on an annual basis.

Policy 4.12 Client Request for Data

Responsible: Participating Agency
Authorized: LSND Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes the requirement for managing a client's request for their LSND System data.

Policy Statement

Any client may request to view, or obtain a printed copy of his or her own records contained in the LSND System. The client will also have access to a logged audit trail of changes to those records. No client shall have access to another client's records in the LSND System.

The data in the LSND System is the personal information of the individual client. Each client has a right to know what information about him or her exists in the database, and to know who has added, changed or viewed this information, and when these events have occurred. This information should be made available to clients within a reasonable time frame of the request.

Procedure

A client may ask his/her case manager or other agency staff to see his or her own record. The case manager, or any available staff person with the LSND System access, will verify the client's identity and print all requested information. The case manager can also request a logged audit trail of the client's record from the Agency Administrator. The Agency Administrator will print this audit trail; give it to the case

manager, who will give it to the client. The client may request changes to the record, although the agency can follow applicable law regarding whether to change information based on the client's request. A log of all such requests and their outcomes should be kept on file in the client's record.

Policy 4.13 Release of Data for Public Use

Responsible: Participating Agency
Authorized: LSNDC Board

Effective Date: April 17, 2008
Last Revision: Oct 5, 2009

Scope

This policy establishes the requirement for managing public requests for LSNDC System data.

Policy Statement

Any requests for statewide reports or information from an individual or group who has not been explicitly granted access to the LSNDC System will be directed to the LSNDC Reporting Committee. The LSNDC will only address requests for statewide or cross-regional, where it is not otherwise available, data from entities other than Authorized Agencies or clients. Requests for regional data at the Continuum of Care level will be directed to the Regional LSNDC System Administrator. No individual client data will be provided to any group or individual that is neither the Authorized Agency that entered the data or the client him or herself without proper authorization or consent.

LSNDC will release routine aggregate reports for the larger community, which will address, but are not limited to, statewide descriptive and demographical statistics. In instances where the LSNDC is mandated contractually to provide HMIS data, reports will be provided for purposes of monitoring services delivery and/or program evaluation. The content of these reports will reflect a commitment to client confidentiality and ethical data use. No individual client data will be provided to meet these requests without proper authorization or consent as stated in the LSNDC's Privacy Policy

Procedure

As part of the mission to end homelessness in Louisiana, it is the LSNDC's policy to provide aggregate data on homelessness and housing issues in this area. LSNDC will also issue periodic routine public reports, which will be published and posted on the LSN's website, upon final approval of the LSNDC Board. No individually identifiable client data will be reported in any of these documents. Wherein the LSNDC is contractually obligated to provide de-identified data to funders for program monitoring and evaluation, the State LSNDC System Administrator shall prepare and submit reports to the appropriate bodies.

All requests for data from anyone other than an Agency or Regional LSNDC System Administrator or a client, which cannot be satisfied by either of the aforementioned conditions, will be directed to the LSNDC Reporting Committee for a recommendation to the Board. The Executive Committee may act on behalf of the Board to expedite urgent requests.

Policy 5.0 Disaster/Emergency Policy

Responsible: Regional LSNDC System Administrator
Authorized: LSNDC Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the use and response of the LSNDC Systems in the event of a disaster/emergency.

Policy Statement

The State LSND System Administrator, Regional LSND System Administrators, and LSND Participating Agencies will apply the Disaster/Emergency Policy set forth in the LSND Policies and Standard Operating Procedures in the event of a disaster/emergency.

Policy 5.1 Emergency Procedures

Responsible: Regional LSND System Administrator
Authorized: LSND Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for each Region to develop and maintain detailed procedures which will be activated in the event of a disaster/emergency.

Policy Statement

Every Regional LSND Lead Agency shall develop and maintain a Disaster/Emergency Procedures Manual which shall be activated when a disaster significant enough to cause widespread damage occurs or when an emergency significantly impacts the Regional LSND Lead Agency's services or client population. These procedures will include the following:

1. A detailed evacuation plan and checklist
2. A list of tasks to be taken before, during, or immediately following a disaster/emergency
3. a matrix of functional responsibilities in the acute phase of a disaster
4. An emergency operations roster
5. A list of key external contact phone numbers/email addresses (see Policy 5.3)
6. Staff report-in policies and procedures
7. A list of local, state, and federal emergency numbers
8. Contingency plan for moving agency operations to a non-affected location (see Policy 5.4)
9. A detailed Chain of Command/checklist of key duties which will be assigned to Regional staff following an disaster/emergency (see Policy 5.2)
10. An overall agency task list broken down by phases of a disaster (warning, response, relief, recovery, and mitigation)

The Manual shall contain detailed instructions for coordinating with other Regional LSND Lead Agencies and where, when and how to communicate with local, state, and federal emergency entities. Each Regional LSND System Administrator will share her/his Manual with the other Regional LSND Lead Agencies and will encourage Participating Agencies to develop a similar Disaster/Emergency Procedures Manual.

Policy 5.2 Chain of Command

Responsible: Regional LSND System Administrator
Authorized: LSND Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements to plan and maintain a Chain of Command in the event of a disaster/emergency.

Policy Statement

Every Regional LSND Lead Agency shall develop and maintain a detailed Chain of Command (to be implemented within their Emergency Procedures Manual), which will

follow standard Incident Command System (ICS) language during the acute phase of a disaster. The Chain of Command will include the following Disaster/Emergency positions which will be assigned to Agency staff (and their alternates):

1. Emergency Manager
2. Planning Team Chief
3. Operations Team Chief
4. Logistics Team Chief
5. Finance Team Chief

A detailed checklist and duties description of each Disaster/Emergency position shall be maintained and implemented in the event of a disaster/emergency. All Regional Administrators' updated Chain of Command list should be submitted to the System Administrator.

Policy 5.3 Communication

Responsible: Regional LSNDC System Administrator Effective Date: April 17, 2008
Authorized: LSNDC Board Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements to plan and maintain a detailed communication flow in the event of a disaster/emergency.

Policy Statement

Every Regional LSNDC Lead Agency shall develop a detailed communication plan (to be implemented within their Emergency Procedures Manual). This plan will include an updated contact list of every Regional LSNDC Lead Agency staff member (including cell phone, alternate land line, and easily accessible email address). The communication plan may include a toll-free land line phone number which staff members could call to report in to their supervisor. Communication methods shall include alternate methods of communication, such as text messaging and website news/check-in. All Regional Administrators' updated contact information (relevant to the LA Statewide HMIS) shall be submitted to the State LSNDC System Administrator.

Policy 5.4 System Continuity

Responsible: Regional LSNDC System Administrator Effective Date: April 17, 2008
Authorized: LSNDC Board Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements of maintaining system-wide continuity of service before, during and following a disaster/emergency.

Policy Statement

Every Regional LSNDC Lead Agency shall develop and maintain an agency continuity plan (to be implemented within their Emergency Procedures Manual) in the event of a disaster/emergency. This plan may include signed MOUs with agencies in other Regions and should include specific details about when, how, and where the Regional office should move. All Regional Administrators' updated System Continuity Plans should be shared with the System Administrator.

Policy 5.5 Privacy Policy within the LSNDC

Responsible: Regional CoC Director Effective Date: April 17, 2008
Authorized: LSNDC Board Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements of maintaining existing privacy standards and defines the procedure for sharing specific client data within the LSNDP in the event of a disaster/emergency.

Policy Statement

All Regional LSNDP Lead Agency privacy policies concerning client information entered into the LSNDP shall remain enforced before, during and after an emergency/disaster. The regional Director (or Acting Director) of the affected CoC will make decisions regarding the appropriateness of regional client data shared during a disaster/emergency, strictly honoring all existing client confidentiality and Release of Information policies and documents but reserving the right to share specific confidential client data with another Regional LSNDP member agency if it is deemed that the sharing of such data is critical to the safety or health of the client. Any sharing of data outside of normal procedures must be signed off by the regional Director (or Acting Director) of the affected CoC, and the specific data sharing (specifically what data is shared and with whom) must be documented both electronically and physically.

Policy 5.6 Public Privacy Policy (Data Sharing with a Third Party)

Responsible: Regional CoC Director

Effective Date: April 17, 2008

Authorized: LSNDP Board

Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements of maintaining existing privacy standards and defines the procedure for sharing specific client data with a Third Party in the event of a disaster/emergency.

Policy Statement

All Regional LSNDP Lead Agency privacy policies concerning client information entered into the LSNDP shall remain enforced before, during and after an emergency/disaster. The regional Director (or acting Director) of the affected CoC will make decisions regarding the appropriateness of regional client data shared during a disaster/emergency, strictly honoring all existing client confidentiality and Release of Information policies and documents but reserving the right to extract and share disaster/emergency client data on an individual basis for life or death circumstances (e.g. information such as “where are they now, what is their mental/medical condition, what services are needed”). Any sharing of data outside of normal procedures must be signed off by the regional Director (or acting Director) of the affected CoC, and the specific data extraction must be documented both electronically and physically.

Policy 5.7 Data Entry

Responsible: Regional LSNDP System Administrator

Effective Date: April 17, 2008

Authorized: LSNDP Board

Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements of data entry into the LSNDP in the event of a disaster/emergency.

Policy Statement

In the event of a disaster/emergency that affects one or more Regions in the state, the LSNDP could potentially be utilized as a data interface/receptacle for relief and recovery Information & Referral services in addition to its standard roles. The Regional LSNDP System Administrator, in consultation with the Board of Directors and DTAP staff, will make decisions regarding the appropriateness of data being entered into the database during a disaster/emergency. The State LSNDP System Administrator or a Regional LSNDP System Administrator will ensure that all new users entering in such data will be

given appropriate security access so that no existing confidentiality policies are breached.

Policy 5.8 Training

Responsible: Regional LSND System Administrator
Authorized: LSND Board

Effective Date: April 17, 2008
Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements of training new LSND users in the event of a disaster/emergency.

Policy Statement

If the LSND is temporarily utilized as a data interface/receptacle for Relief and Recovery Information & Referral during a disaster/emergency, a Regional LSND System Administrator shall provide training to disaster/emergency personnel on the use of the LSND. Upon completion of training, the new user should reasonably understand how each module works. All existing LSND rules, procedures, policies and agreements still apply to the disaster/emergency user. The State LSND System Administrator or a Regional LSND System Administrator will ensure that all new users entering in disaster/emergency data will be given appropriate security access so that no existing confidentiality policies are breached.

Appendix A

Louisiana Services Network Data Consortium (LSNDC) Board Membership

Effective Date: May 3, 2013

REGION I AND X - New Orleans/Jefferson Parish CoC

Parishes: Orleans and Jefferson

Ms. Vicki Judice
UNITY of Greater New Orleans
2475 Canal Street, Suite 300
New Orleans, LA 70119
Phone: (504) 821-4496

Mr. Clifton Harris
VIA LINK
2820 Napoleon Avenue
New Orleans, LA 70115
Phone: (504) 897-4877

REGION II - Baton Rouge CoC

Parishes: Ascension, East Baton Rouge, East Feliciana, Iberville, Pointe Coupee, West Baton Rouge, West Feliciana

Mr. Randy Nichols
Capital Area Alliance for the Homeless
5850 Florida Boulevard
Baton Rouge, LA 70806
Phone: (225) 201-0696

Mr. Corey Dyer
Capital Area Alliance for the Homeless
5850 Florida Boulevard
Baton Rouge, LA 70806
Phone: (225) 201-0696

REGION III - Houma-Terrebonne CoC

Parishes: Assumption, Lafourche, St. Charles, St. James, St. John the Baptist, Terrebonne

Mr. Willie Green
Gulf Coast Social Services, Inc.
320 Progressive Boulevard
Houma, LA 70360
Phone: (985) 851-4488

Mr. Brooke Guidry
Start Corporation
420 Magnolia Street
Houma, LA 70360
Phone: (985) 879-3966

REGION IV - Lafayette/Acadiana CoC

Parishes: Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, St. Mary, Vermillion

Mr. Eric Gammons
Acadiana Regional Coalition on
Homelessness & Housing, Inc.
P.O. Box 3936
Lafayette, LA 70502
Phone: (337) 235-4972

Mr. Andrew Zegura
Acadiana Regional Coalition on
Homelessness & Housing, Inc.
P.O. Box 3936
Lafayette, LA 70502
Phone: (337) 235-4972

REGION V - Lake Charles/Southwestern Louisiana CoC

Parishes: Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis

Tarek Polite
Lake Charles/Southwest Louisiana Continuum of
Care
1011 Lakeshore Drive Suite #606
Lake Charles, LA 70601
Phone: (337)721-3550
Fax: (337)437-3202

Mr. Randall Hebert
Volunteer Center of Southwest Louisiana
1023 Common Street
Lake Charles, LA 70601
Phone: (337) 439-6109

REGION VI - Alexandria/Central Louisiana CoC

Parishes: Avoyelles, Catahoula, Concordia, Grant, La Salle, Rapides, Vernon, Winn

Ms. Renee Brannon
Vernon Community Action Council, Inc.
1307 South Fifth Street
Leesville, LA 71446
Phone: (318) 443-0500

Ms. Kendra Gauthier
Central Louisiana Homeless Coalition
Post Office Box 1303
Alexandria, LA 71309
Phone: (318) 443-0500

REGION VII - Shreveport/Bossier/Northwest CoC

Parishes: Bienville, Bossier, Caddo, Claiborne, De Soto, Natchitoches, Red River, Sabine, Webster

Ms. Christa Pazzaglia
HOPE for the Homeless
762 Austin Street
Shreveport, LA 71101
Phone: (318) 670-4591

Ms. Tosha Stamps
HOPE for the Homeless
762 Austin Street
Shreveport, LA 71101
Phone: (318) 670-4591

REGION VIII - Monroe/Northeast Louisiana CoC

Parishes: Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union,
West Carroll

Ms. Lawana Brown
The Wellspring Alliance
1515 Jackson Street
Monroe, LA 71202
Phone: (318) 807-6200

Ms. Kattina Brittan
The Wellspring Alliance
1515 Jackson Street
Monroe, LA 71202
Phone: (318) 807-6200

REGION IX - Slidell/Livingston/Southeast Louisiana CoC

Parishes: Livingston, St. Helena, St. Tammany, Tangipahoa, Washington

Ms. Dee Wild
Volunteers of America, GNO
823 Carroll Street, Suite B
Mandeville, LA 70448
Phone: (985) 674-0488

Ms. Erin Matheny
Northlake HMIS Data Project
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Appendix B

Data Quality Plan

Louisiana Service Network Data Consortium

November 2nd, 2012

Developed by:
LSNDC Data Quality Committee

Data Quality 1.0 Definition: Data Quality Plan

Responsible: Data Quality Committee

Effective Date: November 2nd, 2012

Authorized: LSNDC Board

Last Revision: November 2nd, 2012

A data quality plan is a document that facilitates the ability of LSNDC to achieve statistically valid reliable data.

Note: This plan is subject to change to accommodate new standards released by HUD

The plan will:

- Identify the responsibilities of all parties within LSNDC that affect data quality
- Establish specific data quality benchmarks for timeliness, completeness, and accuracy
- Describe the procedures that the LSNDC will take to implement the plan and monitor progress to meet data quality benchmarks.

Data Quality 1.1 Timeliness

Responsible: Data Quality Committee

Effective Date: November 2nd, 2012

Authorized: LSNDC Board

Last Revision: November 2nd, 2012

All data shall be entered into the HMIS in a timely manner to ensure access to data when it is needed for reporting purposes. To that end, the following timeliness benchmark is set forth:

General Standard:

All HMIS participating programs will ensure entry/exits, services, and Universal Data Elements are completed within 5 business days of program entry/exit.

Exceptions:

1. *Emergency Shelters:* All HMIS Participating Emergency Shelter programs will ensure entry/exits, services, and Universal Data Elements are completed within 2 business days of initial contact.
2. *Outreach Programs:* All HMIS Participating Outreach Programs will ensure entry of limited basic demographics as provided by client and services within 5 business days of initial contact.
3. *Legacy Data:* There will be a grace period determined on a case by case basis for how quickly the data should be entered into the HMIS. Legacy Data is information stored in an old or obsolete format or computer system that is, therefore, difficult to access or process. This includes implementations running a previous version of ServicePoint.

Data Quality 1.2 Completeness

Responsible: Data Quality Committee
Authorized: LSND Board

Effective Date: November 2nd, 2012
Last Revision: November 2nd, 2012

Complete HMIS data is necessary to fully understand the demographic characteristics and service use of persons in the system. Complete data facilitates confident reporting and analysis on the nature and extent of homelessness, such as:

- Unduplicated counts of clients served at the local level
- Patterns of use of people entering and exiting the homeless assistance system
- Evaluation of the effectiveness of homeless systems

Data Quality 1.2.1 Completeness: Program Descriptor Data Elements

Responsible: Data Quality Committee
Authorized: LSND Board

Effective Date: November 2nd, 2012
Last Revision: November 2nd, 2012

Program Descriptors include information about programs that are required for reporting purposes and enhance the HMIS as a tool for supporting information and referral services.

General Standard:

All Program Descriptor Data Elements are required as part of basic administrative setup of programs utilizing the LSND, no null/missing Program Descriptor Data Elements are allowed. The PDDE's should be entered no later than 5 days from the time the Provider is created in the LSND. They should also be reviewed annually and any changes should be recorded.

Program Descriptor Data Elements:

1. Organization Identifier
2. Organization Name
3. Program Identifier
4. Program Name
5. Direct Service Code
6. Site Information
7. Continuum of Care Number
8. Program Type Code
9. Bed and Unit Inventory Information (Residential Programs Only)
10. Target Population A (Optional)
11. Target Population B (Residential Programs Only)
12. Method for Tracking Residential Program Occupancy (Residential Programs Only)

13. Grantee Identifier (Required for HPRP Programs)

Data Quality 1.2.2 Completeness: All Clients Served	
Responsible: Data Quality Committee	Effective Date: November 2 nd , 2012
Authorized: LSND Board	Last Revision: November 2 nd , 2012

It is a HUD expectation that all clients receiving homeless assistance will have their service delivery documented in the HMIS.

General Standard:

All programs using the HMIS shall enter data on all clients in accordance with the newest relevant HMIS Data and Technical Standards.

Anonymous entry is not encouraged but allowed when necessary.

Exceptions:

1. Non-HUD Funded Programs are required to have a minimum of 80% of each Universal Data Element on all clients.
2. Homeless Service Providers whose primary target population is victims of domestic violence are currently collecting the data and providing non-identifiable data to the local CoC and are statutorily disallowed from entering client data into the HMIS.
3. If a client refuses to have information input into the HMIS the Homeless Service Provider is not held responsible.
4. When agencies host special events (For Example: Christmas Baskets, Christmas Tree Programs, Easter Baskets, etc.) they are not required to record information on all clients who participate in the event.

Data Quality 1.2.3 Completeness: Universal Data Elements

Responsible: Data Quality Committee

Effective Date: November 2nd, 2012

Authorized: LSND Board

Last Revision: November 2nd, 2012

Universal Data Elements are necessary to produce an unduplicated count of clients served, to provide accurate counts for various reporting requirements, including HUD CoC APR, QPR/APR, the AHAR, and other reporting requirements.

General Standard:

The acceptable percentage of Universal Data Elements with “null/missing” and “unknown/don’t know/refused” for all clients served in Supportive Housing Programs, Emergency Solutions Grant, and HOPWA is less than 5 percent. Please refer to the HMIS Revised Data Standards March 2010 for more detailed information on the UDE’s listed below.

Exceptions:

1. *Outreach Programs*: Capture and record initial contact and any other contacts along with UDE’s they are able to obtain.

Universal Data Elements:

1. Name
2. Social Security Number
3. Date of Birth
4. Race
5. Ethnicity
6. Gender
7. Veteran Status
8. Disabling Condition
9. Residence Prior to Program Entry/Length of Stay
10. Zip Code of Last Permanent Address
11. Housing Status
12. Program Entry Date
13. Program Exit Date
14. Personal Identification Number (System Generated)
15. Household Identification Number (System Generated)

Data Quality 1.2.4 Completeness: Program Specific Data Elements

Responsible: Data Quality Committee

Effective Date: November 2nd, 2012

Authorized: LSNDC Board

Last Revision: November 2nd, 2012

Program specific Data Elements are necessary to produce the HUD CoC APR, ESG QPR/APR, and to ensure the LSNDC has sufficient client data to conduct analysis on the extent and characteristics of the population they serve.

General Standard:

The acceptable percentage of Program Specific Data Elements with “null/missing” and “unknown/don’t know/refused” for all clients served by a Supportive Housing Program, Emergency Solutions Grant, and HOPWA is less than 5 percent. Please refer to the HMIS Revised Data Standards March 2010 for more detailed information on the PSDE’s listed below.

Program-Specific Data Elements:

1. Income and Sources
2. Non-Cash Benefits
3. Physical Disability
4. Developmental Disability
5. Chronic Health Condition
6. HIV/AIDS
7. Mental Health
8. Substance Abuse
9. Domestic Violence (Adult and Unaccompanied Youth)
10. Destination
11. Date of Contact(required for street outreach programs only; optional for other programs)
12. Date of Engagement(required for street outreach programs only; optional for other programs)
13. Financial Assistance Provided(required for HPRP-funded programs only; optional for all other programs)
14. Housing Relocation & Stabilization Services Provided (required for HPRP-funded programs only; optional for all other programs)

Data Quality 1.2.5 Completeness: Optional Program Specific Data Elements	
Responsible: Data Quality Committee	Effective Date: November 2 nd , 2012
Authorized: LSND Board	Last Revision: November 2 nd , 2012

Optional Program Specific Data Elements are recommend by HMIS data research groups and are based on best practices being implemented at the local level. **They are optional.** Please refer to the HMIS Revised Data Standards March 2010 for more detailed information for the Optional PSDE's listed below.

General Standard:

These are optional data elements unless recommended by the Local CoC.

Optional Program Specific Data Elements:

1. Employment
2. Education
3. General Health Status
4. Pregnancy Status
5. Veteran's Information
6. Children's Education
7. Reason for Leaving
8. Services Provided

Data Quality 1.3 Accuracy	
Responsible: Data Quality Committee	Effective Date: November 2 nd , 2012
Authorized: LSND Board	Last Revision: November 2 nd , 2012

The purpose of accuracy is to ensure that the data in the LSND HMIS is the best possible representation as it relates to clients and the programs that serve them.

General Standard:

All data entered into the LSND HMIS shall be a reflection of information provided by the client, as documented by the intake worker or otherwise updated by the client and documented for reference. Deliberately recording inaccurate information is strictly prohibited.

Data Quality 1.3.1 Accuracy: Consistency	
Responsible: Data Quality Committee	Effective Date: November 2 nd , 2012
Authorized: LSND Board	Last Revision: November 2 nd , 2012

The purpose is to ensure that data is understood, collected, and entered consistently across all programs in the HMIS. Consistency directly affects the accuracy of data.

General Standard:

All data elements in the LSNDL HMIS shall be collected and entered in a common and consistent manner across all programs.

Data Quality 1.4 Monitoring

Responsible: Data Quality Committee
Authorized: LSNDL Board

Effective Date: November 2nd, 2012
Last Revision: November 2nd, 2012

The purpose of monitoring is to ensure that agencies are following the data quality standards agreed upon by LSNDL and are meeting expected benchmarks as described by the data quality plan.

General Standard:

Data Elements will be monitored on a monthly basis to quickly identify and resolve issues that affect the timeliness, completeness, and accuracy of the client record.

Data Quality 1.5 Incentives

Responsible: Data Quality Committee
Authorized: LSNDL Board

Effective Date: November 2nd, 2012
Last Revision: November 2nd, 2012

CoC's are encouraged to develop an incentive program to entice CoC Organizations to adhere to the data quality plan.

Acronyms

- APR – Annual Performance Report
- CoC – Continuum of Care
- HMIS – Homeless Management Information System
- HOPWA – Housing Opportunities for Persons with AIDS
- HPRP – Homeless Prevention and Rapid Re-housing Program
- HUD – Housing and Urban Development
- LSNDL – Louisiana Services Network Data Consortium
- PDDE – Program Descriptor Data Elements
- PSDE – Program Specific Data Element
- QPR – Quarterly Performance Report
- SRO – Single Room Occupancy
- UDE – Universal Data Element

Summary of Program Descriptor Data Elements				
Data Standards	Program Applicability	When collected		
		Assigned once	Assigned once; reviewed annually	At least annually or more frequently if inventory or coverage changes
1. Organization Identifier	All CoC Programs	x		
2. Organization Name	All CoC Programs		x	
3. Program Identifier	All CoC Programs	x		
4. Program Name	All CoC Programs		x	
5. Direct Service Code	All CoC Programs	x		
6. Site Information	All CoC Programs		x	
7. Continuum of Care Number	All CoC Programs		x	
8. Program Type Code	All CoC Programs		x	
9. Bed and Unit Inventory Information	Residential CoC Programs Only			x
10. Target Population A (Optional for all programs)	All CoC Programs		x	
11. Target Population B	Residential CoC Programs Only		x	
12. Method for Tracking Residential Program Occupancy	Residential CoC Programs Only		x	
13. Grantee Identifier	HPRP Programs Only		x	

Summary of Universal Data Elements							
Data Standards	Program Applicability	Subjects			When Collected		
		All Clients	All Adults	All Adults & Unaccompanied Youth	Initial Program Entry Only	Every Program Entry	Every Program Exit
1. Name ¹	All CoC Programs	x			x		
2. Social Security Number ¹	All CoC Programs	x			x		
3. Date of Birth ¹	All CoC Programs	x			x		
4. Race ¹	All CoC Programs	x			x		
5. Ethnicity ¹	All CoC Programs	x			x		
6. Gender ¹	All CoC Programs	x			x		
7. Veteran Status	All CoC Programs		x			x	
8. Disabling Condition	All CoC Programs	x				x	
9. Residence Prior to Program Entry and Length of Stay	All CoC Programs			x		x	
10. Zip Code of Last Permanent Address	All CoC Programs			x		x	
11. Housing Status	All CoC Programs	x				x	x (Optional for Emergency Shelter)
12. Program Entry Date	All CoC Programs	x				x	
13. Program Exit Date	All CoC Programs	x					x
14. Personal Identification Number	All CoC Programs	x			x		
15. Household Identification Number	All CoC Programs	x				x	

¹Note that one or more of these personal identifiers may need to be asked on subsequent visits to find and retrieve the client's record. However, this information only needs to be recorded in HMIS on an initial program entry.

Summary of Program-Specific Data Elements								
Data Standards	Program applicability	Subjects	When Collected					
			During Client Assessment Near Entry	At Least Once Every three Months During Program Enrollment ²	At Least Once Annually During Program Enrollment ³	Every Exit	Every Contact	Each Instance of Financial Assistance
1. Income and Sources	CoC/HUD Competitive Programs ¹ HPRP Programs HOPWA Homeless Programs	All Clients	x		x	x		
2. Non-Cash Benefits	CoC/HUD Competitive Programs HPRP Programs HOPWA Homeless Programs	All Clients	x		x	x		
3. Physical disability	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	x		x	x		
4. Developmental Disability	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	x		x	x		
5. Chronic Health Condition	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	x		x	x		
6. HIV/AIDS	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	x		x	x		
7. Mental Health	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	x		x	x		
8. Substance Abuse	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	x		x	x		
9. Domestic Violence	CoC/HUD Competitive Programs HOPWA Homeless Programs	Adults and Unaccompanied Youth	x					
10. Destination	CoC/HUD Competitive Programs ¹ HPRP Programs HOPWA Homeless Programs	All Clients				x		
11. Date of Contact	CoC/HUD Street Outreach Programs	All Clients					x	
12. Date of Engagement	CoC/HUD Street Outreach Programs	All Clients	x					
13. Financial Assistance provider	HPRP Programs	All Clients		x				x
14. Housing Relocation and Stabilization Services Provided	HPRP Programs	All Clients		x		x		

¹CoC/HUD Competitive Programs include the Supportive Housing Program (SHP), Shelter Plus Care, and the Section 8 Moderate Rehabilitation for Single Room Occupancy Dwellings (SRO) Program.
²Only collected at least once every three months if the period between program entry and exit exceeds three months.
³Only collected at least once annually if the period between program entry and exit exceeds one year.

Additional Program-Specific Data Elements: Optional Data Elements										
Data Standards	Program Applicability	Subjects					When Collected			
		All Clients	All Clients or All Adults and Unaccompanied Youth	All Females of Child-bearing Age	All Veterans	All Children	Every Entry	At Least Once Annually during Program Enrollment ¹	When Services Provided	Every Exit
15A. Employment	x		x				x	x		x
15B. Education	x		x				x	x		x
15C. General Health Status	x		x				x	x		x
15D. Pregnancy Status	x			x			x			
15E. Veteran's Information	x				x		x			
15F. Children's Education	x					x	x	x		x
15G. Reasons for Leaving	x	x								x
15H. Services Provided	x								x	

¹ Only collected at least once annually if the period between program entry and exit exceeds one year.



LOUISIANA HOUSING AUTHORITY
SECTION 8 HOUSING CHOICE VOUCHER
ADMINISTRATIVE PLAN:
PROJECT-BASED VOUCHERS FOR PERMANENT SUPPORTIVE
HOUSING

Administrative Plan Adopted November 2008

1. Revisions Adopted September 2009	6. Revisions Adopted June 2012
2. Revisions Adopted July 2010	7. Revisions Adopted May 2013
3. Revisions Adopted September 2010	8. Revisions Adopted June 2013
4. Revisions Adopted December 2010	9. Revisions Adopted June 2014
5. Revisions Adopted August 2011	10. Revisions adopted October 2014
	11. Revisions adopted November 2014

4.6 Preferences

Applicants with preferences are selected from the waiting list and receive an opportunity for an available unit earlier than those who do not have a preference. Preferences affect only the order of applicants on the waiting list. They do not make anyone eligible who was not otherwise eligible. The DHH or designee must inform all applicants about available preferences and give all applicants an opportunity to show that they qualify for available preferences.

The DHH or designee may choose whether to verify preferences at initial application or only in preparation for selecting households to refer to an available unit.

DHH in consultation with stakeholders have determined certain priority populations for the PSH Program. These populations and their prioritization are discussed below.

4.6.1 Specific Preferences

Applicants who meet one of the preference criteria will be assigned the number of points associated with that preference as illustrated in the chart below. Persons displaced by Hurricanes Katrina or Rita will receive the points corresponding to that preference, in addition to points for absolute preferences as indicated on the chart and for one of the other preference categories. Persons may not receive points for more than one of the other categories. The maximum number of points that an applicant may be assigned is forty-four (44) points. Notwithstanding the preference points, LHA may transfer households among PBV units authorized by this Administrative Plan.

The Tenant Selection database will assign applicants the appropriate points. This assignment will affect the application position on the waiting list.

Preference	Points
1. Applicants in Tax Credit or other units designated for PSH under the Road Home Program, or receiving temporary housing under the Transitional Assistance Program, the Rental Housing Assistance Support Service, and the Rapid Rehousing Program, unless such households will be assisted otherwise	15--Absolute preference
2. Applicants with incomes not exceeding 30% AMI, or exceeding 30% of AMI only because two persons in the household receive Supplemental Security Income	15--Absolute preference
3. Permanent Supportive Housing Service Participant	9
4. Persons inappropriately institutionalized	8*
5. Homeless persons age 18-24	8**
6. Chronically homeless persons	7
7. Persons displaced by Hurricanes Katrina or Rita	5
8. Persons at risk of homelessness or living in transitional housing for persons who are homeless	2
9. Persons at risk of institutionalization	2

10. Homeless persons	1
11. Non-preference or standard applicant (none of the above)	0

All households must be PSH-eligible.

*Persons in this preference category will receive 8 preference points until the total number of persons served in this category reaches 200 participants. At that point, such persons will receive 2 preference points.

**Persons in the preference category will receive 8 preference points until the total number of persons served in this category is 6 participants.

The definition of each of these preference categories is provided in the Definitions Section 4.2.

4.7 Verification of Preliminary Eligibility

4.7.1 Procedures

To determine preliminary eligibility, the application will be accepted as self-certification of the information contained in the application. No third party or source documentation will be required until the LHA is planning to refer the applicant to a development, unless this is needed to facilitate filling of vacant units. Ideally such source or third party information would be dated no earlier than 90 days prior to referral.

If, subsequent to the preliminary determination of eligibility, the LHA determines that the verification of income, assets, or claimed preference status differs from the applicant's self certification, the applicant may be:

- reassigned to a smaller or larger bedroom size;
- reassigned to a different preference status; or
- determined ineligible.

If such a change occurs, the applicant will be given written notice and provided with an opportunity for an informal review.

4.7.2 Verification Documents

The following section outlines the verification documents necessary to verify PSH program eligibility and preferences.

4.7.3 Income

Income should be verified consistent with Section VI of this Plan.

Memorandum of Understanding (MOU)
Between
The Calcasieu Parish Police Jury (Human Services Department on behalf of
Lake Charles/Southwest Louisiana Continuum of Care);

The City of Lake Charles Community Services & Development Division;
and

The Volunteer Center of Southwest Louisiana, Inc.
regarding the Homeless Management Information System (HMIS)
Cash Match for the Continuum of Care Grant

1. **PURPOSE.** The purpose of this MOU is to set forth a written understanding but not financially obligate the listed parties on how the HMIS Cash Match for the Continuum of Care Grant will be allocated among the listed parties. HMIS is a U.S. Department of Housing and Urban Development (HUD) mandated program that captures demographics, services provided, and outcomes for people who are homeless from agencies across the CoC geographic region. The CoC geographic region encompasses Region V of the State of Louisiana. Region V includes the parishes of Allen, Beauregard, Calcasieu, Cameron, and Jefferson Davis.
2. **PARTIES.** The parties to this Agreement are the Lake Charles/Southwest Louisiana Continuum of Care and the Volunteer Center of Southwest Louisiana, Inc. and the City of Lake Charles.
3. **COST ALLOCATION PROPOSAL.** The proposed cost allocation proposal for the HMIS Cash Match is as follows:

Grant Year 2013 (July 1, 2013-June 30, 2014): The Calcasieu Parish Police Jury Human Services Department on behalf of the Lake Charles/Southwest Louisiana will contribute the full amount of cash match needed in the amount of \$27,735 to be paid in the 3rd and 4th quarters of calendar year 2013 and the 1st and 2nd quarters of calendar year 2014.

Grant Year 2014 (July 1, 2014-June 30, 2015): The City of Lake Charles Community Services & Development Division will contribute ½ of the cash match needed in the amount of \$13,867.50 to be paid in the 3rd and 4th quarters of calendar year 2014 and the Calcasieu Parish Police Jury Human Services Department on behalf of the Lake Charles/Southwest Louisiana will contribute ½ of the cash match needed in the amount of \$13,867.50 to be paid in the 1st and 2nd quarters of calendar year 2015.

Grant Year 2015 (July 1, 2015-June 30, 2016): The Volunteer Center of Southwest Louisiana will contribute ½ of the cash match needed in the amount of \$13,867.50 to be provided in the 3rd and 4th quarters of calendar year 2015. The City of Lake Charles Community Services & Development Division will contribute ¼ of the cash match

needed in the amount of \$6,933.75 to be paid in the 1st quarter of calendar year 2016 and Calcasieu Parish Police Jury Human Services Department on behalf of the Lake Charles/Southwest Louisiana will contribute ¼ of the cash match needed in the amount of \$6,933.75 to be paid in the 2nd quarter of calendar year 2016.

RESPONSIBILITIES: The roles and responsibilities of each party are understood as follows:

The Volunteer Center of Southwest Louisiana, Inc will be responsible for issuing all the necessary documents to all parties, each year, seeking cash match contribution generally 45 days in advance prior to funds being needed. If the either party is unable to provide the HMIS Cash Match as described in this MOU, said party will provide a written letter to the other parties within 90 days, or as soon as possible. The other parties will then work to try to find an amicable solution to provide the Cash Match for the quarter in question.

The Volunteer Center of Southwest Louisiana, Inc will also be responsible for initiating discussions for cost allocation ideas after Grant Year 2015 (July 1, 2015 – June 30, 2016). Discussion should start during Grant Year 2015 to determine future proposals for HMIS cash matching.

4. POINTS OF CONTACT.

Lake Charles/Southwest Louisiana Continuum of Care:

Tarek Polite, Human Services Director
Kristina Messina, Program Director
2001 Moeling Street, Lake Charles, LA 70601
(337) 721-3550
tpolite@cppj.net
kmessina@cppj.net

Volunteer Center Southwest Louisiana, Inc.

Beverly S. McCormick, Executive Director
1013 Common Street, Lake Charles, Louisiana 70601
(337) 513-4616
beverly.mccormick@310info.org

City of Lake Charles

Esther Vincent, Director Community Services & Development
326 Pujos Street, 5th Floor, Lake Charles, LA 70601
(337) 491-1465
evincent@cityoflc.us

- 5. EFFECTIVE DATE.** The effective date of this MOU shall be from the date signed by all parties and shall continue until June 30, 2016 or until this MOU is terminated by any party.

6. **MODIFICATION.** If for any reason, any party involved seeks any modification, a written notice to all points of contact must be send sixty (60) days prior to anticipated date of modification. Additionally, notification to the Lake Charles/Southwest Louisiana Continuum of Care Executive Board is also required and must agree to modifications as well.
7. **TERMINATIONS.** If for any reason, any party involved seeks termination, a written notice to all points of contact must be sent thirty (30) days prior to date of termination.

THUS DONE AND SIGNED on the 21 day of January 201~~7~~⁴, in Lake Charles, Louisiana after a due reading of the whole.

Calcasieu Parish Police Jury Human Services Department on behalf of the Lake Charles/Southwest Louisiana Continuum of Care

BY: Tarek Polite
Tarek Polite, Human Services Director

City of Lake Charles Community Services & Development Division

BY: Esther Vincent
Esther Vincent, Director of Community Services & Development Division

Volunteer Center of Southwest Louisiana, Inc.

BY: Beverly S. McCormick
Beverly S. McCormick, Executive Director

HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS) GOVERNANCE AGREEMENT

BETWEEN

**THE CALCASIEU PARISH POLICE JURY (HUMAN SERVICES DEPARTMENT ON
BEHALF OF LAKE CHARLES/SOUTHWEST LOUISIANA CONTINUUM OF CARE)**

AND

**THE VOLUNTEER CENTER SOUTHWEST LOUISIANA, INC. dba
310INFO/2-1-1 HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)**

BACKGROUND

The United States Department of Housing and Urban Development (HUD) mandate Homeless Management Information Systems (HMIS) for all communities and agencies receiving HUD Continuum of Care (CoC) homeless assistance funds. HMIS is a computerized data application system designed to capture, record and store data and information about the needs and community services received by individuals or families who use homeless housing and supportive services and for individuals or families who receive community services and assistance because they are at risk of becoming homeless. The HMIS records and stores client-level demographics and service data of participating community service agencies, organizations, programs and projects, so it can be aggregated to discern patterns and trends about the extent and nature of homelessness over time, the services received by the homeless or those at risk of becoming homeless, provide an unduplicated count of homeless individuals or families, discern and explain patterns of service usage and measure the effectiveness of participating agencies, organizations, programs and projects.

PURPOSE

The purpose of this agreement is to set forth and clarify understanding and agreement of the specific and differing responsibilities of each party regarding the key aspects of governance and operations of the HMIS.

DESIGNATION

The designated Regional HMIS Lead Agency for Lake Charles/Southwest Louisiana Continuum of Care is the Volunteer Center Southwest Louisiana, Inc. dba 310INFO/2-1-1 Homeless Management Information System (HMIS).

The designated HMIS software tool is ServicePoint™ by Bowman Systems L.L.C. of Shreveport, Louisiana.

The designated Louisiana statewide HMIS database is the Louisiana Service Network Data Consortium (LSNDC). All HMIS Lead Agencies and all Continuums of Care (CoC) in the state of Louisiana utilize ServicePoint™ software and collaborate, participate and contribute data to LSNDC in order to improve the delivery of HMIS related services and enable participating agencies, organizations, programs and projects to better comply with federal regulations and the expectations of the United States Department of Housing and Development (HUD).

RESPONSIBILITIES OF THE CoC

The Lake Charles/Southwest Louisiana Continuum of Care (CoC) shall:

- Work with the HMIS Lead Agency and the LSNDNC to read and interpret any and all regulations, notices and other communications issued by HUD, and to annually review and, as necessary, revise any and all policies, procedures and plans related to the HMIS project and the CoC program.
- Identify and designate an HMIS Software tool for use by the participating agencies. The designated HMIS software tool is ServicePoint™ by Bowman Systems of Shreveport, Louisiana.
- Designate a non-profit or public legal entity to serve as the Regional HMIS Lead Agency. Once designated, the Regional HMIS Lead Agency will abide by the terms and conditions outlined in this governance charter. The designated Regional HMIS Lead Agency is the Volunteer Center of Southwest Louisiana, Inc. dba 310INFO/2-1-1 Homeless Management Information System (HMIS), a private not-for-profit corporation operating in the Louisiana five parish area of Allen, Beauregard, Calcasieu, Cameron and Jefferson Davis.
- Work with organizations that will improve delivery of HMIS related services and enable participating agencies to better comply with federal regulation and expectations of the United States Department of Housing and Urban Development (HUD). The CoC and the HMIS Lead Agency agree to work with and participate in the statewide HMIS Database which is designated as the Louisiana Service Network Data Consortium (LSNDC).
- Provide support to the HMIS Lead Agency and to the HMIS Lead System Administrator when the Lead Agency or System Administrator is unable to perform his/her duties due to interference from a participating agency. This support may take the form of negotiating with the non-compliant agency, censoring said agency, or imposing consequences, including but not limited to recommending to HUD that granted funds be removed from the agency.
- Gather data from HMIS Lead Agency and non-HMIS participating agencies to use in reporting for the Point-in-Time (PIT) count, the Housing Inventory Count (HIC) and the Annual Homeless Assessment Report, among other HUD reporting that the HMIS Lead Agency assists the Lake Charles/Southwest Louisiana Continuum of Care to complete.
- Collaborate with the HMIS Lead Agency in all appropriate ways to ensure that the policy goals developed by Lake Charles/Southwest Louisiana Continuum of Care (CoC) are met. They will work together closely to share information, develop goals and address issues with ServicePoint™, data quality and participating agencies as they occur.
- Work with participating agencies and the HMIS Lead Agency to develop performance benchmarks for CoC Program Project performance, including that of the HMIS Project.
- Gather reports from the HMIS Lead Agency and review them to determine if benchmarks have been met, then report that data to the CoC to assist in reviewing and ranking projects for the CoC Program NOFA Competition.

RESPONSIBILITIES OF THE HMIS LEAD AGENCY

The Volunteer Center Southwest Louisiana, Inc. dba 310INFO/2-1-1 Homeless Management Information System (HMIS) shall:

- Manage, administer and oversee the day to day operations of HMIS.
- Obtain and maintain all grants supporting the HMIS project, provide staffing, and purchase the required licenses, equipment, software, space and operations for the HMIS
- Provide technical support for the CoC and all participating agencies, including assisting participating agencies with technical issues related to the HMIS project.
- Work with the vendor to ensure that data is collected, stored and reported in compliance with all HUD regulations; and determine if a different vendor should be selected to provide the regional HMIS if the current vendor fails to conform to HUD regulations.
- Provide training to all HMIS end users within the participating agencies through individual training either in a classroom setting or in a one-on-one setting at either the HMIS Lead Agency offices or at the requesting agency's offices. Introductory trainings as well as any additional training will be offered at the discretion of the HMIS Lead Agency System Administrator.
- Promote use of the HMIS through regular contact with users, participating agencies and similar organizations whose participation would benefit Lake Charles/Southwest Louisiana Continuum of Care (CoC) and/or the Volunteer Center Southwest Louisiana, Inc. dba 310INFO/2-1-1 Homeless Management Information System (HMIS) itself.
- Sign and execute written HMIS Participation Agreements with each participating agency which delineates the obligations and authority of the HMIS Lead Agency, the LSNDL state-wide system and the participating agency. These agreements will include, directly or referenced, the requirements of the LSNDL Standard Operating Procedures and any future regulatory documents set forth by HUD and the LSNDL; and discuss possible sanctions for violating the agreement. This agreement will also require that the HMIS Lead Agency, LSNDL and the participating agency will process protected identifying information in a manner consistent with this agreement.
- Provide each participating agency, organization, program or project with an agency Executive Director Training Manual, Agency Administrator Training Manual and an End User Training Manual.
- Monitor and verify data collection from all recipients of CoC Program and Emergency Solutions Grant Program grants through the chosen HMIS platform, ensuring that data is being entered by all such agencies and working with the CoC and the participating agencies to address any deficiencies in data collection.
- Develop policies and procedures for all participating agencies in accordance with applicable HUD legislation. The HMIS Lead Agency will assist all participating agencies that have access to protected identifying information to implement procedures and policies that ensure compliance with applicable agreements, and will monitor compliance and work with the CoC to enforce sanctions for non-compliance.

RESPONSIBILITIES OF THE HMIS LEAD AGENCY

The Volunteer Center Southwest Louisiana, Inc. dba 310INFO/2-1-1 Homeless Management Information System (HMIS) shall:

- Collaborate with the CoC in all appropriate ways to ensure that the policy goals developed by the CoC are met. They will work together closely to share information, develop goals and address issues with data quality and participating agencies as they occur.
- Collaborate with the LSNDC to annually review and, as necessary, revise statewide Standard Operating Procedures and any future regulatory documents set forth by HUD and the LSNDC to ensure compliance with all HUD regulations, notices and other communications related to these topics. The HMIS Lead Agency will work with the LSNDC to create such documents for presentation to the CoC within 6 months after the effective date of any HUD final rule establishing requirements for them. The HMIS Lead Agency will also seek and provide feedback from the CoC and the participating agencies to the LSNDC on these topics.
- Communicate these regulatory documents to all Lake Charles/Southwest Louisiana Continuum of Care (CoC) participating agencies and ensure that those agencies comply with them. The HMIS Lead Agency will submit such documents to the CoC for approval within 6 months after the effective date of any HUD final rule establishing requirements for them and/or any change is made to the local HMIS. The HMIS Lead Agency will implement such documents within 6 months of the date of approval by the CoC.
- Monitor and verify the quality of the data entered into the HMIS system, ensuring that the data is accurate, complete and conforms to federal HMIS requirements. The HMIS Lead Agency shall analyze the data to identify areas of concern and/or weakness and make recommendations to the participating agency as to how to correct them. As well, the HMIS Lead Agency will monitor the participating agencies for compliance with all appropriate security, privacy and data quality policies, regulations and procedures.
- Generate appropriate reports that reflect the cumulative data for the CoC as needed and/or upon request from the CoC, HUD, participating agencies, and other entities seeking this information as deemed appropriate by the HMIS Lead Agency and/or the CoC. The HMIS Lead Agency shall also be responsible for creating and developing new reports as requested and/or required by the CoC, HUD, and participating agencies. These reports shall document collective data from the entire CoC in such a way as to provide the requested information for such purposes as the CoC Program grant applications, PIT, HIC and AHAR reports, along with any other continuum-wide programs.

RESPONSIBILITIES OF PARTICIPATING AGENCIES:

The participating agencies are responsible for:

- Complying and signing written agreements including HMIS Lead Agency Terms of Service Agreement with the HMIS Lead Agency, the LSNDP Policies and Procedures Agreement and all appropriate federal regulations regarding HMIS.
- Complying with all federal, state and local laws regarding client and data privacy, security and confidentiality concerns. Should there be a conflict between such standards and other federal, state or local laws which the participating agency is required to obey, the participating agency must contact the HMIS Lead Agency for direction and to appropriately revise/adjust the impacted LSNDP regulatory document.
- Working with the HMIS Lead Agency staff to maintain complete and correct data in the ServicePoint™ system.

The parties hereto have acknowledged their responsibilities and have caused this agreement to be executed and delivered by their duly authorized representatives as of the date of last signature.

Continuum of Care Lead Organization: The Calcasieu Parish Police Jury (Human Services Department on Behalf of Lake Charles/Southwest Louisiana Continuum of Care)

Tarek Polite Human Services Director Calcasieu Parish Police Jury
Name of Authorized Representative Title

T-k Polite
Signature of Authorized Representative

1/30/14
Date

HMIS Lead Agency: Volunteer Center Southwest Louisiana, Inc. dba 310INFO/2-1-1 Homeless Management Information System (HMIS)

Beverly S. McCormick Executive Director Volunteer Center Southwest Louisiana, Inc.
Name of Authorized Representative Title

Beverly S. McCormick
Signature of Authorized Representative

1-30-14
Date

Louisiana Balance of State Continuum of Care

Revised Notice of Funding Availability for the 2015 Continuum of Care Program Competition

The U.S. Department of Housing and Urban Development (HUD) announced the Notice of Funding Availability (NOFA) for the 2015 Continuum of Care (CoC) Program Competition FR-5900-N-25. This guidance applies to all renewing CoC projects for permanent housing, transitional housing, supportive services only, and HMIS as well as for new projects through the permanent housing bonus. This announcement is being made in accordance with HUD's NOFA for the HUD CoC programs.

HUD conducts an annual CoC program national competition. The Louisiana Housing Corporation is the collaborative applicant responsible for completing and submitting an annual application for CoC funding on behalf of the BoS CoC.

The BoS CoC Consolidated Application is due to HUD on November 20, 2015 and includes all new and renewal project applications. HUD requires that project applications are submitted to the CoC no later than 30 days before the application deadline of November 20, 2015.

Deadline for Submission of Applications Thursday, October 21, 2015 @ 4:00 pm.

Projects will need to provide some information to the CoC as part of the project evaluation process. All projects will need to provide the following items:

- Most recent Annual Performance Report (APR) for each project;
- Project applications downloaded from esnaps;
- Most recent HUD audit/monitoring results;
 - If the project applicant has not had a HUD audit/monitoring visit please write a letter indicating that HUD has not visited the agency for that purpose. Write the letter on the agency letterhead and add the Executive Director's signature;
 - If there were findings that have since been resolved, please provide documentation from HUD;

- If there were findings that are currently being resolved, please provide an explanation of what efforts are currently underway
- 2015 CoC project leverage documentation;
 - This should include all cash/in-kind match and leverage commitment letters reported as part of the 2015 CoC Competition;
- LOCCS data;
 - Monthly drawdown records for the project years 2012-13, 2013-14, and 2014-15 to date.

All documentation must be emailed to jwesley@lhc.la.gov by October 21, 2015.

All applications must be submitted through HUD's e-snaps electronic application system in order to be considered in the Louisiana's 2015 BoS CoC Consolidated Application for funding.

Louisiana BoS CoC program funds are currently used to support various projects, including Permanent Supportive Housing and HMIS.

Additional information can be found on the Continuum of Care Program on the HUD Exchange www.hudexchange.info/e-snaps/fy-2015-coc-program-nofa-coc-program-competition

ELIGIBLE APPLICANTS

Eligible project applicants for the CoC Program Competition are nonprofit organizations, States, local governments, and instrumentalities of State and local governments, and public housing agencies, as such term is defined in 24 CFR 5.100, without limitation or exclusion. For-profit entities are not eligible to apply for grants or to be subrecipients of grant funds. **24 CFR 578.15**

RENEWAL PROJECTS

Awards made under the CoC Program, SHP, and S+C programs are eligible for renewal for FY 2015 funds if they are currently in operation and have an executed grant agreement that is dated no later than December 31, 2015 and expires in Calendar Year (CY) 2016 (the period from January 1, 2016 through December 31, 2016). All applicants for renewal projects must complete the HUD application in *e-snaps* by October 21, 2015.

NEW PROJECTS

Applications for new projects will be accepted for review only if funds are available either through bonus projects or reallocation.

In the event that funds are available, applications for new projects will be considered only from entities that have submitted an application by the deadline and are proposing, in alignment with HUD priorities:

- A. Permanent Supportive Housing (PSH) dedicated to serving chronically homeless individuals, including unaccompanied youth, and/or families; or
- B. Rapid Re-housing (RRH) dedicated to serving homeless individuals, including unaccompanied youth, and/or families coming directly from the streets or emergency shelter

****All projects will be reviewed and ranked by the BoS CoC- Standards Rating and Project Selection Committee.**

ELIGIBLE COST

Provisions at 24 CFR 578.37 through 578.63 identify the eligible costs for which funding may be requested under the CoC Program.

MAXIMUM AMOUNT OF FUNDING AVAILABLE

Funding availability for renewal projects will be dependent upon the amount made available by the HUD allocation method. Funding for new projects will be dependent upon information contained in the HUD NOFA, including the opportunity to apply for bonus projects, and any reallocated funds made available through the local project review process. Administrative funds will be limited to no more than seven percent (7%) of the total project budget.

MATCH REQUIREMENT

The subrecipient must match all grant funds, except for leasing funds, with no less than 25% of funds or in-kind contributions from other sources in accordance with 24 CFR 578.73. Subrecipients will not be required to meet this match per category, but rather as an aggregate sum.

APPEALS

Refer to the HUD NOFA FR-5900-N-25 for guidance on the appeals process.

To access e-snaps, training materials, and other helpful information please go to: <https://www.hudexchange.info/e-snaps/fy-2015-coc-program-nofa-coc-program-competition/>.

Please submit any questions to:

Jonathan Wesley

jwesley@lhc.la.gov

225.242.1388

Proof of public notification of the LHA BoS CoC Notice of Funding Availability

Jonathan Wesley

From: Sarah Mulhearn
Sent: Wednesday, October 07, 2015 2:05 PM
To: Jonathan Wesley
Subject: RE: Revised NOFA

This has been posted. Forgot to let you know.

From: Jonathan Wesley
Sent: Wednesday, October 07, 2015 9:49 AM
To: Sarah Mulhearn
Subject: RE: Revised NOFA

Hold on, I just spotted a typo I need to fix. I'll resend in just a minute.

Jonathan Wesley | *Executive Management Officer*

LOUISIANA HOUSING CORPORATION

jwesley@lhc.la.gov | www.lhc.la.gov

Desk: 225.763.8900 | Fax: 225.763.8740

2415 Quail Drive, Baton Rouge, LA 70808

twitter: [@lahousingcorp](https://twitter.com/lahousingcorp) | facebook: [LouisianaHousingCorp](https://www.facebook.com/LouisianaHousingCorp)

From: Jonathan Wesley
Sent: Wednesday, October 07, 2015 9:43 AM
To: Sarah Mulhearn
Subject: Revised NOFA

Good Morning Sarah,

We had to make a revision to the NOFA. Would you please replace the BoS CoC NOFA that is currently on the webpage with this one?

Thanks,

Jonathan Wesley | *Executive Management Officer*

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Proof of public notification of the LHA BoS CoC project evaluation and ranking policy and criteria

Jonathan Wesley

From: Jonathan Wesley
Sent: Tuesday, October 27, 2015 2:29 PM
To: Nicole Sweazy; Winona Connor (LHC)
Subject: Project Evaluation Policy

The CoC Project Evaluation Policy was posted to the LA BoS webpage this morning

Jonathan Wesley

From: Sarah Mulhearn
Sent: Tuesday, October 27, 2015 8:44 AM
To: Jonathan Wesley
Subject: RE: For the Website

Got it. Thanks for the clarification

From: Jonathan Wesley
Sent: Tuesday, October 27, 2015 8:40 AM
To: Sarah Mulhearn
Subject: RE: For the Website

Yes, that date is correct. It corresponds to the date in our NOFA. The documents have already been submitted by the applicants. We are currently scoring those applications. We are only posting this for the sake of transparency in our scoring process.

From: Sarah Mulhearn
Sent: Tuesday, October 27, 2015 8:33 AM
To: Jonathan Wesley
Subject: RE: For the Website

Jonathan, see page 2 at the end still has the old date.

From: Jonathan Wesley
Sent: Tuesday, October 27, 2015 8:17 AM
To: Sarah Mulhearn
Subject: FW: For the Website

Here you go Sarah. I changed the Deadline column to a points awarded column to match the scoring tool that the committee is using. let me know if you need anything else.

From: Jonathan Wesley
Sent: Monday, October 26, 2015 4:27 PM
To: Sarah Mulhearn
Subject: Re: For the Website

Yes, I'm out this afternoon but I will get it to you first thing tomorrow

Sent from my Verizon Wireless 4G LTE DROID

Sarah Mulhearn <SMulhearn@lhc.la.gov> wrote:

Jonathan, Michelle reviewed it and mentioned that you had a deadline in the document for last week (see the bottom of second page to turn in something by 10/21). Can you fix and resend to me? Thanks, Sarah

From: Jonathan Wesley
Sent: Monday, October 26, 2015 3:01 PM
To: Sarah Mulhearn
Subject: RE: For the Website

See Attached. This is the same Doc; Different Name for the sake of convenience and consistency.

Jonathan Wesley | *Executive Management Officer*

LOUISIANA HOUSING CORPORATION

jwesley@lhc.la.gov | www.lhc.la.gov

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From: Sarah Mulhearn

Sent: Monday, October 26, 2015 1:54 PM

To: Jonathan Wesley

Subject: RE: For the Website

Jonathan, I have to send to Michelle for approval before we post it. She has a call in to Moody's at 2 p.m. so I don't know how soon but will let you know.

From: Jonathan Wesley

Sent: Monday, October 26, 2015 1:52 PM

To: Sarah Mulhearn

Subject: For the Website

Hi Sarah,

I have attached our CoC project scoring process. Could you please have this posted to our website?

Jonathan Wesley | *Executive Management Officer*

LOUISIANA HOUSING CORPORATION

jwesley@lhc.la.gov | www.lhc.la.gov

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Proof of public notification of the LHA BoS CoC project scores and ranking

Jonathan Wesley

From: Kia Dorsey
Sent: Thursday, November 05, 2015 2:34 PM
To: Nicole Sweazy
Cc: Jonathan Wesley; Sarah Mulhearn
Subject: RE: Project Scores and Ranking

Done.

Kia

From: Nicole Sweazy
Sent: Thursday, November 05, 2015 2:28 PM
To: Kia Dorsey
Cc: Jonathan Wesley; Sarah Mulhearn
Subject: FW: Project Scores and Ranking

Hi Kia,

Can you also add it to this page, <http://www.lhc.la.gov/index.cfm/page/235?>

Thanks,
Nicole

From: Jonathan Wesley
Sent: Thursday, November 05, 2015 1:19 PM
To: Nicole Sweazy
Subject: Fwd: Project Scores and Ranking

FYI

Sent from my Verizon Wireless 4G LTE DROID

----- Original Message -----

Subject: RE: Project Scores and Ranking
From: Kia Dorsey <KDorsey@lhc.la.gov>
To: Jonathan Wesley <jwesley@lhc.la.gov>, Sarah Mulhearn <SMulhearn@lhc.la.gov>
CC:

Jonathan/Sarah:

The document has been posted right under the CoC NOFA on the Public Comments and Notices page and What's New page. Please let me know if any changes are needed.

Thanks.
Kia

From: Jonathan Wesley
Sent: Thursday, November 05, 2015 11:15 AM

To: Sarah Mulhearn
Cc: Kia Dorsey
Subject: RE: Project Scores and Ranking

They can be posted along with the CoC NOFA. I may be out this afternoon so if anyone needs email or call my cell. 225-400-7735.

Jonathan Wesley | *Executive Management Officer*

LOUISIANA HOUSING CORPORATION

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From: Sarah Mulhearn
Sent: Thursday, November 05, 2015 11:08 AM
To: Jonathan Wesley
Cc: Nicole Sweazy
Subject: Re: Project Scores and Ranking

Sure. Kia may be calling you about where to post.

On Nov 5, 2015, at 10:56 AM, Jonathan Wesley <jwesley@lhc.la.gov> wrote:

Hi Sarah,

I have attached a copy of the Balance of State Project Scores and Ranking. Would you please have this posted to the webpage as soon as you can?

Thanks,

Jonathan Wesley | *Executive Management Officer*

LOUISIANA HOUSING CORPORATION

jwesley@lhc.la.gov | www.lhc.la.gov

Desk: 225.763.8900 | Fax: 225.763.8740

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<BoS CoC Project Scores and Ranking.xlsx>

Date records for documents posted to the LA BoS CoC Webpage

Jonathan Wesley

From: Sarah Mulhearn
Sent: Monday, November 09, 2015 2:50 PM
To: Jonathan Wesley
Subject: See below

Categories: Priority

Jonathan,

Here are the responses from our web contractor.

From: Covalent Logic Zendesk Ticket (Covalent Logic Zendesk Ticket) [<mailto:support@covalentlogic.zendesk.com>]
Sent: Monday, November 09, 2015 2:43 PM
To: Sarah Mulhearn
Subject: [Covalent Logic] Re: Need the date from when a web page first published

##- Please type your reply above this line -##

Your request (65) has been updated. To add additional comments, reply to this email.



Covalent Logic Zendesk Ticket (Covalent Logic Help Desk)

Nov 9, 3:43 PM

Sarah,

Just looked at the analytics to confirm and it looks like the first hit came on 10-1-2015. If you'd like access to Google Analytics, Let us know if you have a Gmail Address that you use for LHC, so that we can provide you with access.



Covalent Logic Zendesk Ticket (Covalent Logic Help Desk)

Nov 9, 3:27 PM

Smulhearn,

In the CMS, only the "date created" and "date last modified" were recorded in the database ("publish/unpublish" are considered as "modified").

The "date created" for this particular page (pageID=235) is: 2015-10-01 14:34:41

The "date last modified" is: 2015-11-05 14:32:32

So, if the "publish" check box was checked when the page was first created, then 2015-10-01

14:34:41 is the date the page was published.

If the "publish" check box is not checked when the page was first created, then we don't know when it was actually published. However, we know it's published between 2015-10-01 14:34:41 and 2015-11-05 14:32:32.

We can dig through the web server log or Google Analytics to see when was the time the page got the first hit. But I am not sure if it has the same meaning as "published date".



Smulhearn

Nov 9, 2:18 PM

Is there any way to find out the date a web page first published? Specifically:
www.lhc.la.gov/index.cfm/page/235?

HUD is asking for it for federal purposes.

This email is a service from Covalent Logic. Delivered by [Zendesk](#)