

# **TX-503 CoC PROJECT RENEWAL APPLICATION 2021 Annual HUD Continuum of Care NOFO**

All projects applying for renewal funding for the 2021 annual Continuum of Care (CoC) Program NOFO must complete this application, (the HMIS component type requires a different application). ECHO recommends that applicants review the accompanying Scoresheet and Checklist for reference of how answers will be reviewed and scored. The total scoring on this application, as required by the Rank and Review Policy, will be 35% of the final Project Score used for the competitive ranking on the priority listing.

For more information about what ECHO anticipates being required in e-snaps, see the e-snaps guide: <https://www.hudexchange.info/programs/e-snaps/>

ECHO reserves the right to ask for additional information or to revisit the application requirements and scoring after the release of the 2021 NOFO from HUD.

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# AGENCY INFORMATION

## **Applicant Information**

\*Agency Name:

\*Project Name:

\*HUD Expiring Project Grant Number:

\*Grant Start Date:

\*Grant End Date:

## **Primary Contact Information**

\*Contact Name:

\*Title:

\*Email Address:

\*Phone Number:

## **Secondary Contact Information:**

\*Contact Name:

\*Title:

\*Email Address:

\*Phone Number:

\*Does the project have a current SAM Registration? (Y/N)

\*What is your agency's DUNS number?

# 1. PROGRAM CHANGES AND/OR AMENDMENTS

## **1.1 Significant Amendments**

*Describe any changes and/or amendments made to this project during the last 12 months. Examples include adjustments to budget, target population, service delivery, subrecipient/partner roles and responsibilities.*

### **Attachment:**

Please provide supporting documents (emails with the field office and/or copies of change forms)

### **NARRATIVE BOX:**

(Optional-Only needed for program changes)

## **1.2 COVID-19 Response**

*Describe any waivers or expedited amendments you utilized for the COVID-19 response.*

### **Attachment:**

Please provide supporting documents (emails with the field office and/or copies of change forms)

### **NARRATIVE BOX:**

(Optional-Only needed for program changes)

## 2. AGENCY CHARACTERISTICS & HUD STANDARDS

### **2.1 Annual Agency Financial Statement Audit**

Please attach a copy of your agency's most recent financial audit.

*For financial reporting purposes, every organization has a 12-month fiscal year. A fiscal year can coincide with the calendar year but may also be any 12-month period that is selected by the organization. Audits are performed on the organization's fiscal year. The only exception to a 12-month audit occurs if the organization has changed its fiscal year during the audit period. This will require an audit for less than or more 12 months for the year of change.*

#### **Attachments:**

- Most recently completed audited financial statement for your agency (Not program/project)
- The auditor's communication with governance

### **2.2: Diversity, Equity, and Inclusion on Board of Directors & Agency Leadership**

*"The racial demographics of the homeless services workforce do not reflect the diversity of people served, particularly at the senior management level ... A strategy of growing leaders of color and building diversity in senior leadership and boards of directors is one concrete way to begin addressing such bias. While leadership by people of color does not automatically translate into equitably designed programs, it is one important strategy in the sustained work of dismantling institutional racism." [Supporting Partnerships for Anti-Racist Communities Phase One Study Findings \(2018\)](#)*

Does the applicant's organization reflect the community's mission of diversity, equity, and inclusion by mirroring the population experiencing homelessness (of which 73.7% identify as non-white) as well as by including at least one member who identifies as non-white in both (1) the agency's board of directors and (2) in the agency's leadership (Meaning: managers, directors/administrators, VP's, Executive/C-Suite)?

#### **Attachments (If Yes):**

- Official documentation showing racial/gender diversity on Board of Directors or equivalent decision-making body.
- Agency Organizational Chart including Board Members.
- Website materials.
- Documentation of the percentage of Board and Agency Leadership that identifies as non-white.

**Note:** This question is assessing the diversity, equity, and inclusion of the applicant's leadership, based on individual personnel's self-identification. Applicants should confirm with personnel directly and not make assumptions of staff or (i.e. based on appearances, names, etc.)

## **2.3 HUD Monitoring**

Has the project been monitored by HUD at any point over the past 2 years? (Y/N)

*If yes, use the narrative section to describe any actions your agency has taken to address any findings or concerns.*

**Attachment:**

For any monitoring visits that occurred during the time period, please attach a copy of all reports from HUD. This includes:

- HUD Monitoring Notification
- HUD Monitoring Closeout Letter
- HUD Closeout Letter

If yes, were there any findings during the HUD Monitoring Visit? (Y/N)

**Attachment (if yes):**

For any monitoring visits that occurred during the time period, please attach a copy of all reports from HUD. This includes:

- HUD Monitoring Letter (indicating findings or lack thereof)

Were any findings resolved? (Y/N)

If Yes, explain all resolved and unresolved findings. If any findings are unresolved, please explain.

## **2.4 Unspent Grant Funds/Recaptured Funds**

Have any Funds related to the renewal project request been recaptured by HUD for the most recently expired grant term? (Y/N)

**Attachments:**

- Please provide official grant documentation showing (1) the percentage of overall project budget recaptured (2) total dollar amount recaptured.

**Optional Attachment:**

- Performance Improvement Plan (PIP) Agreement (if applicable).

### 3. PROJECT TYPE & E-SNAPS INFO

Complete the following section with the same information that will be entered in e-snaps.

This section will be verified by ECHO staff for accuracy with FY18 project applications in e-snaps.

**Applicants are unable to change the items in this section without a grant amendment unless otherwise allowed through the HUD FY21 NOFO Competition materials.**

The IRT may use these details to supplement their knowledge of the programs.

\*Project Type: (Transitional Housing, Permanent Housing, or SSO)

\*If Permanent Housing – Specify type: (PSH, RRH, Joint/ TH/RRH)

\*Total Number of Units, if applicable:

\*Total Number of Beds:

\*Total Dedicated Chronically Homeless Beds:

\*Identify the specific population focus for the project:

\*If Other, please explain:

\*Housing Type:

\*If Other, please explain:

# 4. PROJECT QUALITY & PERFORMANCE

## **4.1 Performance Improvement & Disaster Response Initiatives**

Describe any strategies and/or efforts made during the last 12 months to improve program outcomes. Discuss how your agency has used data including HMIS reports to identify ways to improve services, program design, staff development, and/or outcomes shown through Quarterly Performance Scorecards or other performance measures. Describe how the implemented changes have improved both your organization and your project outcomes. Give specific examples of all the above especially in reference to your agency's efforts to maintain quality, equitable, service delivery while maintaining staff and client safety in your efforts to prevent, prepare, and respond to the COVID-19 pandemic as well as continuing to adhere to a Housing First approach to all service delivery.

## **4.2 Addressing Racial and Ethnic Disparities**

Black Americans are overrepresented in the total population experiencing homelessness in the United States relative to total population representation. According to the [Addressing Racial Disparities in Austin Texas](#) report, Black/African American residents account for 8 percent of Travis County's total population, but 35 percent of the population experiencing homelessness in the same area. This is a dramatic overrepresentation and a key challenge facing our homelessness response system and the Austin/Travis County community generally.

Following exits to permanent housing destinations from permanent housing projects in the Austin / Travis County Homelessness Response System, Black/African American clients are approximately 1.8 times more likely than non-Black/African American clients to return to homeless services recorded in HMIS within a year or less. Among these returns to homelessness, Black/African American clients and Hispanic/Latinx clients return in shorter periods of time on average. This suggests not only inequitable long-term housing outcomes for permanent housing projects, but also inequitable short-term housing outcomes following exits.

Provide a narrative describing how your project is addressing racial disparities in service delivery.



### **4.3 Policies, Procedures, & Best Practices**

For **RRH**, and **Joint TH-RRH** programs ONLY: provide your project's policy for determining participants' rent portions as required by 24 CFR 578.37(a)(1)(ii)(A)-(B) and attach any tools utilized to determine rent portions. Provide a narrative detailing how the project utilizes **progressive engagement** in the determination of rent portion over time.

**Attachments:**

- Rental Subsidy Determination Tool(s). (Required)
- Other Relevant Program Policies/Documents/Materials (Optional)

For **TH** programs ONLY: what tools, strategies, and programming do you use during participant's time in transitional housing do you use to ensure that individuals are prepared to take over their lease?

**Attachments:**

- Policies and/or program tools used in increasing participant income, life skills, and housing location. (Required)
- Other Relevant Program Policies/Documents/Materials (Optional)

For **PSH** programs ONLY: describe how your project promotes a culture of **moving on**. What are the techniques and frequency with which case managers discuss moving on with program participants, and what specific training do your case managers receive to explore these strategies with clients. Attach any tools or program policies you use for moving on strategies.

**Attachments:**

- Moving On Materials. (Required)
- Other Relevant Program Policies/Documents/Materials (Optional)

For **HMIS** programs ONLY: describe the community **data quality improvement** strategies your staff use and the data quality and data quality monitoring plans and policies your project follows. Attach the data quality plan(s), policies, and tools you use for ensuring and improving data quality.

**Attachments:**

- Data Quality Plan. (Required)
- Other Relevant Program Policies/Plans/Tools (Optional)

For **SSO** programs providing **Diversion** services: describe the ***housing problem solving*** strategies your staff use to explore immediate housing resolutions with clients during the [two week according to best practice] period before Coordinated Assessment. What percentage of clients are successfully diverted before CA, and what percentage of clients are still able to attain a rapid exit solution after CA but before enrollment in a permanent housing (RRH/PSH) project? Please attach any worksheets you use for housing problem solving activities for new clients engaged in diversion.

**Attachments:**

- Housing Problem Solving Materials for Diversion (Required)
- Other Relevant Program Policies/Documents/Materials (Optional)

**4.4 Lived Expertise**

Describe how your agency identifies areas for improvement and improves service delivery through feedback from past and current program participants.\* Please provide specific examples of formally solicited suggestions made by clients that resulted in your program making specific changes to its operations to improve outcomes or practices based on participants' feedback. Please describe your formal process for collecting client feedback, including the frequency with which it occurs, evidence of robust/concrete agency responses to that feedback, and methods by which persons with lived experience of homelessness are compensated for their participation and contributions to your agency's improvement. Has your agency hired persons with lived experience of homelessness to work as full-time staff in its programs?

\*For HMIS projects who do not provide direct services to clients, this includes clients whose data has been input into the HMIS system.

**Attachments:**

- Participant Feedback & Compensation Policy/Policies
- Other Relevant Policies
- Up to 3 feedback forms (de-identified)

## **4.5 Increasing Safety for Survivors of Domestic Violence**

According to the 2021 HMIS Snapshot Report (Alternative PIT Count methodology) 41% of people experiencing homelessness reported being survivors of domestic violence. It is important that all programs providing services to those experiencing homelessness take this into account, not just DV providers.

For **non-HMIS** projects, provide a narrative describing how your project is delivering services to clients and operating through a trauma-informed lens, how your staff are trained to do so, and what challenges you have identified and improvements you have made in ensuring safety for survivors of domestic violence.

For **HMIS** projects, provide a narrative describing how your project operates its database and trains the community to protect client safety and information privacy through data security standards and practices; how project staff are trained to do so and how they train others to do so; and what challenges you have identified and improvements you have made in ensuring safety for survivors of domestic violence.

## **4.6 (A) Severity of Barriers: Serving Clients with Barriers to Housing (Non-HMIS Only)**

For non-HMIS projects only: How does the mean of the housing barriers and participant vulnerability of the applicant's households enrolled into the project within the February 1st, 2017 – March 31st, 2021, compare to the housing barriers and participant vulnerabilities of the households enrolled into all CoC funded projects of the same component type within the same timeframe as reported during CE assessment?\*

### **PH – PSH\*:**

- Reported Abuse or Trauma: 100%
- Reported Criminal History: 93%
- No Income at Entry: 14%
- Substance Use: 95%
- Chronic Homelessness: 90%
- Households Reported Additional Barriers: 100%
- Community Mean Score: 3.924418605

### **PH – RRH\*:**

- Reported Abuse or Trauma: 90%
- Reported Criminal History: 75%
- No Income at Entry: 67%
- Substance Use: 38%
- Chronic Homelessness: 52%
- Households Reported Additional Barriers: 99%
- Community Mean Score: 3.213483146

**TH\*:**

- Reported Abuse or Trauma: 89%
- Reported Criminal History: 80%
- No Income at Entry: 68%
- Substance Use: 43%
- Chronic Homelessness:
- Households Reported Additional Barriers:
- Community Mean Score: 3.349056604

[Appendix A](#), the Severity of Barrier Data, identifies all community baselines and current project means.

*In consideration of VAWA Regulations and to ensure client confidentiality and maintain household safety, projects serving only households fleeing domestic violence are excluded from this analysis and will receive full points for this question.*

**4.6 (B) Severity of Barriers: Addressing Barriers to Housing (Non-HMIS Only)**

For non-HMIS projects only: Review your project’s data concerning the applicant’s households enrolled into the project from February 1, 2017 through March 31, 2021 – as identified in Question 4.6(A). Please provide a narrative of policies and practices the project and the CoC could adopt to address the severity of barriers experienced by program participants preventing rapid placement in permanent housing or the ability to maintain permanent housing in Austin's competitive housing market.

**4.7 HMIS Administrator Checklist (HMIS Projects Only)**

For HMIS Projects only: complete and attach the [HMIS System Administrator Checklist](#) based on project information.

**4.8 (A) Program Staff: Onboarding, Continued Training, & Retention**

Many Austin / Travis County agencies have reported that staff recruitment and retention is difficult. Professional onboarding, training, and continued development are helpful in encouraging new applicants through agency reputation and word of mouth, and ongoing professional development and support may help with retention.

**Provide a narrative describing:**

- 1) How are your program’s staff onboarded?
- 2) (a) What kind of regular continued training is *required*, and (b) does your agency formally conduct this required continued training in-house or arrange & pay for your staff to receive it?
- 3) (a) What kind of *optional* continued training is regularly made available, and (b) does your agency provide this optional continued training in-house or arrange & pay for your staff to receive it?

- 4) What is your program’s average annual staff turnover rate for the past 3 years from the beginning of the 2019 Q1 CoC Performance Scorecard reporting period through the end of the 2021 Q1 CoC Performance Scorecard reporting period? This calculation should include all staff working in the applicant’s project including program managers, landlord outreach specialists, program support, etc. (If your program has not been in operation for this full timeframe, base this calculation on however many years it has been operating).

**Example:**

(04/01/2018 – 03/31/2019 turnover rate +  
04/01/2019 – 03/31/2020 turnover rate +  
04/01/2020 – 03/31/2021 turnover rate) / 3 = Average Annual Rate

**Attachment:**

- Documentation of staff turnover rate from the agency’s HR (or equivalent) department.

**4.8 (B) Program Staff: Compensation**

Many Austin / Travis County agencies have reported that staff recruitment and retention is difficult. A livable/competitive salary is another component to consider in successfully recruiting and retaining program staff.

Please provide the total amount for your program’s base starting salary + benefits for an entry level program staff in your project (i.e., case manager, intake worker, LOS, et cetera). Salary variation will be calculated by subtracting the minimum reported salary from the maximum reported salary and dividing by 5. Up to 5 points may be earned based on how far above the minimum a project’s starting case manager salary is. See the scoring formula in the 2021 CoC renewal project scoresheet for full details.

**Clarification/Guidance:**

Certain project types (i.e. PSH) may benefit from hiring teams that include specialized role types including positions requiring higher education and credentials and thus higher pay, however this question is not asking about specialized program roles such as clinicians hired as clinicians (not as general program case managers). This question is only asking about the base starting rate for a **general entry level program staff member**, regardless of program type. For RRH & PSH this would probably be a case manager. For SSO an intake/diversion specialist, and for HMIS a data specialist, etc.

**Attachment:**

- Documentation of starting salary for entry level program staff from the agency’s HR (or equivalent) department.

# APPENDIX A

Project Type	Rate: Abuse or Trauma	Rate: Criminal History	Rate: No Income	Rate: Substance Use	Rate: Chronic Homelessness	Rate: Any Barrier	Mean: Barriers	Enrollments
PSH	100%	93%	14%	95%	90%	100%	3.92	172
RRH	90%	75%	67%	38%	52%	99%	3.21	267
TH	89%	80%	68%	43%	55%	98%	3.35	106