



**Community Development and Housing Agency**  
Office of Homeless Services

# HEAP ORIENTATION

March 28, 2019

- Office of Homeless Services Staff
  - Tom Hernandez Chief of Homeless Services
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  - Betty Aguirre Staff Analyst II
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  - Mike Bell Automated Systems Analyst II
- Community Development and Housing
  - Dennis Kwan Budget Officer
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- California Housing First Policy
- Homeless Management Information Systems (HMIS)
- Coordinated Entry System (CES)
- Lunch Break
- Health Care Partners
- Contract Overview
- Questions and Answers
- Adjournment

**Housing First:** An evidence-based model that uses housing as a tool, rather than a reward, for recovery and that centers on providing or connecting homeless people to permanent housing as quickly as possible. Housing First providers offer services as needed and requested on a voluntary basis and that do not make housing contingent on participation in services. The Homeless Emergency Aid Program projects must be in compliance or otherwise align with the Core Components of Housing First, pursuant to Welfare and Institution Code Section 8255(b).

## *CORE COMPONENTS OF HOUSING FIRST :*

- Tenant screening and selection practices promote accepting applicants regardless of their sobriety or use of substances, completion of treatment, or participation in services.
- Applicants are not rejected on the basis of poor credit or financial history, poor or lack of rental history, criminal convictions unrelated to tenancy, or behaviors that indicate a lack of "housing readiness."
- Participation in services or program compliance is not a condition of housing tenancy.
- The use of alcohol or drugs in and of itself, without other lease violations, is not a reason for eviction.

## Core Components of Housing First (Welfare and Institution Code Section 8255(b))

- (1) Tenant screening and selection practices that promote accepting applicants regardless of their sobriety or use of substances, completion of treatment, or participation in services.
- (2) Applicants are not rejected on the basis of poor credit or financial history, poor or lack of rental history, criminal convictions unrelated to tenancy, or behaviors that indicate a lack of “housing readiness.”
- (3) Acceptance of referrals directly from shelters, street outreach, drop-in centers, and other parts of crisis response systems frequented by vulnerable people experiencing homelessness.

- (4) Supportive services that emphasize engagement and problem solving over therapeutic goals and service plans that are highly tenant-driven without predetermined goals.
- (5) Participation in services or program compliance is not a condition of permanent housing tenancy.
- (6) Tenants have a lease and all the rights and responsibilities of tenancy, as outlined in California's Civil, Health and Safety, and Government codes.

- (7) The use of alcohol or drugs in and of itself, without other lease violations, is not a reason for eviction.
- (8) In communities with coordinated assessment and entry systems, incentives for funding promote tenant selection plans for supportive housing that prioritize eligible tenants based on criteria other than “first-come-first-serve,” including, but not limited to, the duration or chronicity of homelessness, vulnerability to early mortality, or high utilization of crisis services. Prioritization may include triage tools, developed through local data, to identify high-cost, high-need homeless residents.
- (9) Case managers and service coordinators who are trained in and actively employ evidence-based practices for client engagement, including, but not limited to, motivational interviewing and client-centered counseling.

- (10) Services are informed by a harm-reduction philosophy that recognizes drug and alcohol use and addiction as a part of tenants' lives, where tenants are engaged in nonjudgmental communication regarding drug and alcohol use, and where tenants are offered education regarding how to avoid risky behaviors and engage in safer practices, as well as connected to evidence-based treatment if the tenant so chooses.
- (11) The project and specific apartment may include special physical features that accommodate disabilities, reduce harm, and promote health and community and independence among tenants.

- Purpose
- MOU
- Project Setup
- Training
- Timeliness
- Data Quality

The local Homeless Management Information System (HMIS) is the primary repository for client level data for consumers of homeless services in the County of San Bernardino. The HMIS allows the Continuum of Care to analyze data from within the homeless system and evaluate essential information related to the provision and assessment of services provided within all levels of the Continuum of Care, including outreach and prevention, emergency shelters, transitional housing and permanent supportive housing.

This agreement allows you to access HMIS.

Must be executed prior to granting users access to the database

- Staff can attend HMIS Training prior to an executed agreement

Information required to create MOU

- Legal Name of Agency
- Name of individual authorized to enter into agreements
- Title of person authorized to enter in agreements
- Address of organization
  - Email this information to: [DBH-HMISHelpdesk@dbh.sbCounty.gov](mailto:DBH-HMISHelpdesk@dbh.sbCounty.gov)

## How To Register

- Phone Number (909) 386-8295
- Email [DBH-HMISHelpdesk@dbh.sbCounty.gov](mailto:DBH-HMISHelpdesk@dbh.sbCounty.gov)

## Information Needed to Register

- Employee's Name
- Employee's Phone Number
- Employee's Email Address
- Organization Name

New users must attend training prior to receiving user-id's

## Scheduled Training Dates

- April 10, 2018
- May 8, 2018

## Training Hours

- User Training      9 am to 12 pm
- Reports Training    12:30 pm to 2 pm

## Location

- Office of Homeless Services
- 303 E Vanderbilt Way
- San Bernardino, Ca 92415

**A Project is a component of your funding source. Street Outreach, Emergency Shelter, Homelessness Prevention or Rapid Re-Housing are examples of project Types.**

- A standardized setup form is used to help define your project setup.
- The HMIS team will use information from the forms to setup your projects.
- For the initial implementation, the project setup could take 30 days or more from the time we receive your completed forms.

After setup, your organization will have access to workflows for entering data based on your project types.

Data that is collected will satisfied most of your reporting requirements.

For those who currently use the HMIS, the processes will be the same as the typical HUD sponsored programs.



If you need assistance with your project setup forms or have questions, please contact Larry Taylor at (909) 386-8295 or email [LTaylor@dbh.sbCounty.gov](mailto:LTaylor@dbh.sbCounty.gov)

You can also email your requests to the HMIS helpdesk at [DBH-HMISHelpdesk@dbh.sbCounty.gov](mailto:DBH-HMISHelpdesk@dbh.sbCounty.gov)

Contractor must ensure all required data elements are entered into the HMIS system no later than two (2) working days after program entry.

Services rendered to clients must be entered into HMIS no later than two (2) working days from date of service(s).

All clients who exit the program must have an updated status in HMIS within two (2) working days from actual exit date.

Contractor is required to enter accurate and complete data into HMIS.

OHS will ensure Contractor adheres to:

- HUD Data Quality Standards
- Data Entry Requirements outlined in:
  - HMIS MOU
  - OHS Policy Handbook

- Data Quality Reports are ran monthly to review performance.
- Agencies can run their own Data Quality Reports at will.
- Agencies are required to maintain a 95% fill rate for data quality.



HUD Data Quality Report  
1/1/2019 to 3/27/2019

Report Criteria

Organizations: Training Organization  
Programs: TRN ESG Program (RR-H)

**Q1. Report Validation Table**

Total Number of Persons Served	63
Number of Adults (age 18 or over)	44
Number of Children(under age 18)	19
Number of Persons with Unknown Age	0
Number of leavers	6
Number of adult leavers	3
Number of adult and head of household leavers	3
Total Number of Stayers	57
Number of Adult Stayers	41
Number of Veterans	25
Number of Chronically Homeless Persons	38
Number of youth under age 25	4
Number of parenting youth under age 25 with children	1
Number of Adult Heads of Household	42
Number of child and unknown-age heads of household	0
Heads of households: and adult stayers in the project 365 days or more	23

**Q2. Personally Identifiable Information (PII)**

Data Element	Client Doesn't Know / Refused	Information Missing	Data Issues	% of Error Rate
Name (3.1)	0	0	0	0.00%
Social Security Number (3.2)	0	0	4	6.35%
Date of Birth (3.3)	0	0	0	0.00%
Race (3.4)	0	0		0.00%
Ethnicity (3.5)	0	0		0.00%
Gender (3.6)	0	0		0.00%
Overall Score				6.35%



Error Count	% of Error Rate
0	0.00%
0	0.00%
1	1.59%
3	7.14%
4	6.35%

Error Count	% of Error Rate
0	0.00%
5	11.36%
23	100.00%
0	0.00%

Approximate Date started (3.917.3) DK/R/missing	Number of times (3.917.4) DK/R /missing	Number of months (3.917.5) DK/R/missing	% of records unable to calculate
0	0	0	0.00%
0	0	0	0.00%
0	0	0	8.57%
			8.57%

Number of Project Start Records	Number of Project Exit Records
0	6
1	0
0	0
8	0
0	0

Emergency Shelter

Michael Bell  
3/27/2019 1:33 PM

ClientTrack™ Reports
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# Coordinated Entry System

## Presented by: Marisela Manzo

# Lunch Break

- IEHP
  - Jeanna Kendrick, RN, BSN Sr. Director of Community Health
- Department of Aging & Adult Servicing Office of Public Guardian
  - Claudia Harris Interim District Manager
  - Roxanne Young Deputy Director
- Kaiser Permanente – Medical Social Work Department
  - Leonila Arnet, LCSW Assistant Department Administrator
  - Frances M. Llerena ADA for Social Services
- Health to Hope Clinics
  - Bill Ballas CEO

- Expectations
- Performance and Reporting Requirements
- Fiscal Component
- Non-Compliance

**Contract Term** – Anticipated start April/May 2019 through June 30, 2021

Must utilize the **Coordinated Entry System (CES)** and **Homeless Management Information System (HMIS)**

**Services in Cities that did not declare a Shelter Crisis:**

- Services are the only eligible activity
- Services cannot be exclusive to residents of that city

**Data Reporting** – Monthly and Annually

## Equipment and other Property Purchases

### Closeout

- Narrative of project outcomes
- Final financial report
- Inventory of all Equipment and Property acquired or improved with HEAP Funds
- Reports due within 45 days after the date of expiration of the Contract
- Return of Unexpended Funds within 30 days after expiration of the Contract

**Job Training and Employment Services** – Refer clients that are eligible for services to the County Workforce Development Department

**Confidentiality**

**Inspections**

**Licenses, Permits and/or Certifications**

**Primary Point of Contact**

## Records and Retention

## Subcontracting

- Subcontractors must be approved by County
- Contractor responsible for Subcontractor Performance and Compliance
- Subcontractor's Agreement to include similar Terms and Conditions
- County will not reimburse Subcontractor for any services rendered

## Termination for Convenience

## Insurance Requirements

Type of Insurance	Limits	Aggregate
Worker's Compensation	\$250,000	
General Liability	\$1,000,000/occurrence	\$2,000,000 aggregate
Automobile Liability	\$1,000,000/occurrence	\$2,000,000 aggregate If transporting clients
Professional Liability and/or Errors & Omissions	\$1,000,000/occurrence	\$2,000,000 aggregate
Directors and Officers Insurance (if applicable)	\$1,000,000	
Abuse/Molestation (if applicable)	\$1,000,000/occurrence	\$2,000,000 aggregate
Cyber Liability (if applicable)	\$1,000,000/occurrence	\$2,000,000 aggregate

**Proof of Insurance required by Contract Start Date**

- **Performance:** *Reported Monthly and Annually*
  - Expenditures by Category and Activity
  - Unduplicated # of homeless and at imminent risk of homelessness individuals/households served by HEAP
  - Number of instances of service
  - Increases in capacity for new and existing programs
  - Number of unsheltered homeless individuals/households becoming sheltered
  - Number of homeless individuals/households entering permanent housing
  - Number of homeless and at imminent risk of homelessness individuals/households still permanently housed 12-months post-exit

## Monthly Reports:

*Due within 30 days after the close of the month of service.*

- **Expenditure Report:** Summary and detailed information and documentation of the HEAP-related services/activities and expenditures.
- **Performance Report:** Summary and detailed information of the HEAP-related services/activities provided to the Target Population.
- **HMIS Report:** Detail of the number of individuals provided HEAP-related services/activities.

## Annual Reports:

*Due December 1, 2019, December 1, 2020, and within 45 days after expiration of the contract*

- **Performance:** Expenditures; individuals/households served; instances of service; increases in capacity; unsheltered individuals/households sheltered and entering permanent housing; individuals/households still sheltered 12 months after exit from HEAP.
- **Breakdowns for each Category** (i.e., Services, Rental Assistance and Subsidies, Capital Improvement, and Homeless Youth Set-Aside) **and Activity** (e.g., Case Management, Rapid Re-Housing, etc.).
- **Counts by subpopulations**

Quarterly disbursement of funds

- Based upon satisfactory performance

We anticipate a total of 8 disbursements throughout this contract

Anticipated disbursement schedule

- 1<sup>st</sup> June 2019
- 2<sup>nd</sup> September 2019
- 3<sup>rd</sup> December 2019
- 4<sup>th</sup> March 2020
- 5<sup>th</sup> June 2020
- 6<sup>th</sup> September 2020
- 7<sup>th</sup> December 2020
- 8<sup>th</sup> March 2021 (final disbursement)

Failure to meet performance requirements such as:

- Submittal of timely reports
- Failure to correct issues
- Inappropriate expenditure reporting
- Timely and accurate HMIS data entry
- Meeting performance outcomes expectations

May cause the **discontinuance** of quarterly disbursements and change to a cost reimbursement methodology

## Budget Changes

No changes shall be made to the Contractor's HEAP budget without first obtaining approval.

No more than the amounts specified in your budget for each cost category (Services, Rental Assistance or Subsidies, Homeless Youth, and Capital Improvements) may be spent.

Any changes to the contract must be requested by the Contractor in writing through the Office of Homeless Services.

Changes must be approved by the Interagency Council on Homelessness and the State.

## Documentation of Costs and Other Financial Reporting

Contractor will be required to maintain books, records, documents, and other evidence directly related to the performance of work in accordance with Generally Acceptable Accounting Procedures. Costs shall be supported by properly executed payrolls, time records, invoices, receipts, vouchers or other official documentation, as evidence of the nature and propriety of the charges.

## Documentation of Costs and Other Financial Reporting

Contractor must maintain an effective system of internal fiscal control and accountability for all HEAP funds and property acquired or improved with HEAP funds, and make sure the same are used solely for authorized purposes.

Contractor must report any interest earned from HEAP funds

Contractor must document the use of interest earned from HEAP funds

No comingling of funds

## Failure to Comply

Contractor must repay the County any funds in its possession at the time of the termination of this Contract that may be due to the County; e.g. ineligible costs, unexpended funds, etc.

Ineligible Costs – HEAP funds shall not be used for costs associated with activities in violation of any law or for any activities not consistent with the intent of HEAP and the eligible uses identified in California Health and Safety Code Section 50214.

## Expenditure Timeframe

No less than 50 percent (50%) of HEAP funds shall be expended by May 31, 2020;

One hundred percent (100%) of HEAP funds shall be expended by May 31, 2021; and

Any funds not expended by June 30, 2021 shall be returned to County within 30 days after the end of the contract term

## Fiscal Award Monitoring

The County has the right to monitor the Contract during the Contract period to ensure accuracy of expenditure reports and compliance with applicable laws and regulations

Contractor agrees to furnish duly authorized representatives from the County and the State access to all financial records necessary to review or audit Contract services and to evaluate the cost, quality, and appropriateness of services

If the State or the County determines that all, or any part of, the payments made by the County to Contractor pursuant hereto are not eligible expenses in accordance with this Contract, said funds will be repaid by Contractor to the County.

## Right to Monitor And Audit

The County, State and federal government shall have absolute right to review and audit all records, books, papers, documents, corporate minutes, and other pertinent items as requested, and shall have absolute right to monitor the performance of Contractor in the delivery of services provided under this Contract. Contractor shall give full cooperation, in any auditing or monitoring conducted. Contractor shall cooperate with the County in the implementation, monitoring, and evaluation of this Contract and comply with any and all reporting requirements established by the County.

## **Breach of Contract:**

- Failure to comply with Terms and Conditions
- Ineligible use of HEAP Funds
- Failure to comply with deadlines

## **If not meeting Contract requirements:**

- County/OHS will work Contractor
- Give Contractor time period to correct deficiency
- Withhold disbursements/payments if Contractor fails to correct deficiency
- Terminate Contract
- Bar Contractor from applying for future funds



Thank you!!!!