

## **Before Starting the CoC Application**

The CoC Consolidated Application consists of three parts, the CoC Application, the CoC Priority Listing, and all the CoC's project applications that were either approved and ranked, or rejected. All three must be submitted for the CoC Consolidated Application to be considered complete.

The Collaborative Applicant is responsible for reviewing the following:

1. The FY 2019 CoC Program Competition Notice of Funding Available (NOFA) for specific application and program requirements.
2. The FY 2019 CoC Application Detailed Instructions which provide additional information and guidance for completing the application.
3. All information provided to ensure it is correct and current.
4. Responses provided by project applicants in their Project Applications.
5. The application to ensure all documentation, including attachment are provided.
6. Questions marked with an asterisk (\*), which are mandatory and require a response.

## 1A. Continuum of Care (CoC) Identification

### Instructions:

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.

Please submit technical questions to the HUD Exchange Ask-A-Question at <https://www.hudexchange.info/program-support/my-question/>

#### Resources:

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**1A-1. CoC Name and Number:** FL-510 - Jacksonville-Duval, Clay Counties CoC

**1A-2. Collaborative Applicant Name:** Changing Homelessness, Inc

**1A-3. CoC Designation:** CA

**1A-4. HMIS Lead:** Changing Homelessness, Inc

## 1B. Continuum of Care (CoC) Engagement

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**Warning! The CoC Application score could be affected if information is incomplete on this formlet.**

**1B-1. CoC Meeting Participants.**

**For the period of May 1, 2018 to April 30, 2019, applicants must indicate whether the Organization/Person listed:**

- 1. participated in CoC meetings;**
- 2. voted, including selecting CoC Board members; and**
- 3. participated in the CoC’s coordinated entry system.**

Organization/Person	Participates in CoC Meetings	Votes, including selecting CoC Board Members	Participates in Coordinated Entry System
Local Government Staff/Officials	Yes	Yes	No
CDBG/HOME/ESG Entitlement Jurisdiction	Yes	Yes	Yes
Law Enforcement	Yes	Yes	No
Local Jail(s)	Yes	Yes	No
Hospital(s)	Yes	Yes	No
EMS/Crisis Response Team(s)	Yes	Yes	No
Mental Health Service Organizations	Yes	Yes	Yes
Substance Abuse Service Organizations	Yes	Yes	Yes
Affordable Housing Developer(s)	Yes	Yes	Yes
Disability Service Organizations	Yes	Yes	Yes
Disability Advocates	Yes	Yes	No
Public Housing Authorities	Yes	No	No
CoC Funded Youth Homeless Organizations	Yes	Yes	Yes
Non-CoC Funded Youth Homeless Organizations	Yes	Yes	Yes

Youth Advocates	Yes	Yes	Yes
School Administrators/Homeless Liaisons	Yes	Yes	Yes
CoC Funded Victim Service Providers	Yes	Yes	Yes
Non-CoC Funded Victim Service Providers	Yes	Yes	Yes
Domestic Violence Advocates	Yes	Yes	No
Street Outreach Team(s)	Yes	Yes	Yes
Lesbian, Gay, Bisexual, Transgender (LGBT) Advocates	Yes	Yes	Yes
LGBT Service Organizations	Yes	Yes	Yes
Agencies that serve survivors of human trafficking	Yes	Yes	No
Other homeless subpopulation advocates	Yes	Yes	Yes
Homeless or Formerly Homeless Persons	Yes	Yes	Yes
Mental Illness Advocates	Yes	Yes	Yes
Substance Abuse Advocates	Yes	Yes	Yes
<b>Other:(limit 50 characters)</b>			
Chamber of Commerce	Yes	Yes	No
Nonprofit Ctr of Northeast FL, Jessie Ball DuPont	Yes	Yes	No
The United Way of Northeast Florida	Yes	Yes	No

**1B-1a. CoC’s Strategy to Solicit/Consider Opinions on Preventing/Ending Homelessness.**

**Applicants must describe how the CoC:**

- 1. solicits and considers opinions from a broad array of organizations and individuals that have knowledge of homelessness, or an interest in preventing and ending homelessness;**
- 2. communicates information during public meetings or other forums the CoC uses to solicit public information;**
- 3. takes into consideration information gathered in public meetings or forums to address improvements or new approaches to preventing and ending homelessness; and**
- 4. ensures effective communication with individuals with disabilities, including the availability of accessible electronic formats, e.g., PDF. (limit 2,000 characters)**

1. To solicit and consider stakeholders’ opinions, FL-510 utilizes multiple methods including monthly community meetings, surveys, newsletters, events, website, social media, special reports (2018 August Surge, mid-year PIT and 2019 Point-In-Time Report) and our recent 2019 Community Needs Assessment. Additionally, we partner with the Mayor's Task Force on Homelessness, state of Florida housing orgs., and national partners such as Community Solutions (Built for Zero Veterans Initiative) and Focus Strategies to garner a broad array of perspectives.

2. On the 2nd Thursday of each month, we host a General Membership Meeting and on the 4th Monday of the month, a CoC Governance Board meeting. Aside from the monthly update on news and opportunities, the membership meeting offers an opportunity for CoC members to educate one another, work together, and leverage resources. The CoC Governance Board and its committees represent the community and participate with the Mayor’s Task Force on

Downtown Homelessness, regular community meetings, and presentations with and for City Council Members. Working with state partners, we share best practices, and for three consecutive years, several members of the CoC were selected to serve as Florida Captains by the National Alliance to End Homelessness' Hill Day.

3. In March 2019, FL-510 was selected as 1 of 7 large communities working to reach functional zero for Veterans with funding support from Community Solutions and the Home Depot Foundation. The kick-off meeting hosted 100 people representing 40+ agencies committed to evaluating new methodologies to address homelessness. This is a front-line staff-driven project leveraging their knowledge and insight to guide tests and new solutions.

4. To ensure communication with all individuals, we offer various formats (Word, PDF, etc) as well as hosting interpreters for the hearing impaired.

**1B-2. Open Invitation for New Members.**

**Applicants must describe:**

- 1. the invitation process;**
  - 2. how the CoC communicates the invitation process to solicit new members;**
  - 3. how the CoC ensures effective communication with individuals with disabilities, including the availability of accessible electronic formats;**
  - 4. how often the CoC solicits new members; and**
  - 5. any special outreach the CoC conducted to ensure persons experiencing homelessness or formerly homeless persons are encouraged to join the CoC.**
- (limit 2,000 characters)**

- 1. The invitation process is simple and easy to access. On the CoC's Collaborative Applicant's website <http://changinghomelessness.org/membership/>, we list Membership Benefits and host the Membership Brochure and Application. Both the brochure and application have the CoC Planning Director's contact information if potential members require additional info.
- 2. We use various communication tools to solicit new members. We leverage our website, monthly newsletter, see July: Spark Change newsletter on our website <http://changinghomelessness.org/newsletters/>, and community events such as the monthly General Membership meeting, the annual counts (January PIT and August Surge), annual State of Homelessness and Volunteer Appreciation Breakfast, Annual Open House, and community partner events such as the Downtown Jax Library and the Young Professionals, Impact Jax.
- 3. The CoC provides accommodations to persons with disabilities upon request. To ensure persons with disabilities have access to information via electronic format, we host all CoC related content on our website at [www.changinghomelessness.org](http://www.changinghomelessness.org).
- 4. The CoC is always seeking new members. Each month we communicate CoC news and highlights via a monthly newsletter with nearly 300 community stakeholders from member agencies as well as a monthly briefing that is extended to a broader audience of 1000+ people. All monthly communication is published on the website. When attending any meeting where community engagement takes place, we advocate for becoming a part of the CoC – which includes Leadership, Staff, our Board as well as the CoC Governance Board.
- 5. The CoC Governance Board created a Consumer Advisory Committee which

is led by a member of the board who is formerly homeless. This group meets to discuss program and process improvements. To encourage participation, the CoC is currently soliciting funding to help support this effort to underwrite transportation and a small stipend for participants.

**1B-3. Public Notification for Proposals from Organizations Not Previously Funded.**

**Applicants must describe:**

- 1. how the CoC notifies the public that it is accepting project application proposals, and that it is open to and will consider applications from organizations that have not previously received CoC Program funding, as well as the method in which proposals should be submitted;**
  - 2. the process the CoC uses to determine whether the project application will be included in the FY 2019 CoC Program Competition process;**
  - 3. the date(s) the CoC publicly announced it was open to proposal;**
  - 4. how the CoC ensures effective communication with individuals with disabilities, including the availability of accessible electronic formats; and**
  - 5. if the CoC does not accept proposals from organizations that have not previously received CoC Program funding or did not announce it was open to proposals from non-CoC Program funded organizations, the applicant must state this fact in the response and provide the reason the CoC does not accept proposals from organizations that have not previously received CoC Program funding.**
- (limit 2,000 characters)**

- 1.FL-510 uses various methods to notify the public of COC HUD funding– collaborative applicant website, direct mail, monthly General membership meeting presentation, monthly newsletter, & social media. Applicant criteria, NOFA summary, priorities, & proposal submission details are shared at (2) Bidder’s Conferences (7/29 and 7/30) & on the website; 5 non-funded CoC agencies attended & 1 non-funded agency applied.
2. The CoC Gov. Board defines local timeline, establishes a Task Force to review the NOFA & updates local scoresheets to reflect alignment with HUD priorities and performance measures as well as identifies local priorities to guide the Ranking & Scoring Committee in its project review, scoring, & ranking. All applicants must meet threshold criteria and adhere to requirements defined in Application Instructions & Scoring Guidance. The Collaborative Applicant (CA) completes a threshold review and provides a grace period for error correction. The CA hosts a Ranking & Scoring Training Session to acclimate all volunteers with the program, application & supporting materials. Once trained the Ranking & Scoring Committee reviews, scores & meets to rank the projects. Then the CA shares project ranking w/ the CoC Gov. Board & they vote to accept. After acceptance, all applicants receive notification of selection or rejection. If rejected, a project applicant receives appeal process information.
- 3.FL-510 solicited new applications through Constant Contact on 7.9.19 (1,632 individuals) & on 7/12, via the agency website on 7.11, at monthly CoC General Membership meeting on 7.11 (40+ provider agencies), part of a July Newsletter, Spark Change on 7.26, & social media beginning 7.15. On 7.29 & 7.30, we hosted Bidders Conferences.
4. The CoC provides accommodations to persons with disabilities upon request. To ensure persons with disabilities have access to information via electronic format, we host all CoC content on our website at

[www.changinghomelessness.org](http://www.changinghomelessness.org).  
5.NA

# 1C. Continuum of Care (CoC) Coordination

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**1C-1. CoCs Coordination, Planning, and Operation of Projects.**

**Applicants must select the appropriate response for each federal, state, local, private, other organizations, or program source the CoC included in the planning and operation of projects that serve individuals experiencing homelessness, families experiencing homelessness, unaccompanied youth experiencing homelessness, persons who are fleeing domestic violence, or persons at risk of homelessness.**

Entities or Organizations the CoC coordinates planning and operation of projects	Coordinates with Planning and Operation of Projects
Housing Opportunities for Persons with AIDS (HOPWA)	Yes
Temporary Assistance for Needy Families (TANF)	Yes
Runaway and Homeless Youth (RHY)	Yes
Head Start Program	Yes
Funding Collaboratives	Yes
Private Foundations	Yes
Housing and services programs funded through U.S. Department of Justice (DOJ) Funded Housing and Service Programs	Yes
Housing and services programs funded through U.S. Health and Human Services (HHS) Funded Housing and Service Programs	Yes
Housing and service programs funded through other Federal resources	Yes
Housing and services programs funded through State Government	Yes
Housing and services programs funded through Local Government	Yes
Housing and service programs funded through private entities, including foundations	Yes
Other:(limit 50 characters)	
	Not Applicable



	Not Applicable
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**1C-2. CoC Consultation with ESG Program Recipients.**

**Applicants must describe how the CoC:**  
**1. consulted with ESG Program recipients in planning and allocating ESG funds;**  
**2. participated in the evaluating and reporting performance of ESG Program recipients and subrecipients; and**  
**3. ensured local homelessness information is communicated and addressed in the Consolidated Plan updates.**  
**(limit 2,000 characters)**

1. FL-510 Collaborative Agency Changing Homelessness (CHI) is contracted by the City of Jacksonville (COJ) to conduct programmatic monitoring and designated by the CoC Governance body to facilitate the State of Florida ESG selection process, fiscal review, and annual on-site project monitoring. We provide an outcome evaluation for future project consideration for COJ and the State of Florida. For COJ ESG awardees, we provided training on ESG and HMIS best practices as well as monthly reporting on data quality, number of clients, services offered, and outcomes of the program. In June 2019, we provided State ESG Subrecipients training to include program/funding expectations, monitoring schedules, reporting requirements, etc.

2. Per the previous grant year’s goals and objective, HMIS data quality and completeness were evaluated every month, A total of 274 households or 489 participants were served during the 7/1/17 –9/30/18 (this timeframe accounts for State and City ESG) grant year. This process includes 149 Rapid Re-Housing households and 125 Homeless Prevention households with 90% of the clients retaining their housing after assistance. During the ESG 2017-2018 Grant Year, 149 Households were served through Rapid Rehousing programs totaling 233 clients served, and 85% of households were exited successfully into permanent housing.

3. Each year, Dawn Gilman, CHI’s CEO, provides the PIT and HIC data to the City of Jacksonville’s Housing & Community Development Division and the State of Florida’s Office on Homelessness for Consolidated Plan updates. Each quarter, the CEO meets with and shares information with representatives of the Con Plan jurisdiction as part of the Mayor’s Downtown Taskforce on Homelessness.

**1C-2a. Providing PIT and HIC Data to Consolidated Plan Jurisdictions.** Yes to both

**Applicants must indicate whether the CoC provided Point-in-Time (PIT) and Housing Inventory Count (HIC) data to the Consolidated Plan jurisdictions within its geographic area.**

**1C-2b. Providing Other Data to Consolidated** Yes

### **Plan Jurisdictions.**

**Applicants must indicate whether the CoC ensured local homelessness information is communicated to Consolidated Plan Jurisdictions within its geographic area so it can be addressed in Consolidated Plan updates.**

#### **1C-3. Addressing the Safety Needs of Domestic Violence, Dating Violence, Sexual Assault, and Stalking Survivors.**

**Applicants must describe:**

- 1. the CoC’s protocols, including protocols for coordinated entry and the CoC’s emergency transfer plan, that prioritize safety and incorporate trauma-informed, victim-centered services; and**
- 2. how the CoC, through its coordinated entry, maximizes client choice for housing and services while ensuring safety and confidentiality. (limit 2,000 characters)**

1. Currently, FL-510 is revising the Coordinated Entry Policy and Procedures to include more specific guidance on working with individuals in unsafe situations (Domestic, Dating, Sexual and Stalking) and how best to protect the safety through trauma-informed and victim-centered services (participants and staff). FL-510 will operate a parallel Coordinated Entry System (CES). The DV providers will manage a CES that mirrors some aspects of the traditional and current CES, but with safety, protocols mandated by OVW. The non-DV providers will continue to utilize the current system but will have revised protocols to include warm handoffs to DV providers as well as emergency transfer procedures. In 2018, FL-510 approved an Emergency Transfer Plan (published on our website), based on HUD guidance and Form 5381. By the Violence Against Women Act (VAWA), CoC-funded programs providing housing must allow tenants who are victims of domestic violence, dating violence, sexual assault, or stalking to request an emergency transfer from the tenant’s current unit to another unit. Included in the Emergency Transfer Plan is the guidance for the local, state, and federal levels to ensure safety and trauma-informed and victim-centered services. The Emergency Transfer Plan also includes two attachments – Form 5383, Emergency Transfer Request for Certain Victims of Domestic Violence, etc., and Form 5382, Certification of Domestic Violence, etc.

2. In 2015, FL-510 created a DV RRH pilot project with Hubbard House, the only certified domestic violence shelter in Duval County. The pilot project helped to establish and test CoC-wide protocols and prepare us for larger-scale projects, such as the recently awarded DV Bonus HOPE project (FY2018). We have implemented the empowerment model, which advocates for client choice and is a best practice.

#### **1C-3a. Training–Best Practices in Serving DV Survivors.**

**Applicants must describe how the CoC coordinates with victim services providers to provide training, at least on an annual basis, for:**

- 1. CoC area project staff that addresses safety and best practices (e.g., trauma-informed, victim-centered) on safety and planning protocols in serving survivors of domestic violence; and**
  - 2. Coordinated Entry staff that addresses safety and best practices (e.g., Trauma Informed Care) on safety and planning protocols in serving survivors of domestic violence.**
- (limit 2,000 characters)**

1. The CoC Monitoring and Training Specialist in partnership with Hubbard House, our locally certified shelter, conducts regular, annual training at a General Membership Meeting covering topics such as general violence stats, warning signs, how to help survivors and the process for connecting with victim services providers. The training attendees represent 40+ agencies such as local and state gov., healthcare, service providers, local school system, mental health agencies, etc. Currently, we are developing a more intensive training program to outline the new parallel CES. In these future training classes, we will socialize the Domestic Violence Provider Protocols to articulate privacy and safety procedures, staff roles, and how to work with housing providers. This training will also include the updated Non-DV Provider Protocols which define data requirements, client choice, and warm hand-offs. Regardless of which CES (DV or Non-DV), we will train all staff on the complex dynamics of DV, trauma-informed care, privacy and confidentiality, safety planning and how to handle emergencies.

2. Mental Health Resource Center (CES provider) will conduct regular, annual training which includes VI-SPDAT, HMIS, Confidentiality, Cultural Awareness, Cultural Diversity, Motivational Interviewing, and Trauma-Informed Care. For participant safety, our Coordinated Entry guidelines direct staff to ask specific DV questions, also considering dating violence, sexual assault, and stalking. Client choice is an integral part of the housing and safety planning of participants.

**1C-3b. Domestic Violence–Community Need Data.**

**Applicants must describe how the CoC uses de-identified aggregate data from a comparable database to assess the special needs related to domestic violence, dating violence, sexual assault, and stalking.**  
**(limit 2,000 characters)**

The data FL-510 uses to assess community need for domestic violence, etc., includes the following resources 1) FL-510’s 2016-2019 Annual Point-In-Time data; 2) FL-510’s 2016-2019 Housing Inventory Count, DV Beds; 3) 2017/2018 and 2018/2019 DV shelter data provided by the Hubbard House, Quigley House, and Micah’s Place; and 4) Florida Department of Law Enforcement, Uniform Crime Reports, Domestic Violence, Total Reported, Domestic Violence Offenses by County, 2016–2018.

- 1) Annual Point-In-Time for the Domestic Violence subpopulation;  
 DV Subpopulation totals  
 2019: 153 (sheltered)  
 2018: 144 (sheltered)  
 2017: 108 (sheltered) please note in 2016 FL-510 lost 199 beds when a 100-year-old agency shut down.  
 2016: 212 (203 sheltered, 9 unsheltered)

2) Housing Inventory Count

DV Beds  
2019: 180  
2018: 180  
2017: 175  
2016: 175

3) Local DV Shelters (comparable database):

Hubbard House  
2017/2018

- Served 5,000 DV clients, sheltered to 925 survivors, turned away 514 people.
- 2018/2019
- Served 3,870 DV clients, sheltered 732 survivors, turned away 209 people.

Quigley House  
2017/2018

- Served 417 DV clients and 60 sexual assault clients, sheltered 269 survivors and have not turned anyone away this year, but since July were operating near capacity (a total of 43 beds).
- 2018/2019
- Served 511 DV clients and 69 sexual assault clients, sheltered 287 survivors, however since July the shelter has been operating at capacity.

Micah's Place  
2017/2018

- Served 1,380 DV clients, sheltered 196 survivors, turned away 65 people.
- 2018/2019
- Served 1,445 DV clients, sheltered 218 survivors, turned away 39 people.

4) Florida Department of Law Enforcement, Uniform Crime Reports, Domestic Violence, Total Reported, Domestic Violence Offenses by County, 1992 – 2018 Totals for Duval, Clay and Nassau Counties

2018: 7105 + 835 + 344 = 8,284  
2017: 7036 + 737 + 371 = 8,138  
2016: 7082 + 818 + 400 = 8,300

**\*1C-4. PHAs within CoC. Attachments Required.**

**Applicants must submit information for the two largest PHAs or the two PHAs with which the CoC has a working relationship within the CoC's geographic area.**

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program during FY 2018 who were experiencing homelessness at entry	PHA has General or Limited Homeless Preference	PHA has a Preference for current PSH program participants no longer needing intensive supportive services, e.g., Moving On
Jacksonville Housing Authority	19.00%	No	No
Nassau County Housing Authority		No	No

**1C-4a. PHAs’ Written Policies on Homeless Admission Preferences.**

**Applicants must:**

- 1. provide the steps the CoC has taken, with the two largest PHAs within the CoC’s geographic area or the two PHAs the CoC has working relationships with, to adopt a homeless admission preference—if the CoC only has one PHA within its geographic area, applicants may respond for one; or**
- 2. state that the CoC does not work with the PHAs in its geographic area. (limit 2,000 characters)**

1. Jacksonville Housing Authority (JHA): While there is not a homeless preference, program participants must meet HUD’s eligibility requirements. To encourage participation, Cathy Ponder Hunt, Director of Housing Assistance at JHA has indicated an interest in serving on the CoC Governance Board. Fernandina Beach Housing Authority (Nassau County): Commission recommended including a homeless admission preference.
2. NA.

**1C-4b. Moving On Strategy with Affordable Housing Providers.**

**Applicants must indicate whether the CoC has a Moving On Strategy with affordable housing providers in its jurisdiction.**

Yes

**If “Yes” is selected above, describe the type of provider, for example, multifamily assisted housing owners, PHAs, Low Income Tax Credit (LIHTC) developments, or local low-income housing programs. (limit 1,000 characters)**

In FL-510, we have two non-profit providers that have Move On Strategies and are very active within the CoC community. Ability Housing (AH) is a nonprofit housing developer servicing multiple communities in Florida. The Sulzbacher Center is one of our most significant ES, RRH, and PSM providers - and they have recently completed their first LIHTC community, The Villages. The Move On strategy includes clients who can transition in place or move to another unit or location. Clients can begin their housing experience as a PSH client. As the client’s living situation improves, and their income increases, allowing for housing stability, they can maintain their lease and move into an apartment that is an income-based affordable unit. The Sulzbacher Village has 70 dedicated homeless units and AH has a total of 298 units (120 dedicated homeless units) and another 80 units opening in 2020. Both organizations provide clients with the ability to stay housed in place, or transition to a new location.

**1C-5. Protecting Against Discrimination.**

**Applicants must describe the actions the CoC has taken to address all forms of discrimination, such as discrimination based on any protected classes under the Fair Housing Act and 24 CFR 5.105(a)(2) – Equal Access to HUD-Assisted or -Insured Housing.**

**(limit 2,000 characters)**

In 2018, the FL-510 Governance Board approved an Anti-Discrimination Policy (published on the Changing Homelessness website) to ensure that all individuals have equal access to fair housing and guidance on how to address compliance. The procedure is based on policies enacted by HUD, the State of Florida and the City of Jacksonville/Duval County. In general, the CoC and its members do not limit accessibility to eligible persons, when and if there is an inconsistent matter of process - we communicate with the appropriate jurisdiction and ensure we inform all program participants-clients of their rights and the remedies under the law.

In 2019, FL-510 hosted a Discrimination training at the General Membership meeting which detailed the federally protected categories and how to recognize discrimination. As a follow-up to this training, we are planning an upcoming training with the City of Jacksonville’s Human Rights Commission. We are in discussions to host two training classes - one to address Fair Housing for professionals and a second to include Fair Housing for individuals/clients/program participants.

**\*1C-5a. Anti-Discrimination Policy and Training.**

**Applicants must indicate whether the CoC implemented an anti-discrimination policy and conduct training:**

1. Did the CoC implement a CoC-wide anti-discrimination policy that applies to all projects regardless of funding source?	Yes
2. Did the CoC conduct annual CoC-wide training with providers on how to effectively address discrimination based on any protected class under the Fair Housing Act?	Yes
3. Did the CoC conduct annual training on how to effectively address discrimination based on any protected class under 24 CFR 5.105(a)(2) – Equal Access to HUD-Assisted or -Insured Housing?	Yes

**\*1C-6. Criminalization of Homelessness.**

**Applicants must select all that apply that describe the strategies the CoC implemented to prevent the criminalization of homelessness in the CoC’s geographic area.**

1. Engaged/educated local policymakers:	<input checked="" type="checkbox"/>
2. Engaged/educated law enforcement:	<input checked="" type="checkbox"/>
3. Engaged/educated local business leaders:	<input checked="" type="checkbox"/>
4. Implemented communitywide plans:	<input type="checkbox"/>
5. No strategies have been implemented:	<input type="checkbox"/>
6. Other:(limit 50 characters)	

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

**1C-7. Centralized or Coordinated Assessment System. Attachment Required.**

**Applicants must:**

- 1. demonstrate the coordinated entry system covers the entire CoC geographic area;**
- 2. demonstrate the coordinated entry system reaches people who are least likely to apply for homelessness assistance in the absence of special outreach; and**
- 3. demonstrate the assessment process prioritizes people most in need of assistance and ensures they receive assistance in a timely manner. (limit 2,000 characters)**

1. FL-510 is comprised of Duval, Nassau, and Clay counties located in Northeast Florida and spanning over 2,286 square miles of diverse geographic and demographic landscape. Duval County is a populated metropolitan area, consisting of suburban, rural, and beaches communities. To cover the vast region, we utilize a Coordinated Entry System with multiple access points, navigators, and a web-based tool so that all segments of our community can connect with and have access to housing and support services.

2. Seven outreach teams cover the CoC area canvassing the neighborhood daily working to engage and build trust with individuals experiencing homelessness. Recently, the community added an Urban Rest Stop – which serves as a one-stop, co-location access point personal support (meals, showers, wash clothes), shelter placement, healthcare, employment assistance, and case management to be referred to other services.

3. We use the Vulnerability Index-Service Prioritization Decision Assistance Tool to determine initial acuity (the presence of an issue) and for housing triage, prioritization, and housing placement. Note there are two versions of VI-SPDAT, the Individual and Family, both of which are available in HMIS. There is also Youth VI-SPDAT. Scores on the VI-SPDAT populate the local By-Name List once entered into Client Track. At the weekly By-Name List meetings, all the partners and others with housing resources decide which clients should enter the available housing (RRH and PSH) next by acuity and HUD priorities. Prioritization on the By-Name List and Coordinated Entry is a combination of VI-SPDAT score and the length-of-time homeless. Coordinated Entry ranks and refers to existing programs and the By-Name List makes sure that the client has what is needed to get into the program and obtain housing.

# 1D. Continuum of Care (CoC) Discharge Planning

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**1D-1. Discharge Planning Coordination.**

**Applicants must indicate whether the CoC actively coordinates with the systems of care listed to ensure persons who have resided in them longer than 90 days are not discharged directly to the streets, emergency shelters, or other homeless assistance programs. Check all that apply (note that when "None:" is selected no other system of care should be selected).**

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"/>



# 1E. Local CoC Competition

## Instructions

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.

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### \*1E-1. Local CoC Competition–Announcement, Established Deadline, Applicant Notifications. Attachments Required.

**Applicants must indicate whether the CoC:**

1. informed project applicants in its local competition announcement about point values or other ranking criteria the CoC would use to rank projects on the CoC Project Listings for submission to HUD for the FY 2019 CoC Program Competition;	Yes
2. established a local competition deadline, and posted publicly, for project applications that was no later than 30 days before the FY 2019 CoC Program Competition Application submission deadline;	Yes
3. notified applicants that their project application(s) were being rejected or reduced, in writing along with the reason for the decision, outside of e-snaps, at least 15 days before the FY 2019 CoC Program Competition Application submission deadline; and	Yes
4. notified applicants that their project applications were accepted and ranked on the CoC Priority Listing in writing, outside of e-snaps, at least 15 days before the FY 2019 CoC Program Competition Application submission deadline.	Yes

### 1E-2. Project Review and Ranking–Objective Criteria.

**Applicants must indicate whether the CoC used the following to rank and select project applications for the FY 2019 CoC Program Competition:**

1. Used objective criteria to review and rank projects for funding (e.g., cost effectiveness of the project, performance data, type of population served);	Yes
2. Included one factor related to improving system performance (e.g., exits to permanent housing (PH) destinations, retention of PH, length of time homeless, returns to homelessness, job/income growth, etc.); and	Yes
3. Included a specific method for evaluating projects submitted by victim services providers that utilized data generated from a comparable database and evaluated these projects on the degree they improve safety for the population served.	Yes

### 1E-3. Project Review and Ranking–Severity of Needs and Vulnerabilities.

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**Applicants must describe:**

**1. the specific severity of needs and vulnerabilities the CoC considered when reviewing and ranking projects; and**

**2. how the CoC takes severity of needs and vulnerabilities into account when reviewing and ranking projects.**

**(limit 2,000 characters)**

1. FL-510 used objective criteria to review, rate, rank, and select projects for funding. These criteria included population type (especially where there were no current projects to support these populations -such as domestic violence and youth), performance data (if a renewal), and project cost-effectiveness. The specific vulnerabilities that FL-510 considered in project ranking and scoring included the chronically homeless, low or no income, and projects specific to special populations, i.e., domestic violence and youth.

2. Initially, the CoC Governance Board meets and determines the scoring criteria and special prioritization based on community needs and funding availability. Once measures and special populations are identified, Changing Homelessness (CHI) staff pull any data needed to score the applications and complete the applicant score sheets. The Ranking and Scoring Committee (RSC) and the Scoring/Review Appeal Committee (SRAC) are selected from the general membership as well as other stakeholders who are committed to ending homelessness. The individuals chosen to serve are representative of the community to most adequately address the severity of needs and vulnerabilities. The RSC is brought together to meet for orientation, training, and a general overview of the process. The RSC determines if there are priority applications to address and places each application into a group, if necessary (example: priority for populations, geographic areas, types of programs, etc.). The RSC Committee ranks all applications in order of scoring and priority. The RSC Committee discusses the scoring and ranking to determine if any proposals are out of order based on community need. The discussion concludes, and the Committee records any changes to individual scoring, based on the review. Ultimately, the RSC makes the best decisions based on the community need and funding available.

**1E-4. Public Postings–CoC Consolidated Application. Attachment Required.**

**Applicants must:**

**1. indicate how the CoC made public the review and ranking process the CoC used for all project applications; or**

**2. check 6 if the CoC did not make public the review and ranking process; and**

**3. indicate how the CoC made public the CoC Consolidated Application—including the CoC Application and CoC Priority Listing that includes all project applications accepted and ranked or rejected—which HUD required CoCs to post to their websites, or partners websites, at least 2 days before the FY 2019 CoC Program Competition application submission deadline; or**

**4. check 6 if the CoC did not make public the CoC Consolidated Application.**

Public Posting of Objective Review and Ranking Process		Public Posting of CoC Consolidated Application including: CoC Application, CoC Priority Listing, Project Listings	
1. Email	<input checked="" type="checkbox"/>	1. Email	<input checked="" type="checkbox"/>
2. Mail	<input checked="" type="checkbox"/>	2. Mail	<input checked="" type="checkbox"/>
3. Advertising in Local Newspaper(s)	<input type="checkbox"/>	3. Advertising in Local Newspaper(s)	<input type="checkbox"/>
4. Advertising on Radio or Television	<input type="checkbox"/>	4. Advertising on Radio or Television	<input type="checkbox"/>
5. Social Media (Twitter, Facebook, etc.)	<input checked="" type="checkbox"/>	5. Social Media (Twitter, Facebook, etc.)	<input checked="" type="checkbox"/>
6. Did Not Publicly Post Review and Ranking Process	<input type="checkbox"/>	6. Did Not Publicly Post CoC Consolidated Application	<input type="checkbox"/>

**1E-5. Reallocation between FY 2015 and FY 2018.**

**Applicants must report the percentage of the CoC’s ARD that was reallocated between the FY 2015 and FY 2018 CoC Program Competitions.**

**Reallocation: 22%**

**1E-5a. Reallocation–CoC Review of Performance of Existing Projects.**

**Applicants must:**

- 1. describe the CoC written process for reallocation;**
  - 2. indicate whether the CoC approved the reallocation process;**
  - 3. describe how the CoC communicated to all applicants the reallocation process;**
  - 4. describe how the CoC identified projects that were low performing or for which there is less need; and**
  - 5. describe how the CoC determined whether projects that were deemed low performing would be reallocated.**
- (limit 2,000 characters)**

1. FL-510’s written process for reallocation defines that each CoC competitively funded program will receive an evaluation derived from performance-based outcomes. Objective criteria will be utilized, including HMIS Data Quality, the HUD Annual Performance Report (APR), the application submitted with the COC proposal. Positive results must be directly related to goals designated by the HEARTH Act, including the reduction in length of homelessness, homeless recidivism, and increased income. As part of the applicant evaluation process, program outcomes will be collected and measured consistent with community-based standards.

2. Yes, the CoC approved the Reallocation process.

3. The FL-510 Reallocation and Renewal of Grant Funding Standard Operating Procedure is posted on Changing Homelessness’ website and

presented/discussed during the monitoring (desk-top and onsite) as well as during the CoC's annual HUD Competition Bidder's Conference.

4. The CoC determined low-performance by objective criteria – including HMIS Data Quality, the HUD Annual Performance Report (APR), the application submitted with the COC proposal. Positive results must be directly related to goals designated by the HEARTH Act including the reduction in length of homelessness, homeless recidivism and increased income.

5. While there were no projects selected for reallocation this year, there were two projects reallocated in 2018. The evaluation process included review by objective scoring criteria, such as APR reporting, HMIS quality, performance measures (such as measuring returns to homelessness, etc.) and funding spend down. If a project scored significantly low in these areas, then it would be deemed low performing and subject to reallocation. The selection for reallocation is recommended by the Ranking and Scoring Committee and approved by the CoC Governance Board.

## DV Bonus

### Instructions

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### 1F-1 DV Bonus Projects.

**Applicants must indicate whether the CoC is requesting DV Bonus projects which are included on the CoC Priority Listing:** Yes

**1F-1a. Applicants must indicate the type(s) of project(s) included in the CoC Priority Listing.**

1. PH-RRH	<input checked="" type="checkbox"/>
2. Joint TH/RRH	<input type="checkbox"/>
3. SSO Coordinated Entry	<input type="checkbox"/>

**Applicants must click “Save” after checking SSO Coordinated Entry to view questions 1F-3 and 1F-3a.**

### \*1F-2. Number of Domestic Violence Survivors in CoC’s Geographic Area.

**Applicants must report the number of DV survivors in the CoC’s geographic area that:**

Need Housing or Services	2,909.00
--------------------------	----------

the CoC is Currently Serving	104.00
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**1F-2a. Local Need for DV Projects.**

**Applicants must describe:**

- 1. how the CoC calculated the number of DV survivors needing housing or service in question 1F-2; and**
- 2. the data source (e.g., HMIS, comparable database, other administrative data, external data source).**  
**(limit 500 characters)**

1. All DV shelters DV clients in emergency shelter and those turned away (Hubbard House - 925 + 514, Quigley House - 269, Micah's Place - 196 + 65) plus the number of HMIS DV clients defined as literally homeless (940) which totals 2,909. The number of DV clients being served by the CoC is the sum of DV clients enrolled in CoC programs.
2. DV Shelters Comparable Database (Hubbard House, Quigley House, Micah's Place) and HMIS

**1F-4. PH-RRH and Joint TH and PH-RRH Project Applicant Capacity.**

**Applicants must provide information for each unique project applicant applying for PH-RRH and Joint TH and PH-RRH DV Bonus projects which the CoC is including in its CoC Priority Listing—using the list feature below.**

Applicant Name	DUNS Number
Changing Homeless...	194869553

## 1F-4. PH-RRH and Joint TH and PH-RRH Project

### Applicant Capacity

DUNS Number:	194869553
Applicant Name:	Changing Homelessness, Inc.
Rate of Housing Placement of DV Survivors–Percentage:	15.00%
Rate of Housing Retention of DV Survivors–Percentage:	90.00%

#### 1F-4a. Rate of Housing Placement and Housing Retention.

**Applicants must describe:**

- 1. how the project applicant calculated the rate of housing placement and rate of housing retention reported in the chart above; and**
- 2. the data source (e.g., HMIS, comparable database, other administrative data, external data source). (limit 500 characters)**

1. The # of DV survivors in DV emergency shelters (1,390) with a 25% exit to permanent housing rate (348) + the total number of DV survivors placed in CoC and ESG RRH programs (104) / by the sum of all placements. The rate of housing retention of DV survivors is calculated by the # of total CoC & ESG program positive DV survivor exits (96) and the # of documented positive exits of (86) which = 90%.
2. HMIS, DV Shelters Comparable Databases (Hubbard House, Quigley House, and Micah's Place)

#### 1F-4b. DV Survivor Housing.

**Applicants must describe how project applicant ensured DV survivors experiencing homelessness were assisted to quickly move into permanent housing. (limit 2,000 characters)**

We have based this application on both our experience managing a DV rapid rehousing project and a large Veterans rapid rehousing project, both of which utilize subgrantees to provide direct services. We bring expertise in compliance, monitoring, measuring, and fiscal aspects of federal grants. In addition to this practical experience our community has been selected by Community Solutions as part of their large city cohort to reach functional zero for Veterans. Through this effort we have gained practical knowledge on how to decrease the length of time from identification to enrollment and from enrollment to lease up. We will use this expertise to monitor, measure, and coach the subgrantees on this project.

As the case management sub-grantee, Sulzbacher has an established RRH goal that clients are placed in housing within 2 weeks of program enrollment. As this is 25 days off their average as an SSVF subgrantee, we feel this is attainable.

For this population speed and safety need to go hand in hand. To insure this is the case we have included the Hubbard House to begin the safety planning as quickly as the Sulzbacher Center does the housing stability plan.

**1F-4c. DV Survivor Safety.**

**Applicants must describe how project applicant:**

- 1. ensured the safety of DV survivors experiencing homelessness by:**
  - (a) training staff on safety planning;**
  - (b) adjusting intake space to better ensure a private conversation;**
  - (c) conducting separate interviews/intake with each member of a couple;**
  - (d) working with survivors to have them identify what is safe for them as it relates to scattered site units and/or rental assistance;**
  - (e) maintaining bars on windows, fixing lights in the hallways, etc. for congregate living spaces operated by the applicant;**
  - (f) keeping the location confidential for dedicated units and/or congregate living spaces set-aside solely for use by survivors; and**
- 2. measured its ability to ensure the safety of DV survivors the project served.**

**(limit 2,000 characters)**

1. As project applicant, Changing Homelessness is partnering with sub-recipients, Hubbard House and Sulzbacher, for their abilities to ensure the safety of DV survivors experiencing homelessness.

(a) Hubbard House will provide quarterly safety planning training on for all project staff. The training is survivor-focused and specific to the client's individual needs. All three partners understand the importance of confidentiality and have, defined private spaces for client conversations. This includes all conversations from engagement and intake through enrollment and housing search.

(b/c) CES – point of entry includes quarterly training with direction on how to better identify DV indicators as well as when and how to create a safe space for separate interviews.

(d) Training regarding safety planning (and at work with survivors) also focuses in detail on the physical environment where survivors live, work, and socialize. At-home training outlines safety enhancement through looking at quick escape options, lighting in parking lots, locks on doors & windows, security systems, navigating to and from the car to the home, work, or other areas. Safety planning includes consideration for the areas of town might that be safer than other parts of town because of where the abuser lives, works or socializes.

(e/f) Congregate living spaces are run by Hubbard House as a DV shelter and as such the locations are not listed and include security features such as gated driveways, 24 hours monitored entry, security windows, and interior and exterior lighting. Living spaces at Sulzbacher are maintained by security and guest entry protocol.

2. Evaluation measures are both qualitative and quantitative. For exit interviews



and follow up questions, clients are asked if they feel safe. In 2018 more than 16,336 safety plans were created. We also track safety outcomes of clients after exit, including DV calls and arrests at known addresses.

**1F-4d. Trauma-Informed, Victim-Centered Approaches.**

**Applicants must describe:**

- 1. project applicant’s experience in utilizing trauma-informed, victim-centered approaches to meet needs of DV survivors; and**
  - 2. how, if funded, the project will utilize trauma-informed, victim-centered approaches to meet needs of DV survivors by:**
    - (a) prioritizing participant choice and rapid placement and stabilization in permanent housing consistent with participants’ preferences;**
    - (b) establishing and maintaining an environment of agency and mutual respect, e.g., the project does not use punitive interventions, ensures program participant staff interactions are based on equality and minimize power differentials;**
    - (c) providing program participants access to information on trauma, e.g., training staff on providing program participant with information on trauma;**
    - (d) placing emphasis on the participant’s strengths, strength-based coaching, questionnaires and assessment tools include strength-based measures, case plans include assessments of program participants strengths and works towards goals and aspirations;**
    - (e) centering on cultural responsiveness and inclusivity, e.g., training on equal access, cultural competence, nondiscrimination;**
    - (f) delivering opportunities for connection for program participants, e.g., groups, mentorships, peer-to-peer, spiritual needs; and**
    - (g) offering support for parenting, e.g., parenting classes, childcare.**
- (limit 4,000 characters)**

1. Trauma-informed care is essential to Sulzbacher as effectively all of the clients it serves have experienced trauma, be it a path into homelessness (e.g. domestic violence, emotional, physical and/or sexual abuse, sexual assault) or being homeless. Staff know that trauma impacts every area of one's functioning, including physical, mental, behavioral and emotional health. With trauma-informed care, Sulzbacher treats the whole person with a client-centered, strengths-based and recovery-oriented approach.

Sulzbacher's behavioral health clinic provides trauma-informed recovery services in individual and group counseling sessions. Sulzbacher has a Women's trauma group (Village) and a Men's group (Downtown). The groups cover empowerment skills (distress tolerance, self-esteem, assertiveness, boundary-setting), and provide opportunities for education about, and recovery from, the trauma impacts. The Behavioral Health Director works with case managers to provide insight and in-service trainings on trauma informed care. Sulzbacher intends to add peer specialists to its provider array, and has linked clients to peers through Self-Directed Care or NAMI (National Alliance on Mental Illness) offerings.

2. (a) Sulzbacher has 18 years' + experience providing permanent supportive housing and rapid rehousing, and is committed to and abides HUD Housing First model requirements. Clients are placed in housing after coordinated intake

referral based on the Vulnerability Index Service Prioritization Decision Assistance Tool (VISPDAT) score within 2 weeks of program enrollment. Sulzbacher works with 55 + local landlords located throughout the CoC, giving clients maximum choice in housing location, allowing them to be near jobs, relatives, schools, medical facilities, or other services. Ongoing case management and access to other services ensure housing stability.

(b) In keeping with agency core values, client/staff interactions are founded on respecting the totality and worth of each person. The equality-based, client-centered approach has therapeutic value to survivors of domestic violence, as it models a healthy relationship based on equality vs. an abusive relationship based on power and control. Peer-to-peer further minimizes power differentials, as the peer lends his or her lived experience to the relationship.

(c) All behavioral health practitioners provide clients with psychoeducation on the effects of trauma, and interventions to recover from it.

(d) Sulzbacher encourages clients to identify and leverage their strengths, particularly when the repercussions of abuse include the erosion of self-esteem. Individual and group work includes restoring self-esteem, increasing assertiveness, boundary-setting, identifying values, and setting SMART goals.

(e) Sulzbacher contains a culturally inclusive work environment which requires mutual respect, effective relationships, clear communication, explicit understandings about expectations, equal access to training opportunities and nondiscrimination. Sulzbacher's inclusive workplace values individual differences in the workforce, and employees of all cultural orientations can freely express who they are, their own opinions and points of view.

(f) Sulzbacher offers men's and women's therapeutic groups, facilitates a connection with NAMI, utilizes peer support, offer groups for those with substance use disorder. Sulzbacher will be initiating a new mentoring program with the Bold City Chapter of Links, Inc. in 2019.

(g) Sulzbacher offers Florida's first trauma informed daycare at Sulzbacher Village, which creates an inviting place and high-quality program for children and their families, and uses space in creative and productive ways to support children's early learning, development, and school readiness. Sulzbacher's Children's program provides parenting classes weekly, ensures that children are enrolled in and attending school, and provides tutoring twice per week.

**1F-4e. Meeting Service Needs of DV Survivors.**

**Applicants must describe how the project applicant met services needs and ensured DV survivors experiencing homelessness were assisted to quickly move into permanent housing while addressing their safety needs, including:**

- **Child Custody**
- **Legal Services**
- **Criminal History**
- **Bad Credit History**
- **Education**

- **Job Training**
- **Employment**
- **Physical/Mental Healthcare**
- **Drug and Alcohol Treatment**
- **Childcare**

**(limit 2,000 characters)**

Changing Homelessness (CHI), the project applicant, has six years of experience monitoring, measuring, and coaching multiple subgrantees. CHI provides:

- Program guide development
- Quarterly monitoring
- Compliance with regulatory & data requirements

As the case management sub-grantee, Sulzbacher has an established RRH goal that clients are placed in housing within 2 weeks of program enrollment. Clients not already in safe shelter are placed in a hotel until housing is arranged. Hubbard House has established the goal that all clients will complete their safety plan within 2 weeks of enrollment.

Case managers (CM) assist in addressing child custody situations. The CM acts as a liaison between the client & the Florida DCF, coordinating transportation to appointments or court dates.

Legal services are provided through Jacksonville Area Legal Aid (JALA) directly and in quarterly informational sessions. Sulzbacher has a medical/legal partnership agreement where JALA staff provide weekly assistance at Sulzbacher Village. Felonies/misdemeanors & credit histories that might affect housing placement are addressed through a large portfolio of landlords/property owners.

Sulzbacher partners with Florida State College at Jacksonville (FSCJ) for GED training and testing; Goodwill Job Junction for job training & employment & works with No More Homeless Pets to provide Vet Tech training; First Coast Security for security training/certification; and NyWes for Phlebotomy and Patient Care Technician training.

Primary healthcare, dental care, mental health care, & vision care are provided by Sulzbacher's FQHC clinics. Drug/alcohol/other substance abuse treatment is provided at Sulzbacher by Gateway Community Services, Inc.

Most clients have 90-day childcare vouchers while in shelter and are assisted with extensions if they are employed/going to school. Sulzbacher has an Early Learning Center/Daycare on-site and ensures children are enrolled in school.

## 2A. Homeless Management Information System (HMIS) Implementation

**Intructions:**

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.

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**2A-1. HMIS Vendor Identification.** Eccovia Solutions (Client Track)

**Applicants must review the HMIS software vendor name brought forward from FY 2018 CoC Application and update the information if there was a change.**

**2A-2. Bed Coverage Rate Using HIC and HMIS Data.**

**Using 2019 HIC and HMIS data, applicants must report by project type:**

Project Type	Total Number of Beds in 2019 HIC	Total Beds Dedicated for DV in 2019 HIC	Total Number of 2019 HIC Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ES) beds	848	180	374	55.99%
Safe Haven (SH) beds	0	0	0	
Transitional Housing (TH) beds	540	0	262	48.52%
Rapid Re-Housing (RRH) beds	439	0	414	94.31%
Permanent Supportive Housing (PSH) beds	1,398	0	775	55.44%
Other Permanent Housing (OPH) beds	459	0	0	0.00%

**2A-2a. Partial Credit for Bed Coverage Rates at or Below 84.99 for Any Project Type in Question 2A-2.**

**For each project type with a bed coverage rate that is at or below 84.99 percent in question 2A-2., applicants must describe:**

**1. steps the CoC will take over the next 12 months to increase the bed coverage rate to at least 85 percent for that project type; and  
2. how the CoC will implement the steps described to increase bed coverage to at least 85 percent.  
(limit 2,000 characters)**

1. Bed coverage rate for RRH has remained very high over since 2017 at 94% or higher. Bed coverage rates for ES, TH, PSH, and OPH are all below the expected rate of 85%. We continue to work with and encourage our providers to increase these bed coverage rates. The ES and TH organizations who do not currently participate are not required to do so by their funding sources (i.e., they have no federal homelessness funding). Even though it is not required, the CoC is working with City Rescue Mission and Trinity Rescue Mission to resolve the staffing capacity issues that inhibit their ability to comply with the community's data needs for system planning. When we are successful, the coverage rate for ES and TH will be 87% and 84%, respectively. We also continuously work with both the VA to determine how we might report the HUD VASH program in HMIS (which represent the remaining PSH beds on the HIC), and our Housing Authority which operates most of the OPH beds. When these PSH and OPH beds are participating in HMIS, the coverage rates for PSH and OPH will be 95%.

2. We recently received the HUD "conditionally awarded letter" for the HMIS Capacity Grant. The project's intent is to add capacity to the HMIS administration staff to 1) assist two of our largest ES and TH providers with entering data into HMIS, 2) conduct general and system-wide data cleaning and 3) provide HMIS training to help improve our overall system coverage and implement data management planning activities to train key staff, super-users, within our member agencies to conduct internal HMIS duties. Since more than half the PSH beds on the HIC are VASH beds, we continue to work with the VA to determine how we might report the HUD VASH program in HMIS. Our Housing Authority operates OPH beds, and we are continually engaged with them as well.

**\*2A-3. Longitudinal System Analysis (LSA) Submission.**

**Applicants must indicate whether the CoC submitted its LSA data to HUD in HDX 2.0.** Yes

**\*2A-4. HIC HDX Submission Date.**

**Applicants must enter the date the CoC submitted the 2019 Housing Inventory Count (HIC) data into the Homelessness Data Exchange (HDX).  
(mm/dd/yyyy)** 04/29/2019

## 2B. Continuum of Care (CoC) Point-in-Time Count

### Instructions:

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**2B-1. PIT Count Date.** 01/23/2019

**Applicants must enter the date the CoC conducted its 2019 PIT count (mm/dd/yyyy).**

**2B-2. PIT Count Data–HDX Submission Date.** 04/29/2019

**Applicants must enter the date the CoC submitted its PIT count data in HDX (mm/dd/yyyy).**

**2B-3. Sheltered PIT Count–Change in Implementation.**

**Applicants must describe:**

**1. any changes in the sheltered count implementation, including methodology or data quality methodology changes from 2018 to 2019, if applicable; and**

**2. how the changes affected the CoC’s sheltered PIT count results; or**  
**3. state “Not Applicable” if there were no changes.**

**(limit 2,000 characters)**

For the 2019 sheltered PIT count, FL-510 implemented minor changes to the shelter count methodology by updating the survey tool utilized to collect information from the shelter providers. In addition to the demographic information required to complete an accurate census count of the various subpopulations served, the CoC included specific detailed questions requesting information on the individual projects in order to increase the accuracy of the HIC . As a result, FL-510 identified that one major provider re-designed their emergency shelter programs with the intent of increasing permanent housing capacity. This change resulted in a 16% reduction in emergency shelter beds

(167 beds). It is important to note that although the community's ES capacity decreased by a total of 171 beds, on the night of the point in time count the utilization rate was 89%. Therefore, FL-510 retained available ES capacity regardless of the decrease. The decrease in emergency shelter bed inventory did, however, contribute to the 19% reduction in persons counted in emergency shelters compared to the 2018 PIT. Additionally, our transitional housing count resulted in a 9% decrease as compared to the 2018 PIT. The changes to the methodology implemented during the 2019 PIT/HIC collection resulted in an increase in data quality and provided an improved snapshot of the community's homeless population. Overall, the community experienced a 16% decrease in the 2019 sheltered PIT count.

**\*2B-4. Sheltered PIT Count—Changes Due to Presidentially-declared Disaster.**

**Applicants must select whether the CoC added or removed emergency shelter, transitional housing, or Safe-Haven inventory because of funding specific to a Presidentially-declared disaster, resulting in a change to the CoC's 2019 sheltered PIT count.** No

**2B-5. Unsheltered PIT Count—Changes in Implementation.**

**Applicants must describe:**

- 1. any changes in the unsheltered count implementation, including methodology or data quality methodology changes from 2018 to 2019, if applicable; and**
  - 2. how the changes affected the CoC's unsheltered PIT count results; or**
  - 3. state "Not Applicable" if there were no changes.**
- (limit 2,000 characters)**

1. For the 2019 unsheltered PIT count, FL-510 implemented better-targeted coverage in specific zones during specific times of the day. The methodology changes were implemented as a result of logistical feedback obtained during the 2018 PIT Count and the August 2018 Surge debriefs held with community partners and the PIT planning committee. Specifically, the PIT planning committee implemented an early morning as well as an additional evening count in areas known to have higher populations of persons experiencing unsheltered homelessness. These methodological changes were also reflected in the training, ensuring that volunteers for the evening PIT count asked if the person had been interviewed in the morning. This procedure was implemented to avoid duplication in the count.

2. As a result of implementing better-targeted coverage in specific zones with additional canvassing at different times of the day, the community observed an 18% increase in the unsheltered population when compared to the 2018 PIT count. Although the unsheltered population had increased during the 2019 PIT count, the community feels confident it will be able to implement further systematic changes specific to reducing the unsheltered homeless population.

**\*2B-6. PIT Count–Identifying Youth Experiencing Homelessness.**

**Applicants must:**

**Indicate whether the CoC implemented specific measures to identify youth experiencing homelessness in their 2019 PIT count.** Yes

**2B-6a. PIT Count–Involving Youth in Implementation.**

**Applicants must describe how the CoC engaged stakeholders serving youth experiencing homelessness to:**

- 1. plan the 2019 PIT count;**
  - 2. select locations where youth experiencing homelessness are most likely to be identified; and**
  - 3. involve youth in counting during the 2019 PIT count.**
- (limit 2,000 characters)**

1. To plan the 2019 PIT count, the CoC partnered with youth-serving organizations to assist with the development of the methodology, including specific logistics, time of count, etc. Additionally, ideas and perspectives to implement more youth-centric activities in the 2019 count were solicited through feedback from the Youth Advisory Board that had been established by the Youth Demonstration application process. Youth were actively involved in the count itself, with staff members from JASYMN, a community youth provider, acting as the Youth Count captains and assisting in volunteer recruitment specific to the youth population to ensure better representation. As a result of these many facets of youth involvement, our youth PIT data is more detailed and refined in terms of age ranges and identification of youth experiencing homelessness. Increased data specificity, however, also shows that the overall numbers of homeless youth are trending down.

2. The CoC worked with JASYMN, a youth provider, to identify common locations within the 3-county area where youths were most likely to be found. Once locales were identified, we selected relevant organizations & lead, staff members to act as zone commanders for the youth-specific count. Additionally, the CoC worked to engage more shelter youth providers to ensure that the programmatic and bed inventory data they collected was included in the 2019 sheltered count.

3. Organizations worked with their clients to partner with homeless youth to act as guides and direct volunteer teams to find and interview youth. Additionally, the CoC considered and implemented our partner youth provider's location & geographic recommendations. That is, the CoC utilized the feedback obtained from the Youth Advisory Board.

**2B-7. PIT Count–Improvements to Implementation.**

**Applicants must describe the CoC’s actions implemented in its 2019 PIT count to better count:**

- 1. individuals and families experiencing chronic homelessness;**



**2. families with children experiencing homelessness; and  
3. Veterans experiencing homelessness.  
(limit 2,000 characters)**

To improve system coverage and provide a more comprehensive analysis of the CoC’s overall homeless population, the CoC implemented these methodology changes in the 2019 PIT count to better count the following subpopulations:

(1) The CoC provided detailed training on the survey questions focused on chronicity to PIT volunteers and helped provide clarification around HUD’s definition of Chronic Homelessness to help illustrate the importance of collecting accurate information. Additionally, during the data analysis, the CoC’s HMIS team crossed reference information received from the PIT surveys with information collected in HMIS and the information collected for the community’s Chronic By Name List. As a result of this data analysis, the community identified a 7.95% reduction in the number of chronic individuals and families, which supports the community’s goal to continue to improve on prioritization policies that promote a more rapid reduction in population size.

(2) The CoC collaborated with community partners whom provide programming specific to families with children to ensure that their programs’ numbers were accurately reflected in the 2019 PIT count. This included conducting on-site surveys at two large rescue missions in order to capture the clients staying there the night of the count since this partner does not currently enter their program information into HMIS.

(3) To better capture data on Veterans experiencing homelessness in the 2019 PIT count, the CoC provided detailed instruction for community volunteers on how to screen for veterans. Volunteers were encouraged to ask if a person has “ever served one day in the military?” during the survey process. Additionally, during the data analysis, the CoC’s HMIS team crossed reference information received from the PIT surveys with information collected in HMIS, the information collected for the community’s Veteran By Name List, and consulted with members of the local VA team to confirm military status.

## **3A. Continuum of Care (CoC) System Performance**

### **Instructions**

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<https://www.hudexchange.info/programs/e-snaps/fy-2019-coc-program-nofa-coc-program-competition/#nofa-and-notices>

**Warning! The CoC Application score could be affected if information is incomplete on this formlet.**

### **\*3A-1. First Time Homeless as Reported in HDX.**

#### **Applicants must:**

Report the Number of First Time Homeless as Reported in HDX.	1,728
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### **3A-1a. First Time Homeless Risk Factors.**

#### **Applicants must:**

- 1. describe the process the CoC developed to identify risk factors the CoC uses to identify persons becoming homeless for the first time;**
- 2. describe the CoC’s strategy to address individuals and families at risk of becoming homeless; and**
- 3. provide the name of the organization or position title that is responsible for overseeing the CoC’s strategy to reduce the number of individuals and families experiencing homelessness for the first time. (limit 2,000 characters)**

1. FL-510 regularly reviews community indicators and HMIS data to identify risk factors, resulting in a decreased number of people experiencing first-time homelessness by 4% since 2018. Significant current risk factors are lack of both flexible diversion funding and affordable housing.

2. The FL-510 Continuum of Care Standards defines the following strategies used to address first-time homelessness:

-Prevention and Diversion; Coordinated Entry staff screen clients to allow immediate access to case management and rental subsidies, ensuring emergency beds are available to clients without alternatives.

-RRH; Assists eligible participants quickly obtain and sustain stable, permanent

housing including case management and financial assistance, housing search, and locations services. Utilizes a “Progressive Engagement” methodology; if the RRH intervention is insufficient or inappropriate, we find a more suitable program.

-Housing and more intensive program referral; Consumers needing more than prevention, diversion, RRH, or those fleeing domestic violence will be referred to PSH if needed.

To further consider strategies to reduce homelessness, we contracted with Focus Strategies to conduct a feasibility study. The following strategies are being considered.

-Changes to Coordinated Entry System policies; To ensure unsheltered people have priority access to existing resources.

-Removal of Program Barriers; Increasing the number of unsheltered and chronically homeless households accessing RRH and PSH requires program entry barriers be removed.

- RRH Provider Training and Capacity Building; Build expertise and capacity in RRH programs to work with higher need households and/or use a progressive engagement model.

-System-wide Diversion; Develop a robust shelter-diversion or system diversion strategy and practice for households who are not experiencing unsheltered homelessness.

3. Changing Homelessness in partnership with the CoC Governance Board.

**\*3A-2. Length of Time Homeless as Reported in HDX.**

**Applicants must:**

Report Average Length of Time Individuals and Persons in Families Remained Homeless as Reported in HDX.

116

**3A-2a. Strategy to Reduce Length of Time Homeless.**

**Applicants must:**

- 1. describe the CoC’s strategy to reduce the length of time individuals and persons in families remain homeless;**
  - 2. describe how the CoC identifies and houses individuals and persons in families with the longest lengths of time homeless; and**
  - 3. provide the name of the organization or position title that is responsible for overseeing the CoC’s strategy to reduce the length of time individuals and families remain homeless.**
- (limit 2,000 characters)**

Length of time homeless (ES and SH - 99 days in 2019, 13% decrease; ES, SH and TH - 116 days in 2019, 12% decrease).

1. FL-510 has several strategies to reduce the length-of-time homeless. First, outreach/CE staff work to reduce the amount of time for persons experiencing homelessness to gather, request, and generate documentation necessary for housing. A second strategy is to increase the opportunity for permanent housing exits by seeking and obtaining more funding and capacity for RRH and other affordable housing. For example, we have several new CoC projects that add more than 100 RRH beds for youth and victims of domestic violence. The CoC Governance Board’s Long-term Committee is working with several

agencies to evaluate opportunities to develop more affordable housing. Finally, the CoC’s Short-term Committee (ES) will test the Family Promise model of housing, whereby churches provide emergency housing, with the hopes of linking families to permanent housing more quickly.

FL-510 is simultaneously working towards preventing the number of people experiencing first-time homelessness from growing by utilizing strategies such as rapid resolution (currently training for and preparing to implement with the veteran population), and other strategies already described (e.g., changes to coordinated entry policies and systemwide prevention and diversion).

2.FL-510 implemented a By-Name List representing all homeless categories including but not limited to veterans, chronic, active/inactive, and homeless/housed. Through the list, we know every person experiencing homelessness and can assess and prioritize by vulnerability and length-of-time homeless to ensure the individuals or families with the most urgent need and longest length of time homeless are the first to receive services.

3. Mental Health Resource Center and Changing Homelessness.

**\*3A-3. Successful Permanent Housing Placement and Retention as Reported in HDX.**

**Applicants must:**

	Percentage
1. Report the percentage of individuals and persons in families in emergency shelter, safe havens, transitional housing, and rapid rehousing that exit to permanent housing destinations as reported in HDX.	38%
2. Report the percentage of individuals and persons in families in permanent housing projects, other than rapid rehousing, that retain their permanent housing or exit to permanent housing destinations as reported in HDX.	93%

**3A-3a. Exits to Permanent Housing Destinations/Retention of Permanent Housing.**

**Applicants must:**

1. describe the CoC’s strategy to increase the rate at which individuals and persons in families in emergency shelter, safe havens, transitional housing and rapid rehousing exit to permanent housing destinations;
2. provide the organization name or position title responsible for overseeing the CoC’s strategy to increase the rate at which individuals and persons in families in emergency shelter, safe havens, transitional housing and rapid rehousing exit to permanent housing destinations;
3. describe the CoC’s strategy to increase the rate at which individuals and persons in families in permanent housing projects, other than rapid rehousing, retain their permanent housing or exit to permanent housing destinations; and
4. provide the organization name or position title responsible for overseeing the CoC’s strategy to increase the rate at which individuals and persons in families in permanent housing projects, other than rapid rehousing, retain their permanent housing or exit to permanent housing destinations.

**(limit 2,000 characters)**

1. From 2017 to 2018, FL-510 increased permanent housing exits rates by

15%; individuals and families in ES, TH, and RRH exited to permanent housing destinations at a rate of 33% in 2018 and 38% in 2018. To increase the probability of exiting to permanent housing, FL-510 follows the Built for Zero model and reduces the time from the first encounter to program enrollment and length of time from enrollment to lease-up. Our HMIS Capacity Building Grant project will allow a deep dive into ES inflow and outflow of individuals and families to better understand exits to positive destinations. We are also working to increase the opportunity for permanent housing exits by seeking and obtaining more funding and capacity for RRH and other affordable housing.

**2. Changing Homelessness as Collaborative Applicant and HMIS Lead (Training and Monitoring, Coordinated Entry and HMIS)**

3. Between 2017 to 2018, the exit to or retention of permanent housing remained high and very stable in FL-510; it was 92% in 2018 and 93% in 2019. To maintain/increase the housing retention rate, FL-510 focuses on community and agency collaboration and communication to ensure all programs have access and better connections to mainstream resources, job, and educational opportunities, SSI/SSDI Outreach Access and Recovery (SOAR) case managers and benefits, and a thorough understanding of Housing First with an emphasis on keeping people housed. Currently, there are state dollars for PSH projects to cover wrap-around services for the most vulnerable clients. And the CoC, through the Long Term and Short Term Committees have worked with several foundations, such as the Dupont and Florida Blue to provide more resources to PSH as well as developing additional affordable housing, both site and tenant based.

**4. Changing Homelessness as Collaborative Applicant and HMIS Lead (Training and Monitoring, Coordinated Entry and HMIS)**

**\*3A-4. Returns to Homelessness as Reported in HDX.**

**Applicants must:**

	Percentage
1. Report the percentage of individuals and persons in families returning to homelessness over a 6-month period as reported in HDX.	5%
2. Report the percentage of individuals and persons in families returning to homelessness over a 12-month period as reported in HDX.	5%

**3A-4a. Returns to Homelessness–CoC Strategy to Reduce Rate.**

**Applicants must:**

- 1. describe the strategy the CoC has implemented to identify individuals and persons in families who return to homelessness;**
- 2. describe the CoC’s strategy to reduce the rate of additional returns to homelessness; and**
- 3. provide the name of the organization or position title that is responsible for overseeing the CoC’s strategy to reduce the rate individuals and persons in families return to homelessness. (limit 2,000 characters)**

1. For both a 6-month and 12-month period, FL-510 experienced a 5% rate of return to homelessness, for a total of 10% of all exits to permanent housing. FL-

510 Coordinated Entry and By-Name Lists are key for identifying individuals and families returning to homelessness. As a result of a Built For Zero Initiative to end Veteran homelessness by December 2019, our most successful intervention thus far has been to implement a “client cross exit” process. Specifically, any client exiting the SSVF program is required to complete the exit interview process with a case manager other than the one they have worked most closely with. Using this modified exit interview process acts as a check on case management and helps to ensure the system has done all that it can to support a client. While we have not identified a specific cause for returns, we continue to explore data related to client and household characteristics, history of homelessness, and other information, to look for correlates of returning to homelessness after exiting to permanent housing.

2. Currently, FL-510 is seeing a small percentage of individuals who return to homelessness. While we have not identified a specific cause for returns, we continue to explore data related to client and household characteristics, history of homelessness, and other information, to look for correlates of returning to homelessness after exiting to permanent housing. When plausible factors are identified, intervention strategies will be implemented to reduce return rates. We also continue to work through each individual's situation.

3. Changing Homelessness, CoC Governance Board

**\*3A-5. Cash Income Changes as Reported in HDX.**

**Applicants must:**

	Percentage
1. Report the percentage of individuals and persons in families in CoC Program-funded Safe Haven, transitional housing, rapid rehousing, and permanent supportive housing projects that increased their employment income from entry to exit as reported in HDX.	27%
2. Report the percentage of individuals and persons in families in CoC Program-funded Safe Haven, transitional housing, rapid rehousing, and permanent supportive housing projects that increased their non-employment cash income from entry to exit as reported in HDX.	19%

**3A-5a. Increasing Employment Income.**

**Applicants must:**

- 1. describe the CoC's strategy to increase employment income;**
  - 2. describe the CoC's strategy to increase access to employment;**
  - 3. describe how the CoC works with mainstream employment organizations to help individuals and families increase their cash income; and**
  - 4. provide the organization name or position title that is responsible for overseeing the CoC’s strategy to increase jobs and income from employment.**
- (limit 2,000 characters)**

1. From 2017 to 2018, FL-510 increased the percent of adults exiting programs with increased earned income by 35%; from 20% in 2018 to 27% in 2019. FL-510 uses several strategies to assist CoC program participants in increasing income from employment, including supporting an Employment Specialist and through partnerships with a variety of local employment workforce partners (CareerSource, Goodwill Job Junction, and Catholic Charities; we understand

that one size does not fit all). The Employment Specialist also receives a limited number of referrals for RRH clients who need additional support in their employment search. During our monthly CoC General Membership meetings, we share employment opportunity information. For example, the City of Jacksonville's Homeless Veteran Reintegration Program offers job training through coordination with the CareerSource Disabled Veterans and Local Veteran's Employment Representatives.

2. All strategies FL-510 undertakes to increase employment income are also relevant to increasing access to employment. In addition, in February 2019, Goodwill Job Junction opened a satellite office at the Urban Rest Stop (the primary Coordinated Entry location and onsite at the Sulzbacher Center – Jacksonville's largest emergency services agency). The two largest PSH providers, Sulzbacher and Ability Housing currently have contracts for employment services with Goodwill specifically for their CoC PSH clients.

3. Three primary mainstream employment organizations, CareerSource, Goodwill Job Junction and Catholic Charities accept community referrals for clients, connect local employers to job seekers, and assist applicants in developing skills needed to be hireable. In February 2019, Goodwill Job Junction opened a satellite office at the Urban Rest Stop (the primary Coordinated Entry location and onsite at the Sulzbacher Center – Jacksonville's largest emergency services agency).

4. CoC and workforce partners

**3A-5b. Increasing Non-employment Cash Income.**

**Applicants must:**

- 1. describe the CoC's strategy to increase non-employment cash income;**
- 2. describe the CoC's strategy to increase access to non-employment cash sources;**
- 3. provide the organization name or position title that is responsible for overseeing the CoC's strategy to increase non-employment cash income.**

1. From 2017 to 2018, FL-510 increased the percent of adults exiting programs with increased non-employment cash income by 171%; from 7% in 2017 to 19% in 2018. FL-510 focuses on community and agency collaboration and communication to ensure all programs have access and better connections to mainstream resources, job, and educational opportunities, SSI/SSDI Outreach Access and Recovery (SOAR) case managers and benefits, and a thorough understanding of Housing First with an emphasis on keeping people housed. Currently, there are state dollars for PSH projects to cover wrap-around services for the most vulnerable clients

2. FL-510 strategies to assist CoC program participants include funding community-wide SSI/SSDI Outreach Access and Recovery (SOAR) processors. Clients are referred for SOAR by Coordinated Intake.

3. CoC and Case Managers working with clients.

**3A-5c. Increasing Employment. Attachment Required.**

**Applicants must describe how the CoC:**

- 1. promoted partnerships and access to employment opportunities with private employers and private employment organizations, such as holding job fairs, outreach to employers, and partnering with staffing agencies;**

and

**2. is working with public and private organizations to provide meaningful, education and training, on-the-job training, internship, and employment opportunities for residents of permanent supportive housing that further their recovery and well-being.  
(limit 2,000 characters)**

1.Many of the agencies throughout the CoC geographical area partner with CareerSource, Goodwill of Northeast Florida and Catholic Charities for career support, job training, job readiness and job placement. Further, agencies partner with Florida State College of Jacksonville for high school diplomas and equivalences, job training, technical certificates and college. The City of Jacksonville’s (COJ), Military and Veterans Affairs, Homeless Veteran Reintegration Program (HVRP) coordinates with the local veterans’ services programs and organizations (CareerSource Disabled Veterans’ Outreach Program, the Local Veterans’ Employment Representatives). COJ’s Military and Veterans Affairs Department hosts the annual Stand Down, a 3-day event consisting of a job prep day (resumes, etc.), job fair and Homeless Veterans Stand Down. Specific providers offer additional resources as well. Clara White Mission provides employment placement and job training, with three courses: culinary, janitorial and OSHA training. City Rescue Mission offers a LifeBuilders Addiction Recovery program (includes counseling, education, life skills development, work readiness and case management). LifeBuilders Recovery is a 12-18 month residential recovery with a 70% success rate (more than double the national average). Trinity Rescue Mission offers Trinity Works which includes recycling and salvage, thrift sales, van and delivery driving, livestock care and agriculture.

2.For example the Goodwill Job Junction located at the Urban Rest Stop helps people prepare for the job search and the skills needed to be successful. The types of support include soft skills workshops, computer usage for job search and resume prep, interviews, and career fairs. Over the past six months, (the Urban Rest Stop location opened in Feb. 2019), 163 people were placed in jobs. And at the Goodwill located at the Villages (a development designed especially for women and children), 47 residents were placed in jobs.

**3A-5d. Promoting Employment, Volunteerism, and Community Service.**

**Applicants must select all the steps the CoC has taken to promote employment, volunteerism and community service among people experiencing homelessness in the CoC’s geographic area:**

1. The CoC trains provider organization staff on connecting program participants and people experiencing homelessness with education and job training opportunities.	<input type="checkbox"/>
2. The CoC trains provider organization staff on facilitating informal employment opportunities for program participants and people experiencing homelessness (e.g., babysitting, housekeeping, food delivery).	<input type="checkbox"/>
3. The CoC trains provider organization staff on connecting program participants with formal employment opportunities.	<input type="checkbox"/>
4. The CoC trains provider organization staff on volunteer opportunities for program participants and people experiencing homelessness.	<input type="checkbox"/>
5. The CoC works with organizations to create volunteer opportunities for program participants.	<input type="checkbox"/>
6. The CoC works with community organizations to create opportunities for civic participation for people experiencing homelessness (e.g., townhall forums, meeting with public officials).	<input type="checkbox"/>
7. Provider organizations within the CoC have incentives for employment.	<input type="checkbox"/>



8. The CoC trains provider organization staff on helping program participants budget and maximize their income to maintain stability in permanent housing.



**3A-6. System Performance Measures** 05/31/2019  
**Data–HDX Submission Date**

**Applicants must enter the date the CoCs submitted its FY 2018 System Performance Measures data in HDX. (mm/dd/yyyy)**

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

### Instructions

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### 3B-1. Prioritizing Households with Children.

**Applicants must check each factor the CoC currently uses to prioritize households with children for assistance during FY 2019.**

1. History of or Vulnerability to Victimization (e.g. domestic violence, sexual assault, childhood abuse)	<input checked="" type="checkbox"/>
2. Number of previous homeless episodes	<input checked="" type="checkbox"/>
3. Unsheltered homelessness	<input checked="" type="checkbox"/>
4. Criminal History	<input checked="" type="checkbox"/>
5. Bad credit or rental history	<input checked="" type="checkbox"/>
6. Head of Household with Mental/Physical Disability	<input checked="" type="checkbox"/>

### 3B-1a. Rapid Rehousing of Families with Children.

**Applicants must:**

**1. describe how the CoC currently rehuses every household of families with children within 30 days of becoming homeless that addresses both housing and service needs;**

**2. describe how the CoC addresses both housing and service needs to ensure families with children successfully maintain their housing once**

**assistance ends; and**  
**3. provide the organization name or position title responsible for overseeing the CoC’s strategy to rapidly rehouse families with children within 30 days of them becoming homeless.**  
**(limit 2,000 characters)**

1. FL-510’s system focuses on providing a continuum of care, including prevention, diversion, and rapid re-housing approaches. The Plan requires each Navigator to assess the household’s eligibility for services. Prevention services target families with children at imminent risk of homelessness, while diversion services target families as they are applying for entry into a shelter, and rapid re-housing services target families who are already homeless. FL-510 has multiple years’ experience with Coordinated Entry and By-Name Lists (BNL). The BNL gives better insight into the monthly inflow of families, the percentage that self-resolve, and where best to target our efforts to house families in less than 30 days. For HUD-funded RRH and FL-510 funded diversion, no family is screened out; instead, they are screened in based on acuity and available program capacity.
2. At the end of assistance, FL-510’s strategy includes wrap-around support programming and focusing on education, jobs, and income opportunities.
3. Coordinated Entry Committee and By Name List Committee

**3B-1b. Antidiscrimination Policies.**

**Applicants must check all that apply that describe actions the CoC is taking to ensure providers (including emergency shelter, transitional housing, and permanent housing (PSH and RRH)) within the CoC adhere to antidiscrimination policies by not denying admission to or separating any family members from other members of their family or caregivers based on any protected classes under the Fair Housing Act, and consistent with 24 CFR 5.105(a)(2) – Equal Access to HUD-Assisted or -Insured Housing.**

1. CoC conducts mandatory training for all CoC- and ESG-funded housing and services providers on these topics.	<input type="checkbox"/>
2. CoC conducts optional training for all CoC- and ESG-funded housing and service providers on these topics.	<input checked="" type="checkbox"/>
3. CoC has worked with ESG recipient(s) to adopt uniform anti-discrimination policies for all subrecipients.	<input checked="" type="checkbox"/>
4. CoC has worked with ESG recipient(s) to identify both CoC- and ESG-funded facilities within the CoC geographic area that might be out of compliance and has taken steps to work directly with those facilities to come into compliance.	<input type="checkbox"/>

**3B-1c. Unaccompanied Youth Experiencing Homelessness–Addressing Needs.**

**Applicants must indicate whether the CoC’s strategy to address the unique needs of unaccompanied youth experiencing homelessness who are 24 years of age and younger includes the following:**

1. Unsheltered homelessness	Yes
2. Human trafficking and other forms of exploitation	Yes
3. LGBT youth homelessness	Yes
4. Exits from foster care into homelessness	Yes
5. Family reunification and community engagement	Yes
6. Positive Youth Development, Trauma Informed Care, and the use of Risk and Protective Factors in assessing youth housing and service needs	Yes

**3B-1c.1. Unaccompanied Youth Experiencing Homelessness–Prioritization Based on Needs.**

**Applicants must check all that apply that describes the CoC’s current strategy to prioritize unaccompanied youth based on their needs.**

1. History of, or Vulnerability to, Victimization (e.g., domestic violence, sexual assault, childhood abuse)	<input checked="" type="checkbox"/>
2. Number of Previous Homeless Episodes	<input checked="" type="checkbox"/>
3. Unsheltered Homelessness	<input checked="" type="checkbox"/>
4. Criminal History	<input checked="" type="checkbox"/>
5. Bad Credit or Rental History	<input checked="" type="checkbox"/>

**3B-1d. Youth Experiencing Homelessness–Housing and Services Strategies.**

**Applicants must describe how the CoC increased availability of housing and services for:**

**1. all youth experiencing homelessness, including creating new youth-focused projects or modifying current projects to be more youth-specific or youth-inclusive; and**

**2. youth experiencing unsheltered homelessness including creating new youth-focused projects or modifying current projects to be more youth-specific or youth-inclusive.**

**(limit 3,000 characters)**

1. The FL-510 strategies used to increase youth/young adult housing services and the availability of housing services began with a 2015 State of Florida Challenge grant to a local youth provider –Jacksonville Area Sexual Minority Youth Network (JASMYN). After the state-funded pilot program, FL-510 contracted with Org. Code to complete an evaluation of the program. As a result of this pilot project and the activities of the Youth/Young Adult Action Board, the community has developed Coming Home, Youth/Young Adult Action Plan. In September 2019, the Florida Blue Foundation awarded Changing Homelessness a \$100,000 grant to implement the plan. Through this funding, the youth/young adults will gain a voice to help drive decisions and community

understanding of this issue. The youth/young adult provider agencies will be better positioned to receive more funding to help build their capacity and services, further expanding the ability to assist more youth/young adults experiencing homelessness. The community will gain a fully vetted plan to help guide our efforts and will receive regular communicate our outcomes to maintain program accountability.

2. Through a committed partnership (signed MOUs) with a host of stakeholder organizations (JASMYN, Youth Crisis Center, Daniel Family Support Services, and others) and the Youth/Young Adult Action Board (YYAAB), we have a youth/young adult-specific plan which includes several critical projects completed as a result of the community organizing to address homelessness for this very vulnerable population. The key projects include: A YYAAB vision and mission; framework for socializing the YYAAB and plan; YCC's House of Hope (recently opened) an emergency shelter that will provide life skills and mental health counseling primarily to LGBTQ young adults 18-24 years old; JASMYN's Rapid Rehousing project funded by the State of Florida which kicked off on July 2019; and JASMYN's soon to open Youth/Young Adult Safety Net Resource center. The Safety Net Resource Center will provide a more comprehensive outreach and drop-in center for youth experiencing homelessness. The center will provide a point of entry for youth with mailboxes, showers, hot meals, and access to case managers ready to identify and engage youth experiencing homelessness. While we have not been successful (yet) in obtaining Youth Demonstration funding, we are committed to serving the youth/young adults in our community.

**3B-1d.1. Youth Experiencing Homelessness–Measuring Effectiveness of Housing and Services Strategies.**

**Applicants must:**

- 1. provide evidence the CoC uses to measure each of the strategies in question 3B-1d. to increase the availability of housing and services for youth experiencing homelessness;**
- 2. describe the measure(s) the CoC uses to calculate the effectiveness of both strategies in question 3B-1d.; and**
- 3. describe why the CoC believes the measure it uses is an appropriate way to determine the effectiveness of both strategies in question 3B-1d. (limit 3,000 characters)**

1. We will use various methods and metrics to document success, including meeting agendas, minutes, and action items as well as the Coming Home Youth/Young Adult Action Plan. These activities will be reported to the Northeast Florida CoC Governance Board and projects funded with Continuum of Care (HUD) or Emergency Solutions Grant funding (the State of Florida, Department of Children and Families, Office on Homelessness) and we will monitor annually.

2. Measures to determine effectiveness include the goals set out in the YYAAB Action Plan as well as housing performance measures (First time, LOT, returns, etc.)

- 1. Build capacity at agency level
  - a. Youth Demonstration Program Coordinator hired and on-boarded Oct. 2019, HR
  - b. Monthly Youth/Young Adult Serving Provider Meetings |

- c. Monthly report on letters of intent/funding proposals
  - 2. Build capacity and voice of Youth/Young Adult Action Board (YYAAB)
    - a. Youth/Young Adult Action Board Representative contracted and contract signed, Oct 2019, HR
    - b. Monthly meetings | Agendas, Minutes and Action Items
    - c. Monthly report on youth/young adult awareness activities
    - d. Monthly report on flexible funding to support communication objectives
  - 3. Update Coming Home Youth/Young Adult Action Plan
    - a. Updated Plan finalized, November 2019
    - b. Approved Plan, December 2019
    - c. Plan published and shared with community stakeholders, January 2019
      - i. Website and youth/young adult provider agencies' websites
      - ii. Constant Contact
      - iii. Email
      - iv. Social Media
  - 4. Report Coming Home Youth/Young Adult Action Plan Outcomes
    - a. September 2019, December 2019, March 2020 and June 2020
      - i. Educate the community
        - 1. YYAAB Training - # of trainings hosted | 3rd Quarter 2019
        - 2. Community-wide event hosted | 3rd Quarter 2019
      - ii. Get in front of homelessness – don't let it happen
        - 1. Diversion | 2nd & 3rd Quarter 2019
          - a. Plan
          - b. Training
          - c. # of youth/young adults diverted
        - 2. Education and Training calendar shared | 3rd Quarter 2019
          - a. # of youth participating, enrolled
        - 3. Workforce Development and Partnerships | 1st Quarter 2020
          - a. Create partnership with CareerSource
          - b. Job coaching and mentorship opportunities
        - 4. YYA Outreach Team formed | 1st Quarter 2020
          - a. Team onboarded
          - b. Outreach plan developed
      - vii. Easy to find and easy to access
        - 1. Safety Net Resource Center Opened | 4th Quarter 2019
3. If we're meeting the goals established in the YYAAB Plan and if we're making progress with housing youth/young adults, then it will demonstrate progress. If we find that these goals/performance measures are not demonstrating success, we will need to modify the plan and approach.

**3B-1e. Collaboration–Education Services.**

**Applicants must describe:**

- 1. the formal partnerships with:**
  - a. youth education providers;**
  - b. McKinney-Vento LEA or SEA; and**
  - c. school districts; and**
- 2. how the CoC collaborates with:**
  - a. youth education providers;**
  - b. McKinney-Vento Local LEA or SEA; and**
  - c. school districts.**

**(limit 2,000 characters)**

1. FL-510's closest ties are with Duval County Public Schools (DCPS), Lutheran Services of Florida (LSF) our local Head Start provider, and the Early Learning Coalition. Each month at least one of these representatives attends our membership meeting. In the past, we have worked with DCPS to help identify students that are experiencing homelessness. DCPS School Liaisons work closely with all four shelters to identify students and maintain schooling.

2. Three child-serving member agencies have MOUs with Head Start. And Changing Homelessness has an MOU with the Early Learning Coalition, which allows homeless children access for daycare and after-school care at no charge.

3. Several years ago, the membership adopted the Coalition Response to Collaboration & Consideration of Educational Needs. This document outlines the educational expectation for all member agencies. The expectations include discussing eligibility for and access to educational services. In 2014, the DCPS System published guidelines for eligibility and access to educational services.

**3B-1e.1. Informing Individuals and Families Experiencing Homeless about Education Services Eligibility.**

**Applicants must describe policies and procedures the CoC adopted to inform individuals and families who become homeless of their eligibility for education services.**

**(limit 2,000 characters)**

FL-510's policy dictates that all member agencies providing emergency shelter, transitional shelter, and other services adhere to the following educational guidelines:

1. Students ages 5 to 15 (Kindergarten eligible)
  - a. Must be enrolled in a school within two business days of entry into a program while school is in session.
  - b. Students joining a program over a holiday period will be enrolled in a school within two days of school resuming.
  - c. There will be a discussion with the family on:
    - i. Mid to long-term family goals, including educational goals
    - ii. Specific health and safety considerations
    - iii. McKinney-Vento services provided by public schools
  
2. Students ages 16 and older
  - a. Must be enrolled in the most appropriate educational program available within 14 days of program entry
  - b. Before enrollment, agency staff will discuss the following programs and their availability:
    - i. Public High School
    - ii. Pathways Academy at FSCJ
    - iii. GED programs
  - c. There will also be a discussion with the student on the following:
    - i. Educational and life goals
    - ii. Specific health and safety considerations
    - iii. McKinney-Vento services provided by public schools

3. School of Origin
  - a. School-aged children may not be kept out of school because of lack of proper documentation
  - b. If the child is under an Individualized Education Program (IEP) in another state, an IEP must be implemented in the new state of residence until a new one has been completed
  - c. All children have the right to continue in their school of origin
  
4. Before enrolling the child at a specific school, agency staff will inform the parent, guardian, or unaccompanied youth of their eligibility for McKinney-Vento education services. This will include a candid discussion of how local school districts provide these services, specific health and safety considerations of the student or family and the educational goals of the child.

**3B-1e.2. Written/Formal Agreements or Partnerships with Early Childhood Services Providers.**

**Applicant must indicate whether the CoC has an MOU/MOA or other types of agreements with listed providers of early childhood services and supports and may add other providers not listed.**

	MOU/MOA	Other Formal Agreement
Early Childhood Providers	Yes	
Head Start	Yes	
Early Head Start	Yes	
Child Care and Development Fund		
Federal Home Visiting Program		
Healthy Start		
Public Pre-K		Yes
Birth to 3 years		
Tribal Home Visting Program		
Other: (limit 50 characters)		

**Applicants must select Yes or No for all of the agreements listed in 3B-1e.2.**

**3B-2. Active List of Veterans Experiencing Homelessness.**

**Applicant must indicate whether the CoC uses an active list or by-name list to identify all veterans experiencing homelessness in the CoC.** Yes

**3B-2a. VA Coordination–Ending Veterans Homelessness.**

**Applicants must indicate whether the CoC is actively working with the U.S. Department of** Yes



**Veterans Affairs (VA) and VA-funded programs to achieve the benchmarks and criteria for ending veteran homelessness.**

**3B-2b. Housing First for Veterans.**

**Applicants must indicate whether the CoC has sufficient resources to ensure each veteran experiencing homelessness is assisted to quickly move into permanent housing using a Housing First approach.** Yes

**3B-3. Racial Disparity Assessment. Attachment Required.**

**Applicants must:**

- 1. select all that apply to indicate the findings from the CoC’s Racial Disparity Assessment; or**
- 2. select 7 if the CoC did not conduct a Racial Disparity Assessment.**

1. People of different races or ethnicities are more likely to receive homeless assistance.	<input checked="" type="checkbox"/>
2. People of different races or ethnicities are less likely to receive homeless assistance.	<input type="checkbox"/>
3. People of different races or ethnicities are more likely to receive a positive outcome from homeless assistance.	<input checked="" type="checkbox"/>
4. People of different races or ethnicities are less likely to receive a positive outcome from homeless assistance.	<input type="checkbox"/>
5. There are no racial or ethnic disparities in the provision or outcome of homeless assistance.	<input type="checkbox"/>
6. The results are inconclusive for racial or ethnic disparities in the provision or outcome of homeless assistance.	<input type="checkbox"/>
7. The CoC did not conduct a racial disparity assessment.	<input type="checkbox"/>

**3B-3a. Addressing Racial Disparities.**

**Applicants must select all that apply to indicate the CoC’s strategy to address any racial disparities identified in its Racial Disparities Assessment:**

1. The CoC is ensuring that staff at the project level are representative of the persons accessing homeless services in the CoC.	<input checked="" type="checkbox"/>
2. The CoC has identified the cause(s) of racial disparities in their homeless system.	<input type="checkbox"/>
3. The CoC has identified strategies to reduce disparities in their homeless system.	<input type="checkbox"/>
4. The CoC has implemented strategies to reduce disparities in their homeless system.	<input type="checkbox"/>

5. The CoC has identified resources available to reduce disparities in their homeless system.	<input type="checkbox"/>
6: The CoC did not conduct a racial disparity assessment.	<input type="checkbox"/>

## 4A. Continuum of Care (CoC) Accessing Mainstream Benefits and Additional Policies

**Instructions:**

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.

Please submit technical questions to the HUD Exchange Ask-A-Question at <https://www.hudexchange.info/program-support/my-question/>

**Resources:**

The FY 2019 CoC Application Detailed Instruction can be found at:

<https://www.hudexchange.info/e-snaps/guides/coc-program-competition-resources>

The FY 2019 CoC Program Competition Notice of Funding Availability at:

<https://www.hudexchange.info/programs/e-snaps/fy-2019-coc-program-nofa-coc-program-competition/#nofa-and-notices>

**Warning! The CoC Application score could be affected if information is incomplete on this formlet.**

### 4A-1. Healthcare—Enrollment/Effective Utilization

**Applicants must indicate, for each type of healthcare listed below, whether the CoC assists persons experiencing homelessness with enrolling in health insurance and effectively utilizing Medicaid and other benefits.**

Type of Health Care	Assist with Enrollment	Assist with Utilization of Benefits?
Public Health Care Benefits (State or Federal benefits, Medicaid, Indian Health Services)	Yes	Yes
Private Insurers:	Yes	No
Non-Profit, Philanthropic:	Yes	Yes
Other: (limit 50 characters)		

#### 4A-1a. Mainstream Benefits.

**Applicants must:**

- 1. describe how the CoC systematically keeps program staff up to date regarding mainstream resources available for program participants (e.g., Food Stamps, SSI, TANF, substance abuse programs) within the geographic area;**
- 2. describe how the CoC disseminates the availability of mainstream resources and other assistance information to projects and how often;**
- 3. describe how the CoC works with projects to collaborate with healthcare organizations to assist program participants with enrolling in**

**health insurance;**  
**4. describe how the CoC provides assistance with the effective utilization of Medicaid and other benefits; and**  
**5. provide the name of the organization or position title that is responsible for overseeing the CoC’s strategy for mainstream benefits.**  
**(limit 2,000 characters)**

1. The CoC follows a regular activity calendar to include monthly calls for information which invites the community of stakeholders and service providers to share mainstream resource training opportunities. Past examples are Lutheran Services Florida SSI, SSDI, Outreach, Access and Referral (SOAR) model training, and Family Support Services Breakfast Series, a monthly networking and learning event, as well Salvation Army’s Holiday Assistance information for program participants all of which we share at monthly General Membership meetings.
2. The CoC disseminates mainstream benefit program updates and announcements at the monthly membership meeting (typically 40+ agencies are in attendance), via published meeting minutes, presentations on the website, monthly newsletter, email campaigns and throughout the month as part of a planned social media strategy.
3. The CoC works with projects to ensure case managers and client support systems are trained and prepared to assist clients with their healthcare needs.
4. The Urban Rest Stop, a partnership of the Sulzbacher Center, the City of Jacksonville and Mental Health Resource Center, offers a location for people experiencing homelessness to seek assistance. Services include case management, showers, meals, healthcare, mailboxes, shelter placement, job referrals, etc. The Sulzbacher Center, one of the CoC service providers, operates Federally Qualified Healthcare Clinics providing a safety net for the medically underserved populations. Sulzbacher Village Pediatric Health Center offers primary care, dental, vision, and behavioral health services. Through partnerships with local hospitals, Sulzbacher offers a medical respite program where patients are screened and admitted through direct discharge planning.
5. Changing Homelessness, Inc., per the MOU with the CoC works with the membership as well as the Governance Board.

**4A-2. Lowering Barriers to Entry Data:**

**Applicants must report:**

1. Total number of new and renewal CoC Program-funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC has ranked in its CoC Priority Listing in FY 2019 CoC Program Competition.	17
2. Total number of new and renewal CoC Program-funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC has ranked in its CoC Priority Listing in FY 2019 CoC Program Competition that reported that they are lowering barriers to entry and prioritizing rapid placement and stabilization to permanent housing.	17
Percentage of new and renewal PSH, RRH, Safe-Haven, SSO non-Coordinated Entry projects the CoC has ranked in its CoC Priority Listing in the FY 2019 CoC Program Competition that reported that they are lowering barriers to entry and prioritizing rapid placement and stabilization to permanent housing.	100%

**4A-3. Street Outreach.**

**Applicants must:**

- 1. describe the CoC’s street outreach efforts, including the methods it uses to ensure all persons experiencing unsheltered homelessness are identified and engaged;**
- 2. state whether the CoC’s Street Outreach covers 100 percent of the CoC’s geographic area;**
- 3. describe how often the CoC conducts street outreach; and**
- 4. describe how the CoC tailored its street outreach to persons experiencing homelessness who are least likely to request assistance. (limit 2,000 characters)**

1. The 1st goal of our Outreach program is to attempt to identify, by name, every unsheltered homeless person in the community. The 2nd goal is to link every unsheltered homeless person to services. Outreach workers engage and bring assistance to people who are living on the streets. They build trust and then direct people to the Urban Rest Stop and one of the primary points of Coordinated Entry where will be pre-screened for housing and other support services (Dental, medical, ER shelter).

2. FL-510’s street outreach covers 100% of Northeast Florida which includes Duval, Clay, and Nassau counties. FL-510 has several Outreach teams– the Hope Team and Beaches Hope Team (which include medical outreach specialists), SSVF Outreach (Veterans) in partnership with the VA, JASYMN (youth and young adult team) and QUEST to canvass and support our coverage area.

3. The various Outreach teams conduct outreach every day throughout Northeast Florida. Additionally, in 2018, we hosted a Monthly Downtown Street Count to focus on the people who are experiencing homelessness in the urban core. In 2018, we implemented a 2nd annual August Surge, a midyear PIT, to target two key areas where we were finding the most significant number of unsheltered people – the urban core and the beaches.

4. Each team consists of at least 2 persons and tailor their approach to meet people where they are and build the trust needed to encourage service adoption. We also strive to reflect the people we work with. This effort can include - when possible - gender, race, ethnicity, age, veteran status, and homeless experience, etc. With a focus on engagement (pro-active activities to find and engage persons experiencing homelessness); our outreach teams provide essential survival items (blankets, gloves, socks, personal care items, etc.). And they help people seeking assistance with system navigation and links to services – we work to overcome connection barriers.

**4A-4. RRH Beds as Reported in HIC.**

**Applicants must report the total number of rapid rehousing beds available to serve all household types as reported in the Housing Inventory Count (HIC) for 2018 and 2019.**

2018	2019	Difference
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RRH beds available to serve all populations in the HIC	422	439	17
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**4A-5. Rehabilitation/Construction Costs–New Projects.** No

Applicants must indicate whether any new project application the CoC ranked and submitted in its CoC Priority Listing in the FY 2019 CoC Program Competition is requesting \$200,000 or more in funding for housing rehabilitation or new construction.

**4A-6. Projects Serving Homeless under Other Federal Statutes.** No

Applicants must indicate whether the CoC is requesting to designate one or more of its SSO or TH projects to serve families with children or youth defined as homeless under other federal statutes.

## **Attachment Details**

**Document Description:** FY 2019 CoC Competition Report\_FL-510

## **Attachment Details**

**Document Description:**

## **Attachment Details**

**Document Description:**

## **Attachment Details**

**Document Description:** CE Assessment Tool\_FL-510

## **Attachment Details**

**Document Description:** Projects Accepted Notification\_FL-510

## **Attachment Details**

**Document Description:** Project(s) Rejected-Reduced Notification\_FL-510

## **Attachment Details**

**Document Description:** Local Competition Deadline\_FL-510

## **Attachment Details**

**Document Description:** Local Competition Public Announcement\_FL-510

## **Attachment Details**

**Document Description:** Consolidated Application\_FL-510

## **Attachment Details**

**Document Description:** Local Education or Training Organization Agreement\_FL-510

## **Attachment Details**

**Document Description:** State or Local Workforce Agreement\_FL-510

## **Attachment Details**



**Document Description:** Racial Disparity Assessment Summary\_FL-510

## **Attachment Details**

**Document Description:**

## **Attachment Details**

**Document Description:** Other - Attachment 1\_FL-510

## **Attachment Details**

**Document Description:** Other - Attachment 2\_FL-510

## **Attachment Details**

**Document Description:** Other - Attachment 3\_FL-510

## Submission Summary

**Ensure that the Project Priority List is complete prior to submitting.**

<b>Page</b>	<b>Last Updated</b>
<b>1A. Identification</b>	09/13/2019
<b>1B. Engagement</b>	09/24/2019
<b>1C. Coordination</b>	09/25/2019
<b>1D. Discharge Planning</b>	No Input Required
<b>1E. Local CoC Competition</b>	09/25/2019
<b>1F. DV Bonus</b>	09/25/2019
<b>2A. HMIS Implementation</b>	09/25/2019
<b>2B. PIT Count</b>	09/24/2019
<b>3A. System Performance</b>	09/24/2019
<b>3B. Performance and Strategic Planning</b>	09/20/2019
<b>4A. Mainstream Benefits and Additional Policies</b>	09/16/2019
<b>4B. Attachments</b>	09/26/2019

  

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**Submission Summary**

No Input Required