

# EMERGENCY SOLUTIONS GRANT (ESG) OUTREACH AWARD TRAINING

## ESG Grant Administration Training: September 2, 1-2pm EDT

Audio: 1-800-992-0185, Access Code: 3752212  
Please mute your phone by pressing \*1.

Presenter: **Lori Dimick**

ESG Program Coordinator: **Emily Harris-Shears**

**317-234-7579**, [eharrisshears@ihcda.in.gov](mailto:eharrisshears@ihcda.in.gov)

# Allocation Summary-Outreach

- Amount requested (for Outreach funds) \$118,000
- Amount available: \$90,389
- Difference: \$27,611
- Average award \$30,130
- Award amount – determined by formula based on request amount, average score, and amount of funds available
- “Clean slate” every year—awards not based on the previous year’s amount

# Score Summary- Overall Notes

## Most frequently lost points:

- ▣ Completeness - following instructions; incomplete or incorrect attachments (27 pts)
- ▣ Financial mgmt. system-division of fiscal tasks
- ▣ Vague descriptions, lacking sufficient specific detail
- ▣ Late reports (1 pt. for each day late)
- ▣ Unclaimed funds of \$500 or more in 2015 grant cycle (3 pts. lost)

**\*\*Please have someone review your application before you submit it! Please ask clarification questions on what's needed for attachments!\*\***

# Topics Covered

- General Program Requirements
- Homeless Definition & Documentation of Homelessness
- Eligible Activities
- Claims, Budget Modifications
- Match
- HMIS & DV Database Requirement
- Reports
- Performance Objectives-Goals
- Award Monitoring
- Governance Structures
- Regional Planning Council meetings
- Upcoming Trainings

# ESG Contracts & Award documents

## □ **Contract/Agreement**

- Award Term: 7/1/15-6/30/16
- Read over the contract-conflict of interest, FFATA, drug free workplace, etc.
- Exhibit A: Claims, Eligible Expenses, HMIS/Client Track Databases, Match, Confidentiality, RPC Coordination, Coordinated Access
- Certification of local approval

## □ **Award Documents**

- Activity Budget Plan
- Authorized Signature Form
- ACH Deposit Form (CFDA # is on your contract, top of very first page)
- Conditional Funding letter-if you received one of these, this means you lost points on your application.
- \*No payroll authorization form needed this year. Trying to ease the paperwork burden.

# ESG Program Requirements

- Funds can serve people experiencing category 1 homelessness only (HUD's definition of homeless)
- Document homeless status (use form)
- 100% match (must be documented)
- Keep accurate financial, service delivery records, for **5 years**
- Working e-mail and access to Internet, financial software
- Required to attend Award Trainings/Webinars
- Must submit Semi-Annual Report and Annual & Close-out Report
- Ensuring Confidentiality! **Never** email us client names!!
- All of these requirements will be detailed in the ESG Outreach Award Manual (Available by mid-September)

# Street Outreach Component

- ESG funds may be used for costs of providing essential services necessary to reach out to unsheltered homeless people;
- Connect them with emergency shelter, housing, or critical services; and
- Provide urgent, non-facility based care to unsheltered homeless people who are unwilling or unable to access emergency shelter, housing, or an appropriate health facility.
- “Unsheltered homeless people”: individuals and families who qualify as homeless under category 1, part (i) of HUD’s homeless definition.

# Homeless Definition

- **Category 1: Literally homeless**
  - (i) An individual or family with a primary nighttime residence that is a public or private space not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or campground.

# Documenting Homeless Status

- **Utilize form to document homeless status**
- 3<sup>rd</sup> party verification is preferred where possible
- Document “due diligence” if unable to obtain 3<sup>rd</sup> party verification
- Not having proper documentation of homelessness status is a common finding in monitoring visits!

# Eligible Activities

- Engagement
- Case Management
- Emergency Health Services
- Emergency Mental Health Services
- Transportation
- Services for Special Populations

# Engagement

- The costs of activities to **locate, identify, and build relationships** with unsheltered homeless people and engage them for the purpose of providing immediate support, intervention, and connections with homeless assistance programs and/or mainstream social services and housing programs.
- These activities consist of making an **initial assessment** of needs and eligibility; **providing crisis counseling; addressing urgent physical needs**, such as providing **meals, blankets, clothes, or toiletries**; and actively **connecting and providing information and referrals to programs** targeted to homeless people and mainstream social services and housing programs, including emergency shelter, transitional housing, community-based services, permanent supportive housing, and rapid re-housing programs.
- Eligible costs include the **cell phone costs of outreach workers during the performance of these activities**.

# Case Management

- The cost of assessing housing and service needs, arranging, coordinating, and monitoring the delivery of individualized services to meet the needs of the program participant.
- Eligible services and activities are as follows: using the centralized or **coordinated assessment system** as required under §576.400(d); conducting the initial evaluation required under §576.401(a), including
  - **verifying and documenting eligibility;** (homeless documentation form)
  - **counseling;**
  - **developing, securing and coordinating services;**
  - **obtaining Federal, State, and local benefits;**
  - **monitoring and evaluating program participant progress;**
  - **providing information and referrals to other providers;** and
  - **developing an individualized housing and service plan,** including planning a path to permanent housing stability.

# Emergency Health Services

- Eligible costs are for the **direct outpatient treatment** of medical conditions and are provided by licensed medical professionals operating in community-based settings, including streets, parks, and other places where unsheltered homeless people are living.
- ESG-O funds may be used only for these services to the extent that other appropriate health services are inaccessible or unavailable within the area.
- Eligible treatment consists of:
  - ▣ assessing a program participant's health problems and developing a treatment plan;
  - ▣ assisting program participants to understand their health needs;
  - ▣ providing directly or assisting program participants to obtain appropriate emergency medical treatment; and
  - ▣ providing medication and follow-up services.

# Emergency Mental Health Services

- Eligible costs are the **direct outpatient treatment** by licensed professionals of mental health conditions operating in community-based settings, including streets, parks, and other places where unsheltered people are living.
- ESG-O funds may be used only for these services to the extent that other appropriate mental health services are inaccessible or unavailable within the community.
- Mental health services are the application of therapeutic processes to personal, family, situational, or occupational problems in order to bring about positive resolution of the problem or improved individual or family functioning or circumstances.
- Eligible treatment consists of crisis interventions, the prescription of psychotropic medications, explanation about the use and management of medications, and combinations of therapeutic approaches to address multiple problems.

# Transportation

The transportation costs of travel by outreach workers, social workers, medical professionals, or other service providers are eligible, provided that this travel takes place during the provision of services eligible under this section. The costs of transporting unsheltered people to emergency shelters or other service facilities are also eligible. These costs include the following:

- (i) The cost of a program participant's travel on public transportation;
- (ii) If service workers use their own vehicles, mileage allowance for service workers to visit program participants;
- (iii) The cost of purchasing or leasing a vehicle for the recipient or subrecipient in which staff transports program participants and/or staff serving program participants, and the cost of gas, insurance, taxes and maintenance for the vehicle; and
- (iv) The travel costs of recipient or subrecipient staff to accompany or assist program participants to use public transportation.

# Services for Special Populations

- ESG-O funds may be used to provide services for **homeless youth, victim services, and services for people living with HIV/AIDS**, so long as the costs of providing these services are eligible under paragraphs (a)(1) through (a)(5) of this section. The term *victim services* means services that assist program participants who are victims of domestic violence, dating violence, sexual assault, or stalking, including services offered by rape crisis centers and domestic violence shelters, and other organizations with a documented history of effective work concerning domestic violence, dating violence, sexual assault, or stalking.

# Where to do Street Outreach?

- City Streets and Alleys
- Bridges and Underpasses
- Subways/Bus Stops
- Parks
- Vacant Lots and Abandoned Buildings
- Vehicles
- Food Courts, Coffee Shops, Libraries
- 24-Hour Establishments (Laundry, Fast Food)
- Railroad Tracks
- Rural Locations (wooded and camping areas)

# Approaches

- Offer Warmth, Hospitality and a Human Connection
- Take Care of Immediate and Concrete Needs First
- Be Proactive and Client-Centered
- Engage Those Who May Be Reluctant
- Be Consistent and Intentional
- Build in Flexibility
- Utilize Best Practices
- Integrated into a Larger Continuum of Care

\*Ken Kraybill, Adapted from Marsha McMurray-Avila in *Organizing Health Services for Homeless People*, 1997

# Engagement Strategies

- Approach People Gently and Willing to Listen
- Don't Be Afraid of Silences or Going Deeper
- Be Willing to Engage Again and Again – Relationships Develop Over Time
- Reframe How You View Difficult Behaviors
- Don't Take It Personal – Be Aware of Your Own Internal Reactions
- Start With What's Important to the Individual
- Lend Other's Hope

\*Source: Christine Elwell, Director of Outreach Pathways to Housing DC [celwell@pathwaysdc.org](mailto:celwell@pathwaysdc.org),  
NAEH Conference Material, July 2013

# Successful Outreach Worker

- Genuinely Initiate Conversation
- Resourceful and Creative
- Patient and Persistent Without Being Intrusive
- Assertive
- Independent But Able to Collaborate
- Reliable - Keep Our Word
- Maintain and Respect Privacy
- Advocate for Change – Remove Barriers and Impact

\*Source: Christine Elwell, Director of Outreach Pathways to Housing DC  
[celwell@pathwaysdc.org](mailto:celwell@pathwaysdc.org), NAEH Conference Material, July 2013

# Other Tips

- Be Strategic - Know the Population and Decide Who You Intend to Serve
- Coordinate and Collaborate with Other Community Providers
- Identify Professional Support Structure
- Practice Setting Limits and Good Self Care
- Use Technology
- Take Advantage of Opportunities to Educate the Public
- Use Stats and Anecdotes to Promote Success
- Celebrate ALL Accomplishments!

\*Source: Christine Elwell, Director of Outreach Pathways to Housing DC  
[celwell@pathwaysdc.org](mailto:celwell@pathwaysdc.org), NAEH Conference Material, July 2013

# Claim Process

- ❑ Claims Management Contact: [Shonda Banner sbanner@ihcda.in.gov](mailto:Shonda Banner sbanner@ihcda.in.gov)
- ❑ Claims Help Desk: [claims@ihcda.in.gov](mailto:claims@ihcda.in.gov)
- ❑ Claims are submitted electronically through IHCDA Online
- ❑ 60 days to submit claim
- ❑ **60 day exception: June claim is due by July 31, 2016**
- ❑ Payment by reimbursement only, within 5-7 business days from receipt
- ❑ No more than 12 monthly claims per year. Cannot combine months.
- ❑ Can skip a month (Sept.), but once skipped and next month is claimed (Oct.), cannot go back and claim for skipped month (Sept.)
- ❑ Must be PAID or INCURRED in month claimed.

# Budget Modifications

1. Move funds among line items within the activities
  - Example: moving funds from Case Management to Transportation.
  - No need to notify IHADA & no limit on number of times.

# Match

- 100% match required
- ESG Match Documentation Form available to track match. All match listed on form must be well documented upon monitoring.
- Match must directly benefit ESG beneficiaries and must be expended (cash) or provided (in-kind) during the award term
- Cannot use funds used to match previous ESG Grant, must be within current grant year
- Cannot use federal funds to match (except CDBG & CSBG)
- Eligible Match:
  - **Cash/Grant** (United Way, donations, Foundations, etc.)
  - **In-Kind**
    - Value of any donated material
    - Any salary paid to staff to carry out the ESG-O program (that is not reimbursed by ESG)
    - Value of time and services of volunteers to carry out the ESG program at rate of what activity is valued at (professional services-medical/legal- at reasonable and customary rate)

# HMIS (Homeless Management Information System)

- Secure, confidential Web-based data collection system that tracks data on the nature and extent of homelessness in your individual program(s), your community, and also statewide and nationally.
- All ESG sub-recipients (except Victim Service Providers) are **required** to enter client data into HMIS on *regular and consistent basis*=within **2 weeks** of client intake
- Indiana CoC's HMIS Software Vendor: **ClientTrack**
- **HMIS Staff:** **Jill Robertson**, HMIS Manager  
**Lori Wood**, HMIS/ DV-ClientTrack Master Trainer  
**Michelle Milliken**, At Work Solutions, Inc.  
Questions? E-mail [HMISHelpDesk@ihcdaonline.com](mailto:HMISHelpDesk@ihcdaonline.com)
- **Features of ClientTrack:**
  - User-friendly, customizable, easy to **generate reports**
  - **Case Management Tool:** Can track employee hours, client goals, outcomes, and manage case loads
  - **Arizona Self-Sufficiency Matrix-** built in vulnerability matrix to quantify clients' progress over time
  - Easy to track and report on **Match**

# HMIS & DV/ClientTrack New User & Upgrade Trainings-September 2015

- **Several session times available at each location:**
  - New user sessions will be available at each location for first time users
  - All existing users are required to attend a 2015 upgrade session
- **To register:** The training dates, locations and times are listed on the News Page of client track. Click the Eventbrite link to register
- HMIS - <https://ihcdaonline.com/IndianaUW/>
- DV Client Track - <https://ihcdaonline.com/IDV/>
  
- **September 10**-Hammond, IN
- **September 14**-Fort Wayne, IN
- **September 16**-Anderson, IN
- **September 21**-Lafayette, IN
- **September 23**-Terre Haute, IN
- **September 29**-Evansville, IN
- **September 30**-Bloomington, IN

# ESG Reports

Report	Due Date
Semi-Annual Report	January 2016
Annual Report & Close-out Report (APR & CAPER)	July 29, 2016

- Late Reports- lose 1 point on application for every day late
- Submit reports by e-mail preferably
- More information will be provided closer to the dates. Will be given at least 2 weeks to complete each report.

# Performance Goals

- Funding, at this point, is **not** based off of your performance.
- Nonetheless, as with nearly any activity, it's good to set goals to know how to measure success.
- It's also good to have results to show other funding sources.
- How are you going to know how you are doing if you don't attempt to measure progress?
- Goal= support people moving from homelessness to housing!

# Performance Objectives

- 1. Percentage of persons who increased or maintained their income
- 2. Percentage of persons exited to a positive housing destination\* (Leavers)

\*Positive housing destination includes moving to an emergency shelter, transitional housing, permanent housing owned or rented by client with or without rental subsidies, permanent supportive housing for homeless persons, living with family or friends on a permanent or temporary basis, safe haven, hospital, substance/detox facility, or hotel/motel.

# Award Monitoring

- IHADA is required to monitor 25% of ESG awarded projects annually.
- The ESG Coordinator will send monitoring checklist in advance. Programs will be contacted before monitoring visit with a minimum of two weeks advance notice.
- Emphasis on compliance with federal requirements such as homeless documentation, financial records, match documentation.
- An opportunity to see the great work you're doing first-hand!

# Governance Structures

- **Continua of Care (CoC)**- HUD recognizes 3 CoC's in State of Indiana:
  - ▣ 1) Balance Of State 2) Indianapolis 3) St. Joseph County
- **Balance of State CoC**
  - ▣ Governed by **CoC Board** (meets monthly at IHCDA)
    - <http://www.indianabos.org/> website for updates
  - ▣ Quarterly General Membership Meetings (at IHCDA)
  - ▣ **Regional Planning Councils (RPC) on the Homeless** (15 total). RPC structures reflects local planning priorities and is a regionally-based homeless assistance programs planning group
- **Goals:** Coordinate efforts of identifying needs of local homeless populations (rental assistance, education and services, permanent supportive housing, affordable housing; gaps in services, and identify the resources needed to fill gaps and strategies to obtain them.)
- **ESG Subrecipients are required to attend at least 75% of RPC meetings annually.**

# Regional Planning Council Chairs-BOS

- 1A-Sharron Liggins: [sharronliggins@aol.com](mailto:sharronliggins@aol.com)
- 1- Caroline Shook: [cshook@housing-opportunities.com](mailto:cshook@housing-opportunities.com)
- 2- Tara Morris: [elkmhc@aol.com](mailto:elkmhc@aol.com)
- 3- Jae Hampton: [jae.hampton@uwacin.org](mailto:jae.hampton@uwacin.org)
- 4- Marie Morse: [marie@homesteadcs.org](mailto:marie@homesteadcs.org)
- 5- Pam Isaac: [pam@fsahc.org](mailto:pam@fsahc.org)
- 6- Susie Kemp: [shkemp.49@gmail.com](mailto:shkemp.49@gmail.com)
- 7- Raye Rauckman: [rrauckman@mhavc.org](mailto:rrauckman@mhavc.org) & Rick Stevens: [rls3@vigoschools.org](mailto:rls3@vigoschools.org)
- 8- Melissa Stayton: [Melissa.Stayton@aspireindiana.org](mailto:Melissa.Stayton@aspireindiana.org)
- 9- Derek White: [Derek@hacrhousing.com](mailto:Derek@hacrhousing.com)
- 10- Elaine Guinn: [director@nhfsinc.org](mailto:director@nhfsinc.org)
- 11- Michelle Lee: [mlee@hsi-indiana.com](mailto:mlee@hsi-indiana.com) & Carrie Kruse: [carriekruse@turningpointdv.org](mailto:carriekruse@turningpointdv.org)
- 12- Kimron Reising: [director@unitedcaringshelters.com](mailto:director@unitedcaringshelters.com)
- 13- Leslea Townsend Cronin: [ltownsend@stecharities.org](mailto:ltownsend@stecharities.org)
- 14- Craig Beckley: [hearthouse@seidata.com](mailto:hearthouse@seidata.com)

# IHCDA Focus Trainings

- ❑ **Survey Monkey to assess training needs/wants will be sent to all sub-  
recipients in the next few weeks- please look for this email and complete**

***THANK YOU FOR JOINING US!***

**QUESTIONS?**