EMERGENCY SOLUTIONS GRANT (ESG)
SHELTER AWARD TRAINING

**ESG Grant Administration
Training: August 26th, 1-2pm EDT**

Audio: Dial 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

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Indiana Housing & Community Development Authority

Topics Covered

- Allocation Summary; Contracts & Award Documents
- General Program Requirements
- Homeless Definition & Documentation of Homelessness
- Termination & Grievance Policy for Clients
- Eligible Activities
- Claims, Budget Modifications
- Match
- HMIS & DV Database Requirement
- Reports
- Performance Objectives-Goals
- PIT Participation
- Monitoring
- Governance Structures
- Regional Planning Council meetings
- Upcoming Trainings

Allocation Summary-Shelter Program

- Amount requested (for shelter funds) $2,630,145.

- Amount available: $1,833,633.

- Difference: $796,512

- Average award $36,930

- 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

Allocation Summary-Shelter Rapid Re-housing

- Amount requested (for shelter funds) $83,000

- Amount available: $50,000

- Difference: $33,000

- Average award $5,556

- 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, not following instructions (12 pts. lost for incomplete application); incomplete or incorrect attachments. We increased this due too many conditional letters last year. Much better this year.

- Financial mgmt. system-division of fiscal tasks

- Vague descriptions, lacking sufficient specific detail

- Late reports (5 pt. deduction),

- Unclaimed funds of $100 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!

ESG Contracts & Award documents

- **Contract/Agreement**
  - Award Term: 7/1/15-6/30/16
  - Exhibit A: Claims, HMIS/Client Track Databases, Victim Service Providers-Client's Consent, PIT, Match, Confidentiality, Program Fees, RPC Coordination, Coordinated Access
  - Exhibit B-Fill out what you want budgeted in ES, OP
  - Certification of local approval
- **Award Documents**
  - Activity Budget Plan
  - Authorized Signature Form
  - Conditional Funding letter-if you received one of these, this means you lost points on your application.

ESG Program Requirements

- Funds can serve people experiencing [category 1](#) homelessness only (HUD's definition of homeless)

- Document homelessness! (form)

- Age or gender of a child must not be used as a basis for denying shelter to a family

- 100% match (must be documented)

- Termination/Grievance Procedure

- Participation of Homeless Persons in organization

- Keep accurate financial, service delivery records, for **5 years**

- Working e-mail and access to Internet, financial software

- Non- domestic violence shelter must use HMIS, DV must use comparable database (we recommend Client Track) Must enter not just for ESG program, but all homeless programs in agency. **Enter client data within 2 weeks of intake.**

Requirements (continued)

- Required to attend Award Trainings/Webinars
- Must submit Semi-Annual Report and Annual & Close-out Report
- Must participate in the annual Point in Time (PIT) Count (held in late January) and submit required PIT reports
- Ensuring Confidentiality! **Never** email IHCDA with client names!
- Building and Habitability Standards
- All of these requirements are detailed in the ESG Award Manual
- In order to continue to meet ESG Threshold – Attend local Regional Planning Council on Homelessness.

Homeless definition

- **Category 1:** Literally homeless- a place not meant for human habitation or an Emergency Shelter

- **Category 2:** <u>Imminent</u> Risk of Homelessness
- **Category 3:** Homeless Under Other Federal Statute

- **Category 4:** Fleeing/Attempting to Flee DV

- *NOTE: "<u>At Risk</u> of Homeless" definition does <u>*not*</u> fall under the definition of Homeless, and is not included in Indiana's ESG program

Documenting Homelessness

- **Utilize form to document homeless status**
- 3rd party verification is preferred where possible
- Document "due diligence" if unable to obtain 3rd party verification
- Not having proper documentation is a common finding in monitoring visits!

Termination & Grievance Policy

- Create a termination policy and grievance policy
- The following four elements must be included at minimum:
1. **Who** to appeal to (it must be clear that it is a person or committee who is different than the person/people who terminated their stay).
2. The **time period** in which they may appeal; number of days.
3. What are acceptable **forms** that the appeal can be in (letter, email, verbal, etc.)
4. The **number of days** in which they will receive a **response** to their appeal.

ESG Eligible Activities

1. **Emergency Shelter**
   a) Essential Services
   b) Operations

2. **Rapid Re-housing*:** Housing Relocation & Stabilization Services
   a) Financial Assistance
   b) Services
   c) Rental assistance (first month & arrears only)

*Only awarded to those who requested the funds and do not have a RRH agency in their Region.

Shelter: Essential Services (ES)

Essential services provided **directly** to individuals and families who are in an emergency shelter, including salaries to provide direct services noted below:

- **Case management**
- **Child Care**
- **Education Services**
- **Employment Assistance and Job Training**
- **Outpatient Health Services**
- **Legal Services**
- **Life Skills Training**
- **Mental Health Services**
- **Substance Abuse Treatment Services**
- **Transportation**
- **Services for Special Populations**-Otherwise eligible essential services tailored to address the special needs of homeless youth, victims of domestic violence and related crimes/threats, and people living with HIV/AIDS in emergency shelters.

Examples: Essential Services

- **Case management-** salary of case manager working directly with shelter clients
- **Child Care-** payment to a licensed daycare center for child care of shelter clients including providing meals, snacks, and activities
- **Education Services-** cost of books, instructional materials, literacy training
- **Employment Assistance and Job Training-** cost of job training programs; assistance in acquisition of vocational license and/or certificate
- **Outpatient Health Services-** outpatient Doctor examination, health screening, preventative medical care, medication, dental care
- **Legal Services-** hourly fees and legal advice from licensed attorneys; court costs
- **Life Skills Training-** training budgeting resources, managing money, conflict resolution, shopping for food, etc.
- **Mental Health Services-** outpatient treatment by licensed professionals
- **Substance Abuse Treatment Services-** outpatient treatment for up to 30 days
- **Transportation-** travel to and from essential service activities-bus tokens, shelter vehicle

Essential Services: *Ineligible Activities*

- Salaries of employees **not** working directly with clients
- Staff recruitment/training
- Transportation costs not directly associated with service delivery
- Transportation-gas cards or filling client's car with gas
- Inpatient detoxification and other inpatient drug or alcohol treatment

Shelter: Operations (OP)

Eligible operating costs of the shelter building related to the provision of emergency housing

- ☐ <u>Including</u>: Maintenance (minor or routine repairs), rent, security, fuel (for shelter not vehicle), equipment, insurance, utilities, food, furnishings, and supplies necessary for the operation of the emergency shelter
- ☐ Payment of short-term motel/hotel stays where no appropriate emergency shelter is available
- ☐ No more than 10% of each subrecipient's total award can be utilized for operations staff salaries
  - ◼ Excludes maintenance and security salary costs

Examples: Shelter Operations

- **Maintenance**: carpet cleaning in shelter rooms; fixing plumbing issue in shelter; salary of maintenance worker; killing bed bugs, etc.

- **Rent**: lease of shelter building

- **Security**: monthly cost of security system for shelter; software for computer security

- **Fuel**: gas or electric bill for shelter building

- **Equipment:** Purchasing new computers, printers, copy machines, microwave for shelter kitchen, etc.

- **Insurance:** shelter building insurance; auto insurance on shelter owned (or leased) vehicle used for shelter program

- **Utilities:** water and sewage costs of shelter building

- **Food:** food for shelter clients

- **Furnishings:** mattresses, beds, tables to furnish shelter rooms, etc.

- **Supplies:** office supplies used for the shelter program; cleaning supplies for the shelter building, etc.

OPERATIONS: _Ineligible_ Activities

- Recruitment or ongoing staff training
- Depreciation
- Costs associated with the organization rather than the facility (ex: advertisements, pamphlets about organization, survey)
- Public Relations or fund raising
- Staff training, entertainment, conferences, retreats
- Bad debts/late fees
- Mortgage payments
- Financial Audits
- Vehicle Maintenance or Fuel

Rapid Re-housing

- Housing relocation and stabilization services and <u>short term, one-time financial assistance</u>, as necessary, to help a homeless individual or family move as quickly as possible out of shelter system and into permanent housing and achieve stability in their own housing.

- It works! Communities that have most successfully decreased homeless numbers have employed Rapid Re-housing programs as a central part of the solution.

- Directly reduces homelessness, <u>frees up space in emergency shelter</u> to be able to more effectively and rapidly triage people through emergency crisis center

- Helps your shelter program to get people into permanent housing quickly and thus reduce length of stay and be able to serve more people

- Funded RR programs are required to execute MOU's with all ESG funded shelters in service area.

- Population served: *literally* homeless only! Those in a shelter, place not meant for human habitation. No income requirements.

Rapid Re-housing Activities

- **Financial Assistance** (Short-term only)
  - Security, Utility Deposits
  - Utility Payments & Arrears
  - Last Month's Rent
  - Rental Application Fees
  - Moving costs (truck rental, moving company, short term storage)
- **Services (need to provide financial assistance or rental assistance to use)**
  - Housing Search & Placement
  - Housing Stability Case Management
  - Legal Services
  - Credit Repair
- **Rental Assistance** (One time payment only)
  - First Month's Rent (need to sign lease agreement w/ landlord)
  - Rental Arrears (up to 6 months; sign form with landlord, tenant, proof of arrears)

Rapid Re-housing: *Ineligible* Activities

- Housing/services to persons who don't meet HUD's literal homelessness definition

- Direct payments to individuals needing assistance

- Long term assistance

- Ongoing Rental Assistance (ineligible for the ESG Shelter Program Subrecipients only)

Claim Process

- Claims Management Contact: Shonda Banner sbanner@ihcda.in.gov
- Claims Help Desk: 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

Two Types of Budget Modifications:

1. Changing budget from what is listed in *Exhibit B* of Award Agreement (between activities)

   - Process: (by email)
     - Submit request on letterhead with justification and with Authorized Signature, <u>AND</u>
     - Submit revised Budget modification form (partner website)
   - IHCDA will respond within 5 business days. If approved, will send Budget Amendment. Sign and send back via <u>mail</u>. IHCDA will adjust internal system and send back executed copy via e-mail.
   - Maximum of one per year!

2. Move funds among line items within the activities
   - <u>Example:</u> moving funds from utilities to food within Operations category
   - I know some were sending an e-mail to let us know. No need to notify IHCDA & 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 or building
    - Value of any lease on a building
    - Any salary paid to staff to carry out the ESG program
    - 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 – same within 2 weeks period**

- **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**

- **Features of Client Track:**

  - 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

Domestic Violence Database Requirements

☐ Must have comparable system to HMIS system (collect same universal data elements, produce aggregate, client-level, unduplicated reports)

☐ IHCDA has created separate ClientTrack program, available to DV shelters who cannot meet the requirement with their current database.

☐ Contact Jill Robertson to get the DV version of ClientTrack

   ☐ PHONE: 317-234-7572

   ☐ EMAIL: jirobertson@ihcda.in.gov

☐ DV Client Track Help Desk: dvHelpDesk@ihcdaonline.com

ESG Reports

Report	Due Date
Semi-Annual Report	January 2016
Point in Time Report	February/March 2016
Annual Report & Close-out Report (APR & CAPER)	July 29, 2016

- Late Reports- lose 5 points on application
- 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. However this may change in future.

- 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

Performance Objective	Emergency Shelter Program	Transitional Housing Program
Permanent Housing: Percentage of discharged clients who exited to a permanent housing destination.	50%	65%
Income: Percentage of discharged clients who increased or maintained their income upon exit. Sustaining no income should not be counted. (SSI/SSDI, employment, TANF, child support, cash veterans benefits, etc.)	25%	65%
Length of Stay: (Took out of RFP this year however may come back next year.) The *average* length of stay while at emergency shelter or transitional housing program.	40 days or less	170 days or less

Award Monitoring

- IHCDA required to monitor 25% of ESG funded 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, termination policies.

- Basic Health /Safety habitability inspection

- "Financial Management for Nonprofits" guide is a good resource to improve financial capacity. Found online on partner website under ESG important documents.

Point in Time Count Participation

- All ESG funded homeless shelters and transitional housing programs are required to participate in the annual Point in Time Count.

- ESG Program Coordinator will assign a PIT Coordinator for your Region who will be communicating with you regarding your participation in the count. (PIT Count Timeline: October-March)

- Participation expectations:
  - Update Housing Inventory Chart (HIC) form (October)
  - Communicate and respond timely with PIT Coordinator and Regional Planning Council Chair requests
  - Keep HMIS or Client Track Data up to date
  - Fill out PIT surveys when applicable (DV providers not on CT or as part of unsheltered count efforts)
  - Pull PIT Report from HMIS/CT as required, check data carefully, send to appropriate IHCDA staff on time

Governance Structures

- **Continua of Care (CoC)-** HUD recognizes 3 CoC's in State of Indiana:
  - 1) <u>Balance Of State</u>   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
- 1- Caroline Shook: cshook@housing-opportunities.com
- 2- Tara Morris: elkmhc@aol.com
- 3- Jae Hampton: jae.hampton@uwacin.org
- 4- Marie Morse: marie@homesteadcs.org
- 5- Pam Isaac: pam@fsahc.org
- 6- Susie Kemp: shkemp.49@gmail.com
- 7- Raye Rauckman: rrauckman@mhavc.org & Rick Stevens: rls3@vigoschools.org
- 8- Melissa Stayton: Melissa.Stayton@aspireindiana.org
- 9- Derek White: Derek@hacrhousing.com
- 10- Elaine Guinn: director@nhfsinc.org
- 11- Dana Gunter: director@nhfsinc.org
- 12- Kimron Reising: director@unitedcaringshelters.com
- 13- Leslea Townsend Cronin: ltownsend@stecharities.org
- 14- Craig Beckley: 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?