

Before Starting the CoC Application

You must submit all three of the following parts in order for us to consider your Consolidated Application complete:

1. the CoC Application,
2. the CoC Priority Listing, and
3. all the CoC's project applications that were either approved and ranked, or rejected.

As the Collaborative Applicant, you are responsible for reviewing the following:

1. The FY 2023 CoC Program Competition Notice of Funding Opportunity (NOFO) for specific application and program requirements.
2. The FY 2023 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.

Your CoC Must Approve the Consolidated Application before You Submit It
- 24 CFR 578.9 requires you to compile and submit the CoC Consolidated Application for the FY 2023 CoC Program Competition on behalf of your CoC.

- 24 CFR 578.9(b) requires you to obtain approval from your CoC before you submit the Consolidated Application into e-snaps.

Answering Multi-Part Narrative Questions

Many questions require you to address multiple elements in a single text box. Number your responses to correspond with multi-element questions using the same numbers in the question. This will help you organize your responses to ensure they are complete and help us to review and score your responses.

Attachments

Questions requiring attachments to receive points state, "You Must Upload an Attachment to the 4B. Attachments Screen." Only upload documents responsive to the questions posed—including other material slows down the review process, which ultimately slows down the funding process. Include a cover page with the attachment name.

- Attachments must match the questions they are associated with—if we do not award points for evidence you upload and associate with the wrong question, this is not a valid reason for you to appeal HUD's funding determination.

- We must be able to read the date and time on attachments requiring system-generated dates and times, (e.g., a screenshot displaying the time and date of the public posting using your desktop calendar; screenshot of a webpage that indicates date and time).

1A. Continuum of Care (CoC) Identification

HUD publishes resources on the HUD.gov website at CoC Program Competition to assist you in completing the CoC Application. Resources include:

- Notice of Funding Opportunity (NOFO) for Fiscal Year (FY) 2023 Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2023 CoC Application Navigational Guide;
- Section 3 Resources;
- PHA Crosswalk; and
- Frequently Asked Questions

1A-1. CoC Name and Number: MA-506 - Worcester City & County CoC

1A-2. Collaborative Applicant Name: Central Massachusetts Housing Alliance, Inc.

1A-3. CoC Designation: CA

1A-4. HMIS Lead: Central Massachusetts Housing Alliance, Inc.

1B. Coordination and Engagement–Inclusive Structure and Participation

HUD publishes resources on the HUD.gov website at CoC Program Competition to assist you in completing the CoC Application. Resources include:

- Notice of Funding Opportunity (NOFO) for Fiscal Year (FY) 2023 Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
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1B-1.	Inclusive Structure and Participation–Participation in Coordinated Entry.	
	NOFO Sections V.B.1.a.(1), V.B.1.e., V.B.1f., and V.B.1.p.	
	In the chart below for the period from May 1, 2022 to April 30, 2023:	
	1. select yes or no in the chart below if the entity listed participates in CoC meetings, voted—including selecting CoC Board members, and participated in your CoC’s coordinated entry system; or	
	2. select Nonexistent if the organization does not exist in your CoC’s geographic area:	

	Organization/Person	Participated in CoC Meetings	Voted, Including Electing CoC Board Members	Participated in CoC’s Coordinated Entry System
1.	Affordable Housing Developer(s)	Yes	Yes	Yes
2.	CDBG/HOME/ESG Entitlement Jurisdiction	Yes	No	Yes
3.	Disability Advocates	Yes	Yes	Yes
4.	Disability Service Organizations	Yes	Yes	Yes
5.	EMS/Crisis Response Team(s)	No	No	No
6.	Homeless or Formerly Homeless Persons	Yes	Yes	Yes
7.	Hospital(s)	Yes	Yes	Yes
8.	Indian Tribes and Tribally Designated Housing Entities (TDHEs) (Tribal Organizations)	No	No	No
9.	Law Enforcement	Yes	No	No
10.	Lesbian, Gay, Bisexual, Transgender (LGBTQ+) Advocates	Yes	Yes	Yes
11.	LGBTQ+ Service Organizations	Yes	Yes	Yes
12.	Local Government Staff/Officials	Yes	Yes	Yes
13.	Local Jail(s)	No	No	No
14.	Mental Health Service Organizations	Yes	Yes	Yes
15.	Mental Illness Advocates	Yes	Yes	Yes

16.	Organizations led by and serving Black, Brown, Indigenous and other People of Color	Yes	Yes	Yes
17.	Organizations led by and serving LGBTQ+ persons	Yes	Yes	Yes
18.	Organizations led by and serving people with disabilities	Yes	Yes	Yes
19.	Other homeless subpopulation advocates	Yes	Yes	Yes
20.	Public Housing Authorities	Yes	Yes	Yes
21.	School Administrators/Homeless Liaisons	Yes	No	Yes
22.	Street Outreach Team(s)	Yes	Yes	Yes
23.	Substance Abuse Advocates	Yes	Yes	Yes
24.	Substance Abuse Service Organizations	Yes	Yes	Yes
25.	Agencies Serving Survivors of Human Trafficking	Yes	Yes	Yes
26.	Victim Service Providers	Yes	Yes	Yes
27.	Domestic Violence Advocates	Yes	Yes	Yes
28.	Other Victim Service Organizations	Nonexistent	No	No
29.	State Domestic Violence Coalition	Yes	Yes	Yes
30.	State Sexual Assault Coalition	Yes	Yes	Yes
31.	Youth Advocates	Yes	Yes	Yes
32.	Youth Homeless Organizations	Yes	Yes	Yes
33.	Youth Service Providers	Yes	Yes	Yes
	Other: (limit 50 characters)			
34.	Youth Action Board	Yes	Yes	Yes
35.				

1B-2.	Open Invitation for New Members.	
	NOFO Section V.B.1.a.(2)	

	Describe in the field below how your CoC:
1.	communicated a transparent invitation process annually (e.g., communicated to the public on the CoC's website) to solicit new members to join the CoC;
2.	ensured effective communication and access for persons with disabilities, including the availability of accessible electronic formats; and
3.	invited organizations serving culturally specific communities experiencing homelessness in the geographic area to address equity (e.g., Black, Latino, Indigenous, LGBTQ+, and persons with disabilities).

(limit 2,500 characters)

1.The invitation to solicit new members and participate is communicated on a bimonthly basis, on alternating Thursdays, through ConstantContact & other distribution platforms to include the CoC website inviting all to share w/their contacts. Staff from the lead & partner agencies encourage participation from all community sectors to join in our efforts. State, Local ESG, service/housing programs, individuals, businesses, our donors, private foundations and others are invited to provide contact information to receive updates. The CoC has an open member policy with no application process to join the Planning Group or relevant subcommittees. It is common practice for the City of Worcester to ensure that all affordable housing initiatives, concerns related to homelessness, ESG and ARPA HOME recipients coordinate with the CoC.

2.Effective communication with individuals with disabilities is ensured though electronic invitations, updates and resource information, which is distributed widely to individuals and agencies, including all known disability advocacy groups to include The Center for Living and Working, Catholic Charities, OpenSky and Community Healthlink. We offer hybrid in- person/virtual meetings to facilitate access for those with and without electronic access along with transportation issues.

3.We monitor participation to ensure diverse representation and that BIPOC are actively involved. When data identifies trends of specific communities experiencing homelessness within the geography, organizations serving those communities are invited by direct outreach by the CEO to organization leadership, to participate in planning.To address equity, organizations serving culturally specific communities experiencing homelessness such as Centro, Southeast Asian Coalition and Black Families Together, are included on the ConstantContact distribution platform. As CoC member organizations partner with new organizations they are encouraged to participate in CoC. The CoC directly calls organizations serving culturally specific communities to define our role and increase inclusion. The Advisory Board actively recruited BIPOC and LGBTQ members. CoC added a committee member to represent the Southeast Asian population needs who do not regularly access our resources.

1B-3.	CoC's Strategy to Solicit/Consider Opinions on Preventing and Ending Homelessness.	
	NOFO Section V.B.1.a.(3)	

Describe in the field below how your CoC:	
1.	solicited and considered opinions from a broad array of organizations and individuals that have knowledge of homelessness, or an interest in preventing and ending homelessness;
2.	communicated information during public meetings or other forums your CoC uses to solicit public information;
3.	ensured effective communication and access for persons with disabilities, including the availability of accessible electronic formats; and
4.	took into consideration information gathered in public meetings or forums to address improvements or new approaches to preventing and ending homelessness.

(limit 2,500 characters)

1The CoC uses feedback from a network of agencies throughout its geography, not for profit and for-profit orgs, foundations, gov't institutions, client and peer advocacy groups that participate in the Planning Committee. CMHA solicits feedback specifically from underserved groups through its close collaboration with partnering agencies. The CoC uses its committee structure (Youth, Vets, Equity) to solicit opinions, regularly presents at local collaborations and sends requests for feedback electronically to its vast network. CoC sends needs assessments, gap analysis and planning data directly to key stakeholders locally and statewide.

2Information about funding, housing, supportive services resources are distributed multiple times each month electronically through ConstantContact & CoC website inviting all to share w/their contacts. Staff from the lead & partner agencies encourage participation from all community sectors to join in our efforts. State, Local ESG, service/housing programs, individuals, businesses, and others are invited to provide contact information to receive updates. The CoC leads public forums, for providers and consumers, where information is communicated. CoC staff and CEO also actively present trends and data to over 10 public community groups throughout the region where info is communicated and feedback solicited.

3 Information about funding, housing, supportive services resources are distributed multiple times each month electronically through CC & other distribution formats to include the CoC website inviting all to share w/their contacts. Our mailing lists include organizations to include those serving persons with disabilities to include Center for Living and Working, OpenSky, and Community Healthlink.

4Information from any and all sources to include public forums is taken into consideration to address improvements or new approaches: Forums include bi-weekly CES, bi-monthly CoC Board and Committees and Planning Group, quarterly Housing, Homelessness and Benefits Forum meetings, monthly municipal task groups. CoC is constantly hearing from stakeholders and incorporating this feedback into its planning process. We have numerous community partners who provide feedback on populations at risk and experiencing homelessness. The CoC used feedback received from our community to change the language we use when defining ourselves to be more accessible, we are careful to use less acronyms, and to use less HUD specific language

1B-4.	Public Notification for Proposals from Organizations Not Previously Awarded CoC Program Funding.	
	NOFO Section V.B.1.a.(4)	
	Describe in the field below how your CoC notified the public:	
1.	that your CoC will consider project applications from organizations that have not previously received CoC Program funding;	
2.	about how project applicants must submit their project applications—the process;	
3.	about how your CoC would determine which project applications it would submit to HUD for funding; and	
4.	ensured effective communication and access for persons with disabilities, including the availability of accessible electronic formats.	

(limit 2,500 characters)

1.CoC announced August 4, 2023 that the competition was open and widely distributed RFP and review criteria to current and past agencies as well as those never funded by the CoC via ConstantContact and posted on the CoC website. Review/Ranking Criteria was included with the RFP.

The CoC considers project applications from current and past agencies as well as those never funded by the CoC. RFP encouraged local governments, housing providers and service organizations throughout the geography to consider an application for a project with the offer of technical assistance. The CoC reached out to partners and philanthropic organizations such as the United Way, Worcester Community Housing Resources, Greater Worcester Community Foundation, and the community-based Worcester Community Connections to distribute through their lists.

2The RFP includes detailed information, such as competition open and due dates, dates and availability of technical assistance, and guidance for how to access materials and support, as well as instruction on how to submit their project application.

3 The RFP clearly states HUD’s priorities as well as states the project application types that the CoC is seeking to submit for funding.

4 Effective communication of the competition and RFP process with individuals with disabilities is ensured through electronic invitations, updates and resource information, which is distributed widely to individuals and agencies, including all known disability advocacy groups such as Center for Living and Working, OpenSky and Community Healthlink.

1C. Coordination and Engagement

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1C-1.	Coordination with Federal, State, Local, Private, and Other Organizations.	
	NOFO Section V.B.1.b.	
	In the chart below:	
	1. select yes or no for entities listed that are included in your CoC's coordination, planning, and operations of projects that serve individuals, families, unaccompanied youth, persons who are fleeing domestic violence who are experiencing homelessness, or those at risk of homelessness; or	
	2. select Nonexistent if the organization does not exist within your CoC's geographic area.	

	Entities or Organizations Your CoC Coordinates with for Planning or Operations of Projects	Coordinates with the Planning or Operations of Projects?
1.	Funding Collaboratives	Yes
2.	Head Start Program	Yes
3.	Housing and services programs funded through Local Government	Yes
4.	Housing and services programs funded through other Federal Resources (non-CoC)	Yes
5.	Housing and services programs funded through private entities, including Foundations	Yes
6.	Housing and services programs funded through State Government	Yes
7.	Housing and services programs funded through U.S. Department of Health and Human Services (HHS)	Yes
8.	Housing and services programs funded through U.S. Department of Justice (DOJ)	Yes
9.	Housing Opportunities for Persons with AIDS (HOPWA)	Yes
10.	Indian Tribes and Tribally Designated Housing Entities (TDHEs) (Tribal Organizations)	No
11.	Organizations led by and serving Black, Brown, Indigenous and other People of Color	Yes
12.	Organizations led by and serving LGBTQ+ persons	Yes
13.	Organizations led by and serving people with disabilities	Yes
14.	Private Foundations	Yes
15.	Public Housing Authorities	Yes
16.	Runaway and Homeless Youth (RHY)	Yes
17.	Temporary Assistance for Needy Families (TANF)	Yes
	Other:(limit 50 characters)	

18.	Hospital	Yes
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1C-2.	CoC Consultation with ESG Program Recipients.	
	NOFO Section V.B.1.b.	

	Describe in the field below how your CoC:
1.	consulted with ESG Program recipients in planning and allocating ESG Program funds;
2.	participated in evaluating and reporting performance of ESG Program recipients and subrecipients;
3.	provided Point-in-Time (PIT) count and Housing Inventory Count (HIC) data to the Consolidated Plan jurisdictions within its geographic area; and
4.	provided information to Consolidated Plan Jurisdictions to address homelessness within your CoC's geographic area so it could be addressed in the Consolidated Plan update.

(limit 2,500 characters)

1.The CoC and the City of Worcester (COW) has an on-going joint planning/review process to determine priority needs & funding awards for the ESG and HOME-ARP funds based upon a needs assessment for the best use of resources in the community. The COW ESG applications are reviewed by the CEO of the CoC lead as well as a person with lived experience who is a CoC Advisory Board member. They made recommendations for recipients, applications and recommend levels of funding for each application. The CoC, local municipalities & the State of MA EOHLC have developed & implemented a planning process for the State- ESG funds that involves the following: a) CoC submissions of priorities for our geography which the State uses in both its RFP & project selection process; b)The CoC distributes annual PIT & HIC information to municipalities within its geography; c)Information on housing/service needs derived from our Coordinated Entry process, PIT and HIC is provided to entitlement municipalities & the MA DHCD, recipient of state ESG funds. The CoC, state and municipalities review the overall needs for the region and coordinate other resources to eliminate duplication and effectively use all funds available.

2.The CoC used these joint planning processes to share how programs are performing thru monitoring & evaluation reports that the CoC conducted. Reports demonstrate a clear overview of those served & how effectively ESG resources were used to meet community priorities & needs. The City of Worcester ESG reporting comes through the CoC HMIS. We review results jointly to monitor outcomes.

3.The CoC distributes PIT & HIC information to municipalities within its geography to Fitchburg, Worcester and MA EOHLC as well as local Vet's orgs through each of the joint planning processes, PIT & HIC info is posted on the website and reviewed at CoC Advisory Board, Subcommittee and Planning group meetings. CoC presents trends quarterly to the state and municipalities to plan for emerging trends.

4.Homelessness information is addressed in the Consolidated Plan by producing reports that are specific for those jurisdictions. Reports are distributed to staff within a jurisdiction. CoC meets with entitlement communities during the planning and substantial amendment processes to review and add data that will enhance their planning. CoC has been actively providing data and expertise for the HOME-ARP amendments for cities of Worcester and Fitchburg.

1C-3.	Ensuring Families are not Separated.	
	NOFO Section V.B.1.c.	

Select yes or no in the chart below to indicate how your CoC ensures emergency shelter, transitional housing, and permanent housing (PSH and RRH) do not deny admission or separate family members regardless of each family member's self-reported sexual orientation and gender identity:

1.	Conducted mandatory training for all CoC- and ESG-funded service providers to ensure families are not separated.	Yes
2.	Conducted optional training for all CoC- and ESG-funded service providers to ensure families are not separated.	No
3.	Worked with ESG recipient(s) to adopt uniform anti-discrimination policies for all subrecipients.	Yes
4.	Worked with ESG recipient(s) to identify both CoC- and ESG-funded facilities within your CoC's geographic area that might be out of compliance and took steps to work directly with those facilities to bring them into compliance.	Yes
5.	Sought assistance from HUD by submitting questions or requesting technical assistance to resolve noncompliance by service providers.	No

1C-4.	CoC Collaboration Related to Children and Youth—SEAs, LEAs, School Districts.	
	NOFO Section V.B.1.d.	

Select yes or no in the chart below to indicate the entities your CoC collaborates with:

1.	Youth Education Provider	Yes
2.	State Education Agency (SEA)	Yes
3.	Local Education Agency (LEA)	Yes
4.	School Districts	Yes

1C-4a.	Formal Partnerships with Youth Education Providers, SEAs, LEAs, School Districts.	
	NOFO Section V.B.1.d.	

Describe in the field below the formal partnerships your CoC has with at least one of the entities where you responded yes in question 1C-4.

(limit 2,500 characters)

The CoC has two MOU's with the McKinney Vento Homelessness Network of Worcester and one with Fitchburg Public schools which are the largest cities within our geography. For both Worcester and Fitchburg, the CoC collaboration includes consultation, assessment and treatment planning with teachers, adjustment counselors and principals. Family shelter staff participate in bi-monthly meetings with the Homeless Liaisons from the LEAs to ensure care coordination for children in homeless families. Shelter Directors and program managers attend bi-monthly sub-committee meetings by the LEA which takes a closer look at the needs of homeless children in the school system including special care needs, and parenting support among others. Case Managers work regularly with LEA McKinney Vento Liaisons to ensure that children are enrolled, attending and thriving in their school experience. The CoC meets quarterly with Liaisons of school districts from across the region. The CoC participates in the Mayor's Governance Council on Families Youth and Children in Worcester providing data and trends of family and youth homelessness. This information is on the group's dashboard and recently resulted in a separate task force specifically to address homelessness among these groups. With the second MOU with Worcester, the CoC has an agreement to provide Systems Navigation for families that are referred by the office of the liaison. The families that are referred are considered to be "doubled up" and living in over-crowded situations or are sleeping places such as basements which are contributing to an increase in the prevalence of asthma. Our WPS System Navigator works with these families to increase sources of income, research and apply for permanent housing options, and access all available resources for benefits.

1C-4b.	Informing Individuals and Families Experiencing Homelessness about Eligibility for Educational Services.	
NOFO Section V.B.1.d.		

Describe in the field below written policies and procedures your CoC uses to inform individuals and families who become homeless of their eligibility for educational services.

(limit 2,500 characters)

All CoC projects that serve families & unaccompanied youth have specific policies & procedures that require them to inform service recipients of educational services & how to access them. This includes a written policy that specifies how it complies with McKinney-Vento educational access policies & includes a description of formal & informal relationships with LEAs. All family heads of household & youth participants receive a copy of this policy at intake & during service planning. Case managers review this document with families to ensure they understand the policies.

Additional educational information is provided at bi-monthly on-site shelter presentations by the LEA Homeless Liaison. S/he meets w/ residents to provide details of school resources, eligibility, application & enrollment processes & assists parents who need help in accessing educational services for their children.

Each project has a designated staff person who works with clients on education needs & is also the liaison with each LEA Homeless Liaison. The priority is to ensure that all youth are enrolled in school & that they receive special education services for which they are eligible. This staff coordinates with the client's housing case manager so that education services are incorporated into the service plan. There is a specific position at the shelters to ensure the needs of children within the family system are met.

Family permission through signed releases allow project staff to coordinate with school personnel to collaborate & share information on each child's needs and progress. Policies include the requirement that each school age youth have an individual service plan that includes education goals. These goals are discussed with clients & plans reflect required actions by staff, youth participants & parents to reach goals. When needed households are supported in achieving educational goals through provision of transportation to meetings & project staff attendance at school meetings to provide support & advocacy. Referrals are also made to outside professional advocacy organizations when clients could benefit from this service.

1C-4c.	Written/Formal Agreements or Partnerships with Early Childhood Services Providers.	
	NOFO Section V.B.1.d.	

Select yes or no in the chart below to indicate whether your CoC has written formal agreements or partnerships with the listed providers of early childhood services:

		MOU/MOA	Other Formal Agreement
1.	Birth to 3 years	Yes	No
2.	Child Care and Development Fund	No	No
3.	Early Childhood Providers	No	No
4.	Early Head Start	No	No
5.	Federal Home Visiting Program—(including Maternal, Infant and Early Childhood Home and Visiting or MIECHV)	No	No
6.	Head Start	No	No
7.	Healthy Start	No	No

8.	Public Pre-K	No	No
9.	Tribal Home Visiting Program	No	No
	Other (limit 150 characters)		
10.	Worcester Public Schools McKinney Vento Liaison	Yes	No

1C-5.	Addressing Needs of Domestic Violence, Dating Violence, Sexual Assault, and Stalking Survivors—Collaboration with Federally Funded Programs and Victim Service Providers.
	NOFO Section V.B.1.e.

In the chart below select yes or no for the organizations your CoC collaborates with:

	Organizations	
1.	state domestic violence coalitions	Yes
2.	state sexual assault coalitions	Yes
3.	other organizations that help this population	Yes

1C-5a.	Collaboration with Federally Funded Programs and Victim Service Providers to Address Needs of Domestic Violence, Dating Violence, Sexual Assault, and Stalking Survivors.
	NOFO Section V.B.1.e.

Describe in the field below how your CoC regularly collaborates with organizations indicated in Question 1C-5 to:

1.	update CoC-wide policies; and
2.	ensure all housing and services provided in the CoC's geographic area are trauma-informed and can meet the needs of survivors.

(limit 2,500 characters)

1. The CoC has active and on-going collaboration with the YWCA, the largest DV provider in the area, and Living In Freedom Together (LIFT) who serve the City of Worcester as service providers and advocates for people experiencing and fleeing dating violence, sexual assault and trafficking, stalking. LIFT is a consumer led and staffed organization of women experiencing human trafficking providing expertise and PLWE perspective. The CoC collaboration with these organizations includes, sharing of demographic data, informing these organizations of new funding opportunities, case-conferencing and referrals, and technical assistance for funding application submission. Representatives of these organizations are regular attendees at planning groups with the CoC and the City of Worcester to address the needs these populations with regards to housing and services. LIFT and YWCA provide feedback on how the CoC Policies and individual service providers' policies assist or deter these populations from accessing services. This includes action planning on addressing these barriers and enforcing policies. There are initiatives to work on shared values for shelters to eliminate barriers. CoC works with the Youth Acton Board (YAB) members to incorporate their perspective in our policies and practices.

2. YWCA and LIFT provide expertise to the CoC to ensure that all housing and services provided in the CoC are trauma-informed and can meet the needs of survivors by providing case conferencing, receiving referrals, and providing on-going training to CoC staff and participants. As new housing funding sources become available, YWCA and LIFT are offered the opportunity to apply for these funds, and are provided with CoC-lead technical assistance. CoC is also actively involved with disaster planning for the City of Worcester recommending trauma-informed training in partnership with LIFT and YWCA for all staff responding to disasters as this often results in homelessness. We also are working with the YAB members to identify areas to focus on trauma-informed training for youth services as this population more often than not experiences trauma.

1C-5b.	Coordinated Annual Training on Best Practices to Address the Needs of Domestic Violence, Dating Violence, Sexual Assault, and Stalking Survivors.	
	NOFO Section V.B.1.e.	
	Describe in the field below how your CoC coordinates to provide training for:	
1.	project staff that addresses best practices (e.g., trauma-informed, victim-centered) on safety and planning protocols in serving survivors of domestic violence and indicate the frequency of the training in your response (e.g., monthly, semi-annually); and	
2.	Coordinated Entry staff that addresses best practices (e.g., trauma informed care) on safety and planning protocols in serving survivors of domestic violence and indicate the frequency of the training in your response (e.g., monthly, semi-annually).	

(limit 2,500 characters)

1.The CoC partnered with local DV specialists, the YWCA to present a training titled Let’s Talk About DV on May, 18, 2022 this was attended by 32 area CoC staff and sub-recipient partners representing 19 organizations. This training addressed best practices in serving survivors. Topics included identifying gaps in service availability, navigating housing systems and overcoming barriers to access to housing. Additionally, YWCA's DV 101 workshops provide an opportunity to gain knowledge/education on best practices that include how to support survivors through the provision of victim-centered, trauma-informed care. This training typically occurs annually. This year, the CoC is facilitating access to a larger more robust series of trainings that are better suited to the fall when historically, meeting attendance is increased.

2.The YWCA also offers additional training workshops on counseling and advocacy for the CoC staff, partners, collaborators, and community members. Trainings offered twice weekly, consists of three sessions totaling 21 hours. It is specifically geared to support advocates and uses an intersectional lens focusing on the empowerment model, strengths-based approach and domains of well-being. Partner organization report to providing trauma-informed, person/victim centered training to employees.

1C-5c.	Implemented Safety Planning, Confidentiality Protocols in Your CoC’s Coordinated Entry to Address the Needs of Domestic Violence, Dating Violence, Sexual Assault, and Stalking Survivors.	
	NOFO Section V.B.1.e.	
	Describe in the field below how your CoC’s coordinated entry includes:	
1.	safety planning protocols; and	
2.	confidentiality protocols.	

(limit 2,500 characters)

1.The CoC staff and CES participating organizations are highly focused on protecting the identify and PIH of all persons referred through the CES, to include survivors of DV, dating violence, sexual assault and trafficking, and stalking. All CES participants are trained to use de-identified information when accepting/ making referrals through CES. Safety protocols include de-identified case conferencing, shredding of any paper documents, scan to private fax number, and peer monitoring of potential PIH disclosure. For planning, case conferencing is completed using a unique identifier that starts with the referring agency’s acronym. Once a referral is made, upon execution of the ROI, the only hard copy of the referral packet is given directly to the identified staff of the receiving organization. If the participant is approved, case management follow-up is handled through the Community Base Component of Domestic Violence Services.

2.Confidentiality protocols include de-identified case conferencing with a unique identifier, shredding of any paper documents, scans to private fax number, and peer monitoring of potential PIH disclosure. Each organization participating in the CES has their own agency-specific training on confidentiality. Each program participant is informed of CES-HMIS by postings at intake areas, and are asked to sign a ROI for CES- HMIS participation. The CoC has the capacity to make anonymous any household entered into HMIS for our Coordinated Entry System.

1C-5d.	Used De-identified Aggregate Data to Address the Needs of Domestic Violence, Dating Violence, Sexual Assault, and Stalking Survivors.	
	NOFO Section V.B.1.e.	
	Describe in the field below:	
	1. the de-identified aggregate data source(s) your CoC used for data on survivors of domestic violence, dating violence, sexual assault, and stalking; and	
	2. how your CoC uses the de-identified aggregate data described in element 1 of this question to evaluate how to best meet the specialized needs related to domestic violence and homelessness.	

(limit 2,500 characters)

1. The YWCA, the largest DV provider in the area, and State of Massachusetts funded shelters use a comparable data collection system that is called Efforts to Outcomes (ETO). The de-identified data is shared with the CoC to track the level of overall need and resources needed related to survivors of DV, dating violence, sexual assault and stalking. Data tracks the number of participants in the MA initiative Pathways for Change program as well as calls to the local YWCA Hotline. The YWCA participates in the annual PIT Survey that is filled out and submitted to CMHA annually along with the HIC. These surveys capture number of households supported along with all demographics within both shelters. All data is collected through spreadsheets and ETO which allows aggregate DV-HMIS data for the CoC to be shared without breaching confidentiality of individual victims. National data is reviewed from several sources but most frequently we refer to the National Intimate Partner & Sexual Violence Survey.

2. This data is used to collaborate on needs for the population and to assess current and new programming needs for the population. Through the use of HMIS data, the CoC is able to determine the level of unmet need for, and barriers to housing and services among survivors of DV, dating violence, sexual assault and trafficking, and stalking. The data is used to support funding requests and planning. In addition, the CEO of the YWCA sits on the Advisory Board that reviews planning documents, needs assessments and gap analysis. She provides feedback during review processes.

1C-5e.	Implemented Emergency Transfer Plan Policies and Procedures for Domestic Violence, Dating Violence, Sexual Assault, and Stalking Survivors.	
	NOFO Section V.B.1.e.	
	Describe in the field below how your CoC communicates to all individuals and families seeking or receiving CoC Program assistance:	
	1. whether your CoC has policies and procedures that include an emergency transfer plan;	
	2. the process for individuals and families to request an emergency transfer; and	
	3. the process your CoC uses to respond to individuals' and families' emergency transfer requests.	

(limit 2,500 characters)

- 1.The CoC announced broadly the availability to add the budget line of emergency transfer facilitation to all existing CoC-funded projects. Many projects agreed to consider this budget amendment outside of the CoC competition. The DVP YWCA reported that they have an internal process to meet emergency transfer requests that is alternately funded. The CoC has the capacity to facilitate project participant swaps that respond to requests from participants to move to another area within Worcester County that may be served by a different project within the portfolio. This CoC has outreached other CoC's to facilitate a project participant swap but there was no participant that was seeking to come into our geography. The CoC has provided assistance to locate housing for an EHV recipient fleeing to Worcester County.
- 2.The highest concern for DV survivors is the safety of those served through the CoC and our partners YWCA and LIFT. Organization staff attend monthly CoC meetings and CES to network and collaborate with other agencies to provide ongoing resources and information. CES participants can consult regarding alternative options that may be available to the de-identified household in the event of an emergency transfer. Should the CoC become aware of the need for an emergency transfer, the YWCA is enlisted for support and guidance. As a small city, there is a seamless process to transfer cases to YWCA. YWCA staff participate in the CES and the CEO is an active Board member. The CoC partnering agencies have seamless access to DV providers to ensure emergent access to services when needed.
- 3.Coordinated Entry staff are trained to use de-identified information when accepting/ making referrals to CoC funded projects. All referred participants must sign a release of information prior to a DV shelter advocate connecting with any COC advocate to collaborate and focus on the individual participants' needs. Only those working directly in DVS are able to access to client's information. CES staff facilitate referrals to YWCA when needed in emergent cases.

1C-5f.	Access to Housing for Survivors of Domestic Violence, Dating Violence, Sexual Assault, and Stalking.	
	NOFO Section V.B.1.e.	
	Describe in the field below how your CoC:	
	1. ensures that survivors of domestic violence, dating violence, sexual assault, or stalking have safe access to all of the housing and services available within the CoC's geographic area; and	
	2. proactively identifies systemic barriers within your homeless response system that create barriers to safely house and provide services to survivors of domestic violence, dating violence, sexual assault, or stalking.	

(limit 2,500 characters)

1.To ensure that survivors of DV, dating violence, sexual assault and trafficking, and stalking have access to all of the housing and services available with the geography, the CoC partners with the YWCA and LIFT. YWCA is part of the Coordinated Community Response Network that supplies local providers with the resources to recognize, respond and refer individuals and families impacted by DV to appropriate services in a timely manner. YWCA is part of the CoC geography-wide High-Risk Response Team partners with law enforcement, courts, medical service providers, probation and DV service staff to identify DV cases and target those households with available services, to include housing resources. Partner organization LIFT partners with the Worcester County District Attorney’s Office on the CATI Program diversion program that provides case management, legal advocacy, drop-in program, survivor support and education, referrals to mainstream benefits and supports to include housing resources. As survivors present at any of the CoC CES entry points they are immediately referred to either YWCA or LIFT for the trauma-informed services in which those organizations specialize. Those who are not at imminent risk can access CES with a de-identified referral to ensure access to these resources. In addition, LIFT and YWCA sit on working groups with the CoC staff to work on addressing barriers to accessing services and housing.

This includes identifying discriminatory practices and working on policy initiatives to eliminate barriers such as CORI reform. CoC with its partners ensure clients have access to direct services and also work on systemic barriers these populations face.

2Through our work with YWCA and LIFT the CoC has proactively identified barriers within the homeless response system. One of these is the lack of safe affordable units of housing. This results in households being unable to move from the shelter to a unit of housing resulting in shelter space for a newly fleeing household. This also inhibits a victim from being able to flee to a safe and affordable unit of housing. Families are often forced to flee to doubled up housing situations. Victims should not have to flee a safe and affordable unit of housing to be considered fleeing. CoC resources should be allowed to support the victim to retain their housing if the perpetrator is removed.

1C-5g.	Ensuring Survivors With a Range of Lived Expertise Participate in Developing CoC-Wide Policy and Programs.	
	NOFO Section V.B.1.e.	

Describe in the field below how your CoC:	
1.	ensured survivors with a range of lived expertise are involved in the development of your CoC-wide policy and programs; and
2.	accounted for the unique and complex needs of survivors.

(limit 2,500 characters)

1.The CoC has active participation from DVP organizations YWCA and LIFT. Each of these organizations employs survivors of dv, dating violence, sexual assault and stalking as well as sexual trafficking, some of whom have experienced homelessness. Their CoC participation includes CoC Advisory Board, CoC Planning Group and Coordinated Entry Workgroup participation. These are the groups that develop CoC-wide policy and programs. These are the venues where the feedback from survivors is implemented in a meaningful way. Our largest DV provider, YWCA employs survivors that have contributed to their project evaluation survey.

2.Having meaningful contribution from persons with this lived experience allows for the identification and accounting for the unique and complex needs of survivors. These needs include that the services are trauma informed and victim centered-survivors need to feel safe while accessing services, and the type, frequency and location of those service needs must be dictated by the survivor. CoC CES intake has historically included asking for name and gender, and includes the process for securing written consent for both disclosure of status and participation in the CES. The CoC does not disclose the status of any person participating in CoC Board, Sub-committee or planning process. Participants can choose to disclose their area of lived expertise, or can refrain from doing so. There is no requirement to disclose.

1C-6.	Addressing the Needs of Lesbian, Gay, Bisexual, Transgender and Queer+--Anti-Discrimination Policy and Training.	
	NOFO Section V.B.1.f.	

	1. Did your CoC implement a written CoC-wide anti-discrimination policy ensuring that LGBTQ+ individuals and families receive supportive services, shelter, and housing free from discrimination?	Yes
	2. Did your CoC conduct annual CoC-wide training with providers on how to effectively implement the Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity (Equal Access Final Rule)?	No
	3. Did your CoC conduct annual CoC-wide training with providers on how to effectively implement Equal Access in Accordance With an Individual's Gender Identity in Community Planning and Development Programs (Gender Identity Final Rule)?	No

1C-6a.	Anti-Discrimination Policy--Updating Policies--Assisting Providers--Evaluating Compliance--Addressing Noncompliance.	
	NOFO Section V.B.1.f.	

Describe in the field below:	
1.	how your CoC regularly collaborates with LGBTQ+ and other organizations to update its CoC-wide anti-discrimination policy, as necessary to ensure all housing and services provided in the CoC are trauma-informed and able to meet the needs of LGBTQ+ individuals and families;
2.	how your CoC assisted housing and services providers in developing project-level anti-discrimination policies that are consistent with the CoC-wide anti-discrimination policy;
3.	your CoC's process for evaluating compliance with your CoC's anti-discrimination policies; and
4.	your CoC's process for addressing noncompliance with your CoC's anti-discrimination policies.

(limit 2,500 characters)

1The Worcester City and County CoC reviews its CoC-wide anti-discrimination policy annually and makes updates based on stakeholder feedback as necessary. Our most recent update was in 2020. In addition, if there are areas of concern at programs, CoC works with partners to address this with providers.

2The CoC sub-recipients must have anti-discrimination policies that are available for review. The CoC works to ensure those policies are enforced to prevent discrimination. Currently the family system provides non- congregate options to accommodate this population. The CoC is assisting providers with congregate settings for individuals guiding them in modifications to their current structure or creating non-congregate models with private bathrooms. The CoC is also included in planning discussions for new PSH and shelter across the region providing input to ensure the models accommodate the needs of this population. We are working closely with the municipalities to create consistent practices when reviewing projects to ensure they meet the needs of all populations not currently using congregate models – youth, senior, LGBTQ+ and others.

3The CoC evaluates compliance with our anti-discrimination policies by using HMIS data presented to the Equity Committee to review trends LGBTQ+ accessing services. CoC also reviews length of time to identify a housing resource, CoC-project intakes and discharges to ensure that LGBTQ+ individuals and families receive supportive services, shelter and housing free from discrimination. Our CoC Advisory Board, Planning Group and CES Working Group are comprised of members of the LGBTQ+ community who report on issues and trends within the community. During Project Monitoring, project staff is asked to present anti-discriminatory policies to the CoC staff for review and project level practices are reviewed.

4If the CoC becomes aware of actions that are inconsistent with our CoC wide antidiscrimination policy, an investigation is undertaken by the CoC Advisory Board, involved parties are interviewed, and corrective actions are requested. Should corrective actions not be taken, the CoC will consider this a contract violation. Parties who have experienced discrimination are provided with information pertaining to legal and other advocacy support.

1C-7.	Public Housing Agencies within Your CoC's Geographic Area–New Admissions–General/Limited Preference–Moving On Strategy.	
	NOFO Section V.B.1.g.	

You must upload the PHA Homeless Preference\PHA Moving On Preference attachment(s) to the 4B. Attachments Screen.

Enter information in the chart below for the two largest PHAs highlighted in gray on the current CoC-PHA Crosswalk Report or the two PHAs your CoC has a working relationship with—if there is only one PHA in your CoC's geographic area, provide information on the one:

Public Housing Agency Name	Enter the Percent of New Admissions into Public Housing and Housing Choice Voucher Program During FY 2022 who were experiencing homelessness at entry	Does the PHA have a General or Limited Homeless Preference?	Does the PHA have a Preference for current PSH program participants no longer needing intensive supportive services, e.g., Moving On?
Worcester Housing Authority	59%	Yes-Public Housing	No
Leominster Housing Authority	100%	No	No

1C-7a.	Written Policies on Homeless Admission Preferences with PHAs.	
	NOFO Section V.B.1.g.	
	Describe in the field below:	
1.	steps your CoC has taken, with the two largest PHAs within your CoC's geographic area or the two PHAs your CoC has working relationships with, to adopt a homeless admission preference—if your CoC only has one PHA within its geographic area, you may respond for the one; or	
2.	state that your CoC has not worked with the PHAs in its geographic area to adopt a homeless admission preference.	

(limit 2,500 characters)

1. CMHA as the lead for the CoC has continued to discuss and advocate for homeless admissions preferences with PHA's in the CoC geographic area. The largest PHA, the Worcester HA has adopted a homeless preference. CMHA facilitates the Housing First Task Force of Northern Worcester County. Leadership includes Leominster and Fitchburg PHAs, city and town officials, and service provider organizations within the geographic area participate in this meeting to identify the needs of the homeless members of each community, and to identify resources to include PHA options to address those needs. The ultimate goal of this Task Force is to end unsheltered homelessness through a housing first model. The CoC has more recently established the South County Housing First Task Force where there is participation from the Southbridge Housing Authority.

The Worcester Housing Authority had a high percentage of homeless admissions, at 40%. The E.D. of the Worcester HA, is a member on the CoC Board and facilitates in keeping the dialogue going with other HA partners. Through the EHV program, the CoC has developed a closer partnership with WHA. The WHA was the first to call the CoC for collaboration when the Housing Stability Vouchers were announced. Unfortunately, the Worcester CoC was not awarded funding under the Unsheltered NOFO therefor this avenue of partnership did not occur.

The CoC has an MOU with the Fitchburg HA (FHA) for the Fostering Youth to Independence Program. The CoC is working with the City of Fitchburg who, as an entitlement city have access to HOME ARP funds. The CoC has engaged the Southbridge HA for possible collaboration on future housing and service programs.

1C-7b.	Moving On Strategy with Affordable Housing Providers.	
	Not Scored—For Information Only	
	Select yes or no in the chart below to indicate affordable housing providers in your CoC's jurisdiction that your recipients use to move program participants to other subsidized housing:	

1.	Multifamily assisted housing owners	Yes
2.	PHA	Yes
3.	Low Income Housing Tax Credit (LIHTC) developments	Yes
4.	Local low-income housing programs	Yes
	Other (limit 150 characters)	
5.		

1C-7c.	Include Units from PHA Administered Programs in Your CoC's Coordinated Entry. NOFO Section V.B.1.g.	
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In the chart below, indicate if your CoC includes units from the following PHA programs in your CoC's coordinated entry process:

1.	Emergency Housing Vouchers (EHV)	Yes
2.	Family Unification Program (FUP)	No
3.	Housing Choice Voucher (HCV)	No
4.	HUD-Veterans Affairs Supportive Housing (HUD-VASH)	Yes
5.	Mainstream Vouchers	No
6.	Non-Elderly Disabled (NED) Vouchers	No
7.	Public Housing	No
8.	Other Units from PHAs:	
	Project Based MRVP	Yes

1C-7d.	Submitting CoC and PHA Joint Applications for Funding for People Experiencing Homelessness. NOFO Section V.B.1.g.	
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1.	Did your CoC coordinate with a PHA(s) to submit a competitive joint application(s) for funding or jointly implement a competitive project serving individuals or families experiencing homelessness (e.g., applications for mainstream vouchers, Family Unification Program (FUP), other programs)?	Yes
		Program Funding Source
2.	Enter the type of competitive project your CoC coordinated with a PHA(s) to submit a joint application for or jointly implement.	HSV

1C-7e.	Coordinating with PHA(s) to Apply for or Implement HCV Dedicated to Homelessness Including Emergency Housing Voucher (EHV). NOFO Section V.B.1.g.	
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	Did your CoC coordinate with any PHA to apply for or implement funding provided for Housing Choice Vouchers dedicated to homelessness, including vouchers provided through the American Rescue Plan?	No
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1C-7e.1.	List of PHAs with Active MOUs to Administer the Emergency Housing Voucher (EHV) Program.	
	Not Scored—For Information Only	

	Does your CoC have an active Memorandum of Understanding (MOU) with any PHA to administer the EHV Program?	Yes
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	If you select yes to question 1C-7e.1., you must use the list feature below to enter the name of every PHA your CoC has an active MOU with to administer the Emergency Housing Voucher Program.	
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PHA		
Worcester Housing...		
MA Executive Offi...		

1C-7e.1. List of PHAs with MOUs

Name of PHA: Worcester Housing Authority

1C-7e.1. List of PHAs with MOUs

Name of PHA: MA Executive Office of Housing and Livable Communities

1D. Coordination and Engagement Cont'd

HUD publishes resources on the HUD.gov website at CoC Program Competition to assist you in completing the CoC Application. Resources include:

- Notice of Funding Opportunity (NOFO) for Fiscal Year (FY) 2023 Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2023 CoC Application Navigational Guide;
- Section 3 Resources;
- PHA Crosswalk; and
- Frequently Asked Questions

1D-1.	Discharge Planning Coordination.	
	NOFO Section V.B.1.h.	

Select yes or no in the chart below to indicate whether your 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.

1. Foster Care	Yes
2. Health Care	Yes
3. Mental Health Care	Yes
4. Correctional Facilities	No

1D-2.	Housing First—Lowering Barriers to Entry.	
	NOFO Section V.B.1.i.	

1.	Enter the total number of new and renewal CoC Program-funded PSH, RRH, SSO non-coordinated entry, Safe Haven, and Transitional Housing projects your CoC is applying for in FY 2023 CoC Program Competition.	21
2.	Enter the total number of new and renewal CoC Program-funded PSH, RRH, SSO non-coordinated entry, Safe Haven, and Transitional Housing projects your CoC is applying for in FY 2023 CoC Program Competition that have adopted the Housing First approach.	20
3.	This number is a calculation of the percentage of new and renewal PSH, RRH, SSO non-Coordinated Entry, Safe Haven, and Transitional Housing projects the CoC has ranked in its CoC Priority Listing in the FY 2023 CoC Program Competition that reported that they are lowering barriers to entry and prioritizing rapid placement and stabilization to permanent housing.	95%

1D-2a.	Project Evaluation for Housing First Compliance.	
	NOFO Section V.B.1.i.	

You must upload the Housing First Evaluation attachment to the 4B. Attachments Screen.

	Describe in the field below:
1.	how your CoC evaluates every project—where the applicant checks Housing First on their project application—to determine if they are using a Housing First approach;
2.	the list of factors and performance indicators your CoC uses during its evaluation; and
3.	how your CoC regularly evaluates projects outside of your local CoC competition to ensure the projects are using a Housing First approach.

(limit 2,500 characters)

1. CoC evaluation for compliance with Housing First principles occurs at different points to include participation in the CES, acceptance or denial of referrals, length of time from intake to housing, evaluation of assessment and service documentation and a review of project discharges. Our CES includes case conferencing for PSH programs and each referral is tracked by CES staff to ensure compliance with housing first principles.

2. Each project is required to participate in the CES. All projects designated as Housing First who accept a referral will not deny it for having too little or no income, substance abuse, having a criminal record (with exceptions for federal or state mandated restrictions), or history of victimization. Acceptance of referrals that have these attributes is a first indicator of Housing First compliance. If, during the admission and/or housing search process, the CES is made aware that a client is at risk of being denied by the receiving agency, CES staff request further information. If the denial is being made on any of the components of Housing First, the denial is over- turned and the receiving agency moves forward enrolling the client. CES also tracks the time between referral and the client being housed (keys in hand) to monitor for barriers that impact locating housing and are contrary to the Housing First model. During Project Monitoring, assessment and service documentation are reviewed to ensure that services needs are identified, and if the services offered are denied by the participant, this does not lead to program discharge. Project Monitoring information as well as APR data are used to identify terminations resulting in short LOS which may be indicative of non- Housing First service practices.

3. Outside of the annual Competition, APR information and System Performance measurement data are used to evaluate projects for Housing First Compliance. Projects that demonstrate shorter LOS, or higher returns to homelessness are given closer scrutiny for Housing First practices. The attached Housing First Assessment tool has been implemented and will be used annually outside of the CoC competition for each CoC project.

1D-3.	Street Outreach—Scope.	
	NOFO Section V.B.1.j.	

	Describe in the field below:
1.	your CoC's street outreach efforts, including the methods it uses to ensure all persons experiencing unsheltered homelessness are identified and engaged;
2.	whether your CoC's Street Outreach covers 100 percent of the CoC's geographic area;
3.	how often your CoC conducts street outreach; and
4.	how your CoC tailored its street outreach to persons experiencing homelessness who are least likely to request assistance.

(limit 2,500 characters)

1. Outreach team staff, including CoC and ESG-funded agencies, PATH-funded agencies, RYE-funded agencies, Veteran’s service agencies, municipal Crisis Intervention and Quality of Life teams, and emergency shelter staff, engage street homeless in places not meant for human habitation. Outreach staff go to encampments and places frequented by unsheltered folks to engage them in housing and services. The local communities also reach out directly to outreach teams when they encounter a homeless household or reach out to the CoC who, in turn, connects them with the outreach team.
2. Our street outreach covers 100% of the CoC's geographic area. There are upwards of 40 Coordinated Entry access points throughout the area. These entry points include organizations that serve culturally diverse homeless community membership. Information pertaining to housing and supportive services is made available to all eligible persons, regardless of race, color, national origin, religion, sex, gender identity, sexual orientation, age, familial status or disability and is consistent with Fair Housing as detailed in 24 CFR 578.93(c). The CoC’s CES is accessible through the State’s 211 Call for Help phone, text and webchat resource. Translation services are provided for those whose primary language is not English through a phone service.
3. Street Outreach occurs throughout the CoC geography, Mon-Fri, all year. As service providers are made aware of a new encampment that area is targeted for outreach efforts to include clinical and medical outreach, access to substance use treatment and case management with the goal of facilitating CES referrals and Shelter accommodations.
4. Street Outreach interacts with people experiencing homeless by: a) meeting individuals where they are at; b) providing food, clothing, medicine, and other useful items unconditionally; c) building rapport with frequent helpful contacts; d) having bi-lingual staff in Spanish and other languages; e) providing transportation; f) allowing phone and internet access; g) having outreach workers locate resistant homeless persons reported by first responders, community agencies, and concerned citizens; and h) regularly visiting areas known to be frequented by resistant individuals. The CoC worked with police throughout the geography to provide support with the goal of decreasing police interaction with homeless people.

1D-4.	Strategies to Prevent Criminalization of Homelessness.	
	NOFO Section V.B.1.k.	

Select yes or no in the chart below to indicate strategies your CoC implemented to ensure homelessness is not criminalized and to reverse existing criminalization policies in your CoC's geographic area:

	Your CoC's Strategies	Ensure Homelessness is not Criminalized	Reverse Existing Criminalization Policies
1.	Engaged/educated local policymakers	Yes	No
2.	Engaged/educated law enforcement	Yes	No
3.	Engaged/educated local business leaders	Yes	No
4.	Implemented community wide plans	Yes	No
5.	Other:(limit 500 characters)		

1D-5.	Rapid Rehousing–RRH Beds as Reported in the Housing Inventory Count (HIC) or Longitudinal Data from HMIS.	
	NOFO Section V.B.1.I.	

	HIC Longitudinal HMIS Data	2022	2023
Enter the total number of RRH beds available to serve all populations as reported in the HIC or the number of households served per longitudinal HMIS data, e.g., APR.	HIC	777	709

1D-6.	Mainstream Benefits–CoC Annual Training of Project Staff.	
	NOFO Section V.B.1.m.	

Indicate in the chart below whether your CoC trains program staff annually on the following mainstream benefits available for program participants within your CoC's geographic area:

	Mainstream Benefits	CoC Provides Annual Training?
1.	Food Stamps	Yes
2.	SSI–Supplemental Security Income	Yes
3.	SSDI–Social Security Disability Insurance	Yes
4.	TANF–Temporary Assistance for Needy Families	Yes
5.	Substance Use Disorder Programs	Yes
6.	Employment Assistance Programs	Yes
7.	Other (limit 150 characters)	

1D-6a.	Information and Training on Mainstream Benefits and Other Assistance.	
	NOFO Section V.B.1.m	

	Describe in the field below how your CoC:
1.	systemically provides up-to-date information on mainstream resources available for program participants (e.g., Food Stamps, SSI, SSDI, TANF, substance abuse programs) within your CoC's geographic area;
2.	works with project staff to collaborate with healthcare organizations, including substance abuse treatment and mental health treatment, to assist program participants with receiving healthcare services; and
3.	works with projects to promote SSI/SSDI Outreach, Access, and Recovery (SOAR) certification of program staff.

(limit 2,500 characters)

1.To systematically provide up-to-date information on mainstream benefits, the CoC uses existing work groups such as the Worcester Together coalition; Housing, Health and Benefits forum; Planning Group; Coordinated Entry Working Group; and email to a network of providers throughout the CoC geography. This includes information about SNAP, SSI, TANF and substance use treatment options. The CoC provides ongoing training/educational opportunities, inviting representatives from mainstream benefit entities to a forum for disseminating information. The CoC Planning Group meets bi-monthly to include specialized training on mainstream resources. The CES Working Group meets bi-weekly and presentations have included insurance programs for CH and/or elderly homeless including Case Management services, CSPECH and Veteran-related resources. The Worcester County SNAP Coalition meets bi-monthly to provide policy updates, program information and training to program staff. We send information to our networks via Constant Contact to update them on any changes.

2.As part of the CoC's CES, client healthcare status is reviewed and referrals are provided when necessary. Attendees possess and share broad knowledge of accessing benefits to include enrollment in health insurance. The Healthcare of the Homeless programs sit on the regional task forces to provide guidance and services available. The CES Working Group is composed of a broad array of healthcare organizations including substance use treatment and behavioral health care providers. Comprehensive assessment and service planning at the project level include identification and interventions for all healthcare needs. Interventions include supported referral and scheduling as well as transportation.

3.Project staff are encouraged to complete SOAR training by visiting the SAMHSA.gov website to register for on line training. This information is relayed at CoC Planning Groups, the CES Working Group and the Housing, Health and Benefits group. As new organizations are funded for CoC projects, they are encouraged to seek SOAR training for project staff. Existing projects are reminded to maintain their SOAR training.

1D-7.	Increasing Capacity for Non-Congregate Sheltering.	
	NOFO Section V.B.1.n.	

Describe in the field below how your CoC is increasing its capacity to provide non-congregate sheltering.

(limit 2,500 characters)

The CoC region currently has non-congregate shelter available to families who meet state criteria for the right to housing. Families who have a need for a private apartment are provided this option including LGBTQ+, disability, family size, cultural beliefs, etc. We are working with the state and municipalities in our region to replicate this model for households without children. We currently have working groups in all three of the subregions to identify service providers and locations for these models. Over the past three years, we have added 75 beds of non-congregate shelter in Leominster and are working with the service provider and legislators for an 8-bed shelter in Clinton, which has been approved locally. We are identifying communities that have persons experiencing homelessness that may need a smaller non-congregate model. This allows for those experiencing homelessness to stay in their home community where they may be employed and have their supports around them. In addition, the majority of our region does not have a viable transportation system resulting in folks having to leave employment and/or not receiving needed health services. We also recognize through evaluation of HMIS data that our homeless population is aging. These older community members are more vulnerable to infectious disease as well as vulnerable to violence. Non-congregate shelters are crucial to maintaining the safety of our older homeless individuals. As these projects need municipality approval, we are informed of all shelter projects that are being proposed and have input into the planning. We have indicated to the municipalities in the region and the state that any new shelter needs to accommodate all populations and prevent communicable diseases. This results in our support for non-congregate shelters. This includes advocating for underserved regions to access HOME- ARP for this purpose. The CoC provides input into criteria for the chosen locations with the city, reviewing sites and making a recommendation to the City Manager for a non-congregate site. We have advocated with the State to endorse prioritizing funding for non-congregate models over congregate.

ID-8.	Partnerships with Public Health Agencies—Collaborating to Respond to and Prevent Spread of Infectious Diseases.	
	NOFO Section V.B.1.o.	
	Describe in the field below how your CoC effectively collaborates with state and local public health agencies to:	
1.	develop CoC-wide policies and procedures to respond to infectious disease outbreaks; and	
2.	prevent infectious disease outbreaks among people experiencing homelessness.	

(limit 2,500 characters)

1.The COVID-19 pandemic provided an opportunity for the Worcester County CoC to collaborate with state and local public health agencies in the development of policies and procedure to respond to infectious disease outbreaks that will be effective for future infectious disease outbreaks. This was used for the MonkeyPox outbreak. This partnership included the City of Worcester, Worcester Public Health Dept, State Dept of Health, MEMA, service providers and other stakeholders who continue to meet regularly. The CoC provided input and facilitated the sharing of best practices to its extensive network of service provider organizations, faith-based entities, shelters, and housing projects for people experiencing homelessness. The CoC has on-going communication through monthly meetings and direct phone contact with the City of Worcester Public Health Commissioner. On-going meetings include: EOHLC (State) Individual Shelter Provider Call, Housing First Support Services Working Group, Health Equity Task Force, Fitchburg HUB, and the Mayor’s Governance Council on Children Families and Youth. Each of these meetings is used to develop CoC-wide policies and procedures to respond to infectious disease outbreaks.

2.The CoC is a strong proponent of developing non-congregational shelters. To that end, the lead agency, CMHA created the North Central Housing First Regional Task Force comprised of service provider organizations, developers, funders, community foundations and municipal government to create low threshold non-congregate shelter options throughout the County. This group meets quarterly with smaller sub-region meeting occurring 1-2 time monthly. The CoC has also created a parallel Task Force for our Southern Worcester County area. CoC provides trends to local and state officials on infectious diseases to trigger response plans. The CoC worked with the City of Worcester to facilitate the administration of COVID -19 vaccines throughout the shelter system, and used HMIS to track vaccine receipt. CoC facilitates the sharing of disease prevention practices such as vaccines, universal precautions, handwashing, and social distancing to its network of providers interacting with and providing services to people experiencing homelessness. The CoC Advisory Board has representation from local infectious disease specialists AIDS Project Worcester who respond to outbreaks beyond AIDS such as Monkey Pox by educating vulnerable populations and administering vaccines.

ID-8a.	Collaboration With Public Health Agencies on Infectious Diseases.	
	NOFO Section V.B.1.o.	
	Describe in the field below how your CoC:	
1.	shared information related to public health measures and homelessness, and	
2.	facilitated communication between public health agencies and homeless service providers to ensure street outreach providers and shelter and housing providers are equipped to prevent or limit infectious disease outbreaks among program participants.	

(limit 2,500 characters)

1.The CoC shares information related to public health measures and homelessness with its extensive network of service provider organizations, faith-based entities, shelters, and housing projects for people experiencing homelessness through on-going web-based and hybrid meetings. These include the CoC Planning Group and CES Working Group. The CoC shares data on health trends among individuals and families experiencing homelessness to help inform the decision making of local government with regards to public health measures. CoC is an active member of the health equity task force that includes planning for populations experiencing homelessness on all infectious diseases. This group along with Worcester Together monitor infection rates and provide information on vaccines and appropriate precautions. The statewide individual shelter system also meets bi-weekly and has public health officials attend. They share infection rates, vaccination information and plans for those infected. CoC then disseminates this information to its networks so they have real time information.

2.CoC is an active participant in local and statewide public health forums specifically for persons experiencing homelessness to both gather information and to share information with them. Throughout the pandemic, the CoC used the ConstantContact email structure to broadcast public health information to street outreach providers, shelter and housing providers, informing them of local and state regulations, best practices for universal precautions and social distancing, guidance for obtaining PPE, testing and vaccines. This information is an integral part of preventing or limiting infectious disease outbreaks among program participants. The CoC uses its existing platform of structured meetings to include the bi-monthly CoC Planning Group, bi-weekly CES Working Group to foster communication between public health agencies and homeless service providers. Outreach and shelter providers actively participate in these meetings.

1D-9.	Centralized or Coordinated Entry System–Assessment Process. NOFO Section V.B.1.p.	
Describe in the field below how your CoC’s coordinated entry system:		
1.	covers 100 percent of your CoC’s geographic area;	
2.	uses a standardized assessment process; and	
3.	is updated regularly using feedback received from participating projects and households that participated in coordinated entry.	

(limit 2,500 characters)

1)The Worc CoC Coordinated Entry System serves 100% of Worcester County. Resources available from the MA Balance of State CoC through projects operating in Worcester County are also available through our CES, which ensures 100% coverage by the CES.

2.A CoC's CES referral includes a Comprehensive Assessment tool based upon the Arizona Matrix that provides an objective assessment of 9 domains for individuals and 16 for families. Domains include length of time homeless, impact of COVID-19, experience of discrimination, S U, Behavioral & Physical Health, Survival Skills and Legal Issues. The referred person with the highest level of vulnerability is prioritized for the resources that are available. CES ensures a coordinated process for access, assessment, prioritization & referrals. This was recently reviewed and update to ensure it has a means to provide greater access to BIPOC. The CES engages with a broad range of stakeholders including local gov't, law enforcement, CDBG/HOME/ESG entitlement jurisdictions, PHA's, Affordable housing developers and entities providing services and/or housing resources from throughout the geography. The diversity of experience held by CES participants allows for interventions to reach those that may be the most difficult to engage. The CES Working Group, held bi-weekly, is attended by those providing outreach and referral, and those who provide PSH, PSH-RRH and TH options. Housing placements are enhanced through coordination to community support resources to assist Households in achieving long term housing stability.

3.The CES is updated regularly as data trends are reviewed and feedback is received from stakeholders to include participating projects and households that participated in CES. The CoC has participated in two separate surveys for gathering feedback from CES partner organizations and participants. Data analysis and feedback indicated that our CES Assessment tool prioritized white males experiencing chronic homelessness over other vulnerable demographic groups including BIPOC which motivated our Equity and Underserved SubCommittee to make immediate changes and thoroughly review the Assessment for the purpose of making recommendations for change to the CoC Advisory Board.

1D-9a.	Program Participant-Centered Approach to Centralized or Coordinated Entry.	
	NOFO Section V.B.1.p.	

	Describe in the field below how your CoC's coordinated entry system:
1.	reaches people who are least likely to apply for homeless assistance in the absence of special outreach;
2.	prioritizes people most in need of assistance;
3.	ensures people most in need of assistance receive permanent housing in a timely manner, consistent with their preferences; and
4.	takes steps to reduce burdens on people using coordinated entry.

(limit 2,500 characters)

1. There are upwards of 40 CES access points throughout the geography. The CoC's CES is accessible through the State's 211 Call for Help, text and webchat. Using a "No Wrong Door" model, homeless people can present at any of the more than 40 entities to access the CES. CMHA as the CoC lead is known as the go-to agency for homelessness and receives calls from all stakeholders for resources. CoC staff enter referrals into HMIS for self-referrals and agencies without HMIS access. CoC staff provides training periodically to inform care providers of the referral process.

2. People assessed as most in need are prioritized for the first available resources. This is ensured by the completion of the CE Assessment. A tool based upon the Arizona Matrix that provides an objective assessment of 9 domains for individuals and 16 for families. Domains include length of time homeless, experience of discrimination, substance use, Behavioral & Physical Health, Survival Skills and Legal Issues. The referred person with the highest level of vulnerability is prioritized for the resources that are available. CES staff review referrals weekly and use a case conferencing model to ensure clients are prioritized appropriately. CES ensures a coordinated process for access, assessment, prioritization & referrals.

3. Upon referral, the referred household is informed about the project placement, given an opportunity to ask questions, and allowed to accept or deny the referral. The CoC monitors the time between intake and housing attainment. When barriers to housing are identified, the CES uses its broad range of organization representatives to seek resolution most commonly through case conferencing. CMHA worked with the City of Worcester and a North Worcester County Foundation to expand Landlord Engagement and Incentives proven effective through the EHV project. These resources are now available to recipients of CoC resources.

4. The CoC enhanced the CES to allow for the entirety of the CES to be completed on-line within the secure HMIS software. This reduces the burdens of paperwork completion and delivery. Having the capacity to securely upload documents in a protected manner allows for safe storage of identifying and historical records. System Navigators and the CE Specialist are CoC staff positions that support self-referral and referrals by service providers into the CES by directly entering the information for them into HMIS consistent with our no wrong door policy.

1D-9b.	Informing Program Participant about Rights and Remedies through Centralized or Coordinated Entry—Reporting Violations.	
	NOFO Section V.B.1.p.	
	Describe in the field below how your CoC through its centralized or coordinated entry:	
1.	affirmatively markets housing and services provided within the CoC's geographic area and ensures it reaches all persons experiencing homelessness;	
2.	informs program participants of their rights and remedies available under federal, state, and local fair housing and civil rights laws; and	
3.	reports any conditions or actions that impede fair housing choice for current or prospective program participants to the jurisdiction(s) responsible for certifying consistency with the Consolidated Plan.	

(limit 2,500 characters)

1.The CoC advertises housing and supportive services to eligible person regardless of race, color, national origin, religion, sex, gender identity, sexual orientation, age, familial status or disability. To ensure that diverse populations are informed about CoC resources and how to access them, we ensure that we have service provider orgs serving a diverse array of demo groups involved in all CoC operations to include CES. When data identifies trends of groups experiencing homelessness within the geography, organizations serving those communities are invited by direct outreach, to participate in the CES. To address equity, orgs serving culturally specific communities such as Centro, Southeast Asian Coalition and Black Families Together, are included on the ConstantContact distribution platform. As CoC member organizations partner with new organizations they are encouraged to participate in CES. The CoC directly calls organizations serving culturally specific communities to define our role and increase inclusion and inform them of the process for accessing CoC housing and supportive service resources.

2.The Subrecipients that participate in our CES have received training on Fair Housing and are provided with information to share with program participants on their rights and remedies under federal, state, and local fair housing and civil rights. The CES work group has been a forum where case managers can speak about experiences that those they serve have experienced and can receive guidance from the group on how to proceed. The Case Managers within our CoC see themselves as housing advocates and closely monitor for fair housing infractions.

3. The Worcester CoC has not identified conditions or actions that impeded fair housing, and would be reported. We have a contact at our local Community Legal Aid that provides training to our community on issues of Fair Housing, and is ready to assist should we have a concern. A majority of this CoC’s housing and services resources fall within the Consolidated Plan of the City of Worcester. Our leadership is in close contact with the City officials with regards to all things housing. When the City has had concerns about a property owner getting our resources, we have been able to offer guidance to that property owner as well as to affiliated project staff, to resolve those concerns. The majority of our sub-recipient orgs are mandated reporters and will report issues of discrimination to the DPPC.

1D-10.	Advancing Racial Equity in Homelessness–Conducting Assessment.	
	NOFO Section V.B.1.q.	

1.	Has your CoC conducted a racial disparities assessment in the last 3 years?	Yes
2.	Enter the date your CoC conducted its latest assessment for racial disparities.	08/23/2023

1D-10a.	Process for Analyzing Racial Disparities–Identified Racial Disparities in Provision or Outcomes of Homeless Assistance.	
	NOFO Section V.B.1.q.	

Describe in the field below:

1.	your CoC's process for analyzing whether any racial disparities are present in the provision or outcomes of homeless assistance; and
2.	what racial disparities your CoC identified in the provision or outcomes of homeless assistance.

(limit 2,500 characters)

1. The CoC's process for analyzing racial disparities entails routine analysis of data from a complex network of available data sources including HMIS, census, SNAP, ERAP, RAFT. The data is analyzed to highlight trends. We perform routine analysis of data from our HMIS as compared to Census, shelter enrollment and PSH enrollment as compared to the general population to identify disparities. The CoC staff has maximized the potential of our HMIS software to create customized reports that automatically run daily/weekly/monthly and send via email to designated recipients. These disparities are conveyed to the Equity/Underserved Committee (E/U), board, regional task forces, local and state gov't officials for action planning. The reports are shared with service providers, housing authorities, workgroups, and other CoCs. Disparities at the project level are presented to that project. Racial disparities in the outcomes of homeless assistance are addressed at the project level and policy level. The E/U Committee evaluates Equity outcomes including analyzing the CE Assessment through an equity lens, both project level and systemwide data to ensure that underrepresented populations have equal access to CoC projects through referral, experience housing placement, and have positive outcomes for housing retention.

2. In a competitive housing market, we observed poorer program outcomes for BIPOC communities than for their White counterparts. The CoC reached out to these communities to offer support. We identified that Southeast Asian clients are not accessing the homeless system. We also saw a rise in the percentage of Latinx chronically homeless individuals. Black and Latinx families access shelter at a disproportionate level with predominantly single-female headed households.

1D-10b.	Implemented Strategies that Address Racial Disparities.	
	NOFO Section V.B.1.q.	

Select yes or no in the chart below to indicate the strategies your CoC is using to address any racial disparities.

1.	The CoC's board and decisionmaking bodies are representative of the population served in the CoC.	Yes
2.	The CoC has identified steps it will take to help the CoC board and decisionmaking bodies better reflect the population served in the CoC.	Yes
3.	The CoC is expanding outreach in geographic areas with higher concentrations of underrepresented groups.	Yes
4.	The CoC has communication, such as flyers, websites, or other materials, inclusive of underrepresented groups.	Yes
5.	The CoC is training staff working in the homeless services sector to better understand racism and the intersection of racism and homelessness.	Yes
6.	The CoC is establishing professional development opportunities to identify and invest in emerging leaders of different races and ethnicities in the homelessness sector.	Yes
7.	The CoC has staff, committees, or other resources charged with analyzing and addressing racial disparities related to homelessness.	Yes
8.	The CoC is educating organizations, stakeholders, boards of directors for local and national nonprofit organizations working on homelessness on the topic of creating greater racial and ethnic diversity.	Yes

9.	The CoC reviewed coordinated entry processes to understand their impact on people of different races and ethnicities experiencing homelessness.	Yes
10.	The CoC is collecting data to better understand the pattern of program use for people of different races and ethnicities in its homeless services system.	Yes
11.	The CoC is conducting additional research to understand the scope and needs of different races or ethnicities experiencing homelessness.	Yes
	Other:(limit 500 characters)	
12.		

1D-10c.	Implemented Strategies that Address Known Disparities.	
	NOFO Section V.B.1.q.	

Describe in the field below the steps your CoC is taking to address the disparities identified in the provision or outcomes of homeless assistance.

(limit 2,500 characters)

Recognizing that the CoC Board lacked the necessary diversity to include voices of BIPOC and LGBTQIA+ the CoC recruited CoC Board membership from these groups increasing diversity in decision-making. The E/U Sub-committee was created to assess and monitor the equity of service provision and outcomes of CoC-funded projects and specifically recruited a member of Southeast Asian community to reach this population. The CoC hired a consultant specializing in equity to support our work to address disparity within the CoC. The CoC lead agency CMHA also recruited staff for the CoC team that represent underserved populations to have their perspective incorporated daily. The CoC has undertaken the evaluation of the CE Assessment to ensure that BIPOC and other underserved populations experiencing homelessness are appropriately prioritized for housing. The CE assessment was updated prior to the EHV program start to incorporate points for COVID impact and discrimination experienced to increase access for underserved populations. The CoC Equity Committee has reviewed the CE assessment and made recommendations to the CoC Advisory Board. During Project Monitoring, the demographic composition of the project is compared to similar projects within the CoC portfolio and the overall population in our homeless system. CoC also reviews the diversity of the staff providing resources to increase diversity. Projects are then required to review their processes for any biases. The CoC is participating in a multi-CoC initiative led by as statewide organization to provide equity training to all CES partners in the geography as a result of a comprehensive assessment. CoC plans to mandate these trainings to funded partner agencies and work with the municipalities to require them for ESG, HOPWA and HOME recipients. The CoC led health equity outcomes by deploying vaccines in settings frequented by vulnerable communities in addition to at shelters which has continued for boosters. CoC also used HMIS data to track vaccine rates. CoC also shares trends with municipal leaders, local coalitions and the CoC planning committee to gather feedback on ways to address the disparities. CoC reports on equity trends at regional housing first task force meetings. We are currently working on systemic changes with our communities to address these disparities including inclusionary zoning and targeting specific census tracts for resources.

1D-10d.	Tracked Progress on Preventing or Eliminating Disparities.	
	NOFO Section V.B.1.q.	
	Describe in the field below:	
1.	the measures your CoC has in place to track progress on preventing or eliminating disparities in the provision or outcomes of homeless assistance; and	
2.	the tools your CoC uses.	

(limit 2,500 characters)

1. The CoC HMIS software is set to create customized reports that automatically run daily/weekly/monthly and can be directly sent via email to designated recipients. We provide monthly trend reports to our stakeholders on the chosen measures. These measures are updated based on feedback from our Equity Committee. Through these reports the CoC is able to review, analyze and track the race, ethnicity, age, gender identity, and household composition of sheltered and unsheltered people experiencing homelessness, people accessing housing services to include some PHA programs, and city population to identify racial disparities. Specifically, CoC tracks race/ethnicity/gender of those in the shelter system compared to census data and prior living situation to track community-wide trends over time. This is presented to a wide range of stakeholders to increase awareness and start to develop action plans to reduce these disparities. On a project level, CoC tracks the race/ethnicity/gender of those enrolled in programs compared to the overall population experiencing homelessness for each CoC funded project, exits to permanent destinations, and those referred to EHV's vs. receiving and exits to permanent destinations. We are tracking this data over time to measure increases or decreases in these disparities and use the expertise of the CoC Equity Committee to identify areas for improvement. On a systems level, we track the length of time a person is accepted into a CoC funded program to time to move in for scattered site. This provides information on possible fair housing issues that need to be addressed. Evaluation of this data before and after intervention and education will indicate progress or lack thereof. Seeking and receiving feedback from LGBTQ+ Advocates, Organizations led by and serving BIPOC, and from PWLE allows the CoC to track progress on preventing or eliminating disparities. Other measures we use to inform persons at risk of homelessness are income disparities by zip code, SNAP enrollment trends as food insecurity and housing instability go hand in hand and rental cost trends along with referrals for rental assistance programs. This assists us in identifying prevention programs necessary to prevent homelessness. All of these measures give us an overall picture of inequities and inform our action planning on addressing these disparities.

2. HMIS, census data, DTA-SNAP, and most recently the CoC Racial Equity Analysis Tool.

1D-11.	Involving Individuals with Lived Experience of Homelessness in Service Delivery and Decisionmaking—CoC's Outreach Efforts.	
	NOFO Section V.B.1.r.	
	Describe in the field below your CoC's outreach efforts (e.g., social media announcements, targeted outreach) to engage those with lived experience of homelessness in leadership roles and decision making processes.	

(limit 2,500 characters)

The CoC engages its partner agencies in recruiting PWLE along with CMHA actively recruiting. The CoC enlisted the outreach workers in being ambassadors for recruiting PWLE and gathering feedback from them. We value the time that PWLE commit to us understanding they are taking time out of their day to participate. In turn, we compensate them for attending meetings and for speaking at events to share their experience. We offer meetings virtually and provide transportation to and from meetings if PLWE do not have access to virtual devices. We promote opportunities with flyers that are distribute to our partner agencies, our shelters and other settings where PLWE frequent. We also send the opportunity to our distribution lists that includes those who attend our family forum specifically designed for PWLE, our constant contact list that includes a wide variety of stakeholders and our COC distribution lists. The opportunities are posted on our and partnering agencies' website and social media platforms.

We engage PWLE who have expressed frustration with the system as well as those who have reached out to appreciate our services. The CoC currently has a Youth Action Board who regularly recruits new members with the diversity that represents youth to participate. CoC and YAB have a diverse staff to assist with engaging BIPOC and LGBTQ PLWE. This assists us in engaging PLWE that mirror the diversity of clients. When a PLWE is interested, we provide an orientation meeting in the setting of their choice to highlight our desire to have them as experts at the table. Our committee members are trained to be welcoming to PLWE and engage them in the meeting as it can often be intimidating. We also encourage PLWE to take on leadership roles by learning their interests and matching those interests to the appropriate committee. Once members are engaged, we mentor and coach them by encouraging their participation during meetings, following up after meetings if they haven't contributed and highlighting their input at the following meeting to demonstrate the value of their participation.

1D-11a.	Active CoC Participation of Individuals with Lived Experience of Homelessness.	
	NOFO Section V.B.1.r.	

You must upload the Letter Signed by Working Group attachment to the 4B. Attachments Screen.
 Enter in the chart below the number of people with lived experience who currently participate in your CoC under the four categories listed:

	Level of Active Participation	Number of People with Lived Experience Within the Last 7 Years or Current Program Participant	Number of People with Lived Experience Coming from Unsheltered Situations
1.	Included in the decisionmaking processes related to addressing homelessness.	6	6
2.	Participate on CoC committees, subcommittees, or workgroups.	6	6
3.	Included in the development or revision of your CoC's local competition rating factors.	2	2
4.	Included in the development or revision of your CoC's coordinated entry process.	3	3

1D-11b.	Professional Development and Employment Opportunities for Individuals with Lived Experience of Homelessness.	
	NOFO Section V.B.1.r.	

Describe in the field below how your CoC or CoC membership organizations provide professional development and employment opportunities to individuals with lived experience of homelessness.

(limit 2,500 characters)

We have two consumer led organizations in our region who employ primarily PWLE recognizing that they have the best knowledge of how to access resources and mitigate barriers. This is the largest employment opportunity for PWLE. CMHA, the lead agency has a diverse staff, recently increasing those with lived experience with homelessness as a child and/or adult and those in recovery from substance use disorders along with LGBTQ who experienced homelessness understanding the impacts. They can relate most effectively to clients. Our FHQC has PWLE on its Board and a leading behavioral health organization has a consumer advisory board providing opportunities for professional development. Our Youth Action Board and CoC committees are paid and provide professional development through mentoring and guidance that encourages speaking engagements and pursuing employment opportunities. Each of our subrecipients serving households without children have peer positions employing those with psychiatric and substance use disorders who have completed a peer certificate program. Our family shelters have over 40% of clients working and we have a specific program to provide training and assistance in accessing employment. Through COVID, each of the programs added electronic devices for clients to use to virtually take training programs, attend school and interview for positions. Our family shelters have a hub where clients can get staff assistance with these activities and we provide them with tablets to use. This includes a training and certification program to advance their skills. The state has also implemented CORI regulations for health and human services agencies that limits exclusionary practices to recent and severe crimes that could affect clients well-being. This provides additional opportunities for homeless clients. During monitoring of the projects, we review activities of subrecipients in providing employment opportunities for client and assisting clients in accessing employment. The majority of our community partners attest to having project graduates in positions of employment.

1D-11c.	Routinely Gathering Feedback and Addressing Challenges of Individuals with Lived Experience of Homelessness.	
	NOFO Section V.B.1.r.	

Describe in the field below:

- | | |
|----|---|
| 1. | how your CoC routinely gathers feedback from people experiencing homelessness; |
| 2. | how your CoC routinely gathers feedback from people who have received assistance through the CoC or ESG Programs; and |
| 3. | the steps your CoC has taken to address challenges raised by people with lived experience of homelessness. |

(limit 2,500 characters)

1. Street Outreach case managers throughout our geography consistently receive and share feedback from people experiencing homelessness. Our CES Working group provides a forum where feedback received by outreach workers, and others who encounter people experiencing homelessness can be shared with our community partners.

2. CoC obtained feedback from clients through the YAB, participation in committees and consumer advisory board, public forums and individual meetings. This provides a variety of settings to ensure PWLE are in a comfortable setting. The YAB provided input into our planning for youth developing an action plan for the CoC Youth Committee. The CoC lead and its subrecipients through the committees and boards elicited feedback from clients formally and informally throughout the year. PLWE participated in the advisory board and planning meetings along with having 1:1 meetings with CoC staff. This information is used to identify gaps informing our plans and prioritizing projects. The CoC Family forum provided feedback from families on the barriers they are facing as we developed our services and policy plans during the year. This leads to both programmatic changes and policy initiatives. Our local Family Resource Centers provide feedback regularly on what families are reporting to them. We maintain a speaker's bureau for the voice of those experiencing homelessness to be provided directly to policy makers.

3. The CoC uses feedback to modify programs, increase access to resources and advocate for policy change. We use a collaborative approach engaging those best positioned to make these changes. The CoC and municipalities have developed committees who meet regularly to share barriers experienced by those experiencing homelessness and develop joint plans to address these barriers. This includes follow up with programs that clients are experiencing challenges with including through the CoC monitoring activities, creating new programs or enhancing existing programs, and leading policy change initiatives. Some examples include the Cities of Worcester and Fitchburg currently having a working group to address barriers client face in accessing shelter, opening a shelter for women who are victims of trafficking, the addition of a housing system navigator to assist clients in accessing resources and advocacy at the state level to eliminate the barriers in accessing resources

1D-12.	Increasing Affordable Housing Supply.	
	NOFO Section V.B.1.t.	
	Describe in the field below at least 2 steps your CoC has taken in the past 12 months to engage city, county, or state governments that represent your CoC's geographic area regarding the following:	
	1. reforming zoning and land use policies to permit more housing development; and	
	2. reducing regulatory barriers to housing development.	

(limit 2,500 characters)

1.CoC is an active participant in local and statewide planning efforts to reform zoning/land use policies. One step is CoC lead agency co-leads a cross-sector affordable housing coalition that is reviewing current zoning and making recommendations on reforms. This coalition was instrumental in working with the City to increase the ARPA dollars allocated to homelessness prevention and to pass an inclusionary zoning policy to ensure all development includes affordable units at 60 or 80% of median income. The Coalition is currently working with the City on an accessory dwelling unit policy. CoC is expanding these efforts to communities across the County. Second, CMHA is the lead agency in a suit against Holden who is refusing to follow the new state mandated requirements for additional multi-family zoning. The CoC provides input on increasing housing production and reducing gentrification in communities throughout the County . CoC is also working closely with communities seeing an increase in unsheltered on supporting non-congregate shelters in these areas that historically have not had shelters. We are supporting our partner agencies in receiving special permits and implementing non-congregate models. CoC is also working with the entitlement cities to create a consistent means to incorporate equity criteria with CoC, ESG, HOPWA and HOME funds.

2.CoC is actively working to eliminate unnecessary barriers to housing production statewide and locally. One step is we are providing feedback to the Office of Housing and Livable Communities who holds the development and rental assistance dollars for the state. We have provided testimony that gives concrete recommendations in how to reduce costs and to expedite access to the resources. Another step is we provided direct feedback to the state and the two entitlement communities in our region on the use of HOME-ARP funds that is consistent with the CoC needs assessment and gap analysis and reduces barriers and prioritizes production. CoC is also working to address community concerns about projects by creating public awareness campaigns, presenting on the data and best practices including permanent supportive housing and meeting with electeds and community members individually. We also have implemented a pilot project in collaboration with the City and PHA to provide incentives and landlord support in an effort to increase access to housing for voucher holders to not limit our efforts solely to production.

1E. Project Capacity, Review, and Ranking–Local Competition

HUD publishes resources on the HUD.gov website at CoC Program Competition to assist you in completing the CoC Application. Resources include:

- Notice of Funding Opportunity (NOFO) for Fiscal Year (FY) 2023 Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2023 CoC Application Navigational Guide;
- Section 3 Resources;
- PHA Crosswalk; and
- Frequently Asked Questions

1E-1.	Web Posting of Your CoC’s Local Competition Deadline–Advance Public Notice. NOFO Section V.B.2.a. and 2.g. You must upload the Web Posting of Local Competition Deadline attachment to the 4B. Attachments Screen.	
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1.	Enter your CoC’s local competition submission deadline date for New Project applicants to submit their project applications to your CoC—meaning the date your CoC published the deadline.	08/04/2023
2.	Enter the date your CoC published the deadline for Renewal Project applicants to submit their project applications to your CoC’s local competition—meaning the date your CoC published the deadline.	08/04/2023

1E-2.	Project Review and Ranking Process Your CoC Used in Its Local Competition. We use the response to this question and the response in Question 1E-2a along with the required attachments from both questions as a factor when determining your CoC’s eligibility for bonus funds and for other NOFO criteria below. NOFO Section V.B.2.a., 2.b., 2.c., 2.d., and 2.e. You must upload the Local Competition Scoring Tool attachment to the 4B. Attachments Screen. Select yes or no in the chart below to indicate how your CoC ranked and selected project applications during your local competition:	
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1.	Established total points available for each project application type.	Yes
2.	At least 33 percent of the total points were based on objective criteria for the project application (e.g., cost effectiveness, timely draws, utilization rate, match, leverage), performance data, type of population served (e.g., DV, youth, Veterans, chronic homelessness), or type of housing proposed (e.g., PSH, RRH).	Yes
3.	At least 20 percent of the total points were based on system performance criteria for the project application (e.g., exits to permanent housing destinations, retention of permanent housing, length of time homeless, returns to homelessness).	Yes
4.	Provided points for projects that addressed specific severe barriers to housing and services.	Yes

5.	Used data from comparable databases to score projects submitted by victim service providers.	Yes
6.	Provided points for projects based on the degree the projects identified any barriers to participation (e.g., lack of outreach) faced by persons of different races and ethnicities, particularly those over-represented in the local homelessness population, and has taken or will take steps to eliminate the identified barriers.	Yes

1E-2a.	Scored Project Forms for One Project from Your CoC's Local Competition. We use the response to this question and Question 1E-2. along with the required attachments from both questions as a factor when determining your CoC's eligibility for bonus funds and for other NOFO criteria below.	
	NOFO Section V.B.2.a., 2.b., 2.c., and 2.d.	

You must upload the Scored Forms for One Project attachment to the 4B. Attachments Screen.
Complete the chart below to provide details of your CoC's local competition:

1.	What were the maximum number of points available for the renewal project form(s)?	960
2.	How many renewal projects did your CoC submit?	22
3.	What renewal project type did most applicants use?	PH-PSH

1E-2b.	Addressing Severe Barriers in the Local Project Review and Ranking Process.	
	NOFO Section V.B.2.d.	

Describe in the field below:

1.	how your CoC analyzed data regarding each project that has successfully housed program participants in permanent housing;
2.	how your CoC analyzed data regarding how long it takes to house people in permanent housing;
3.	how your CoC considered the specific severity of needs and vulnerabilities experienced by program participants preventing rapid placement in permanent housing or the ability to maintain permanent housing when your CoC ranked and selected projects; and
4.	considerations your CoC gave to projects that provide housing and services to the hardest to serve populations that could result in lower performance levels but are projects your CoC needs in its geographic area.

(limit 2,500 characters)

1. The CoC analyzed data from Project Monitoring reports, APRs, CES referral docs and CES attendance rosters to evaluate how projects provide housing and services to the hardest to serve. The PM report was used to evaluate project expenditures, utilization and adverse findings. The APR was used to allocate points for SPMs such as exits to PH and Retention, and income measures. CES referral docs were used to evaluate each project's acceptance of referrals with higher scores for vulnerability. CES attendance rosters were used to determine the projects participation with CES case conferencing. Each sub-recipient was asked to respond to three questions pertaining to how they enhance employment, how they advance equity and how they incorporate PWLE into their day-to-day operations. Once the Obj. Measures had been approved by the CoC Advisory Board, a team of four key CoC staff gathered the data identified evaluating each project by the measures.

2 CoC used APR-HMIS data to determine the LOT between enrollment and housing move-in. The CoC considered factors such as the lack of available apartments, CORI/SORI, participants' housing choice, and the participant's poor housing record. Projects that had staff dedicated to housing search efforts were awarded higher points.

3 Objective measures included higher points awarded for projects accepting participants with higher levels of vulnerability as indicated on referral documentation. These projects were more likely to serve persons with vulnerabilities such as history of victimization/abuse, DV, sexual assault and childhood abuse, CORI/SORI history, chronic homelessness, low or no income, active or past substance use.

4 Two projects that meet community needs with the CoC, but have lower performance measures due to the severe service needs of the participants accepted are the Green House and Safe Haven. Each is a congregate project that will enroll participants with major mental health concerns. Both projects have 24/7 staff creating a safe space for people experiencing major mental health issues. Green House is the only project within the CoC that maintains a sobriety requirement which makes it a valuable resource for men who have gone through substance use treatment. Each of these PSH projects has low rates of income growth and low rates of discharge to permanent housing destinations but each is a valued resource within the CoC geography.

1E-3.	Advancing Racial Equity through Participation of Over-Represented Populations in the Local Competition Review and Ranking Process.	
	NOFO Section V.B.2.e.	
	Describe in the field below:	
1.	how your CoC used the input from persons of different races and ethnicities, particularly those over-represented in the local homelessness population, to determine the rating factors used to review project applications;	
2.	how your CoC included persons of different races and ethnicities, particularly those over-represented in the local homelessness population in the review, selection, and ranking process; and	
3.	how your CoC rated and ranked projects based on the degree to which their project has identified any barriers to participation (e.g., lack of outreach) faced by persons of different races and ethnicities, particularly those over-represented in the local homelessness population, and has taken or will take steps to eliminate the identified barriers.	

(limit 2,500 characters)

1.The CoC ensured that input was included from BIPOC and LGBTQ+ in developing the rating factors used to review project applications with BIPOC and LGTQ+ staff developing the criteria with an equity lens and with our CoC Advisory Board, who purposely have members representing these communities providing the final review and approval. The Board reviews, offers commentary, edits and ultimately approves for use, the Review, Scoring and Ranking Process. Black people are overrepresented in our homeless community by 19%.

2.The Review, Scoring and Ranking Process was completed by a CoC committee comprised of two members of the CoC lead agency’s Diversity, Equity and Inclusion Committee who identify as LGBTQ+ and as a PWLE’s of homelessness, and, a member of the Equity and Underserved CoC Sub-committee who is a person of color. Also, a latina mother who had lived with her children in a family shelter, and a CoC Advisory Board member who has lived experience of CH homelessness. 75% of the review, scoring and ranking committee are person over-represented in the homeless community.

3.The CoC developed the Scoring and Ranking Criteria to include a measure of each projects consistency with HUD/CoC priorities for advancing equity. The Scoring and Ranking Criteria was published to renewal project applicants and as an included as an attachment to the RFP for new projects. Objective Criteria 1 Goal 1, awards points to new and renewal projects that have a clear strategy to provide outreach, engagement, and housing interventions to serve homeless populations experiencing homelessness that have not previously been served by the homeless system at the same rate they are experiencing homelessness. Goal 2, awards points to new and renewal projects that have documented intent to collaborate with specific service provider organizations and advocacy groups that represent under-served population. Each sub-recipient was asked to submit a response to a question aimed at assessing that org has identified barriers and taken steps to eliminate those barriers.

1E-4.	Reallocation–Reviewing Performance of Existing Projects.	
	NOFO Section V.B.2.f.	

Describe in the field below:

1.	your CoC’s reallocation process, including how your CoC determined which projects are candidates for reallocation because they are low performing or less needed;
2.	whether your CoC identified any low performing or less needed projects through the process described in element 1 of this question during your CoC’s local competition this year;
3.	whether your CoC reallocated any low performing or less needed projects during its local competition this year; and
4.	why your CoC did not reallocate low performing or less needed projects during its local competition this year, if applicable.

(limit 2,500 characters)

- 1.FY23 Reallocation Process
 - a.Review findings of the annual PIT survey to help identify local priority needs
 - b.Review the annual needs/gaps analysis & identify priorities regarding CoC program needs to be addressed by CoC funding application
 - c.Review HUD policy & reallocation & new project priorities
 - d.Review performance of all currently funded projects using a ratings & ranking tool assessing both HUD performance measures & local CoC needs
 - e.CoC Board reviews project performance findings & id’s potential opportunities for reallocation, if any
 - f.As required, the CoC issues an RFP for potential new projects to be created through reallocation for locally-determined eligible program types
 - g.Applications for new (& renewal) projects are submitted for review as indicated in the annual application timeline
 - h.New and Renewal Project Applications are rated & ranked using a CoC Board-approved project review tool
 - i.Based on the NOFO guidance, HUD & local priorities the CoC Advisory Board decides on final inclusion or exclusion of new and renewal projects, & if renewing projects will be funded in full or partial
 - j.Agencies having submitted an application for a proposed new project created through reallocation will be notified whether or not the application will be included in the Funding Application
- 2.Two projects requested to have their funding reallocated during this competition. As they are historically low performing projects, the requests were implemented.
- 3.The CoC reallocated LIFT Supportive Housing and Worcester Transitional Housing Consortium (WTHC) during this competition. LIFT had experienced overwhelming barriers in implementing a RRH project for survivors of sexual trafficking due to complicated legal history and overly high rents. WTHC wants to focus on PSH projects moving forward.
- 4.Not applicable.

1E-4a.	Reallocation Between FY 2018 and FY 2023.	
	NOFO Section V.B.2.f.	

	Did your CoC cumulatively reallocate at least 20 percent of its ARD between FY 2018 and FY 2023?	Yes
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1E-5.	Projects Rejected/Reduced–Notification Outside of e-snaps.	
	NOFO Section V.B.2.g.	
	You must upload the Notification of Projects Rejected-Reduced attachment to the 4B. Attachments Screen.	

1.	Did your CoC reject any project application(s) submitted for funding during its local competition?	No
2.	Did your CoC reduce funding for any project application(s) submitted for funding during its local competition?	No
3.	Did your CoC inform applicants why your CoC rejected or reduced their project application(s) submitted for funding during its local competition?	No
4.	If you selected Yes for element 1 or element 2 of this question, enter the date your CoC notified applicants that their project applications were being rejected or reduced, in writing, outside of e-snaps. If you notified applicants on various dates, enter the latest date of any notification. For example, if you notified applicants on 06/26/2023, 06/27/2023, and 06/28/2023, then you must enter 06/28/2023.	

1E-5a.	Projects Accepted–Notification Outside of e-snaps.	
	NOFO Section V.B.2.g.	
	You must upload the Notification of Projects Accepted attachment to the 4B. Attachments Screen.	

	Enter the date your CoC notified project applicants that their project applications were accepted and ranked on the New and Renewal Priority Listings in writing, outside of e-snaps. If you notified applicants on various dates, enter the latest date of any notification. For example, if you notified applicants on 06/26/2023, 06/27/2023, and 06/28/2023, then you must enter 06/28/2023.	09/12/2023
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1E-5b.	Local Competition Selection Results for All Projects.	
	NOFO Section V.B.2.g.	
	You must upload the Local Competition Selection Results attachment to the 4B. Attachments Screen.	

	Does your attachment include: 1. Project Names; 2. Project Scores; 3. Project accepted or rejected status; 4. Project Rank–if accepted; 5. Requested Funding Amounts; and 6. Reallocated funds.	Yes
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1E-5c.	Web Posting of CoC-Approved Consolidated Application 2 Days Before CoC Program Competition Application Submission Deadline.	
	NOFO Section V.B.2.g. and 24 CFR 578.95.	
	You must upload the Web Posting–CoC-Approved Consolidated Application attachment to the 4B. Attachments Screen.	

	Enter the date your CoC posted the CoC-approved Consolidated Application on the CoC’s website or partner’s website–which included: 1. the CoC Application; and 2. Priority Listings for Reallocation forms and all New, Renewal, and Replacement Project Listings.	09/25/2023
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1E-5d.	Notification to Community Members and Key Stakeholders that the CoC-Approved Consolidated Application is Posted on Website.	
	NOFO Section V.B.2.g.	
	You must upload the Notification of CoC-Approved Consolidated Application attachment to the 4B. Attachments Screen.	

	Enter the date your CoC notified community members and key stakeholders that the CoC-approved Consolidated Application was posted on your CoC’s website or partner’s website.	09/25/2023
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2A. Homeless Management Information System (HMIS) Implementation

HUD publishes resources on the HUD.gov website at CoC Program Competition to assist you in completing the CoC Application. Resources include:

- Notice of Funding Opportunity (NOFO) for Fiscal Year (FY) 2023 Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2023 CoC Application Navigational Guide;
- Section 3 Resources;
- PHA Crosswalk; and
- Frequently Asked Questions

2A-1.	HMIS Vendor.	
	Not Scored–For Information Only	

	Enter the name of the HMIS Vendor your CoC is currently using.	Bitfocus
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2A-2.	HMIS Implementation Coverage Area.	
	Not Scored–For Information Only	

	Select from dropdown menu your CoC’s HMIS coverage area.	Multiple CoCs
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2A-3.	HIC Data Submission in HDX.	
	NOFO Section V.B.3.a.	

	Enter the date your CoC submitted its 2023 HIC data into HDX.	04/28/2023
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2A-4.	Comparable Database for DV Providers–CoC and HMIS Lead Supporting Data Collection and Data Submission by Victim Service Providers.	
	NOFO Section V.B.3.b.	

	In the field below:	
1.	describe actions your CoC and HMIS Lead have taken to ensure DV housing and service providers in your CoC collect data in HMIS comparable databases;	
2.	state whether DV housing and service providers in your CoC are using a HUD-compliant comparable database–compliant with the FY 2022 HMIS Data Standards; and	

3. state whether your CoC's HMIS is compliant with the FY 2022 HMIS Data Standards.

(limit 2,500 characters)

1. The CoC lead, CMHA maintains consistent contact with DV housing and service providers within our geography to support their data collection in a comparable HMIS system. The CoC has consistently had DV providers on its Advisory Board to ensure the needs and protections of victims of DV are considered in all of its decisions and discussions.
2. YWCA, Lift and the state-funded shelters to include those operated by CMHA, Catholic Charities and SMOC use a comparable HMIS system that is called Efforts to Outcomes (ETO). The CoC's Data Quality Coordinator evaluates ETO HMIS data to ensure that it collects the same data elements required in the HUD-published 2022 HMIS Data Standards.
3. The Worcester City and County CoC is compliant with 2022 HMIS Data Standards.

2A-5. Bed Coverage Rate—Using HIC, HMIS Data—CoC Merger Bonus Points.
 NOFO Section V.B.3.c. and V.B.7.

Enter 2023 HIC and HMIS data in the chart below by project type:

Project Type	Total Year-Round Beds in 2023 HIC	Total Year-Round Beds in HIC Operated by Victim Service Providers	Total Year-Round Beds in HMIS	HMIS Year-Round Bed Coverage Rate
1. Emergency Shelter (ES) beds	1,262	23	1,224	98.79%
2. Safe Haven (SH) beds	128	0	0	0.00%
3. Transitional Housing (TH) beds	954	0	939	98.43%
4. Rapid Re-Housing (RRH) beds	709	0	709	100.00%
5. Permanent Supportive Housing (PSH) beds	13	0	13	100.00%
6. Other Permanent Housing (OPH) beds	376	0	364	96.81%

2A-5a. Partial Credit for Bed Coverage Rates at or Below 84.99 for Any Project Type in Question 2A-5.
 NOFO Section V.B.3.c.

For each project type with a bed coverage rate that is at or below 84.99 percent in question 2A-5, describe:

1. steps your 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 your CoC will implement the steps described to increase bed coverage to at least 85 percent.

(limit 2,500 characters)

1. OPH is the one project type for which 85% of the beds are not covered within HMIS. These are the Emergency Housing Voucher beds that are tracked in an alternate PHA database. Given that the PHA tracks household composition within their own software, they are not willing to participate in HMIS for these beds. The CoC will continue to encourage PHA participation in the HMIS software, will offer training to PHA staff, will offer technical assistance to PHA staff.

2. The utilization of HMIS to track EHV housing participants will be a standing agenda item for all meetings that the CoC holds with the PHA.

2A-6.	Longitudinal System Analysis (LSA) Submission in HDX 2.0.	
	NOFO Section V.B.3.d.	
	You must upload your CoC's FY 2023 HDX Competition Report to the 4B. Attachments Screen.	

Did your CoC submit at least two usable LSA data files to HUD in HDX 2.0 by February 28, 2023, 8 p.m. EST?	Yes
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2B. Continuum of Care (CoC) Point-in-Time (PIT) Count

HUD publishes resources on the HUD.gov website at CoC Program Competition to assist you in completing the CoC Application. Resources include:

- Notice of Funding Opportunity (NOFO) for Fiscal Year (FY) 2023 Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2023 CoC Application Navigational Guide;
- Section 3 Resources;
- PHA Crosswalk; and
- Frequently Asked Questions

2B-1.	PIT Count Date.	
	NOFO Section V.B.4.a	

	Enter the date your CoC conducted its 2023 PIT count.	01/25/2023
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2B-2.	PIT Count Data–HDX Submission Date.	
	NOFO Section V.B.4.a	

	Enter the date your CoC submitted its 2023 PIT count data in HDX.	04/28/2023
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2B-3.	PIT Count–Effectively Counting Youth in Your CoC’s Most Recent Unsheltered PIT Count.	
	NOFO Section V.B.4.b.	

	Describe in the field below how your CoC:	
	1. engaged unaccompanied youth and youth serving organizations in your CoC’s most recent PIT count planning process;	
	2. worked with unaccompanied youth and youth serving organizations to select locations where homeless youth are most likely to be identified during your CoC’s most recent PIT count planning process; and	
	3. included youth experiencing homelessness as counters during your CoC’s most recent unsheltered PIT count.	

(limit 2,500 characters)

1. The Massachusetts Commission on unaccompanied homeless youth divided the state into 10 regions and trained organizations and youth to implement the survey locally in Worcester County. Interested youth-serving organizations and youth with lived experience joined a regional Youth Count Committee. The committee identified best practices for engaging with unaccompanied homeless youth, worked with other community partners to raise awareness about the survey and identify participants, problem-solved during implementation, distributed survey and marketing materials, and trained Youth Count ambassadors and YAB members (youth with lived experience) who led outreach efforts. Youth with lived experience influenced decisions within the committee and through focus groups during planning, implementation, and data analysis.

2. During the planning phase, youth-serving organizations worked with youth with lived experience to brainstorm locations where they would most likely find unaccompanied homeless youth. The Youth Count Committee also discussed communities that were under-represented in past years and identified strategies to engage those communities, such as youth count ambassadors doing more street outreach in those communities and hanging flyers in public spaces such as libraries and gas stations. Lastly, the committee engaged community partners who work with relevant youth (such as McKinney-Vento school representatives) to identify participants.

3. Youth Count Ambassadors were supported by the committee to safely distribute the survey, accurately answer participants' questions, and help influence decisions around the survey in the region. They participated in both street outreach to engage with unaccompanied homeless youth directly and phone/email outreach to engage with youth serving organizations and other community partners to distribute the survey to relevant youth involved in their programs.

2B-4.	PIT Count–Methodology Change–CoC Merger Bonus Points.	
	NOFO Section V.B.5.a and V.B.7.c.	

	In the field below:
1.	describe any changes your CoC made to your sheltered PIT count implementation, including methodology or data quality changes between 2022 and 2023, if applicable;
2.	describe any changes your CoC made to your unsheltered PIT count implementation, including methodology or data quality changes between 2022 and 2023, if applicable; and
3.	describe how the changes affected your CoC's PIT count results; or
4.	state "Not Applicable" if there were no changes or if you did not conduct an unsheltered PIT count in 2023.

(limit 2,500 characters)

1. The COC made changes to the 2023 Sheltered PIT count implementation by including new technological options in the methodology that had not been available in previous years. This involved utilizing Microsoft Share Point technology to create live PIT survey sheets that each project point of contact could then access through a hyperlink, to report their PIT numbers for the count night.
2. There was also new technology implemented in the Unsheltered PIT count. This involved utilizing Microsoft Forms to apply the PIT unsheltered survey form (which has traditionally always been a paper survey form) into a digital, online survey that was accessible and anonymous. PIT count staff and volunteers were sent emails and flyers with instructions, and hyperlinks and QR codes that took them to the online survey. Also, community members who do not traditionally go surveying on PIT count were encouraged to display the flyers in their places of business where the community could access them, allowing those who were experiencing unsheltered homelessness on the night of the count, to directly take the survey themselves (Paper survey forms were offered for those community members without a smartphone).
3. Utilizing these new technologies resulted in positive effects for both PIT count Outreach/volunteers and community members. In the sheltered PIT count, HMIS users were able to more quickly and efficiently communicate shelter totals of the count night directly. These independent digital forms then acted as a data quality safety net by comparing the data in them to recorded HMIS data. Erroneous HMIS data was then corrected for the count night. Use of the new method also resulted in faster, smoother, more efficient, and more data-accurate reporting for the PIT count; especially in the cases of non-HMIS participating community partners. In the case of the Unsheltered PIT count, Outreach workers and volunteers were able to utilize their cell phones to conduct surveys instead of relying solely on paper forms. It was reported that this led to faster, less burdensome, and more ease of use during the count. Also, several surveys were self-reported by members of the community experiencing unsheltered homelessness on the night of the count, by utilizing the online survey through scanning the QR code on the flyers displayed. This added a wider range of participation by including people that may otherwise not have been included.

2C. System Performance

HUD publishes resources on the HUD.gov website at CoC Program Competition to assist you in completing the CoC Application. Resources include:

- Notice of Funding Opportunity (NOFO) for Fiscal Year (FY) 2023 Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2023 CoC Application Navigational Guide;
- Section 3 Resources;
- PHA Crosswalk; and
- Frequently Asked Questions

2C-1.	Reduction in the Number of First Time Homeless–Risk Factors Your CoC Uses.	
	NOFO Section V.B.5.b.	

	In the field below:	
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	1. describe how your CoC determined the risk factors to identify persons experiencing homelessness for the first time;	
	2. describe your CoC’s strategies 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 your CoC’s strategy to reduce the number of individuals and families experiencing homelessness for the first time	

(limit 2,500 characters)

1.As compared to 2021 the # of first time homeless increased by 32% in 2022.The process by which the CoC identifies risk factors for first time homelessness included the review of intake data and feedback from local gov't, behavioral health and substance use treatment programs, MA EOHLC as well as partner agencies and the lead agency's Housing Counseling (HC) program to identify risk factors leading to first time homelessness as experienced by those entering shelter. Risk factors include rising rents and lack of affordable housing options, extremely low income or loss of income, medical, substance use and behavioral health issues, lack of family and community supports. Haitian immigrants have impacted our rate of first time homeless.

2.The CoC's strategy to address individuals and families at risk of first-time homelessness is to intervene early. Through CES collaborations with community partners including health care providers, landlords, school depts, social service agencies, faith-based orgs, interventions are identified and referrals are made to address barriers with the ultimate goal of retaining tenancy. The lead agency-CMHA's Housing Counseling program, having 12,000 encounters last year, is a well -known resource for people whose housing is threatened. CMHA accesses multiple funding resources to include federal, state, city and donations to provide homeless prevention measures to include assistance with rental/utility arrearages as well as landlord/tenant mediation in partnership with legal services. The Tenancy Preservation Program and CMHA are present at Housing Court to resolve tenancy issues to prevent evictions. The lead agency CMHA was an administrator of the Emergency Rental Assistance from the US Treasury and provides an elder home repair program to help seniors remain in their homes preventing homelessness. The lead agency was awarded UMass Memorial Health DON funding to provide diversion resources for families that are barely sustaining their housing costs but experience one event such as temporary job loss or reduction, medical leave, unexpected utility costs to prevent that event from creating a housing crisis.

3.The Chief Executive Officer of CMHA is responsible for prevention strategies.

2C-1a.	Impact of Displaced Persons on Number of First Time Homeless.	
	NOFO Section V.B.5.b	

Was your CoC's Number of First Time Homeless [metric 5.2] affected by the number of persons seeking short-term shelter or housing assistance displaced due to:
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1.	natural disasters?	Yes
2.	having recently arrived in your CoCs' geographic area?	Yes

(limit 2,500 characters)

The number of first time homeless within our CoC geography has been impacted by both natural disaster and recently arriving migrants. Our community experienced an influx of immigrants from Afghanistan fleeing the take over of the Taliban. We are currently seeing a dramatic increase in the rise of Haitian migrants fleeing both the earthquake and unrest created by the assassination of the country’s President. We anticipate that we will have 7500 families experiencing homelessness within our state, an increase from 3,000 this past January, 60% will be immigrants. There are about 500 Haitian refugees in Worcester at this time. Our state shelter system has enlisted the National Guard to provide coordination of services to migrants staying in state-funded hotel rooms throughout our geography as the current need exceeds the capacity of existing providers. While this population has had the largest impact, we continue to see a rise in both family and unaccompanied adult homelessness due to the rapid rise in rents in the area

2C-2.	Length of Time Homeless—CoC's Strategy to Reduce.	
	NOFO Section V.B.5.c.	
	In the field below:	
	1. describe your CoC's strategy to reduce the length of time individuals and persons in families remain homeless;	
	2. describe how your 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 your CoC's strategy to reduce the length of time individuals and families remain homeless.	

(limit 2,500 characters)

1.2 Per HDX SPM the Average Length of Time Homeless in Days (Measure 1.2) was 222 in FY2021 and 199 in FY2022. This is a difference of -23 days which is a -10.36% decrease in average days homeless. The CoC strategy to reduce length of time is a true Housing First approach from first point of contact by creating re-housing plans which address barriers to placement such as rent/utility arrearages, past evictions and CORI issues. Diversion is the primary strategy followed by RRH. The CoC engages local gov't and affordable housing developers and landlords to provide incentive for the development of housing resources for extremely-to- low-income households in an effort to reduce the length of time to secure housing.

Reducing ES stays begins at intake with an assessment to evaluate functional strengths, weaknesses and barriers through a re-housing plan which connects households to community resources to overcome barriers with on-going support. RRH allow us to decrease length of stay and to assist households to obtain and retain permanent housing through follow up supports that mitigate past debt, assist to access benefits, address CORI, education and employment income.

2. The CoC works with case managers and local and state service agencies to ensure that resources exist to address the barriers commonly experienced by the longest shelter residents. This includes access to income, benefits and treatment, legal aid for CORI issues and advocacy with landlords. CoC has advocated with the state to increase MRVPs for long-stayers in the family shelter system. The CoC facilitates a coordinated and collaborative approach to data review and case conferencing which creates an action plan for how to best address the serious barriers experienced by the longest stayers. The Coordinated Assessment tool has higher points allocated for longer periods of homelessness leading to higher priority for available housing resources.

3. The Chief Executive Officer of CMHA the CoC Lead, and the CoC Program Director are responsible for oversight in partnership with the Program Outcomes and Monitoring Committee.

2C-3.	Exits to Permanent Housing Destinations/Retention of Permanent Housing—CoC's Strategy	
	NOFO Section V.B.5.d.	
	In the field below:	
	1. describe your CoC's strategy to increase the rate that individuals and persons in families residing in emergency shelter, safe havens, transitional housing, and rapid rehousing exit to permanent housing destinations;	
	2. describe your CoC's strategy to increase the rate that individuals and persons in families residing in permanent housing projects retain their permanent housing or exit to permanent housing destinations; and	
	3. provide the name of the organization or position title that is responsible for overseeing your CoC's strategy to increase the rate that individuals and families exit to or retain permanent housing.	

(limit 2,500 characters)

1. Per HUD SPM, exits to permanent housing destinations (Measure 7b1) decreased from 30% in FY2021 to 25% in FY2022. This is a -5.00% lower rate which amounts to a -16.67% change.

Per HUD SPM, exit to or retention of permanent housing (Measure 7b2) remained stable at 97% in both FY2021 and FY2022. This is a 0.00% difference and a 0.00% change.

Per Apartment Advisor, in Q1 of 2023 the City of Worcester has the number one most competitive housing market in the country. To increase the rate at which persons residing in ES, SH, TH and RRH exit to permanent housing destinations the CoC has facilitated the award of both City of Worcester ARPA funding and North County Community Foundation funding to expand EHV related incentives to all recipients of CoC resources. This will include landlord engagement and incentives as well as housing search assistance. We will continue to support projects that offer stabilization services through robust case management, needs identification, barrier resolution and supported application to all available PH resources. The CoC will advocate to all funding resources for the development of PH resources. Other general strategies to increase rates of exit to perm housing: 1) establish networks of landlords willing to rent to homeless; 2) use state and local funds to address utility arrearages; appeals of denial for housing due to criminal histories and encouraging additional landlords to work with the CoC to address a shortage of available housing units. The City of Worcester has begun facilitating coordination with the CoC and HOME recipients to increase access.

2 To improve its already high rate of retention (97%) the CoC will more vigorously monitor adherence to the Housing First model for all Housing First programs. The CoC will encourage communication with landlords that allow for tenancy issues to be addressed and mitigated before housing retention is threatened. The CoC will work with its partner orgs to identify an array of interventions designed to meet people where they are to address barriers to housing retention. Persons in PSH will be offered unlimited opportunities to engage in treatment.

3. The Chief Executive Officer of CMHA the CoC Lead, and the CoC Program Director are responsible for oversight in partnership with the Program Outcomes and Monitoring Committee.

2C-4.	Returns to Homelessness—CoC's Strategy to Reduce Rate.	
	NOFO Section V.B.5.e.	
	In the field below:	
1.	describe your CoC's strategy to identify individuals and families who return to homelessness;	
2.	describe your 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 your CoC's strategy to reduce the rate individuals and persons in families return to homelessness.	

(limit 2,500 characters)

1.4 Per HDX SPM Returns to homelessness in less than six months (Measure 2) was 5% in FY2021 and decreased to 3% in FY2022. This is a -2.00% lower rate which amounts to a -40.00% change. HMIS conducts a monthly scan to see if previously housed HHs appear in other HMIS programs. If so, relevant programs are engaged to determine if a return to homelessness has occurred. Additionally, persons being re-referred through CES retain their original unique identifier. The numeric sequence of that identifier makes returns to homelessness obvious. Lastly, when Releases of Information are signed, service providers communicate on the status of persons who may have returned to the homeless community.

2 The CoC has been successful in reducing returns to homelessness over many years through ensuring that risk factors, service needs, other supports, and income enhancement opportunities are made available. Mainstream supports are in place upon a household moving from homelessness to permanent housing. The CoC encourages projects to review all discharges from shelters and housing programs each month. For discharges that are not to permanent housing, they are encouraged to identify cause, evaluate interventions that had been implemented and recommend changes to the project's policy and procedure if warranted.

3 The Chief Executive Officer of CMHA the CoC Lead, and the CoC Program Director are responsible for oversight in partnership with the Program Outcomes and Monitoring Committee.

2C-5.	Increasing Employment Cash Income—CoC's Strategy.	
	NOFO Section V.B.5.f.	
	In the field below:	
1.	describe your CoC's strategy to access employment cash sources;	
2.	describe how your CoC works with mainstream employment organizations to help individuals and families experiencing homelessness increase their employment cash income; and	
3.	provide the organization name or position title that is responsible for overseeing your CoC's strategy to increase income from employment.	

(limit 2,500 characters)

1. Per HDX SPM the percentage of adult "leavers" who increased earned income (Measure 4.4) increased from 4% in FY2021 to 6% in FY2022. This is a 2.00% higher rate which amounts to a 50.00% increase in that rate. The CoC evaluates APR outcomes for attainment and increase in employment cash income.

2. All sub-recipient organizations were asked to provide information on how they enhance employment among project participants as part of the new and renewal project application process in this competition. Points were awarded for the number of interventions made available. Interventions identified included assessment of skills and interests, resume writing, job search, transportation to interviews and referrals to organizations such as Mass Hire and Mass Rehab Commission. The CoC provided all CES partner organizations with a training by Mass Rehab Commission. The presentation focused on how our program participants can access the job training and readiness programs made available by MRC. Clients may enroll in a comprehensive 4-week job readiness class that builds soft skills, resume and cover letter development, job search and mock interviews being held virtually. Individual coaching is available to those clients that cannot attend classes or for whom that is not appropriate. Representatives from this group have been invited to participate in the CoC Planning Group. Family Case managers assist in eliminating employment barriers: accessing day and after school care, summer camp, public transportation funds and funds for work clothes. Office of Transitional Assistance cash benefit households receive transportation funds and access to no cost child care after starting a job.

3. The the Lead Agency Chief Executive Officer and the CoC Program Director oversee this effort in partnership with the Program Outcomes and Monitoring Committee.

2C-5a.	Increasing Non-employment Cash Income—CoC's Strategy	
	NOFO Section V.B.5.f.	
	In the field below:	
1.	describe your CoC's strategy to access non-employment cash income; and	
2.	provide the organization name or position title that is responsible for overseeing your CoC's strategy to increase non-employment cash income.	

(limit 2,500 characters)

1. Per HDX SPM the percentage of adult "leavers" who increased non-employment cash income(Measure 4.5) increased from 30% in FY2021 to 32% in FY2022. This is a 2.00% higher rate which amounts to a 6.67% increase in that rate.

The CoC evaluates APR outcomes for attainment and increase in non-employment cash income. When participants are identified as not having this income source, case management is asked to identify barriers and the interventions used to support participants to access non-employment cash income. Presentations and training are provided for case managers through the Homeless and Housing Benefits committee, the CoC Planning Group and the Coordinated Entry Working Groups. Project staff are encouraged to obtain SSI/SSDI Outreach, Access, and Recovery (SOAR) training to support project participants to access non-employment cash benefits. At intake, all household members are assessed for current benefit status and eligibility for additional cash benefits. Project staff work collaboratively with area OTA offices to expedite applications and renewals. Individuals are assisted in compiling all documents for the benefit application process. In order to maintain benefits already in place, case managers work with clients to ensure that they comply with all scheduled review processes and updates required by benefit providers. Individuals either receiving or potentially eligible for SSI or SSDI must have all necessary medical documentation in place. Case managers assist clients in accessing providers if that is needed in order to complete an initial application. The Mass Rehab Commission Disability Determination Services is an additional resource used.

Help with appeal processes on benefit denial may require referral to Legal Assistance.

2The the Lead Agency Chief Executive Officer and CoC Program Director oversee this effort in partnership with the Program Outcomes and Monitoring Committee

3A. Coordination with Housing and Healthcare

HUD publishes resources on the HUD.gov website at CoC Program Competition to assist you in completing the CoC Application. Resources include:

- Notice of Funding Opportunity (NOFO) for Fiscal Year (FY) 2023 Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2023 CoC Application Navigational Guide;
- Section 3 Resources;
- PHA Crosswalk; and
- Frequently Asked Questions

3A-1.	New PH-PSH/PH-RRH Project–Leveraging Housing Resources.	
	NOFO Section V.B.6.a.	
	You must upload the Housing Leveraging Commitment attachment to the 4B. Attachments Screen.	

	Is your CoC applying for a new PH-PSH or PH-RRH project that uses housing subsidies or subsidized housing units which are not funded through the CoC or ESG Programs to help individuals and families experiencing homelessness?	No
--	--	----

3A-2.	New PH-PSH/PH-RRH Project–Leveraging Healthcare Resources.	
	NOFO Section V.B.6.b.	
	You must upload the Healthcare Formal Agreements attachment to the 4B. Attachments Screen.	

	Is your CoC applying for a new PH-PSH or PH-RRH project that uses healthcare resources to help individuals and families experiencing homelessness?	No
--	--	----

3A-3.	Leveraging Housing/Healthcare Resources–List of Projects.	
	NOFO Sections V.B.6.a. and V.B.6.b.	
	If you selected yes to questions 3A-1. or 3A-2., use the list feature icon to enter information about each project application you intend for HUD to evaluate to determine if they meet the criteria.	

Project Name	Project Type	Rank Number	Leverage Type
This list contains no items			

3B. New Projects With Rehabilitation/New Construction Costs

HUD publishes resources on the HUD.gov website at CoC Program Competition to assist you in completing the CoC Application. Resources include:

- Notice of Funding Opportunity (NOFO) for Fiscal Year (FY) 2023 Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2023 CoC Application Navigational Guide;
- Section 3 Resources;
- PHA Crosswalk; and
- Frequently Asked Questions

3B-1.	Rehabilitation/New Construction Costs–New Projects.	
	NOFO Section V.B.1.s.	

Is your CoC requesting funding for any new project application requesting \$200,000 or more in funding for housing rehabilitation or new construction?	No
--	----

3B-2.	Rehabilitation/New Construction Costs–New Projects.	
	NOFO Section V.B.1.s.	

If you answered yes to question 3B-1, describe in the field below actions CoC Program-funded project applicants will take to comply with:

1.	Section 3 of the Housing and Urban Development Act of 1968 (12 U.S.C. 1701u); and
2.	HUD’s implementing rules at 24 CFR part 75 to provide employment and training opportunities for low- and very-low-income persons, as well as contracting and other economic opportunities for businesses that provide economic opportunities to low- and very-low-income persons.

(limit 2,500 characters)

3C. Serving Persons Experiencing Homelessness as Defined by Other Federal Statutes

HUD publishes resources on the HUD.gov website at CoC Program Competition to assist you in completing the CoC Application. Resources include:

- Notice of Funding Opportunity (NOFO) for Fiscal Year (FY) 2023 Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2023 CoC Application Navigational Guide;
- Section 3 Resources;
- PHA Crosswalk; and
- Frequently Asked Questions

3C-1.	Designating SSO/TH/Joint TH and PH-RRH Component Projects to Serving Persons Experiencing Homelessness as Defined by Other Federal Statutes.	
	NOFO Section V.F.	

	Is your CoC requesting to designate one or more of its SSO, TH, or Joint TH and PH-RRH component projects to serve families with children or youth experiencing homelessness as defined by other Federal statutes?	No
--	--	----

3C-2.	Serving Persons Experiencing Homelessness as Defined by Other Federal Statutes.	
	NOFO Section V.F.	

You must upload the Project List for Other Federal Statutes attachment to the 4B. Attachments Screen.

If you answered yes to question 3C-1, describe in the field below:

1.	how serving this population is of equal or greater priority, which means that it is equally or more cost effective in meeting the overall goals and objectives of the plan submitted under Section 427(b)(1)(B) of the Act, especially with respect to children and unaccompanied youth than serving the homeless as defined in paragraphs (1), (2), and (4) of the definition of homeless in 24 CFR 578.3; and
2.	how your CoC will meet requirements described in Section 427(b)(1)(F) of the Act.

(limit 2,500 characters)

4A. DV Bonus Project Applicants for New DV Bonus Funding

HUD publishes resources on the HUD.gov website at CoC Program Competition to assist you in completing the CoC Application. Resources include:

- Notice of Funding Opportunity (NOFO) for Fiscal Year (FY) 2023 Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2023 CoC Application Navigational Guide;
- Section 3 Resources;
- PHA Crosswalk; and
- Frequently Asked Questions

4A-1.	New DV Bonus Project Applications.	
	NOFO Section I.B.3.I.	

	Did your CoC submit one or more new project applications for DV Bonus Funding?	No
Applicant Name		
This list contains no items		

4B. Attachments Screen For All Application Questions

We have provided the following guidance to help you successfully upload attachments and get maximum points:

1. You must include a Document Description for each attachment you upload; if you do not, the Submission Summary screen will display a red X indicating the submission is incomplete.
2. You must upload an attachment for each document listed where 'Required?' is 'Yes'.
3. We prefer that you use PDF files, though other file types are supported—please only use zip files if necessary. Converting electronic files to PDF, rather than printing documents and scanning them, often produces higher quality images. Many systems allow you to create PDF files as a Print option. If you are unfamiliar with this process, you should consult your IT Support or search for information on Google or YouTube.
4. Attachments must match the questions they are associated with.
5. Only upload documents responsive to the questions posed—including other material slows down the review process, which ultimately slows down the funding process.
6. If you cannot read the attachment, it is likely we cannot read it either.
 - . We must be able to read the date and time on attachments requiring system-generated dates and times, (e.g., a screenshot displaying the time and date of the public posting using your desktop calendar; screenshot of a webpage that indicates date and time).
 - . We must be able to read everything you want us to consider in any attachment.
7. After you upload each attachment, use the Download feature to access and check the attachment to ensure it matches the required Document Type and to ensure it contains all pages you intend to include.
8. Only use the "Other" attachment option to meet an attachment requirement that is not otherwise listed in these detailed instructions.

Document Type	Required?	Document Description	Date Attached
1C-7. PHA Homeless Preference	No		
1C-7. PHA Moving On Preference	No		
1D-11a. Letter Signed by Working Group	Yes	Letter Signed by ...	09/25/2023
1D-2a. Housing First Evaluation	Yes	Housing First Eva...	09/25/2023
1E-1. Web Posting of Local Competition Deadline	Yes	Web Posting of Lo...	09/25/2023
1E-2. Local Competition Scoring Tool	Yes	Local Competition...	09/25/2023
1E-2a. Scored Forms for One Project	Yes	Scored Forms for ...	09/25/2023
1E-5. Notification of Projects Rejected-Reduced	Yes	Notification of P...	09/25/2023
1E-5a. Notification of Projects Accepted	Yes	Notification of P...	09/25/2023
1E-5b. Local Competition Selection Results	Yes	Local Competition...	09/25/2023
1E-5c. Web Posting—CoC-Approved Consolidated Application	Yes		

1E-5d. Notification of CoC-Approved Consolidated Application	Yes		
2A-6. HUD's Homeless Data Exchange (HDX) Competition Report	Yes	HUD's Homeless Ds...	09/25/2023
3A-1a. Housing Leveraging Commitments	No		
3A-2a. Healthcare Formal Agreements	No		
3C-2. Project List for Other Federal Statutes	No		
Other	No		

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description: Letter Signed by Working Group

Attachment Details

Document Description: Housing First Evaluation

Attachment Details

Document Description: Web Posting of Local Competition Deadline

Attachment Details

Document Description: Local Competition Scoring Tool

Attachment Details

Document Description: Scored Forms for One Project

Attachment Details

Document Description: Notification of Projects Rejected-Reduced

Attachment Details

Document Description: Notification of Projects Accepted

Attachment Details

Document Description: Local Competition Selection Results

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description: HUD's Homeless Dsta Exchange (HDX)
Competition Report

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description:

Submission Summary

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

Page	Last Updated
1A. CoC Identification	08/02/2023
1B. Inclusive Structure	09/25/2023
1C. Coordination and Engagement	09/25/2023
1D. Coordination and Engagement Cont'd	09/25/2023
1E. Project Review/Ranking	09/25/2023
2A. HMIS Implementation	09/25/2023
2B. Point-in-Time (PIT) Count	09/25/2023
2C. System Performance	09/25/2023
3A. Coordination with Housing and Healthcare	09/25/2023
3B. Rehabilitation/New Construction Costs	09/25/2023
3C. Serving Homeless Under Other Federal Statutes	09/25/2023

4A. DV Bonus Project Applicants	09/25/2023
4B. Attachments Screen	Please Complete
Submission Summary	No Input Required

9/25/2023

To Whom It May Concern,

We, as persons with lived experience of homelessness, have reviewed the FY2023 CoC Consolidated Application as prepared by the Worcester City and County Continuum of Care. We believe that the CoC is operating in a manner that is consistent with HUD values and priorities. The CoC is prioritizing the needs of individuals and families experiencing homelessness with severe service needs throughout the geography of Worcester County.

Sincerely,

A handwritten signature in blue ink that reads "Paul Therrien". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Paul Therrien

CoC Advisory Board Member

Chair of the PWLE Subcommittee of the CoC Advisory Board

A handwritten signature in blue ink that reads "Kathleen White". The signature is cursive and somewhat stylized, with a large initial 'K'.

Kathleen White

Member of the PWLE Subcommittee of the CoC Advisory Board

FY2023

Notification of Projects Rejected-Not Applicable

Christine O'Connell

From: Christine O'Connell
Sent: Tuesday, September 12, 2023 10:44 AM
To: Leah Bradley; Debbie Hall; Ron Hayes; kenneth.bates@openskycs.org; Gina Moretti-MacConnell; Susan Gentili; Tania Diduca; tappert@friendlyhouseema.org; Jerry Schlater; Benson, Gordon; Isaac, Charaliz; Lisa Brennan; Donna Warshaw; Kevin Reed; Marc Dohan; Shannon Erb
Subject: FY2023 CoC Funding Competition Notice of Projects Accepted
Attachments: FY23 Notification of Projects Accepted for Application.xlsx
Importance: High

Good Morning,

Congratulations! Each of your New and Renewal Project Applications has been approved for submission by the CoC Advisory Board.

Attached you will find the list of projects ranked by score.

You will find the Review, Scoring and Ranking Criteria on the CMHA website for an explanation of each score awarded.

This list will also be available on the CMHA website.

We truly appreciate the great work you are doing in our community and look forward to our continued work together.

Thank you,
Chris

Christine O'Connell

Central MA Housing Alliance, Inc.

Director, Continuum of Care

Office: 774-243-3803

FY2023 Rank	FY2023 Total Score	New or Renewal Project	Org.	Proj. Name	Total Award Amount
1	N/A	Renewal	CMHA	HMIS Coordinated Assessment Program	\$ 106,999.00
2	N/A	Renewal	CMHA	HMIS Expansion Coordinated Assessment Expansion	\$ 246,602.00
3	N/A	New	CMHA	YWCA Housing Advocacy Program	\$ 75,000.00
4	N/A	New	CMHA	South County Homeless Project	\$ 40,000.00
5	880	Renewal	YWCA	GWHC Welcome Home Countywide Supportive Housing Program	\$ 470,010.00
6	860	Renewal	Open Sky	GWHC PSH 2019	\$ 179,376.00
7	850	Renewal	SMOC	HOAP	\$ 427,805.00
8	845	Renewal	SMOC	Supportive Housing for the Disabled	\$ 562,270.00
9*	785	Renewal	CHL	Brookside Terrace	\$ 490,815.00
10*	785	Renewal	MOC	North County Supportive Housing	\$ 126,625.00
11	780	Renewal	CHL	Leighton Street	\$ 335,619.00
12	775	Renewal	CHL	SMOC Greater Worcester Housing Connection SHP	\$ 124,405.00
13	775	Renewal	New View		\$ 122,343.00
14	735	Renewal	SMOC		\$ 237,162.00

15	730	Renewal	CHL	Worcester Area Rental Assistance Program	\$ 641,466.00
16	725	Renewal	CHL	Worcester Housing Plus Support	\$ 973,311.00
17	715	Renewal	Genesis Club	Genesis Supportive Housing	\$ 167,840.00
18*	700	Renewal	Friendly House	Friendly Family Housing	\$ 456,937.00
19*	700	Renewal	CHL	Safe Haven	\$ 370,862.00
20	660	Renewal	CHL	Healthy Impact Supportive Housing	\$ 131,714.00
21	650	Renewal	CHL	Worcester County Leased Housing	\$ 1,168,134.00
22	590	Renewal	WESCDC	Central MA Housing Options	\$ 60,420.00
23	575	Renewal	Friendly House	Family Housing for the Disabled	\$ 348,040.00
24	475	Renewal	CHL	Green House	\$ 135,709.00
25	N/A	New	CMHA	South County Housing Options	\$ 553,910.00

2023 HDX Competition Report
PIT Count Data for MA-506 - Worcester City & County CoC

Total Population PIT Count Data

	2020 PIT	2021 PIT *	2022 PIT	2023 PIT
Total Sheltered and Unsheltered Count	1401	1196	1277	1607
Emergency Shelter Total	862	702	878	1213
Safe Haven Total	11	13	11	13
Transitional Housing Total	339	234	270	244
Total Sheltered Count	1212	949	1159	1470
Total Unsheltered Count	189	247	118	137

Chronically Homeless PIT Counts

	2020 PIT	2021 PIT *	2022 PIT	2023 PIT
Total Sheltered and Unsheltered Count of Chronically Homeless Persons	169	139	177	292
Sheltered Count of Chronically Homeless Persons	110	99	125	241
Unsheltered Count of Chronically Homeless Persons	59	40	52	51

2023 HDX Competition Report

PIT Count Data for MA-506 - Worcester City & County CoC

Homeless Households with Children PIT Counts

	2020 PIT	2021 PIT *	2022 PIT	2023 PIT
Total Sheltered and Unsheltered Count of the Number of Homeless Households with Children	250	181	199	293
Sheltered Count of Homeless Households with Children	249	177	198	293
Unsheltered Count of Homeless Households with Children	1	4	1	0

Homeless Veteran PIT Counts

	2011 PIT	2020 PIT	2021 PIT *	2022 PIT	2023 PIT
Total Sheltered and Unsheltered Count of the Number of Homeless Veterans	132	103	76	73	76
Sheltered Count of Homeless Veterans	126	94	63	71	74
Unsheltered Count of Homeless Veterans	6	9	13	2	2

*For CoCs that did not conduct an unsheltered count in 2021, 2020 data were used.

2023 HDX Competition Report

HIC Data for MA-506 - Worcester City & County CoC

HMIS Bed Coverage Rates

Project Type	Total Year-Round, Current Beds	Total Current, Year-Round, HMIS Beds	Total Year-Round, Current, Non-VSP Beds*	HMIS Bed Coverage Rate for Year-Round Beds	Total Year-Round, Current VSP Beds in an HMIS Comparable Database	Total Year-Round, Current, VSP Beds**	HMIS Comparable Bed Coverage Rate for VSP Beds	Total Current, Year-Round, HMIS Beds and VSP Beds in an HMIS Comparable Database	HMIS and Comparable Database Coverage Rate
ES Beds	1,262	1,224	1,239	98.79%	23	23	100.00%	1,247	98.81%
SH Beds	13	13	13	100.00%	0	0	NA	13	100.00%
TH Beds	376	364	376	96.81%	0	0	NA	364	96.81%
RRH Beds	709	709	709	100.00%	0	0	NA	709	100.00%
PSH Beds	954	939	954	98.43%	0	0	NA	939	98.43%
OPH Beds	128	0	0	NA	0	0	NA	0	0.00%
Total Beds	3,442	3,249	3,291	98.72%	23	23	100.00%	3,272	95.06%

2023 HDX Competition Report
HIC Data for MA-506 - Worcester City & County CoC

2023 HDX Competition Report

HIC Data for MA-506 - Worcester City & County CoC

Notes

*For OPH Beds, this does NOT include any beds that are Current, Non-VSP, Non-HMIS, and EHV-funded.

**For OPH Beds, this does NOT include any beds that are Current, VSP, Non-HMIS, and EHV-funded.

In the HIC, "Year-Round Beds" is the sum of "Beds HH w/o Children", "Beds HH w/ Children", and "Beds HH w/ only Children". This does not include Overflow ("O/V Beds") or Seasonal Beds ("Total Seasonal Beds").

In the HIC, Current beds are beds with an "Inventory Type" of "C" and not beds that are Under Development ("Inventory Type" of "U").

PSH Beds Dedicated to Persons Experiencing Chronic Homelessness

Chronically Homeless Bed Counts	2020 HIC	2021 HIC	2022 HIC	2023 HIC
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homeless persons identified on the HIC	220	248	308	357

Rapid Rehousing (RRH) Units Dedicated to Persons in Household with Children

Households with Children	2020 HIC	2021 HIC	2022 HIC	2023 HIC
RRH units available to serve families on the HIC	169	116	210	204

Rapid Rehousing Beds Dedicated to All Persons

All Household Types	2020 HIC	2021 HIC	2022 HIC	2023 HIC
RRH beds available to serve all populations on the HIC	571	523	777	709

2023 HDX Competition Report
HIC Data for MA-506 - Worcester City & County CoC

2023 HDX Competition Report

FY2022 - Performance Measurement Module (Sys PM)

Summary Report for MA-506 - Worcester City & County CoC

Measure 1: Length of Time Persons Remain Homeless

This measures the number of clients active in the report date range across ES, SH (Metric 1.1) and then ES, SH and TH (Metric 1.2) along with their average and median length of time homeless. This includes time homeless during the report date range as well as prior to the report start date, going back no further than October, 1, 2012.

Metric 1.1: Change in the average and median length of time persons are homeless in ES and SH projects.
Metric 1.2: Change in the average and median length of time persons are homeless in ES, SH, and TH projects.

a. This measure is of the client's entry, exit, and bed night dates strictly as entered in the HMIS system.

	Universe (Persons)		Average LOT Homeless (bed nights)				Median LOT Homeless (bed nights)			
	Revised FY 2021	FY 2022	Submitted FY 2021	Revised FY 2021	FY 2022	Difference	Submitted FY 2021	Revised FY 2021	FY 2022	Difference
1.1 Persons in ES and SH	2422	3033	188	175	155	-20	56	63	68	5
1.2 Persons in ES, SH, and TH	2835	3363	236	222	199	-23	86	88	86	-2

b. This measure is based on data element 3.17.

This measure includes data from each client's Living Situation (Data Standards element 3.917) response as well as time spent in permanent housing projects between Project Start and Housing Move-In. This information is added to the client's entry date, effectively extending the client's entry date backward in time. This "adjusted entry date" is then used in the calculations just as if it were the client's actual entry date.

2023 HDX Competition Report
FY2022 - Performance Measurement Module (Sys PM)

	Universe (Persons)		Average LOT Homeless (bed nights)				Median LOT Homeless (bed nights)			
	Revised FY 2021	FY 2022	Submitted FY 2021	Revised FY 2021	FY 2022	Difference	Submitted FY 2021	Revised FY 2021	FY 2022	Difference
1.1 Persons in ES, SH, and PH (prior to "housing move in")	2676	3206	393	362	335	-27	191	170	148	-22
1.2 Persons in ES, SH, TH, and PH (prior to "housing move in")	3108	3579	430	403	372	-31	244	214	182	-32

2023 HDX Competition Report

FY2022 - Performance Measurement Module (Sys PM)

Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness

This measures clients who exited SO, ES, TH, SH or PH to a permanent housing destination in the date range two years prior to the report date range. Of those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS for up to two years after their initial exit.

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)		Returns to Homelessness in Less than 6 Months			Returns to Homelessness from 6 to 12 Months			Returns to Homelessness from 13 to 24 Months			Number of Returns in 2 Years	
	Revised FY 2021	FY 2022	Revised FY 2021	FY 2022	% of Returns	Revised FY 2021	FY 2022	% of Returns	Revised FY 2021	FY 2022	% of Returns	FY 2022	% of Returns
Exit was from SO	26	46	1	2	4%	2	1	2%	3	4	9%	7	15%
Exit was from ES	786	673	50	24	4%	31	19	3%	19	26	4%	69	10%
Exit was from TH	301	201	11	7	3%	12	16	8%	9	10	5%	33	16%
Exit was from SH	3	0	0	0		0	0		0	0		0	
Exit was from PH	414	363	21	6	2%	10	5	1%	10	7	2%	18	5%
TOTAL Returns to Homelessness	1530	1283	83	39	3%	55	41	3%	41	47	4%	127	10%

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

2023 HDX Competition Report

FY2022 - Performance Measurement Module (Sys PM)

This measures the change in PIT counts of sheltered and unsheltered homeless person as reported on the PIT (not from HMIS).

	January 2021 PIT Count	January 2022 PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	1196	1277	81
Emergency Shelter Total	702	878	176
Safe Haven Total	13	11	-2
Transitional Housing Total	234	270	36
Total Sheltered Count	949	1159	210
Unsheltered Count	247	118	-129

Metric 3.2 – Change in Annual Counts

This measures the change in annual counts of sheltered homeless persons in HMIS.

	Submitted FY 2021	Revised FY 2021	FY 2022	Difference
Universe: Unduplicated Total sheltered homeless persons	2605	3017	3454	437
Emergency Shelter Total	2164	2584	3102	518
Safe Haven Total	15	15	15	0
Transitional Housing Total	478	487	441	-46

2023 HDX Competition Report

FY2022 - Performance Measurement Module (Sys PM)

Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects

Metric 4.1 – Change in earned income for adult system stayers during the reporting period

	Submitted FY 2021	Revised FY 2021	FY 2022	Difference
Universe: Number of adults (system stayers)	421	420	427	7
Number of adults with increased earned income	13	13	13	0
Percentage of adults who increased earned income	3%	3%	3%	0%

Metric 4.2 – Change in non-employment cash income for adult system stayers during the reporting period

	Submitted FY 2021	Revised FY 2021	FY 2022	Difference
Universe: Number of adults (system stayers)	421	420	427	7
Number of adults with increased non-employment cash income	215	218	232	14
Percentage of adults who increased non-employment cash income	51%	52%	54%	2%

Metric 4.3 – Change in total income for adult system stayers during the reporting period

	Submitted FY 2021	Revised FY 2021	FY 2022	Difference
Universe: Number of adults (system stayers)	421	420	427	7
Number of adults with increased total income	222	227	242	15
Percentage of adults who increased total income	53%	54%	57%	3%

2023 HDX Competition Report

FY2022 - Performance Measurement Module (Sys PM)

Metric 4.4 – Change in earned income for adult system leavers

	Submitted FY 2021	Revised FY 2021	FY 2022	Difference
Universe: Number of adults who exited (system leavers)	77	89	87	-2
Number of adults who exited with increased earned income	5	4	5	1
Percentage of adults who increased earned income	6%	4%	6%	2%

Metric 4.5 – Change in non-employment cash income for adult system leavers

	Submitted FY 2021	Revised FY 2021	FY 2022	Difference
Universe: Number of adults who exited (system leavers)	77	89	87	-2
Number of adults who exited with increased non-employment cash income	18	27	28	1
Percentage of adults who increased non-employment cash income	23%	30%	32%	2%

Metric 4.6 – Change in total income for adult system leavers

	Submitted FY 2021	Revised FY 2021	FY 2022	Difference
Universe: Number of adults who exited (system leavers)	77	89	87	-2
Number of adults who exited with increased total income	23	31	33	2
Percentage of adults who increased total income	30%	35%	38%	3%

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Measure 5: Number of persons who become homeless for the 1st time

Metric 5.1 – Change in the number of persons entering ES, SH, and TH projects with no prior enrollments in HMIS

	Submitted FY 2021	Revised FY 2021	FY 2022	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.	2094	2276	2653	377
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	548	565	632	67
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time)	1546	1711	2021	310

Metric 5.2 – Change in the number of persons entering ES, SH, TH, and PH projects with no prior enrollments in HMIS

	Submitted FY 2021	Revised FY 2021	FY 2022	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	2469	2641	3173	532
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	779	779	849	70
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time.)	1690	1862	2324	462

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Measure 6: Homeless Prevention and Housing Placement of Persons defined by category 3 of HUD's Homeless Definition in CoC Program-funded Projects

This Measure is not applicable to CoCs in FY2022 (Oct 1, 2021 - Sept 30, 2022) reporting period.

Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

Metric 7a.1 – Change in exits to permanent housing destinations

	Submitted FY 2021	Revised FY 2021	FY 2022	Difference
Universe: Persons who exit Street Outreach	286	290	532	242
Of persons above, those who exited to temporary & some institutional destinations	51	52	60	8
Of the persons above, those who exited to permanent housing destinations	37	36	36	0
% Successful exits	31%	30%	18%	-12%

Metric 7b.1 – Change in exits to permanent housing destinations

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FY2022 - Performance Measurement Module (Sys PM)

	Submitted FY 2021	Revised FY 2021	FY 2022	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited, plus persons in other PH projects who exited without moving into housing	2086	2142	2325	183
Of the persons above, those who exited to permanent housing destinations	617	653	580	-73
% Successful exits	30%	30%	25%	-5%

Metric 7b.2 – Change in exit to or retention of permanent housing

	Submitted FY 2021	Revised FY 2021	FY 2022	Difference
Universe: Persons in all PH projects except PH-RRH	1043	1065	1122	57
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	1010	1031	1091	60
% Successful exits/retention	97%	97%	97%	0%

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MA-506 - Worcester City & County CoC

	All ES, SH			All TH			All PSH, OPH			All RRH			All Street Outreach		
	Submitted FY2020	Submitted FY2021	FY2022	Submitted FY2020	Submitted FY2021	FY2022	Submitted FY2020	Submitted FY2021	FY2022	Submitted FY2020	Submitted FY2021	FY2022	Submitted FY2020	Submitted FY2021	FY2022
1. Number of non-DV Beds on HIC	928	1003	1059	397	385	392	952	966	1093	571	523	777			
2. Number of HMIS Beds	912	988	1044	385	373	375	946	961	924	571	523	777			
3. HMIS Participation Rate from HIC (%)	98.28	98.50	98.58	96.98	96.88	95.66	99.37	99.48	84.54	100.00	100.00	100.00			
4. Unduplicated Persons Served (HMIS)	2034	2600	3115	591	487	441	813	1163	1269	1002	1191	1100	195	445	760
5. Total Leavers (HMIS)	1560	1881	2238	275	244	214	70	130	127	374	564	445	108	297	537
6. Destination of Don't Know, Refused, or Missing (HMIS)	535	402	526	25	31	15	5	29	22	15	133	182	40	151	426
7. Destination Error Rate (%)	34.29	21.37	23.50	9.09	12.70	7.01	7.14	22.31	17.32	4.01	23.58	40.90	37.04	50.84	79.33

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FY2022 - SysPM Data Quality

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Submission and Count Dates for MA-506 - Worcester City & County CoC

Date of PIT Count

	Date	Received HUD Waiver
Date CoC Conducted 2023 PIT Count	1/25/2023	

Report Submission Date in HDX

	Submitted On	Met Deadline
2023 PIT Count Submittal Date	4/28/2023	Yes
2023 HIC Count Submittal Date	4/28/2023	Yes
2022 System PM Submittal Date	2/17/2023	Yes