



Housing and Homelessness Division
Kitsap County Department of Human Services

GRANT GUIDELINES HANDBOOK

for

Homeless Housing Grants
Affordable Housing Grants
Consolidated Homeless Grants
Housing and Essential Needs Grants

3/15/2022

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Overview

The Housing and Homelessness Division of the Kitsap County Department of Human Services administers various grants whose purpose is to address homelessness and support production and maintenance of housing affordable to people with low incomes. Recipients of these grants funds are part of the Kitsap Homeless Crisis Response System and work to make homelessness rare, brief, and one-time in Kitsap County. They respond to the urgent need of households who need immediate safe and appropriate housing and a pathway to permanent stable housing.

These Guidelines are intended to provide guidance for organizations that contract with the Division for these grant funds to achieve this purpose.

Kitsap Homeless Crisis Response and Housing Plan

The Kitsap County Housing and Homelessness Division, in partnership with the Kitsap Housing and Homelessness Coalition (KHHC), coordinates the development and periodic updating of the Kitsap Homeless Crisis Response and Housing Plan.

The first 10-Year Homeless Housing Plan was submitted to the state in 2005, as mandated by the HB 2163 legislation. Subsequent plans have been developed and refined every few years. The latest update to the Plan in 2019 included major revisions and changes to reflect the current situation and needs of the community.

The goal of the Kitsap Homeless Crisis Response and Housing Plan is to assess needs, analyze data, coordinate and link resources to avoid duplications, and identify community-wide collaborative approaches. The Plan includes goals, core strategies, and new action steps that will end homelessness by providing the spectrum of subsidized housing, services, and affordable permanent housing that enable individuals and families to attain and maintain stable housing.

The Plan addresses issues of homelessness through: analyzing the needs of homeless people throughout Kitsap County by reviewing the Homeless Point In Time count data, coordinated entry intake data, anecdotal information from providers in the community, and by gathering information from people experiencing homelessness.

The 2019 Update to the Kitsap Homeless Crisis Response and Housing Plan identifies three main purposes of the Plan, in addition to fulfilling the legislative mandate:

- Blueprint for Implementation: A clear and concise agreement about the community's plan to reduce homelessness.
- Tool for Advocacy: An informational focal point to inspire the local community and leadership to embrace homelessness as a priority for action.
- Reference for Funders: An articulation of the community's priorities for funding, and to meet the federal, state, and local requirements that the funded programs be part of the community's homelessness plan.

The plan lays out broad objectives and strategies to guide government, non-profit agencies, and other partners to attain the desired outcomes necessary to reduce homelessness.

The Kitsap Homeless Housing Plan is projected to be updated again in 2023.

The full text of the Kitsap Homeless Housing Plan, including a list of core strategies and new action steps that are eligible for funding, is available on the Kitsap County website (www.kitsapgov.com/hs/Pages/HH-Housing-and-Homelessness-Landing.aspx) or by request.

Grant funds covered in these Guidelines must be used to to implement the goals, core strategies, and new action steps identified in the Plan. A subset of these activities are to be used to accomplish the goals of the Consolidated Homeless Grant and are enumerated in the Guidelines for the Consolidated Homeless Grant (CHG), which is produced and updated periodically by the Washington State Department of Commerce.

Please refer to the latest versions of the Kitsap Homeless Crisis Response and Housing Plan and the Guidelines for the Consolidated Homeless Grant for additional information.

Funding Sources

AFFORDABLE HOUSING GRANTS

Substitute House Bill 2060 became law in Washington State in 2002. It created a document recording fee, collected at the local Auditor's Office, on certain documents to be utilized for low-income housing. Administration of the fund is shared between local governments and the State. The local portion of funds is administered pursuant to an inter-local agreement between Kitsap County and the Cities within the County and is managed by Kitsap County Human Services.

Affordable Housing Grant Program (AHGP) funds are locally collected funds that are used to fulfill the mandates of the Affordable Housing for All legislation (SHB 2060, and subsequent legislation that amends SHB 2060). The grant funds must be used to maintain, create, and support affordable housing and shelters.

HOMELESS HOUSING GRANTS

In 2005, the Washington State Legislature passed Engrossed Second Substitute House Bill 2163, the Homeless Housing and Assistance Act. This legislation mandated that each county focus on reducing homelessness. Each county is required to (1) develop and periodically update a Homeless Housing Plan, (2) collect funds to pay for its implementation through a document recording surcharge at the County Auditor level, (3) collect data about homeless persons and the services they receive to evaluate progress, and (4) coordinate efforts among homeless service providers.

Subsequent legislation has added reporting requirements and increased the amount of the surcharge. As of January 2020, approximately 65% of the funds collected are distributed through local Homeless Housing Grant programs (HHGP). The grant funds must be used to reduce homelessness through activities identified in each county's homeless housing plan.

The four Kitsap cities (Bainbridge Island, Bremerton, Port Orchard, and Poulsbo) and Kitsap County agreed to implement the legislative requirements through a county-wide program, managed by Kitsap County Human Services. They are authorized by RCW 43.185c.

CONSOLIDATED HOMELESS GRANTS

The Consolidated Homeless Grant (CHG) program is funded through the portion of document recording fees that are not retained locally and are transmitted to the Washington State Department of Commerce. Commerce distributes these funds back to counties through contracts for specific homeless housing and services. These grant funds are administered by the Kitsap County Housing and Homelessness Division and sub-contracted to eligible service providers. The funds are governed by Commerce's CHG Guidelines. They are authorized by RCW 43.185c.

Grant Awards and Policy Plan

Grant awards are made through a competitive process, outlined in detail in the Policy Plan for the Homeless Housing Grant Program, Affordable Housing Grant Program, and Consolidated Homeless Grant Program.

Some funding awards are granted to targeted program types to meet specific requirements and/or priorities of the Board of County Commissioners, the Washington State Legislature, and the Washington State Department of Commerce.

Grant Administration

Grant awards and contracts are approved by the Kitsap County Board of Commissioners or the County Administrator. Contracts and funds are administered through the Kitsap County Department of Human Services, Housing and Homelessness Division.

Contracting

Funds approved in the annual application cycle are available to be expended as of January 1. Annual contracts for homeless housing and services and operations and maintenance are for a 12 month period, January 1 to December 31. Capital construction contracts are generally for an 18 month period, January 1 to June 30 of the following year. CHG contracts may be for 6 months, 12 months, 18 months, or 24 months depending on the availability of sub-contracted funds.

Contracts are generally sent to grantees in January or February for their signature. Grantees must return signed copies of contracts to the Department of Human Services. Following their receipt, representatives of Kitsap County will sign the contract and the fully executed contract will be returned to the grantee. Affordable Housing Grant contracts, Homeless Housing Grant contracts, and Consolidated Homeless Grant (CHG) Contracts under \$50,000 are signed by the County Administrator. CHG grants over this amount are signed by the Board of Commissioners.

Allowable Contract Activities

ELIGIBLE ACTIVITIES AND SERVICES

Eligible activities and services that provide assistance to homeless individuals and impact making homelessness rare, and/or brief, and/or one-time, include:

- **Drop-in Shelter**
 - Offer night-by-night living arrangements that allow households to enter and exit the program on a daily or irregular basis and do not guarantee households a bed from one night to the next.
 - There is no limit to the clients' length of stay.
 - The program may include (but are not required to include) irregular, one-time, or "light touch" interactions with case management staff.
- **Continuous-stay Shelter**
 - Offer living arrangements where households have a room or bed assigned to them throughout the duration of their stay.
 - There is no limit to the clients' length of stay.
 - Housing Stability Case Management is provided to all clients on a regular on-going basis and the Kitsap County Housing Stability Planning and Progress Reports (HSPPR) is used by case managers for all clients.
- **Enhanced Services Shelter**
 - Offer living arrangements where households have a room or bed assigned to them throughout the duration of their stay.
 - There is no limit to the client's length of stay.
 - Housing Stability Case Management is provided to all clients on a regular basis and the Kitsap County Housing Stability Planning and Progress (HSPP) form is used by case managers for all clients.
 - The shelter is open and available to clients 24 hours a day and 7 days a week, with a staffing model that supports this access.
 - The program is "low-barrier" and prioritized for people with high behavioral health needs. Low-barrier is defined as not screening homeless households out of eligibility for the program for:
 - having too little or no income,
 - having poor credit or financial history,
 - having poor or lack of rental history,
 - having involvement with the criminal justice system,
 - having active or a history of alcohol and/or substance use,
 - having a history of victimization,
 - the type or extent of disability-related services or supports that are needed,
 - lacking ID or proof of US Residency status, or
 - having other behaviors that are perceived as a lack of "housing readiness," including resistance to receiving services.
 - Behavioral health (mental health and substance use disorder) case management is offered "on site" by program staff (rather than clients being referred to a partner agency).
 - Partners and pets are allowed and welcomed to stay at the shelter. Storage for possessions is available while the client stays at the shelter.

- Program rules are minimal and behavior-based. A priority is placed on keeping people in the program/shelter, rather than discharging people back to homelessness.

Any of these three types of shelter may be a “low-barrier” shelter, meeting the criteria listed above.

- **Homeless Outreach and Survival**
 - Person-to-person outreach to engage people experiencing homelessness who are otherwise not accessing services for the purpose of connecting them with emergency shelter, housing, or other critical services
 - Provision of outdoor survival gear (*e.g.* tents, sleeping bags, tarps)
 - Provision of bus tokens and transportation assistance
 - Assistance for showers, laundry, and personal hygiene supplies
 - Assistance with state IDs, drivers’ licenses, and other legal documentation
- **Targeted Prevention/Diversion**
 - Can include diversion from homelessness activities through problem-solving conversations, linkages to mainstream and natural supports, and/or flexible and light touch financial expenses (non-housing expenses that prevent homelessness)
 - Can include program operations expenses in the form of assistance for alternative housing options (*e.g.* Tiny House Village fees, Safe Park, home share, etc.)
 - Can include eviction prevention for households at imminent risk of homelessness
- **Transitional Housing**
 - Households come directly from unsheltered or sheltered homelessness
 - Provide Housing Stability Case Management, using the Kitsap County Housing Stability Planning and Progress Reports (HSPPR)
 - Stays are limited to no longer than 24 months, with exceptions possible
 - For O&M funding, building must have received in the past, or be currently eligible to receive, Washington State Housing Trust funds and require supplemental rental income to cover ongoing operating expenses
- **Permanent Supportive Housing**
 - Must prioritize households coming directly from homelessness
 - Provide Housing Stability Case Management, using the Kitsap County Housing Stability Planning and Progress Reports (HSPPR)
 - Provide access to, but do not require participation in, additional supportive services
 - Household incomes must be 30% AMI or below AND individual must have a disability (including mental health, substance use disorders, or physical disability)
 - Funding may be for program operations in the form of rental assistance or for building operations and maintenance
 - For O&M funding, building must have received in the past, or be currently eligible to receive, Washington State Housing Trust funds and require supplemental rental income to cover ongoing operating expenses
- **Permanent Affordable Housing**
 - Household incomes must be 50% AMI or below
 - Funding may be for program operations in the form of rental assistance or for building operations and maintenance
 - May or may not offer supportive services
 - Individuals do not have to have a disability to be eligible

- For O&M funding, building must have received in the past, or be currently eligible to receive, Washington State Housing Trust funds and require supplemental rental income to cover ongoing operating expenses
- **Other Homeless Services**
 - Can include other services and assistance to households experiencing homelessness that directly contributes to their attaining and maintaining shelter and/or stable housing, as approved by Kitsap County

For Consolidated Homeless Grant allowable activities, refer to the CHG Guidelines issued by Commerce.

HOUSEHOLD ELIGIBILITY

Household eligibility for program is determined by each individual agency and program. However, these grant funds are generally intended to serve people experiencing homelessness, who are at imminent risk of homelessness, or who would be homeless “but for” the funded program.

INCOME ELIGIBILITY

Income eligibility for programs is determined by each individual agency and program. However, grant funds are intended to be expended for the purpose of reducing homelessness and/or providing affordable housing. Household incomes should generally be below 50% of AMI, unless otherwise indicated in your program application description, approved by Kitsap County, and included in your contract.

Allowable Uses of Funds

Grant funds may be used only for purposes outlined in the grant application and grant contract, in the amounts indicated in the application and contract budgets.

Any change in the use of funds must be requested in writing and submitted to the Kitsap County Housing and Homelessness Division.

Allowable Expenses

For Homeless Housing Grants and Affordable Housing Grants, the allowable Cost Categories are listed below with definitions and examples. For Consolidated Homeless Grant allowable expenses, refer to the CHG Guidelines issued by Commerce.

Cost Categories	Definition	Example Expenses
Case Management – Salaries & Benefits	Staff salaries, fringe benefits, and staff expenses for case managers ONLY. Do not include Program Operations staff salaries & benefits or O&M staff Salaries & Benefits or payments to	Payroll expenses, vacation, sick, benefits, etc.

	contractors or sub-contractors.	
Program Operations – Salaries & Benefits, Office Supplies & Equipment, Travel/Training, Prof. Services, Program Ops. other expenses	<p>Staff salaries, fringe benefits, and staff expenses for Program Operations staff ONLY.</p> <p>Do not include Case Management staff salaries & benefits or O&M staff Salaries & Benefits or Administrative Staff salaries & benefits or payments to contractors or sub-contractors.</p> <p>Expenses related directly to case management or program staff doing their job.</p> <p>Expenses directly associated with <u>program</u> operations. These costs may be specifically defined in individual grant contracts.</p> <p>Does not include program administrative expenses.</p>	<p>Payroll expenses, vacation, sick, benefits, etc.</p> <p>Mileage reimbursements, training expenses, conference expenses, etc.</p> <p>Office supplies, telephone, and computer equipment</p> <p>Audit, accounting, advertising/marketing, insurance, bonds, fees, property taxes, communications, legal services, professional services, and security</p>
Program Operations – Direct Client Items	Expenses that go directly to items that benefit clients or items that are provided to clients.	Sleeping bags, tents, shower vouchers, bus tokens, orca cards, emergency motel vouchers, and state IDs
Program Operations – Rental Assistance/Subsidy	<p>Rent paid to landlords on behalf of a client, including internal payments to the grantee to subsidize rental costs.</p> <p>Includes both one-time eviction prevention and on-going rental subsidies.</p>	Payments to landlords or property management companies; internal fund transfers for client rental subsidies
Program Operations – Program Administrative Expenses	<p>Expenses for administration of the program; includes salaries and benefits for administrative staff.</p> <p>Should <u>not</u> include salaries & benefits for program staff.</p>	Administrative staff, such as internal accounting or bookkeeping (if not included in indirect) and other program administrative expenses. (Expenses for program staff should be included under Program Operations - Salaries &

		Benefits.)
Program Operations – Program Indirect	Expenses of doing business that are not readily identified with a particular cost objective. Typically, this is a pre-defined fixed percentage of the overall grant amount.	Usually used to cover the costs of office space, human resources, electricity, accounting, etc.
Building O&M – Salaries & Benefits	Staff salaries, fringe benefits, and staff expenses for O&M staff (building maintenance staff or janitorial staff) ONLY. Do not include Case Management staff salaries & benefits or Program Operations staff salaries or payments to contractors or sub-contractors.	Payroll expenses, vacation, sick, benefits, etc.
Building O&M – Building Operations Expenses	Expenses directly associated with building operation and maintenance. Does not include program administrative expenses. Food, consumable items, and supplies for clients are not allowable expenses. <i>Allowable O&M Expenses are outlined in further detail below.</i>	Utilities, telephone, internet, janitorial supplies, rent/mortgage, pest control, janitorial/maintenance contracts, minor repairs (For a full list of allowable expenses refer to the Affordable Housing Grant Program Operations & Maintenance Allowable Uses document)
Hotel/Motel Vouchers	Funds paid directly to hotels or motels for overnight stays for homeless clients	Use this category ONLY if Hotel/Motel Vouchers is a line item in your contract budget, otherwise use Client Direct Services
Diversion Program	Funds paid to other organizations and companies to secure goods and services for households that are homeless or at risk of homelessness that will divert them from homelessness. These goods and services should NOT be directly housing-related.	Car repair, transportation, ID fee, work-related license/certificate
Other Expenses	These expenses are specifically defined in individual grant contracts.	Various, as defined in the grant contract.

OPERATIONS AND MAINTENANCE EXPENSES

Operations and Maintenance expenses must fall within eligible uses of funds under the Housing Trust Fund Operating and Maintenance Fund Program, as follows:

O&M Eligible Uses

- GRANTEE-paid utilities specific to the project but not specifically metered to an individual unit and are not the responsibility of the tenant to include: water, sewer, garbage, electricity, gas, telephone, and internet.
- Property staff (on-site) salaries and benefits for all personnel directly associated with operating the building.
- Property management (off-site) including overhead and personnel costs that are necessary to operate the building but are not located at the site.
- Indirect administrative costs of the nonprofit, which will not exceed 5% of the current year's total project expense budget, and can include the following:
 - Administrative expenses such as human resources, general administration, and executive management costs, office supplies, rental equipment costs, and banking fees.
- Project administrative costs including: audit, accounting/CPA expenses, legal services, advertising and marketing, insurance, security, collection loss, real estate taxes, compliance fees, comp/manager unit expense, property manager office supplies and rent, and travel related to the project.
- Debt service payable to the HTF is allowed.
- On-going maintenance expenses such as janitorial supplies, maintenance contracts, and maintenance of existing landscaping.
- Maintenance and Unit-Turn expenses to include:
 - The repair of equipment and property as opposed to the replacement or upgrade; any equipment or property that is replaced or upgraded that has a useful life of over 1 year is a capital asset and should be paid for with reserve funds and is not Maintenance.
- The cost for a Capital Needs Assessment (CNA) of the project.

O&M Ineligible Uses

- The O&M Fund will not subsidize the costs of social services or community/project-oriented events.
- Supplies provided for an individual's use to include hygiene products, housewares, and furniture.
- Training costs.
- Closing costs.
- Amortized development costs
- Private debt service.
- Depreciation.
- Costs not specifically listed as an eligible use, unless approved by THE GRANTOR in advance.

INELIGIBLE EXPENSES

Ineligible expenses include anything not included in one of the budget categories listed above or in a budget category not listed in the grant contract budget.

Specifically: gift cards, disposable personal items for clients (other than specified in a Client Direct Services activity in your contract), and food are not allowable expenses.

Reimbursement Requests

Grant Funds will not be disbursed if there are any outstanding Quarterly Reports (see Quarterly Report Instructions for details).

Recipients should request reimbursement once a quarter or may make a written request and receive approval to submit reimbursement requests more frequently (*e.g.* monthly) to the Housing and Homelessness Division.

No reimbursements will be made in advance of costs or expenses being incurred, except Advance Disbursements as outlined below.

No costs or expenses incurred prior to the effective date of the contract or after its termination are eligible for reimbursement.

Receipts and bills must be itemized and submitted with the reimbursement request. For Staff salary and benefits, timesheets signed by the employee and proof of payment to the employee (paystub, copy of check, approved purchase order, payroll report or documentation approved by the county) must be submitted.

Reimbursement for gift cards or pre-paid cards is not allowed, except for gas or shower vouchers or with pre-approval by the Housing and Homelessness Division.

Reimbursement Request Process

Reimbursement requests must be submitted using the following electronic process:

- 1) **Submit an invoice packet**, including all required paperwork.
 - a. **CHG/HEN reimbursement requests** must be submitted monthly, no later than the 14th of the month.
 - b. **HHGP/AHGP/ARPA reimbursement** requests must be submitted quarterly or may make a written request and receive approval to submit reimbursement requests more frequently (*e.g.* monthly).
- 2) **Go to the Grant Recipient's Page on the website:**
<https://www.kitsapgov.com/hs/Pages/HH-Grant-Recipients-page.aspx>
- 3) **Download the Excel Reimbursement Request Form.** Click the link to KCHHD Reimbursement Request Form to download.
- 4) **Open the Reimbursement Form Excel:** If you are prompted, please select Enable Content.
- 5) **Complete the Excel Workbook** in its entirety including **all applicable tabs**.
- 6) **Submit invoice packet that includes Reimbursement Request Excel File and all required backup documentation via Cognito at this link:**
<https://www.cognitofrms.com/KitsapCounty1/KCHHDDocumentSubmissionForm>
 - a. Packet must include copies of all itemized receipts, clearly indicating the grant expense(s).
 - b. For Payroll expenses, submit time summaries, documentation of payment, and timesheets signed by employees.
 - c. For mileage please submit a log including the name of the driver, dates traveled, to/from locations, and miles traveled.

- d. For Rental (Direct) Assistance details of clients and amount of assistance along with proof of payment on behalf of client.
- 7) **Once you have submitted your reimbursement request, your submission will be reviewed.** If there are errors or questions you will be contacted by email. When your submission is accepted you will receive an email from DocuSign dse@docusign.net with a link “Review your Documents” within the email. Please make sure to check your junk mail and/or make emails from DocuSign a “safe sender” so that you do not miss these emails.
- 8) **Electronically Sign:** Launch the link from DocuSign email. You will see the submitted form with two signature areas, it will prompt you to ‘Confirm Signature’ to electronically sign the form. Once electronically signed, a pop-up will inform you that you have finished signing – and you will be offered the option to create an account – select “No Thanks” unless you choose to sign up for a free trial. You do not need a personal DocuSign account to complete the reimbursement requests.
- 9) **Signing Complete:** Once the Request has been signed by both the recipient and County Division staff DocuSign will send an email titled “Completed: KC General Reimbursement Request Form” with a link to the completed document. Use the link in the email to download and retain a copy of your reimbursement request.
- 10) **Routing for Payment:** Once the approved request is signed by both the Housing and Homelessness Division and Grantee:
 - a. Division staff will submit the invoiced amount for payment to the Department of Commerce.
 - b. Invoice paperwork will be submitted to the County Accounting Department for issuing the payment.
- 11) **Payment:** Kitsap County will pay the request for reimbursement within 30 days of its receipt of the completed request.

Repeat this process each time you wish to submit a Reimbursement Request.

Assistance with this process is available by contacting Leah Noldan, lnoldan@co.kitsap.wa.us, or (360) 337-7289.

Electronic Reimbursement Request Form

Invoice # -- Invoices should be sequential numbers, starting with 1 for the first invoice of the contract (e.g. 1, 2, 3, 4).

Grant Funding Source – Indicate whether the funding for the Budget Award is from the Homeless Housing Grant Program (HHGP), Affordable Housing Grant Program (AHGP), American Rescue Plan Act (ARPA), or Consolidated Homeless Grant (CHG). This information is available on your contract Budget Exhibit

Cost Categories – Indicate on the reimbursement request form all the Cost Categories included in your Budget Exhibit. Cost Categories that are not included in your contract Budget Exhibit should not be selected on the reimbursement request form.

NOTE: If you have more than 1 funding source per cost category, you will need to list the cost category with each associated grant funding source on the request form.

Budget Awards – Fill in the column completely, based on the cost categories in your contract Budget Exhibit. If you have an amended budget, the Budget Awards Category will reflect the award amount from the initial contract Budget Exhibit.

New Adjusted Budget – This will be left blank, unless you have an approved Contract Amendment, or written approval from the Division Manager. If you have an approved Contract Amendment, you will need to complete both the Budget Award and the New Adjusted Budget fields. If a cost category was added through an amended budget and not present in the initial contract, leave the Budget Award amount blank for the associated Cost Category on the reimbursement request form.

This Request – Enter the amount in each cost category that you are requesting for reimbursement for this period.

NOTE: This field will perform error-checking by summing the amounts on the SummaryExpenses worksheet. When there is an error the request amount will be formatted in a red and italicized font, when the amounts match the SummaryExpenses worksheet the standard black regular font will be displayed.

Prior Invoice Cum. To Date –

Refer to the previously approved reimbursement request (prior invoice #) and enter the amount indicated in the “Cum. To Date Including This Request” into the current RR “Prior Invoice Cum. To Date” cell.

If this is the first reimbursement request or if there have not been any expenses prior for this cost category enter \$0.

Cum. To Date Including This Request – This field will automatically calculate. The amount reflected for each cost category should equal the amount entered in the “This Request” field plus the amount entered in the “Prior Invoice Cum. To Date Total” field. The amount indicated in this field will be the amount expended in this cost category to date.

Award Balance – This field will automatically calculate. The amount reflected for each cost category should equal the difference between the “Budget Award” (or “New Adjusted Budget”) field and the “Cum. To Date Including This Report” field. The total indicated in this field will be the amount of award funding remaining on the contract for that cost category.

Summary Statement of Expenses Form

Statement of Work Performed – Provide a brief description of what the expenses paid for and how they supported the scope of work in the contract. Please also include the number of households that were reached through your activities, and how many were assisted during the reimbursement request period.

Summary of Expenses – List each expense separately. If you have an individual bill, invoice, or receipt from a vendor, it should be listed separately. A scanned copy of each bill, invoice, or receipt and proof of payment must be submitted with the reimbursement request in order to be processed. The backup documentation provided must also be kept on file at your organization for verification during the periodic site visits.

Cost Category – Use the drop down menu to indicate the appropriate cost category for each expense (from the cost categories on the Reimbursement Request Form). If you have multiple grant funding sources for a cost category, please group expenses by writing the fund type in the preceding Vendor row, as shown in the example below.

2. Summary of Expenses:			
Cost Category	Description (Vendor, Invoice, Receipt, Staff, Mileage (\$0.56/mile))	Expenditure Date	Amount
Prgm Admin & Ops	Mickey Mouse - 01/17/22 - 01/30/22	02/04/2022	\$750.26
Prgm Admin & Ops	Minnie Mouse - - 01/17/22 - 01/30/22	02/04/2022	\$813.96
Rental Assistance	Glennbrooke Apartments (Churchill Nov '21-Feb '22)	02/01/2022	\$850.00
Rental Assistance	TG Property Mgmt (Smith Feb '22)	02/01/2022	\$200.00

Description – This is where you indicate vendor, invoice, receipt, staff mileage and other information.

- Invoice/Bill: List person, company, or organization to whom the expense was paid.
- Rental Assistance: List the landlord to whom the rental assistance was paid and the last name of the client for whom it benefited. If your organization was the landlord, put your organization's name in the Description column and the last name of the client for whom it benefited, and months covered. (*e.g.* Housing Agency – Smith, or Glendale Apartments – Jones May-June '22)
- Salaries & Benefits: List the last name of the employee who was paid, the pay period dates (*Not the date of the paycheck that date will be indicated under "Expenditure Date"*).

Expenditure Date – List the date that the bill, invoice, or payroll was **paid by your agency** (not the date of the bill or invoice).

Amount – Indicate the amount paid to the vendor, company or staff member. *In some cases, this may be less than the total of the bill or invoice. If so, indicate this on the bill or invoice and note as to which RR submitted.*

If you are submitting for mileage multiply the total number of miles by the current IRS standard mileage rate to determine the mileage expense amount.

ADVANCE DISBURSEMENTS

Advance disbursements from the Grant Award may be requested in three cases, as listed below. Advance disbursements may be granted or denied in the sole discretion of the Housing and Homelessness Division or Kitsap County. Advance permission for an advance disbursement must be requested from the Housing and Homelessness Division before submitting it on a reimbursement request.

Requests for advance disbursements must be submitted using the electronic Reimbursement Request forms, as above.

- On the Summary Statement of Expenses in the Statement of Work Performed, you must clearly indicate that this is a request for Advance Disbursement and include information about why an advance disbursement is necessary.

(A) Capital Construction or Operation: If the Project is for the purpose of capital construction or operation, the Recipient may request advance disbursement of up to 50 percent of the Grant Award.

- If the request is granted, the Recipient must reconcile the advance in its last disbursement request at the end of the grant year.

(B) Capital Purchase Grant: If the Project is for the purpose of capital purchase, the Recipient may request advance disbursement of up to 100 percent of the Grant Award.

- If the request is granted, the Recipient must within 60 days of disbursement submit a Kitsap County Reimbursement Request fully documenting the use of the disbursement.
- Use the same Invoice number as on the Advance Disbursement and note in the Statement of Work Performed that this is the documentation of the prior Advance Disbursement.

(C) Rental Assistance: If the Project is for the purpose of providing rental assistance, the Recipient may request advance disbursement of up to 25% of the Grant Award each quarter.

- If the request is granted, the Recipient must reconcile the advance at the end of the quarter, before submitting the next advance disbursement request.

DOCUMENTATION

For reimbursement requests, all documentation must be submitted with each request. This documentation should be submitted in an organized and easily referenced manner and also kept on file with the submitting agency for a minimum of seven years from the end date of the contract. At any time, Kitsap County may request that additional supporting documentation be provided.

CONTRACT OR BUDGET AMENDMENTS

Requests for Budget Amendments or Scope of Work Amendments must be submitted in writing to the Housing and Homelessness Division no later than three months before the end of the contract period. In special circumstances, exceptions may be made by the Housing and Homelessness Division.

Amendment requests should be in the form of a letter on agency letterhead, addressed to the Housing and Homelessness Division, and should include the reason for the requested change and the requested revised budget (if applicable). Amendment request letters may be emailed to the Division Manager.

Upon receipt of a request for a Contract Amendment, your request will be approved or denied. Approved Contract Amendment requests will be routed through the County contracts process. Following internal county routing, a contract amendment will be sent to the contract signer in your agency.

Contractor Administrative Requirements

INSURANCE CERTIFICATES

As specified in grant contracts, contractors must provide updated insurance certificates demonstrating coverage limits identified in the contract. An up-to-date insurance certificate must be submitted electronically to the Housing and Homelessness Division before the first reimbursement request of a contract will be processed.

RISK ASSESSMENTS

The County may conduct a Risk Assessment and develop a monitoring plan for each grantee. A Risk Assessment evaluates the risk of loss resulting from ineffective or failed internal processes, people, systems, or external events that can disrupt the flow of business operations. Risk can refer to both the risk in operating an organization and the processes management uses when implementing, training, and enforcing policies. Overlooked issues and control failures can result in a chain reaction whether small or large. Having a strong risk management system gives funders confidence in allocating grant funds to be used fiscally responsibly.

The Risk Assessment process may include agencies being requested to provide a variety of organizational and financial information, policies, and procedures to the Division if this information was not submitted as part of the response to the RFP or NOFA. These documents may include:

- Financial Policies listed in the section below.
- Organization Information such as an Organizational Chart, Board Meeting Minutes of the last Annual Board Meeting, Meeting Minutes of the most recent Board Meeting, a list of Board Members and their profiles, Organizational Bylaws, and Annual Report.
- Policies and Procedures such as Grievance Procedure, Procurement (Purchasing) Policies & Procedures, Non-Discrimination Policies & Procedures, and Termination and Denial of Services Policy.
- Financial Information such as Agency Budget, Financial Statements, Cash Flow Statements, Audit Documentation, and IRS 990 Tax Return.

If your agency/organization does not have one or more of these in place, please contact the County so we may provide technical assistance.

The County reserves the right to require a grantee to undertake special reviews when a Risk Assessment, audit, or other emerging issue demands prompt intervention and/or investigation.

In compliance with CHG Guidelines, a Risk Assessment will be done for each CHG sub-contractor within six months of the start date of the contract. The Risk Assessment will be used to determine the frequency of CHG compliance monitoring.

FINANCIAL POLICIES

It is best practice for any agency/organization that are recipients of public funds to have robust controls and financial management policies.

Board-Approved Fiscal Control Policies & Procedures should include:

- a. Cash Controls
- b. Expenditure Authorization Process
- c. Separation of Duties and Banking
- d. Account Reconciliation Process
- e. Budgetary Controls
- f. Purchasing/Procurement Procedures
- g. Financial Reporting
- h. Board Oversight
- i. The date of Board approval

COMPLIANCE MONITORING

The Kitsap County Housing and Homelessness Division monitors all projects for compliance with the funding terms and conditions in the contract(s). Monitoring and performance evaluation are generally conducted once per year and may be done in-person or remotely. Contractors will be contacted to schedule monitoring and provided with a checklist of monitoring components.

After compliance monitoring, contractors will be provided with a completed monitoring checklist and a list of required follow-up actions. Contractors must respond to the required follow-up actions within the specified time period. Failure to do so may result in reimbursements being delayed until the response is received.

Monitoring may be performed more frequently than annually if there are concerns about program performance or compliance.

In addition to the regular Compliance Monitoring, the County may also conduct a quarterly compliance review. A spot audit is a simple way that the County can verify that program requirements are being met and appropriate documentation is being obtained for the program and its clients. This information can help determine if the County can provide additional guidance, technical assistance, or ways to increase efficiency. Together we can ensure we are meeting our obligations under the funding requirements.

CHG and HEN sub-contractors may also be monitored by the Department of Commerce in accordance with the CHG/HEN Guidelines.

NON-DISCRIMINATION POLICY

Contractors must have a written non-discrimination policy, available for review during site monitoring visits. The policy should apply to all areas of employment and volunteer participation.

Contractors must comply with all federal, state, and local nondiscrimination laws, regulations, and policies.

Contractors must comply with the Washington State Law against Discrimination, RCW 49.60, as it now reads or as it may be amended. RCW 49.60 currently prohibits discrimination or unfair practices because of race, creed, color, national origin, families with children, sex, marital status, sexual orientation, age, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained guide dog or service animal by a person with a disability.

Contractors must comply with the Federal Fair Housing Act and its amendments as it now reads or as it may be amended. The Fair Housing Act currently prohibits discrimination because of race, color, national origin, religion, sex, disability, or family status. The Fair Housing Act prohibits enforcing a neutral rule or policy that has a disproportionately adverse effect on a protected class.

Local nondiscrimination laws may include additional protected classes.

POINT IN TIME COUNT

Contractors must participate in the Point in Time Count and enter data into HMIS in a timely way to meet data collection requirements for the PIT.

REPORTING REQUIREMENTS

As specified in contracts, contractors are required to submit quarterly progress reports. Quarterly Progress Reports are due on the 30th day following the end of the quarter – or if the 30th falls on a weekend, the next business day.

Quarterly Progress Reports contain both performance measures information and a narrative. Quarterly Progress Reports must be submitted electronically through DocuSign, using the link on the Housing and Homelessness Division website.

Contractors are required to submit Quarterly Progress Reports for the entire contract period even if there was no program or grant activity during the quarter.

At the end of the year, instead of a 4th Quarter Progress Report, contractors should submit a Final Progress Report, using the same instructions as below.

Quarterly Progress Report Instructions

1. Go to www.kitsapgov.com/hs/Pages/HH-Grant-Recipients-page.aspx
2. Assemble all of the information that you need for the report ahead of time.
 - On the webpage, you can find an example of the Quarterly Progress Report so that you know what information to assemble in advance.
 - DO NOT Click on the Quarterly Progress Report link to submit the report until you have all the information assembled.
 - You will not be able to save your work once you have started.
 - Every time you click the link a new report is sent whether you finish or not.
 - In addition to information gathered from your records, you will need the Agency Performance Measures Report, provided by the Housing and Homelessness Division – typically about a week before the Quarterly Report is due.
 - You can review Data Timeliness Reports, Data Quality Score Reports, and Utilization Rate Reports whenever you wish through HMIS. The Appendices to this document provide instructions for how to run these reports.
3. Click on the Quarterly Progress Report Link – this will launch DocuSign, our electronic submission portal.
4. Fill out the Quarterly Progress Report using information from your agency and the Agency Performance Measures Report.
 - In the yellow cell, use the arrow on the right to show the drop-down menu. Select your agency. The cells will populate with information about your agency's performance. Copy this information into the Quarterly Progress Report.
5. After you electronically sign the Report, it will be automatically electronically routed to the Housing and Homelessness Division. Once it is approved, you will receive electronic notification and a PDF for your records.

RECORDS MAINTENANCE AND DESTRUCTION

Contractors must maintain records relating to each grant contract for a period of six years following the date of final payment.

Contractors must have a written Records Maintenance and Destruction Policy, available for review during site monitoring visits.

Paper records derived from HMIS which contain personally identifying information must be destroyed within seven years after the last day the household received services from the contractor.

INELIGIBLE USE OF FUNDS AND FRAUDULANT ACTIVITIES

Kitsap County is committed to the prevention of fraud. All sub-contractors, employees, clients, landlords, and tenants are responsible for preventing, identifying, and reporting fraud. Reasonable attempts must be made to prevent the ineligible use of funds. To report suspected fraud, please contact the Grant Manager.

Fraud is a criminal act. Fraudulent activities may include, but are not limited to:

- Theft or embezzlement.
- Bribery or kickbacks.
- The intentional submission of false documentation.
- Forgery or alteration of documents.
- Destruction or concealment of records.

Any investigation of fraud or other criminal activity will not be disclosed except to the appropriate law enforcement authorities. HHGP, AHGP, CHG, HEN and ARPA sub-contractors shall not retaliate against tenants or employees who report fraud, criminal activity, or other program irregularities. Landlords, tenants, and employees shall be accorded full due process of law.

Kitsap County staff, including the Grant Manager, the Housing and Homelessness Division Manager, and the Human Services Director or their designees, will conduct investigations into alleged fraud or ineligible uses of funds. Kitsap County may request to inspect the books and records of sub-contractors per 4.2 of the contract terms and may review and monitor financial and services components of the program.

Should claims of fraudulent activity be substantiated, funds must be returned to the payor. The person and/or entity which committed the fraudulent activity may be subject to administrative, civil, and/or criminal penalties.

If the ineligible use of funds is related to funding contracted to Kitsap County by Commerce, then Kitsap County will inform the Washington State Department of Commerce, if appropriate.

STATE ANNUAL REPORT – HOUSING INVENTORY CHART (HIC)

Each year, the Division must report to Commerce all currently active homelessness housing and services programs. The Annual Report includes two parts: 1) program information, how the program is identified in HMIS, and 2) program funding information, including all of the funding sources that support each program. Contractors are required to provide this information to Division staff in a timely way upon request to comply with Commerce requirements.

TIMELEY EXPENDITURE OF FUNDS

Grant-funded projects should be ready to proceed during the program year of the awarded funds. The Housing and Homelessness Division expects and monitors for the timely expenditure of allocated funds to projects. Grant funds must be fully spent by December 31st of the award year, or as defined in the grant contract. If the funds are not expended during the contract period, they will be retained for distribution in a future grant cycle.

USE OF FUNDS FOR LOW-INCOME HOUSING FOR 25 YEARS

Capital projects that receive grant funds must remain in use for low-income households for no less than 25 years from the date of the receipt of grant funds. A Warrant for Use for 25 Years is required to be submitted electronically before the first reimbursement request will be processed.

Data Collection and Entry

HOMELESS MANAGEMENT INFORMATION SYSTEM

The Homeless Management Information System (HMIS) is an electronic record system that enables information gathering about, and continuous case management of, homeless persons across agencies in a particular jurisdiction (city, county, state). Homeless service providers collect information about their clients and input it in the HMIS so that it can be matched with information from other providers to get accurate counts of homeless clients and the services they need.

The U.S. Department of Housing and Urban Development (HUD) has mandated that all agencies who receive federal funds for homeless housing or services, must participate in an HMIS. HUD outlines the specific data points that must be collected for each homeless client.

Washington State Department of Commerce has mandated that all agencies receiving state funding for homeless housing or services (Consolidated Homeless Grants, Affordable Housing, Homeless Housing, Housing Trust Fund, TANF, Housing and Essential Needs, etc.) must participate in HMIS.

WA Commerce is responsible for operating an HMIS for counties that participate in federal funding through the Balance of State Continuum of Care process. This includes Kitsap County. The Housing and Homelessness Division is responsible, through a contract with WA Commerce, for managing the Kitsap HMIS.

Kitsap County is responsible for collecting data from all of the participating agencies and submitting that data to WA Commerce. Through an agreement with WA Commerce, agencies may submit data in one of two ways: 1) through a state-provide online software system that will share data “in real time” between participating Kitsap agencies, or 2) collecting the data in an agency’s own software system and periodically uploading it to the WA Commerce system.

WA Commerce and the Housing and Homelessness Division provide training and support for the state provided HMIS software.

Kitsap agencies that provide homeless housing and services are required to participate in the Kitsap HMIS Collaborative, an agreement to share client data between agencies. Kitsap’s data-sharing system provides benefits such as improved client service, accurate data and reporting for funding sources, and better outcome tracking.

All agencies that receive Housing and Homelessness Division grant funds must enter all required client data into HMIS for the funded program(s).

Data Quality

All Data quality is measured by the percent of valid data collected for each data element. “Client doesn’t know”, “Client refused”, and “Data not collected” are considered invalid responses and will count against data quality.

Data quality requirements are also outlined in grant contracts. All programs should aim for 100% data quality.

Data quality for each agency and program is reviewed periodically. Instructions on how to generate an HMIS report that shows this information for your program can be found in Appendix B.

Data Timeliness

All client data must be entered into HMIS as soon as possible, ideally within 6 days, and no later than 14 calendar days following the date of the household enrolling or exiting the program, changing their income or family composition, or any other demographic or programmatic change.

Instructions on how to generate an HMIS report that shows this information for your program can be found in Appendix A.

Informed Consent

Every household served through grant funded programs must be asked to sign the Client Release of Information and Informed Consent. They may choose to only have non-identifying information entered into HMIS. (See below for situations in which ONLY non-identifying information may be entered.)

Personally identifying information (PII) must not be entered into HMIS unless all adult household members have provided informed consent.

Informed consent must be documented with a signed copy of the Client Release of Information and Informed Consent Form in the client file.

Only one Informed Consent form is required for each household. If the household was referred through Coordinated Entry, then an Informed Consent Form will be on file with that program and another Form is not required to be signed. If this is the case, a note should be made in the client file that the “Informed Consent Form is on file with Coordinated Entry.”

If telephonic consent has been received, the Consent Form must be completed the first time the household is seen in person.

As authorized by Washington State legislation, as of June 2018, young adults ages 13 and older may sign Consent Forms for themselves.

Anonymous Records/Non-identified Records

The following types of records must be entered anonymously:

- Households in which one or adult member does not provide informed consent for themselves or their dependents.
- Households entering a domestic violence program or currently fleeing or in danger from a domestic violence, dating violence, sexual assault, human trafficking or a stalking situation.

- Minors (under the age of 13) entering programs independently (without a parent or guardian).
- Households in programs which are required by funders to report HIV/AIDS status.

If a combination of race, ethnicity, gender, or other demographic data could be identifying in your community, those data points should not be entered for anonymous records.

Changes in Identified Records

Occasionally a client will change their mind about personally identifying information being entered into HMIS. If a client with personally identifying information already in HMIS wishes to have this personally identifying information removed, they should sign a Revocation of Consent Form. A copy of this Revocation of Consent Form should be retained in the client file and the original should be immediately forwarded to the Housing and Homelessness Division to make the necessary changes and notifications.

Agency staff should NOT attempt to change the consent status of records.

Provision of Services Requirements

COORDINATED ENTRY

Unless otherwise specified, programs funded with Homeless Housing Grant program, Affordable Housing Grant program, and/or Consolidated Homeless Grant program funds are required to take referrals exclusively through the coordinated entry program.

Programs serving survivors of domestic violence may intake clients directly, but clients should be directed to go to the coordinated entry program as soon as possible and within three days of program entry.

Night-by-night shelters may take intake clients directly but should direct clients to the coordinated entry program as soon as possible, and within three days of program entry.

Permanent Supportive Housing programs and Permanent Affordable Housing programs are strongly encouraged to take referrals through the coordinated entry program. However, they may request of Kitsap County to take referrals outside of the coordinated entry program.

CLIENT FILES

Contractors are required to keep a file on each client that is served through their funded program. These files may be in electronic or paper format. Client files should include things like the completed program application, income verification (if applicable), referral information, program consent forms, case management notes, lease agreements, etc.

Client files must be produced at the request of the Housing and Homelessness Division and will be reviewed during the program monitoring site visits.

Client files should be stored in a secure area.

Client files should be retained for a minimum of seven years in a secure location.

GRIEVANCE PROCEDURE

Contractors must have a written grievance procedure/complaint process for households seeking or receiving services. Each client must be made aware of the grievance procedure when they enroll in the program.

Grievance Policies must include:

- how the Agency provides information to their clients about how they can make a complaint about an Agency program, staff member, or operations;
- how a complaint or grievance can be submitted to the Agency;
- the various levels of leadership within the Agency that a complaint can be directed to (for example if the complaint is about a program manager, who can the complaint be given to?);
- what happens internally in the Agency when a complaint is received,
- how information about the response to the complaint is communicated to the client (if they identify themselves in the complaint);
- when and how the complaint is considered to be resolved; and
- how the Agency records and tracks complaints to identify any patterns of concern.

Kitsap County may request a copy of an Agency's Grievance Policy at any time.

HOUSING STABILITY PLANNING

Contractors must assess each household's housing needs and facilitate planning with the goal of obtaining or maintaining housing stability. Housing stability planning must be housing-focused and client-driven.

Contractors must use the Kitsap Housing Stability Planning and Progress Report (HSPPR) to document assisting clients with setting housing stability goals and tracking progress. HSPPRs are part of the client record-keeping requirement.

Contractors may use any other planning, assessment, or case management forms or tools that they wish, but at a minimum must have a HSPPR on file for each client household.

Assessments and housing stability planning are not required for clients whose only services is night-by-night shelters.

NON-CONDITIONAL SERVICE PROVISION

Programs must not terminate or deny services to households based on refusal to participate in supportive services. Supportive services are helping or educational resources that include support groups, mental health services, alcohol and substance abuse services, life skills or independent living skills services, vocational services, and social activities.

Supportive services do not include housing stability planning or case management.

Programs should limit eligibility criteria to those required by funders and/or facility structure (for example, funding for veterans or unit size suitable for families with children).

PROGRESSIVE ENGAGEMENT

Contractors must employ a progressive engagement (PE) service model. Progressive Engagement includes the following components:

- Whenever possible, households experiencing a housing crisis should be diverted from entering homeless housing programs through problem-solving conversations, linkages to mainstream and natural supports, and/or flexible, and light-touch financial assistance.
- Initial assessment and services address the immediate housing crisis with the minimal services needed.
- Frequent re-assessment determines the need for additional services.
- Services are individualized and responsive to the needs of each household.
- Households exit to permanent housing as soon as possible.
- Having already received assistance does not negatively impact a household’s eligibility if they face homelessness again.

RELIGIOUS REQUIREMENTS PROHIBITED

Contractors are prohibited from making any program services, assistance, or housing conditional on clients participating in any sort of religious activity. No funding provided through Kitsap County may be used to support or engage in any explicitly religious activities, including activities that involve over religious content such as worship, religious instruction, or proselytization.

TRAUMA-INFORMED CARE AND BEST PRACTICES

Program staff who provide direct services and manage homeless grants should receive training and demonstrate competency in, at a minimum:

- ACES/Resiliency
- Trauma Informed Services
- Mental Health First Aid
- Progressive Engagement
- Supporting victims of domestic violence
- Fair Housing

In addition, program managers and staff are highly encouraged to attend the annual Washington State Conference on Ending Homelessness.

TERMINATION AND DENIAL OF SERVICE POLICY

Contractors must have a client termination and denial policy that describes the reasons a household would be denied services and/or terminated from program participation, describes the notification process, and identifies how households are made aware of the grievance procedure.

Housing and Homelessness Division Complaint Policy and Procedure

The Kitsap County Housing and Homelessness Division (“the County”) regularly monitors contracts with agencies, including periodic site visits, typically resolving administrative contract issues.

Complaints to the County

Sometimes complaints are made directly to the County. Whether or not the County takes action in a given instance will be at the sole discretion of the County and the County has the right, but not the duty or obligation, to take action.

In general, complaints about agencies contracted with the Housing and Homelessness Division that are submitted to Kitsap County or forwarded from a provider will be sent to the Kitsap County Housing and Homelessness Division Manager (hereafter “County Manager”).

Upon receiving a complaint, the County Manager may attempt to get the complaint in writing if it is not already in that form.

The County Manager will forward the complaint or a summary of the complaint to the Agency for their information, redacting personally identifying information if the complainant does not wish to be known to the Agency.

The County Manager will record and track complaints to determine if multiple complaints about an Agency are forming a pattern of concern or if a complaint is of a nature to warrant further action. Further action may include requesting a response to the complaint from the Agency and/or initiating a Plan of Correction.

The County will determine when a Plan of Correction process should be undertaken with the Agency as follows:

Developing Findings

- a. The County Manager will notify the Agency in writing that there is concern about a pattern of complaints, send a brief summary of the complaints, and request a meeting regarding the complaints. The County Manager will request that the Agency designate an Agency representative who is not involved in the complaints to participate in this process.
- b. At the meeting, the County Manager will discuss the complaints with the Agency representative and gather any additional information about the situation.
- c. The County Manager will send a summary of findings to the Agency along with next steps.

Plan of Corrections Process

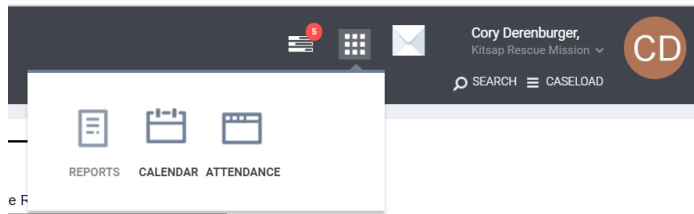
- d. If the Findings indicate a pattern of concern, then the Plan of Correction process will be initiated.
- e. The County Manager will send a list of Findings, a Plan of Correction template, and deadline for the Agency response to the Agency. If the findings involve the Agency Director, then the information will be sent to the Board Chair. The County Manager will be available to answer Agency questions during this process.
- f. The Agency will be required to submit a Plan of Correction to the County Manager for approval by the deadline provided.
- g. The County Manager has the authority to accept the Plan of Correction or send it back to the Agency for further work.
- h. Once a Plan of Correction has been approved by the County Manager, they will call a meeting of the Agency’s representative to review the Agency’s proposed Plan.
- i. Monitoring meetings will be held on a regular basis and will include the County Manager and the Agency representative(s) to review progress on the Plan. Coordination of these meetings, assessment of progress, and milestone completion will be the responsibility of the County Manager.
- j. When the County Manager determines that the appropriate milestones have been met and the Plan of Correction is complete, they will inform the Agency’s in writing.
- k. If the Agency fails to cooperate with the Plan of Correction process or fails to complete the Plan of Correction in a timely manner, the County will consider taking further action, such as withholding grant funding until the Plan is completed or invoking a contract termination.

Appendix A

Generating HMIS Reports – Timeliness

Determining Data Quality – Timeliness using Clarity HMIS Reports

1. Open the Reports tab from the Clarity Reports Menu button.



2. Open the [HUDX-227] Annual Performance Report [Month Year] by selecting “Run”

Housing	3 report(s)
HUD Reports	6 report(s)
[HUDX-111] HUD CSV / XML Program Data Export	<input type="radio"/> RUN MORE INFO
[HUDX-222] Homeless TAY	<input type="radio"/> RUN <input type="checkbox"/> SCHEDULE MORE INFO
[HUDX-224] PATH Annual Report [2018]	<input type="radio"/> RUN <input type="checkbox"/> SCHEDULE
[HUDX-225] HMIS Data Quality Report	<input type="radio"/> RUN <input type="checkbox"/> SCHEDULE MORE INFO
[HUDX-227] Annual Performance Report [Oct 2018]	<input type="radio"/> RUN <input type="checkbox"/> SCHEDULE MORE INFO

3. Choose the following options for the selection fields

- CoC Filter Category = Agencies in CoC
- CoC = Washington Balance of State CoC
- Program Types = (select desired intervention type(s))
- Program Status = Active Programs
- Programs = (select desired program(s))
- Apply Client Location Filter = No
- Funding Criteria = Not Based on Funding Source
- Report Date Range = Set Date Range
- Report Output Format = your choice (Web Output allows drilling down)

HUD Reports > [HUDX-227] Annual Performance Report [Oct 2018]

CoC Filter Category: Agencies in CoC

CoC: Washington Balance of State CoC

Program Type(s): Choose...
 All
 Emergency Shelter
 Transitional Housing
 PH - Permanent Supportive Housing (disability required)

Program Status: Active Programs

Program(s): Choose...
 SVF/Single Women and Women with Children Shelter

Apply Client Location filter: No

LEGACY FEATURE: SERVICE BASED FUNDING SOURCE

Funding Criteria: Not Based on Funding Source

Funding Status: Choose...

Funding(s): Choose...

Report Date Range: / / - / /

Choose Report Format: Web Page PDF Excel CSV-Details CSV-Upload

Drilldown Output Format: Web Page CSV

4. Obtain Timeliness for Number of Project Start Records

On the HUD Annual Performance Report find Q6e. Data Quality: Timeliness

Q6e. Data Quality: Timeliness		
Program Applicability: All Projects		
Time for Record Entry	Number of Project Start Records	Number of Project Exit Records
0 days	8	5
1-3 days	17	17
4-6 days	6	7
7-10 days	4	0
11+ days	0	3

Use the following calculations to determine Timeliness

$$\text{Project Start Timeliness} = \frac{\text{Sum of Project Start Records(0 days, 1 – 3 days, 4 – 6 days)}}{\text{Sum All Project Start Records}}$$

$$\text{Project Exit Timeliness} = \frac{\text{Sum of Project Exit Records(0 days, 1 – 3 days, 4 – 6 days)}}{\text{Sum All Project Exit Records}}$$

Appendix B

Generating HMIS Reports – Data Quality Score

Determining HMIS Data Quality Score using Clarity HMIS Reports

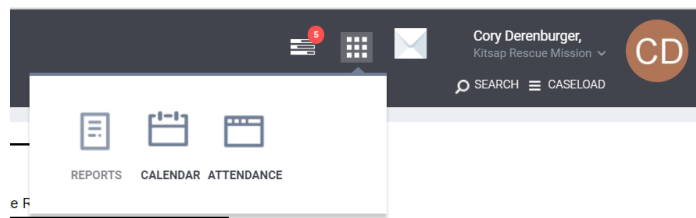
The HMIS Data Quality Score used by the state is based on the completeness of data collected from clients. Of all entries and exits over the reporting period, this is the percentage of which the Living Situation (3.917) and the Destination (3.12) are considered “Unknown”.

Living Situation is only collected for adults and Heads of Households; people under 18 that are not head of household are excluded.

Unknown Living Situations include: Client doesn’t know, Client refused, Data not collected

Unknown Destinations include: Client doesn’t know, Client refused, Data not collected, No exit interview completed.

1. Open the Reports tab from the Clarity Reports Menu button.



2. Open the [HUDX-227] Annual Performance Report [Month Year] by selecting “Run”

Housing	3 report(s) ▾
HUD Reports	6 report(s) ▾
[HUDX-111] HUD CSV / XML Program Data Export	▶ RUN MORE INFO ▾
[HUDX-222] Homeless TAY	▶ RUN 📅 SCHEDULE MORE INFO ▾
[HUDX-224] PATH Annual Report [2018]	▶ RUN 📅 SCHEDULE
[HUDX-225] HMIS Data Quality Report	▶ RUN 📅 SCHEDULE MORE INFO ▾
[HUDX-227] Annual Performance Report [Oct 2018]	▶ RUN 📅 SCHEDULE MORE INFO ▾

3. Choose the following options for the selection fields

- CoC Filter Category = Agencies in CoC
- CoC = Washington Balance of State CoC
- Program Types = (select desired intervention type(s))
- Program Status = Active Programs
- Programs = (select desired program(s))
- Apply Client Location Filter = No
- Funding Criteria = Not Based on Funding Source
- Report Date Range = Set Date Range
- Report Output Format = your choice (Web Output allows drilling down)

HUD Reports > [HUDX-227] Annual Performance Report [Oct 2018]

CoC Filter Category: Agencies in CoC

CoC: Washington Balance of State CoC

Program Type(s): Choose...
 All
 Emergency Shelter
 Transitional Housing
 PH - Permanent Supportive Housing (disability required)

Program Status: Active Programs

Program(s): Choose...
 SVF Single Women and Women with Children Shelter

Apply Client Location filter: No

LEGACY FEATURE: SERVICE BASED FUNDING SOURCE

Funding Criteria: Not Based on Funding Source

Funding Status: Choose...

Funding(s): Choose...

Report Date Range: / / - / /

Choose Report Format: Web Page PDF Excel CSV-Details CSVUpload

Drilldown Output Format: Web Page CSV

4. Obtain Unknown Living Situation and Entries

On the HUD Annual Performance Report find Q15. Living Situation

HUD Annual Performance Report (2018)

report period: 10/1/2018 - 9/30/2019

CoC category filter: Agencies in CoC

Client Location filter: No

Funding Criteria: Not Based on Funding Source

Q15. Living Situation					
Program Applicability: All Projects					
	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Homeless Situations					
Emergency shelter, including hotel or motel paid for with	13	11	2	0	0
Client Doesn't Know/Client Refused	0	0	0	0	0
Data Not Collected	0	0	0	0	0
Subtotal	18	13	5	0	0
Total	39	30	9	0	0

At the end of this section obtain the **Unknown Entry Living Situation** by summing the first column responses Client Doesn't Know/Client Refused and Data Not Collected.

Record the **Total Number of Entries** from the first column in the last row.

5. Obtain Unknown Destination and Exits

On the HUD Annual Performance Report find Q23a. Exit Destination—More than 90 Days and Q23b. Exit Destination—Less than 90 Days

Q23a. Exit Destination - More Than 90 Days			Q23b. Exit Destination - 90 Days or less		
Program Applicability: All Projects			Program Applicability: All Projects		
	Total	With	Total	Without	
Permanent Destinations			Permanent Destinations		
Moved from one HOPWA funded project to HOPWA	0		Moved from one HOPWA funded project to HOPWA	0	
-----+-----			-----+-----		
Client Doesn't Know/Client Refused	0		Client Doesn't Know/Client Refused	1	
Data Not Collected (no exit interview completed)	1		Data Not Collected (no exit interview completed)	3	
Subtotal	3		Subtotal	5	
Total	11		Total	21	

At the end sections 23a and 23b obtain the **Unknown Exit Destination** by summing the first column responses Client Doesn't Know/Client Refused and Data Not Collected (no exit interview completed).

Obtain the **Total Number of Exits** by summing the Totals from the first column in both 23a and 23b.

6. Calculate the HMIS Data Quality Score

Use the following formula to calculate the data quality score for the selected program.

$$\text{HMIS Data Quality Score} = 1 - \frac{\text{Number of Unknown Entry Living Situation and Exit Destinations}}{\text{Total Number of Entries and Exits}}$$

From the example agency the Data Quality Score would be calculated as follows:

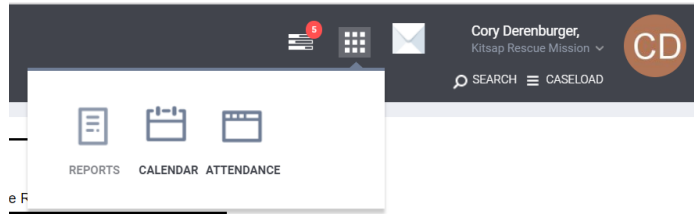
$$93\% = 1 - \frac{\text{Number of Unknown Entry Living Situation (0) and Exit Destinations (5) Total = 5}}{\text{Total Number of Entries (39) and Exits (32) Total = 71}}$$

Appendix C

Generating HMIS Reports – Utilization Rate

Finding Utilization Rate using Clarity HMIS Reports

1. Open the Reports tab from the Clarity Reports Menu button.



2. Open the [HSNG-108] Housing Census [Program Based] report by selecting “Run”.

Email Reports	5 report(s) ▾
Housing	3 report(s) ▾
[HSNG-101] Housing Census [Service Based]	<input type="radio"/> RUN <input type="checkbox"/> SCHEDULE MORE INFO ▾
[HSNG-108] Housing Census [Program Based]	<input type="radio"/> RUN <input type="checkbox"/> SCHEDULE
[HSNG-200] Current Housing Availability	<input type="radio"/> RUN <input type="checkbox"/> SCHEDULE
HUD Reports	6 report(s) ▾

3. Choose the following Options from the selection fields

Program Status = Active Programs

Program Types(s) = Emergency Shelter

Programs(s) = Select the relevant shelter program

Veteran Status = All

Whom you want to generate report for? Select persons

Report Date Range = Set Date Range

Report Output Format = your choice

Housing > [HSNG-108] Housing Census [Program Based]

Program Status	Active Programs ▾
Program Type(s)	Choose... All Emergency Shelter Transitional Housing PH - Permanent Supportive Housing (disability required)
Program(s)	Choose... All KRMNew Beginnings (DO NOT USE - UNDER DEVELOPMENT) KRMSafe Harbor (Night by Night)
Veteran Status	All ▾
Whom you want to generate report for?	<input checked="" type="radio"/> persons <input type="radio"/> households
Report Date Range	01/01/2019 <input type="text"/> - 05/31/2019 <input type="text"/>
Report Output Format	<input checked="" type="radio"/> Web Page <input type="radio"/> PDF <input type="radio"/> Excel

4. Obtain Total Bed Nights Provided

At the bottom of the Housing Census report a Total Bed Nights Provided is given

Total Clients Served	50
Total Bed Nights Provided	2,376

5. Obtain Max Occupancy

At the top of the Housing Census report the number of beds shelter beds for max occupancy in the project is given

d Women with Children Shelter	Max Occupancy: 15 beds
Date	# Clients

6. Calculate Utilization Rate

Use the following formula to determine Utilization Rate During the Reporting Period

$$\text{Utilization Rate} = \frac{(\text{Total Bed Nights Provided})}{(\text{Number of Days in Reporting Period} \times \text{Max Occupancy})}$$

Why is my utilization rate lower than expected?

The most likely answers are:

- Clients may be missing enrollments
- The number of beds reported for the program is incorrect, changed, or varies
- In households with multiple family members dependents have not been enrolled into the program
- The start dates or exit dates have not been entered correctly
- Drop-in Shelters should ensure that attendance is up to date and that clients are not missing attendance

Why is my utilization rate greater than 100% or higher than I expected?

The most likely answers are:

- Clients that are no longer active in the program have not been exited in HMIS
- Exit dates are incorrect, exit date is the day following the client's last night in the program
- The number of beds reported for the program is incorrect, changed, or varies
- Non-participating clients have been erroneously enrolled into the program

If you have issues obtaining or calculating your bed occupancy rate, or have utilization rates that seem incorrect (high or low) contact:

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