



Housing and Homelessness Division
Kitsap County Department of Human Services

GRANT GUIDELINES HANDBOOK

for

Homeless Housing Grants (HHGP)
Affordable Housing Grants (AHGP)
Consolidated Homeless Grants (CHG)
Housing and Essential Needs Grants (CHG-HEN)

Effective 7/1/2025

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Section 1: 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.

1.2.0 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 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 updated periodically in accordance with requirements from the Washington State Department of Commerce.

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 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.

1.3.0 Funding Sources

1.3.1 Affordable Housing Grants (AHGP) and Homeless Housing Grants (HHGP)

The Affordable Housing Grant Program and Homeless Housing Grant Program funds are authorized by the Washington State legislature and are collected through a fee on certain transactions recorded at the Auditor's Office. These grant funds are distributed through a competitive process to Kitsap organizations that provide affordable housing in a variety of ways.

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, increased the amount of the surcharge, and provided counties with specific direction associated with the use of the funds including a set-aside for a percentage of funds to be used to accomplish the local homeless housing plan, and a set-aside for eligible expenses for housing activities that serve extremely low-income and very-low income households.

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.

1.3.2 Consolidated Homeless Grants (CHG)

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](#).

1.4.0 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.

Section 2: Grant Administration

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

2.1.0 Contracting

Funds approved in the annual Homeless Housing Grant Program and Affordable Housing Grant Program 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.

Contracts for the Homeless Housing Grant Program and Affordable Housing Grant Program are generally sent to grantees in April or May for their signature due to the lengthy routing time. 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.

CHG contracts are based on the state fiscal year (July 1 to June 30) and may be for 6 months, 12 months, 18 months, or 24 months depending on the availability of sub-contracted funds.

Affordable Housing Grant contracts, Homeless Housing Grant contracts, and Consolidated Homeless Grant (CHG) Contracts under \$75,000 are signed by the County Administrator and under \$25,000 may be signed by the Director of Human Services. Grants over \$75,000 are signed by the Board of Commissioners.

2.2.0 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:

Shelter Program Types

- **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.
 - Ideally the shelter, and shelter beds, are accessible to the guests 24/7.
 - 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.
- **Hotel/Motel Voucher-Based Emergency Shelter**
 - Offer temporary emergency shelter at a hotel/motel (not facility-based) when no appropriate shelter beds are available for the household.
 - 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.
- **Low Barrier Shelter:** Additionally, each shelter type may be classified as a **low-barrier shelter**, meeting the criteria as defined by the Washington State Department of Commerce and listed below:
 - There is no limit to the client's length of stay.
 - Has flexible intake schedules and requires minimal documentation.
 - Has realistic and clear expectations. Rules and policies are narrowly focused on maintaining a safe environment and avoiding exits to homelessness.
 - Does not have work or volunteer requirements.

- **In a low-barrier program, homeless households are not screened out based on the following criteria, at minimum:**
 - 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 been impacted or affected by a crime
 - The type or extent of disability-related services or supports that are needed
 - Lacking ID or proof of U.S. Residency Status
 - Other behaviors that are perceived as indicating a lack of “housing readiness,” including:
 - Resistance to receiving services
 - Households are not terminated from the program for:
 - Failure to participate in supportive services or treatment programs
 - Failure to make progress on a housing stability plan
 - Alcohol and/or substance use in and of itself is not considered a reason for termination

Homeless Housing and Services (non-shelter) Program Types

- **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.

2.3.0 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. Eligibility criteria used must be clear and must align with the application, RFP/NOFA, and any other applicable guidelines.

2.4.0 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. Income eligibility for each program must be clear and must align with the application, RFP/NOFA, and any other applicable guidelines. 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.

2.5.0: 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.

2.6.0: Allowable Expenses

For Consolidated Homeless Grant or HEN allowable expenses, refer to the [CHG Guidelines](#) issued by Commerce.

For Homeless Housing Grants and Affordable Housing Grants, the allowable Cost Categories are listed in the table below with definitions and examples.

Shelter Programs and CHG-Funded Programs	
<p>Eligible expenses, cost categories, and definitions for Shelter Programs, HEN, and all other CHG-funded Programs are in the CHG Guidelines issued by the Washington State Department of Commerce.</p> <p>To view the CHG Guidelines, click here: CHG Guidelines</p>	
Non-Shelter Programs Homeless Housing Grants (HHGP) and Affordable Housing Grants (AHGP)	
Program Operations – AHGP/HHGP (Non-Shelter)	
<p>Overview:</p> <p>Operations expenses are directly attributable to the program.</p> <p>These costs may be specifically defined in</p>	<p>Examples:</p> <p>Salaries, payroll expenses, fringe benefits, vacation, sick leave, and staff expenses for Program Staff.</p> <p>Mileage reimbursements, training expenses, conference expenses, etc. when attributed directly to the program.</p>

individual grant contracts.	<p>Office space, supplies, utilities, telephone, internet, computer equipment, and training when related to grant management for the specific program and/or service delivery for the specific program.</p> <p>Audit, accounting, advertising/marketing, insurance, bonds, fees, property taxes, communications, legal services, professional services, and security when attributed directly to the program.</p> <p>Diversion Expenses (Coordinated Entry only – see CE Guidelines for details)</p> <p>Expenses that go directly to items that benefit clients or items that are provided to clients, such as: sleeping bags, tents, shower vouchers, bus tokens, gas vouchers, orca cards, and state IDs for clients or other vouchers with pre-approval by the Housing and Homelessness Division</p> <p>Does <u>not</u> include program administrative expenses, O&M or administrative staff Salaries & Benefits, food, or gift cards.</p>
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Rental Assistance/Subsidy – AHGP/HHGP (Non-Shelter)

<p>Overview:</p> <p>Amounts paid to landlords on behalf of a client.</p>	<p>Examples:</p> <p>Payments to landlords or property management companies; internal fund transfers for client rental subsidies.</p> <p>Includes both one-time eviction prevention and on-going rental subsidies.</p> <p>Rental payments, late fees, lot rent, move-in security deposits.</p> <p>Rental arrears if the payment enables the household to obtain or maintain permanent housing.</p> <p>Damages paid to landlords require approval from KCHHD.</p>
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Administration – AHGP/HHGP (Non-Shelter)

Overview:	Examples:
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<p>Costs incurred by an organization that are not directly related to the program's provision of services but are necessary for the administration of the program. Often referred to as overhead costs.</p>	<ul style="list-style-type: none"> • Cost of administrative office space • Salaries and benefits for administrative staff • Organization-wide human resources expenses • Executive director salary and benefits • General organization insurance • Organization wide audits or accounting fees • Board expenses • Organization-wide membership fees and dues • General agency facilities costs (including those associated with executive positions) such as rent, depreciation expenses, and operations and maintenance. IT services that are billed by the hour. • Shared costs that are allocated directly by means of a cost allocation plan. <p>Does <u>not</u> include salaries & benefits for program staff.</p>
<p>Administration costs must be consistently charged <u>either</u> indirect or direct and <u>cannot</u> be double charged or inconsistently charged as both.</p> <p><u>Direct Administration Expenses:</u></p> <ul style="list-style-type: none"> • Actual expenses of doing business that are not readily identified with a particular program. <ul style="list-style-type: none"> ○ Amounts billed as Direct Administration Expenses are supported by actual costs. ○ Administrative staff salaries can be requested based upon actual hours worked at/for project specific site as documented on a timesheet or other similar time tracking mechanism. ○ Cost allocation plans, proportional shares, and/or percentages of costs cannot be used to determine direct costs. <p><u>Indirect Administration Expenses:</u></p> <ul style="list-style-type: none"> • When costs related to executive personnel such that a direct relationship between the cost and the program cannot be established, the program may use an indirect cost rate which has been appropriately negotiated with an approved cognizant agency or by use of the federally established di minimis rate. <ul style="list-style-type: none"> ○ Uses a pre-defined fixed percentage of the overall grant amount (either a NICRA or di minimis). ○ Amounts include shared costs that are indirectly allocated by means of a cost allocation plan, including costs which are frequently referred to as "overhead" expenses. <p><i><u>NICRA:</u> Use of a negotiated indirect cost rate requires that an approved federally recognized and valid Negotiated Indirect Cost Rate (or Recovery) Agreement (NICRA) from their cognizant agency is on file with KCHHD prior to contracting</i></p>	

De Minimis: Use of the federally established de minimis rate requires a signed indirect cost rate certification form be submitted to KCHHD prior to contracting) and requires that the same method must be applied to all of the organization's federal grants.

Hotel/Motel – AHGP/HHGP (Non-Shelter)

Overview:

Hotel/Motel Vouchers

Funds paid directly to hotels or motels for overnight stays for homeless clients; used only when the program is primarily a hotel/motel program.

Examples:

Hotel/Motel expenses for households if no suitable shelter bed is available during housing search.

Other Expenses – AHGP/HHGP (Non-Shelter)

Overview:

Varies, as defined in the contract.

Examples:

Varies, as defined in the contract. These expenses are specifically defined in individual grant contracts (as listed in the application) and are approved on a case-by-case basis.

Building O&M – Salaries and Benefits – AHGP/HHGP (Non-Shelter)

Overview:

Staff expenses related directly to the operations and maintenance of the building.

Examples:

Salaries and benefits related to the operation and maintenance of the building (janitorial staff, building maintenance staff).

Does not include salaries & benefits for program staff or administrative staff.

Does not include payments to contractors or subcontractors.

See Section 2.6.1, below

Building O&M – Building Operations Expenses – AHGP/HHGP (Non-Shelter)	
<p>Overview:</p> <p>Expenses directly associated with operation and maintenance of the building (not including salaries).</p> <p>Does <u>not</u> include program administrative expenses or salaries.</p>	<p>Examples:</p> <p>Utilities, telephone, internet, janitorial supplies, rent/mortgage, pest control, janitorial/maintenance contracts, building security, minor repairs</p> <p>Food, consumable items, computers, furniture, office equipment, artwork, and supplies for clients are <u>not</u> allowable expenses.</p> <p><i>See Section 2.6.1, below</i></p>

2.6.1 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.

Please review the [OM Guidelines](#) directly for the current list of eligible and ineligible expenses. *This list is not exhaustive* and the OM Guidelines are updated routinely.

O&M Eligible Uses

- Project-specific utility costs paid by the grantee and which are not specifically metered to an individual unit and are not the responsibility of the tenant. This includes water, sewer, garbage, electricity, gas, telephone, and internet.
- Ongoing janitorial and maintenance expenses such as janitorial supplies, maintenance contracts, maintenance of existing landscaping, pest control, and fire safety:
- Select short-term maintenance expenses such as cleaning and repair replacement costs for damage incurred during occupancy or unit turnover may be eligible, as pre-approved.
- Maintenance activities can include the repair of fixtures or parts of the building.
 - A fixture is an object that is physically attached to the building. Fixtures also include but are not limited to kitchen cabinets, built in shelves, light fixtures, staircases, sinks, toilets, and bathtubs.
 - Replacement of fixtures is generally not an eligible expense.
- Property management costs specific to this project only, including:
 - security contracts, legal services, marketing/advertising, cost of capital needs assessment, compliance fees, annual audit expenses, property/liability insurance, real estate taxes, property manager office rent and/or supplies (not admin/main/general office).
- Salaries and benefits for on/off-site personnel directly associated with operating this project's physical building:
 - Eligible direct salaries/benefits for employees for the hours they worked directly at/for the applicable project (not proportional share/percentage of time work)

O&M Ineligible Uses

- Expenses incurred outside of the contracting period are not eligible for reimbursement.
- Expenses incurred within the contracting period but that have not yet been paid for by the grantee are not eligible for reimbursement.
- Any expenses incurred prior to the date that eligible residents began occupying units within this project are not eligible for reimbursement.

Below is a list of some ineligible expenses that cannot be reimbursed with the O&M award funds:

- Amortized development costs
- Ancillary services including any medical services
- Any equipment, item, or property that is replaced or upgraded that has a useful life of over 1 year (appliances, power tools, water heaters, etc.)
- Cable TV and/or streaming services/entertainment
- Capital expenses
- Case management/supportive services/social services
- Closing costs
- Debt service payments
- Depreciation
- Development, construction, preparation, restoration, preservation, and/or rehab costs
- Event/meeting supplies
- Federal indirect rate
- Food/drinks
- Funding of any reserve accounts
- Furniture (mattress, bed frame, chairs, etc.)
- Installing new landscaping features (sod, building garden beds, etc.)
- Items for an individual's personal use (hygiene products, housewares, groceries, medications, etc.)
- Late fees
- Management fees (excluding 3rd party property management company cost)
- Purchasing/replacing office equipment/furniture (chairs, desks, computers, copier, etc.)
- Costs not specifically listed as an eligible use, unless approved by THE GRANTOR in advance.

2.6.2 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.

2.7.0 Contract Amendments and 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 utilizing the Amendment Request Form. In special circumstances, exceptions may be made by the Housing and Homelessness Division Manager.

Amendment request forms should be addressed to the Housing and Homelessness Division Manager and should include the reason for the requested change and the requested revised budget (if applicable). Amendment Request Forms may be emailed to the Contract Manager.

Amendment Request Forms received will be reviewed by the Division Manager and either 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.

Section 3: Reimbursement Requests

3.1.0 Reimbursement Request Frequency

- Recipients must submit a Reimbursement Request packet **monthly**, including all required paperwork.
 - If the program did not have any expenditures to invoice for, an invoice must be submitted indicating this.
- Reimbursement Requests must be submitted on or before the **14th day** of the following month, in accordance with the schedule below.
 - Exceptions may occur, and due dates may be sooner than indicated because of external deadlines. In this event, KCHHD staff will notify the organization as soon as possible.

Expenses for Month of:	Due on:
January	February 14 th
February	March 14 th
March	April 14 th
April	May 14 th
May	June 14 th
June	July 14 th (CHG closeout – date TBA)
July	August 14 th
August	September 14 th
September	October 14 th
October	November 14 th
November	December 14 th
December	January (annual closeout* – date TBA)

**NOTE: Kitsap County must close accounting books for the year in accordance with RCW 36.40.200, so our accounts payable must process all prior year expenditures typically prior to 2nd week of January, so may be due earlier than the 14th.*

No reimbursements will be made in advance of costs or expenses being **incurred and paid**, 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.

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

- **CHG** reimbursement request submission must include the following:
 - **Diverse Spend Reportable Expense Report** (Commerce Report)
 - Report any single expense paid during the billing period that is more than \$1,000 or the sum of multiple expense to a given entity that are more than \$1,000.
 - If there were no expenses totaling over \$1k for a specific vendor/retailer then you can just check the box that states, “No Expenses to Report”.

3.1.1 Reimbursement Request Process

Reimbursement requests must be submitted using the following electronic process:

- 1) **Go to the Grant Recipient’s Page on the website:**
<https://www.kitsap.gov/hs/Pages/HH-Grant-Recipients-page.aspx>
- 2) **Download the Excel Expense Report Forms.** Within the relevant Fund Source section on the Grant Recipients Page, download the linked Excel Expense Report Forms. All contractors will complete the KCHHD Expense Report Form. CHG contractors will additionally download and complete the Diverse Spend Reportable Expense Report Form. These Excel Forms are periodically updated; it is important to ensure that you are using the most recent version of the form (e.g., do not simply re-use a previously submitted form).
- 3) **Open the KCHHD Expense Report Form:** If you are prompted, please select Enable Content.
- 4) **Complete the required Excel Workbooks** in their entirety including **all applicable tabs**. The KCHHD Expense Report contains step-by-step instructions on the worksheet. The Grant Recipients Page contains additional links to written instructions on how to complete the Diverse Spend Report.
- 5) **Submit invoice packet that includes KCHHD Expense Report Excel File and all required additional reports or documentation via Cognito at this link:**
<https://www.cognitoforms.com/KitsapCounty1/KCHHDReimbursementRequestForm>
 - a. All Contractors must attach the KCHHD Expense Report Form where indicated.
 - b. CHG Contractors must attach the Diverse Spend Reportable Expense Report.
- 6) **Review:** Once you have submitted your reimbursement request, your submission will be reviewed. If there are errors or questions you will be notified by email. When your submission is accepted you will receive an email from notifications@cognitoforms.com with the signed and completed form attached. Please make sure to check your junk mail and/or make emails from CognitoForms a “safe sender” so that you do not miss these emails.

- 7) **Approved for Payment:** Once the request has been signed by both the recipient and County Division staff, CognitoForms will send an email titled “KCHHD Reimbursement Request Form - APPROVED - {Contract#} {Invoice#} ” and attach the completed document. Download and retain a copy of your signed reimbursement request for your records.
- 8) **Routing for Payment:** Once the approved request is signed by both the Housing and Homelessness Division and Contractor:
 - a. Invoice paperwork will be submitted to the County Accounting Department for issuing the payment.
 - b. **Payment:** Kitsap County will pay the request for reimbursement within 30 days of its receipt of the completed request.
 - c. KCHHD staff will submit the invoiced amount for payment to the Department of Commerce for reimbursement.

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

There are tools and resources for reimbursement request training available upon request. Assistance with this process is available by contacting Leah Noldan, lnoldan@kitsap.gov, or (360) 337-7289.

3.1.2 Supporting Documentation

For reimbursement requests, all supporting documentation of expenses claimed must be maintained for each request submitted. This documentation should be maintained in an organized and easily referenced manner and kept on file with the submitting agency for six years from end of the fiscal year of the end date of the contract, then destroyed. Supporting Documentation Lists and Examples are available on the [Grant Recipients Page](#).

At any time, Kitsap County may request that additional supporting documentation be provided.

3.1.3 Advance Disbursements

Advance disbursements from the Grant Award may be requested for some funding sources 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.

(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.

Section 4: Contractor Administrative Requirements

4.1.0 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 prior to contracting.

4.1.1 Financial Controls and Policy Requirements

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

4.1.2 Ineligible Use of Funds and Fraudulent 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. 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 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.

4.1.3 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. This policy must include procedures for the retention and destruction of client files.

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.

4.1.4 Non-Discrimination Policies

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.

4.1.5 Use of Capital Funds for Low-Income Housing for 40 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 40 Years is required to be submitted electronically before the first reimbursement request will be processed.

4.1.6 Timely Expenditure of Funds

Contracted 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.

Section 5: Reporting Requirements

5.1.0 Quarterly Progress Reports

As specified in contracts, contractors are required to submit quarterly progress reports. Quarterly Progress Reports are due on the last weekday of the month following the end of a quarter.

Quarterly Progress Reports contain both contract performance measures information and a narrative. Quarterly Progress Reports must be submitted electronically through CognitoForms, 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 submit a Final Progress Report, which includes a few additional questions regarding expenditure information.

Additional data may be requested on an as-needed basis. It is the responsibility of the contractor to respond to requests for information in a timely manner.

Quarterly Progress Report Instructions

1. Go to www.kitsapgov.com/hs/Pages/HH-Grant-Recipients-page.aspx

2. Download the [“Submitting KCHHD Quarterly Progress Reports User Guide”](#) for detailed instructions.
3. Select the [“Submit your Quarterly Progress Report”](#) link from the Grant Recipient’s page to begin your submission. The form features a save function if needed.
4. The report consists of selecting your contract information from picklists, selecting the reporting period, and providing a client story.
5. KCHHD staff will provide by email 2 Excel workbooks containing Contract Performance Measures, on or around the 15th of the month following the end of a quarter. Copy the generated corresponding measures from the excel workbook for the given contract into the Quarterly Progress Report.
 - Complete any additional conditional questions based on your measures.
6. After you electronically sign and submit the report, it will be automatically routed to the appropriate KCHHD Grant Manager for approval or may be returned for corrections. Once approved, you will receive an email with a PDF of your report to keep in your records.

See the following tables for Quarterly and Final Reporting Periods and Submission Deadlines

Table 1: AHGP and HHGP Reporting Periods and Submission Deadlines for 2025-2026

Grant Recipient Reporting	Fund Source	Reporting Period	Cycle Name	Submission Deadline
Required	AHGP/HHGP	Jan 1 2025 – Mar 31 2025	2025 Q1	Apr 30, 2025
Required	AHGP/HHGP	Apr 1 2025 – Jun 30 2025	2025 Q2	July 31, 2025
Required	AHGP/HHGP	July 1 2025 – Sept 30 2025	2025 Q3	Oct 31, 2025
Required	AHGP/HHGP	Oct 1 2025 – Dec 31 2025	2025 FINAL	Jan 31, 2026
Required	AHGP/HHGP	Jan 1 2026 – Mar 31 2026	2026 Q1	Apr 30, 2026
Required	AHGP/HHGP	Apr 1 2026 – Jun 30 2026	2026 Q2	July 31, 2026
Required	AHGP/HHGP	July 1 2026 – Sept 30 2026	2026 Q3	Oct 31, 2026
Required	AHGP/HHGP	Oct 1 2026 – Dec 31 2026	2026 FINAL	Jan 31, 2027

Table 2: CHG/SFY Reporting Periods and Submission Deadlines for SFY 2026-2027

Grant Recipient Reporting	Fund Source	Reporting Period	Cycle Name	Submission Deadline
Required	CHG	Jul 1 2025 – Sept 30 2025	SFY26 Q1	Oct 31, 2025
Required	CHG	Oct 1 2025 – Dec 31 2025	SFY26 Q2	Jan 30, 2026
Required	CHG	Jan 1 2026 – Mar 31 2026	SFY26 Q3	Apr 30, 2026
Required	CHG	Apr 1 2026 – Jun 30 2026	SFY26 FINAL	July 31, 2026
Required	CHG	Jul 1 2026 – Sept 30 2026	SFY27 Q1	Oct 30, 2026
Required	CHG	Oct 1 2026 – Dec 31 2026	SFY27 Q2	Jan 29, 2027
Required	CHG	Jan 1 2027 – Mar 31 2027	SFY27 Q3	Apr 30, 2027
Required	CHG	Apr 1 2027 – June 30 2027	SFY27 FINAL	July 30, 2027

5.2.0 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.

5.3.0 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 (the Housing Inventory Chart), and 2) program funding information (the Expenditure Report), including all of the funding sources that support each program. Contractors are required to provide this information to Division staff by a given deadline to comply with Commerce requirements.

Section 6: Data Collection and Entry

6.1.0 Homeless Management Information System (HMIS)

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).

6.1.1 Data Quality

All Data quality is measured by the percent of valid data collected for each data element. “Client doesn’t know”, “Client prefers not to answer”, and “Data not collected” are considered invalid responses (for consenting clients) 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.

6.1.2 Data Timeliness

All client data must be entered into HMIS as soon as possible, within 3 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.

**unless otherwise stated in your KCHHD contract*

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

6.1.3 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 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.

6.1.4 Consent Refused / Domestic Violence Records / Non-identified Records

The following types of records must be entered as non-consenting, using the “[Guide to entering Consent Refused and Domestic Violence Client Information in HMIS](#)” .:

- Households in which one or more adult members have not provided 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.

6.1.5 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.

Section 7: Provision of Services Requirements

7.1.0 Coordinated Entry (CEP)

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.

Hotel/Motel Voucher-Based Emergency Shelter 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.

7.1.1 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.

7.1.2 Grievance Procedures

Contractors must have a written grievance procedure/complaint process for households seeking or receiving services which includes the household's right to review decisions and present concerns to program staff not involved in the grievance. 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 (and households seeking services) 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, executive director, CEO etc, 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.

7.1.3 Housing Stability Planning and HSPRR

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 providing case management 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. The required HSPPR form is attached to these guidelines as Appendix D; fillable electronic versions can be requested from your grant manager via email.

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.

7.1.4 Non-Conditional Services

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).

7.1.5 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.

7.1.6 Religious Activities Requirement 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.

7.1.7 Trauma-informed Services

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.

7.1.8 Termination and Denial of Services 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.

Section 8: Monitoring

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

8.1.0 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 as a factor in determining the frequency of CHG compliance monitoring.

8.2.0 Routine Compliance Monitoring

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 at the beginning of the contract period and provided with a checklist of monitoring components in advance of the scheduled monitoring date. Monitoring may be performed more frequently than annually if there are concerns about program performance or compliance.

In addition to regular Compliance Monitoring, the County may also conduct a quarterly compliance review. This 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](#).

8.3.0 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 Data Quality Score HMIS Reports

Determining HMIS Data Quality Score using Clarity HMIS Reports

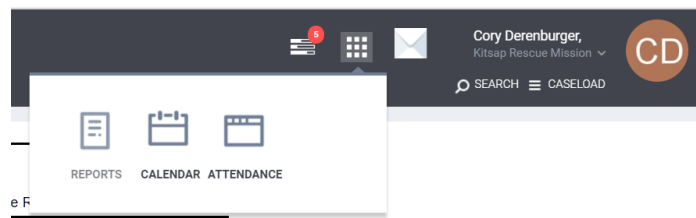
The HMIS Data Quality Score used by the state is based on the completeness of data collected from clients. Of all entries and exits over the reporting period, this is the percentage of which the Living Situation (3.917) and the Destination (3.12) are considered “Unknown”.

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... SVPSingle 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 Unknown Living Situation and Entries

On the HUD Annual Performance Report find Q15. Living Situation

HUD Annual Performance Report (2018)

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 Client Doesn't Know/Client Refused	13	11	2	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	1

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.

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:

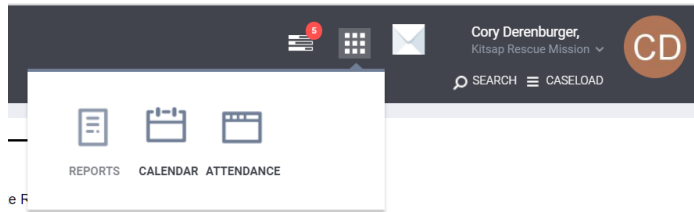
$$93\% = 1 - \frac{\text{Number of Unknown Entry Living Situation (0) and Exit Destinations (5) Total = 5}}{\text{Total Number of Entries (39) and Exits (32) Total = 71}}$$

Appendix B

Generating HMIS Timeliness Reports

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 checked="" type="radio"/> RUN MORE INFO ▾
[HUDX-222] Homeless TAY	<input checked="" type="radio"/> RUN <input checked="" type="radio"/> SCHEDULE MORE INFO ▾
[HUDX-224] PATH Annual Report [2018]	<input checked="" type="radio"/> RUN <input checked="" type="radio"/> SCHEDULE
[HUDX-225] HMIS Data Quality Report	<input checked="" type="radio"/> RUN <input checked="" type="radio"/> SCHEDULE MORE INFO ▾
[HUDX-227] Annual Performance Report [Oct 2018]	<input checked="" type="radio"/> RUN <input checked="" type="radio"/> 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... ▾
 SVP/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

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

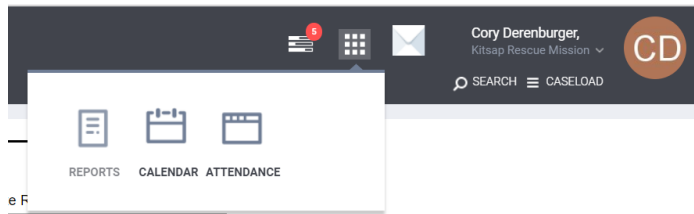
$$\text{Project Exit Timeliness} = \frac{\text{Sum of Project Exit Records (0 days, 1 – 3 days, 4 – 6 days)}}{\text{Sum All Project Exit Records}}$$

Appendix C

Generating Utilization Rate HMIS Reports

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]	RUN SCHEDULE MORE INFO ▼
[HSNG-108] Housing Census [Program Based]	RUN SCHEDULE
[HSNG-200] Current Housing Availability	RUN 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 - 05/31/2019
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

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

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:

Cory Derenburger - Housing and Homelessness Division

(360) 337-7287

cderenbu@kitsap.gov

Appendix D

Housing Stability Plan and Progress Record Form (HSPPR)

Kitsap County – Housing Stability Plan and Progress Record Form (HSPPR)

Name: _____ HMIS #: _____ Staff Name: _____

Strengths – What are things that you already have that could help you find and keep stable housing? (This can include skills, personal traits, resources, connections, ideas or other things)

- _____
- _____
- _____

Barriers – What are the things getting in the way of finding or keeping stable housing? (This should include things that you have some control over.)

- _____
- _____
- _____

Date Goal Set	Goal	Action Steps	Complete by when?	Date Completed

We commit to collaboratively work towards the goals listed above.

Signature: _____ Staff Signature: _____ Date: _____

Kitsap Housing and Homelessness Division

Staff Contact Information

<u>Title</u>	<u>Name</u>	<u>Email Address</u>	<u>Phone</u>
Division Manager	Carl Borg	ceborg@kitsap.gov	(360) 979-6027
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Grants Program Analyst	Virginia McCaslin	vmccaslin@kitsap.gov	(360) 979-6358
Contracts Coordinator	Leah Noldan	lnoldan@kitsap.gov	(360) 337-7289