



The page is not complete part of the assessment. Do not submit page.

Numbers	Assess		Participant Input		Services		Housing		Leases		Project-specific		Population		
	No. of all	Number	Mean	No. of all	Number	Mean	No. of all	Number	Mean	No. of all	Number	Mean	No. of all	Number	
Overall average	0			0	1	1	0	0	1	0	0	1	2	0	1
Not at all	0	4	4	0	1	1	0	0	1	0	0	1	2	0	1
Slightly more	0	1	1	0	2	2	0	0	1	0	0	1	0	2	1
Not at all	0	0	0	0	0	0	0	0	1	0	0	1	0	2	1
Not at all															

Percentages	Assess		Participant Input		Services		Housing		Leases		Project-specific		Population		
	No. of all	Number	Mean	No. of all	Number	Mean	No. of all	Number	Mean	No. of all	Number	Mean	No. of all	Number	
Overall average	0%			0%	100%	100%	0%	0%	100%	0%	0%	100%	67%	0%	0%
Not at all	0%	14%	36%	0%	100%	100%	0%	0%	100%	0%	0%	100%	67%	0%	0%
Slightly more	0%	14%	36%	0%	100%	100%	0%	0%	100%	0%	0%	100%	67%	0%	0%
Not at all	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Number of standards	7			7			7		7			7	1		1

Not at all	Assess	Participant Input		Leases	Project	Population
		No. of all	Number			
Not at all	0%	0%	0%	0%	0%	0%
Slightly more	14%	100%	0%	0%	0%	0%
Not at all	100%	0%	100%	100%	100%	0%

Slightly more	Assess	Participant Input		Leases	Project	Population
		No. of all	Number			
Slightly more	0%	0%	0%	0%	0%	0%
Slightly more	14%	100%	0%	0%	0%	67%
Slightly more	100%	0%	100%	100%	100%	0%

Not at all	Assess	Participant Input		Leases	Project	Population
		No. of all	Number			
Not at all	0%	0%	0%	0%	0%	0%
Slightly more	14%	100%	0%	0%	0%	67%
Slightly more	100%	0%	100%	100%	100%	0%

Supportive Housing Standards Rating	Value	Point
None	0	170
Slight	1	160
Mod	2	150
Med	3	140
High	4	130

Score: 170

Standard Numbers	With special pop	Without special pop
Compliance codes	16	12
Service contracts	16	12
Emergency shelter	27	21
Transitional housing	14	10
Rapid re-housing	14	10
Permanent supportive housing	14	10

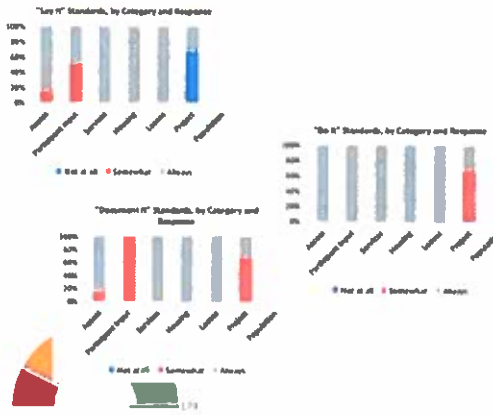
Max score on this page is 6. For general information see the page for other.

Assess Numbers	With special pop	Without special pop
Compliance codes	16	12
Service contracts	16	12
Emergency shelter	27	21
Transitional housing	20	14
Rapid re-housing	20	14
Permanent supportive housing	20	14

Project type: Project of Supportive Housing

Special population: None of the above

Estimated max score: 180



**Continuum of Care Program
Permanent Supportive Housing Annual Program Monitoring
Housing First Assessment Tool**



7. Does the project terminate client participation only in extremely limited circumstances?

The project should not terminate client participation for anything other than violations of leases or occupancy agreements. Except for certain recovery housing models, leases and occupancy agreements should not include conditions related to substance use or participation in services. Services should be offered by staff but should be voluntary. A client's program participation should be contingent on participation in supportive services or demonstration of progress towards a service plan.

- a. Not at all
- b. Somewhat
- c. Always
- d. (Optional notes here)

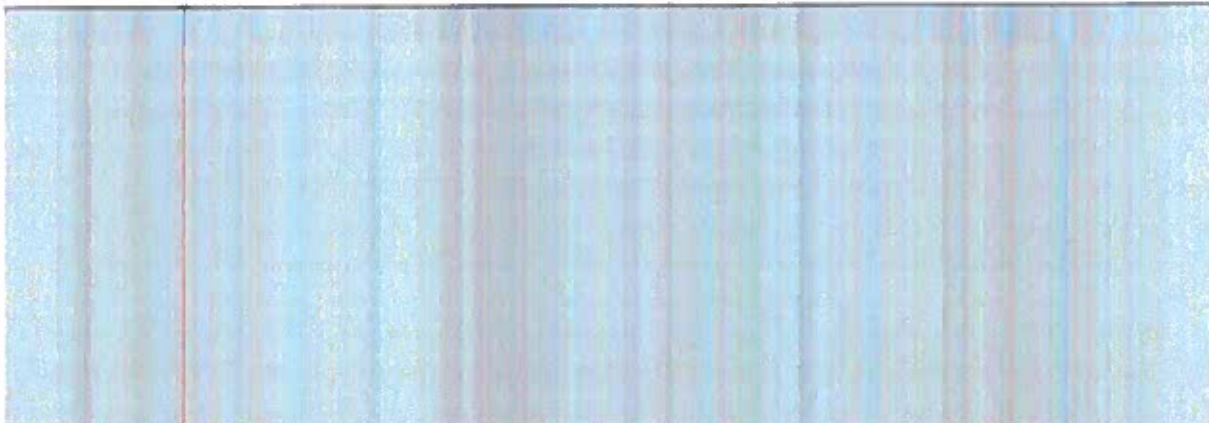
8. Does the project plan, structure, and deliver services in a person-centered manner?

Each client's service plan should be uniquely tailored to their strengths, needs, and preferences. Services should be voluntary, and staff should develop relationships with clients that provide immediate needs and safety, develop trust and common ground, facilitate warm hand-offs to other mainstream service providers, and clearly explain staff roles. Engagement should be initiated by staff regularly, and clients should be engaged in non-judgmental communication regarding their behavior and offered education regarding how to avoid risky behaviors and engage in safer practices. Staff should be trained in both clinical and non-clinical strategies including:

- Harm reduction
- Motivational interviewing
- Trauma-informed approaches
- Strength-based approaches

Where possible, services should continue despite a change in housing status. For PSH, services should be permanently available and accessible to clients. For RRH, services should be offered for a minimum of 6 months after rental assistance ends.

- a. Not at all
- b. Somewhat



CaringWork Housing Frist Evaluation

- 1. Housing First Standards Assessment Tool**
- 2. Fiscal Year 2024 Monitoring**





View results

Respondent

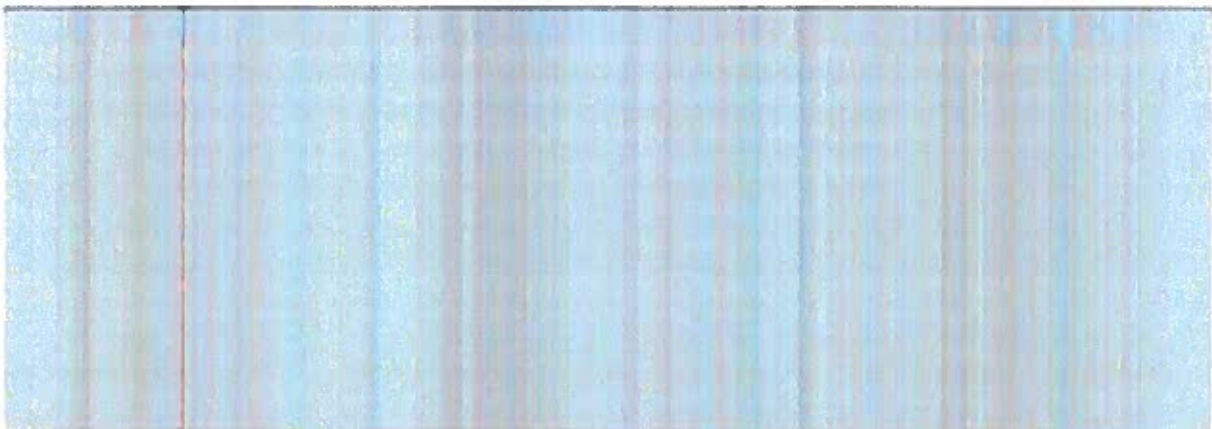
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Anonymous

145:58

Time to complete

2024 CoC Program Monitoring Process Policy



Introduction

The overall goal of the Dekalb County Continuum of Care Monitoring is to maintain a high quality and well-designed Continuum of Care program by:

- Identifying, addressing, and helping resolve performance concerns related to policies, procedures, and outcomes.
- Evaluating CoC-Funded program data in efforts to improve data quality.
- Proactively assisting CoC-Funded projects with efforts to comply with Department of Housing and Urban Development (HUD) regulations and established CoC standards.
- Providing guidance and Technical Assistance (TA) opportunities to all CoC-Funded projects.
- Ensuring all CoC-Funded programs are consistent in their service delivery and program implementation and complying with the regulations and Dekalb County policies.

Program Monitoring

Dekalb County CoC will monitor all CoC-Funded programs beginning 2024. The CoC established standard procedures for ensuring that CoC Program funds are used in accordance with the CoC federal requirements. The CoC will serve as the lead and offer guidance to its CoC-Funded agencies to assist them with establishing and maintaining sufficient records to enable the U.S Department of Housing and Urban Development (HUD) to determine whether member agencies are meeting the requirements of 24 CFR Part 578. To support this role and responsibility, the CoC Program monitoring activities will include programmatic management and compliance as outlines in 24 CFR Part 578.

Desk Audit Tool

The desk audit is a tool used to evaluate policies and procedures in place at the agency to ensure compliance with HUD regulations and local priorities. Because there are many acceptable ways to operate a program, for each question the agency/project provides a description of how they comply, followed by uploading supporting evidence. A deeper audit will happen during the on-site visit and will focus on the lowest ranked CoC funded program. The topics covered in the desk audit tool include HMIS policies and procedures, staff training and support, supportive services, resource linkages, and program management policies.

Communication Strategy

Dekalb County aims to work collaboratively, not punitively, with monitored agencies and will provide clear communication and expectations throughout its review so that activities can be carried out effectively. Additionally, Dekalb County has established a protocol to provide 3 reminders to agencies regarding missed deadlines. After 3 reminders have been issued, Dekalb County will make note of any incomplete actions and/or activities.

This completed document needs to be returned by the close of business on July 26th.

If you have any questions or concerns, please email agcooper@dekalbcountyga.gov.



1. Your Name: *

Tara A. Williams

2. Your Title: *

Grants & Compliance Manager

3. Your Email: *

tara@statushome.org

4. Your Phone Number: *

770-882-8182

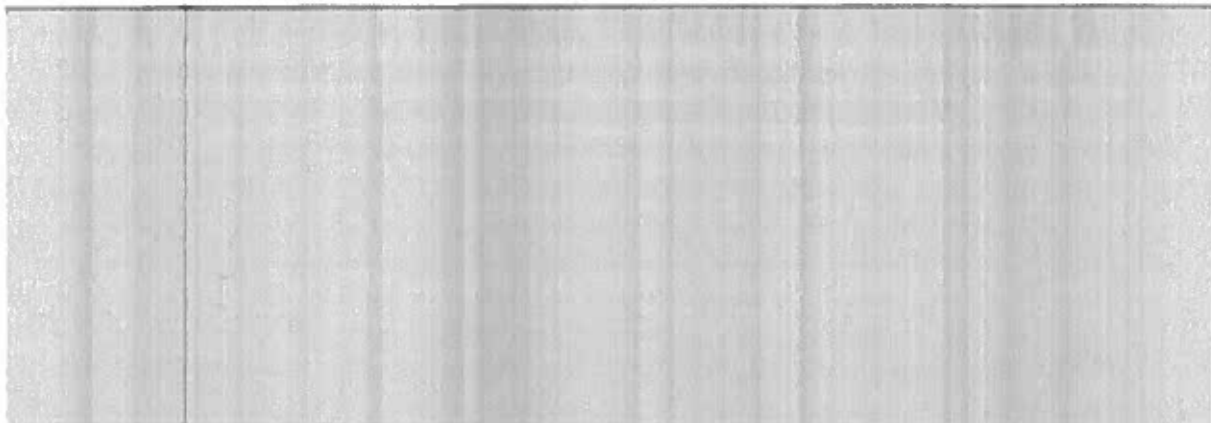
5. Agency Name: *

Status Home Formerly known as Jerusalem House

6. List all CoC funded Project Names: *

The Family Program and Jerusalem House Scat Site S+C Dek HOPWA

Homeless Management Information System (HMIS) Policies and Procedures



7. The agency has the HMIS Standard Agency Privacy Practice Notice posted on agency website.

During subsequent monitoring, the reviewer will check to see that the agency's website has the most up to date version of the Privacy Notice posted to the agency website.

Please provide a direct link to the posting on your agency's website: *

[www StatusHome.org](http://www.StatusHome.org)

8. The agency is able to provide a list of all HMIS users at the agency that have completed the HMIS training. During subsequent monitoring, the reviewer will run a report of current HMIS users at the agency and compare it with the list the agency provides. *

Alisa Everett alisa@stathome.org
Alton McCullough alton.mccullough@stathome.org
Andrew Stokes andrew@jerusalemhouse.org
Deborah Shimberg deborah@jerusalemhouse.org
Joyelle Hines joy@stathome.org
Kenneth Gantt kenneth@jerusalemhouse.org
Kim Benjamin Kim@stathome.org
Kimberly Toomer kim.toomer@stathome.org
Kyra Hammond kyra.hammond@stathome.org
Michael McGriff michael@jerusalemhouse.org
Natalia John natalia.john@stathome.org
Shannon Thurman shannon@stathome.org
Sharese Harrison Sharese@stathome.org
Sheila Fuller sheila@stathome.org
Simmie Butler simmie@jerusalemhouse.org
Tara Williams tara@stathome.org
Teadra Chestnut teadra.chestnut@stathome.org
Walteretta Collins walt@stathome.org

Staff Training and Support



9. Does your agency have a policy regarding professional development? If so, please email the policy to agcooper@dekalbcountyga.gov. The policy needs to be labeled appropriately and should be submitted within 24 hours of submission of this form. *

Yes

No

10. Does your agency have a system for tracking staff training attendance, such as a training spreadsheet, log or tracker? If so, please email a completed copy to agcooper@dekalbcountyga.gov. The completed copy needs to be labeled appropriately and should be submitted within 24 hours of submission of this form. *

Yes

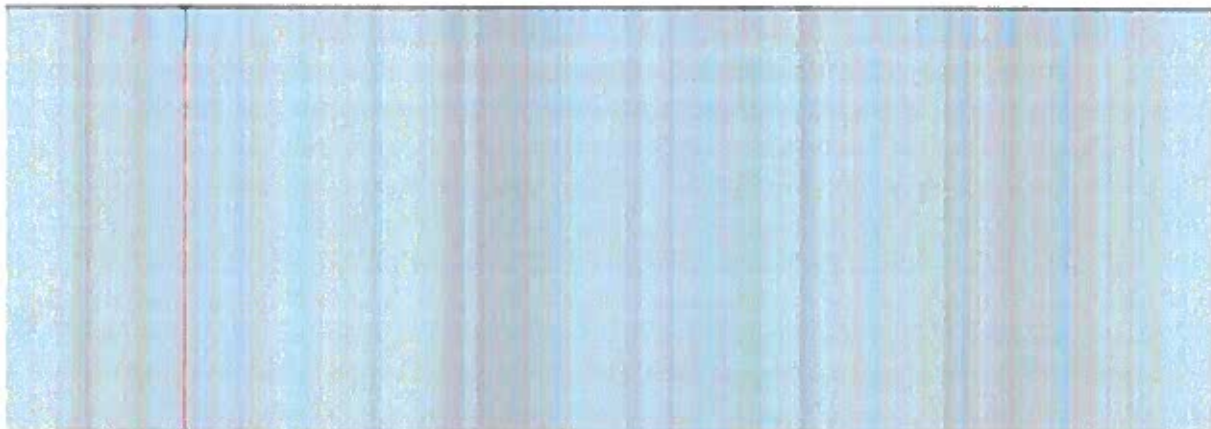
No

Section

Please describe how the agency provides staff with training opportunities in the following subject areas. Please indicate whether opportunities are available to new staff, existing staff, or both. Please also note whether the opportunities are internal or external, and the frequency.

11. Diversity training: may include topics such as race, cultural, religion, sexual orientation, gender, age, etc. *

Yes, Status Home does provide diversity training. The training opportunities are internal and are available to new and existing staff members. The most recent training took place May 3, 2024 and is held on an annual basis.



12. Best practices and evidence-base practice models: may include topics such as housing first, harm reduction, motivational interviewing, trauma-informed care, etc. *

Yes, Status Home does provide evidence-based practice models. The training opportunities are external and available to new and existing staff members. The most recent training was held on September 28 & 29, 2023 and is held annually.

13. Homelessness: may include housing first, HUD's definitions of homelessness, HUD's chronically homeless definition, and Dekalb County's CoC, etc. *

Yes, Status Home does provide Homelessness trainings. The training opportunities are both internal and external and available to new and existing staff members. Staff members attend the HOPWA required training-Annually, Housing First Partners Bi-Annually, DCA Symposium Conference-Annually, DCA & Dekalb CoC-Monthly.

14. Other - Please explain:

N/A

15. Please send evidence/documentation of the implementation of the methods you described for providing training opportunities to staff to agcooper@dekalbcountyga.gov. Examples of evidence/documentation may include training logs or trackers, training announcements shared with staff, sign-in sheets, certifications of attendance, or other documents. If you have already emailed a training tracker spreadsheet with question #10, no additional action is required. *

Documentation will be provided

Supportive Services and Resource Linkage



Please describe how the agency helps participants meet the unique needs, whether by meeting the needs internally, referring to an outside source (if so, indicate the referral source/linkage agreement), or if a staff person has responsibility for seeking resources as needs arise.

16. Psychosocial barriers (i.e substance use counseling, psychiatric services, etc.) *

Status Home has two licensed professional counselors on staff to create individual service plans to help address each clients unique needs.

17. Physical disabilities *

Status: home addresses clients with physical challenges on an individual basis. Clients requiring assistance will be assigned a first floor -unit. Status: home will make reasonable accommodations for clients.

18. Communication barriers (i.e., interpreter, bilingual materials, Braille materials, Text Telephone - TTY/TDD) *

Status Home will address communication barriers on an as needed basis by providing an interpreter, bilingual materials, Braille material and or Text Telephone TTY/TDD services.

19. Please describe how the agency shares informational resources with the program participants to affirmatively further fair housing and if available, email resource documents to agcooper@dekalbcountyga.gov (Documentation may include brochures, pamphlets, fliers, training materials, etc.).

During subsequent monitoring, the reviewer will verify that the resources include information about who is protected, what actions are prohibited, how to file a complaint, and how to contact local fair housing enforcement agencies. For transitional housing projects, the program has resources for participants to utilize when searching for permanent housing. *

Status Home shares informational resources through various methods depending on the clients preference such as via email, text messages, telephone calls, hand delivery and US mail.



20. Please list the services available to program participants (if not possible, due to insufficient space, email the list to agcooper@dekalbcountyga.gov). During subsequent monitoring, the reviewer will verify that the project makes a variety of services available to meet the range of possible service needs that the program's population may have. *

Status Home provides supportive services such as: housing, case management, counseling, alcohol & substance abuse, education, employment, mental health, life skills, transportation, outreach, childcare and nutritional services.

21. Please describe how the project conducts an annual assessment of the service needs of the program participants and adjusts services accordingly. During subsequent monitoring, the reviewer will verify that the process includes assessment of receipt and renewal of mainstream benefits, access to health care, and a range of other possible service needs. Email the documentation demonstrating annual assessment of service needs, such as an annual template or policy/procedure for completing annual assessments to agcooper@dekalbcountyga.gov. *

Status Home conduct participant reassessments and surveys annually. Status Home will adjust services as needed.



22. Mandatory for projects that serve families: the project is able to describe and/or provide a policy or procedure to support how staff ensures the following:

- A.) Families with children under 18 are not separated or denied admission into housing
- B.) Children are enrolled in school or preschool and families are provided guidance and support in doing so
- C.) Families enrolled in transitional housing projects are connected to the Public Schools
- D.) The project's case management model includes developmentally appropriate service planning for each member of the family
- E.) Children have access to developmental screening
- F.) Families are assisted with accessing child-care
- G.) The project assesses and monitors the health of children
- H.) The project's facilities utilize space and materials to promote healthy parent-child engagement.

If you have any documentation demonstrating implementation of the method(s) you described for supporting families, such as a policy or procedure manual, referral templates, pamphlets, or brochures, please email the file(s) to agcooper@dekalbcountyga.gov. Other documentation may be acceptable.

A. Families with children under 18 are not separated and denied admission. Status: home accepts families based on the size of the available housing unit. [11:47 AM] Janice Harris-Cory
B. Children are enrolled in preschool and school. C. N/A D. Counselors meet with families and individuals to plan appropriately for each family member. E. Staff works directly with the school systems to aide with child development. F. families are assisted with accessing childcare as needed. G. Staff conducts weekly to monthly visits to the homes of clients to assess the overall health of the children and family.

23. If you were unaware that you should have a policy or procedure, or you require assistance please indicate that in the space below.

N/A Status Home is aware and does have a policy and procedure in this regard

Program Management Policies



24. Please provide a policy to support the record retention period. Records pertaining to the program participant's qualification for the CoC Program must be retained for a minimum of 5 years after the expenditure of all funds from the grant under which the program participant was served. (24 CFR 578.103(c)(1))

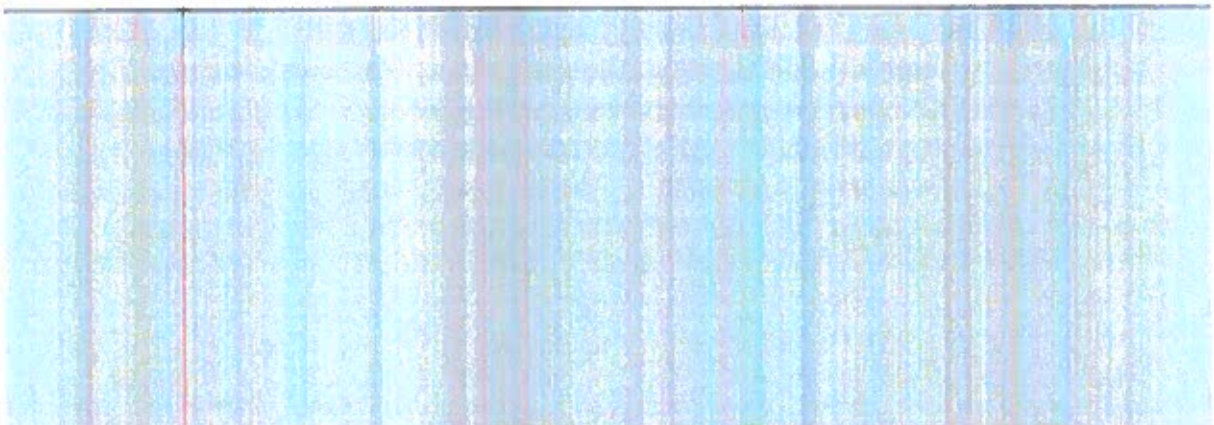
Email the policy or procedure for record retention to agcooper@dekalbcountyga.gov.

The Status Home Policy states we will retain the program participant files for 10 years after the expenditures of funds under the grant.

25. Please select and email evidence of Housing First Implementation for all of your CoC-funded projects to agcooper@dekalbcountyga.gov. Note: The CoC is required to assess Housing First Implementation of all CoC-funded projects. *

- Programs/Agencies Housing First Policies and Procedures
- Program Intake Forms
- Notices to clients (Participant Handbook, Program Rules and Expectations Agreement, etc)
- Program Termination Policies
- Sample/template of lease agreements (PSH programs only)
- Other

Additional Comments



26. If you need to email response(s) to Dekalb County, please label each response with the corresponding number in the Desk monitoring accordingly. Please provide any comments or questions you may have below and/or in an email to agcooper@dekalbcountyga.gov.

The required documentation will be submitted by noon tomorrow July 23, 2024. Thank you

Continuum of Care Program
Permanent Supportive Housing Annual Program Monitoring
Housing First Assessment Tool



1. Does the project minimize barriers to entry?

This means that admission to the project is not dependent on prerequisites such as substance abstinence, minimum income levels, health or mental health history, medication adherence, age, criminal justice background, financial history, completion of treatment, participation in services, housing readiness history, or experiences of victimization. Additionally, it should not impose unnecessary conditions unless mandated by law or funding sources.

- a. **Not at all**
- b. **Somewhat**
- c. **Always**
- d. (Optional notes here)

2. Does the project only accept referrals through the community's coordinated entry system and refrain from denying access for unnecessary or discriminatory reasons?

Any project funded by HUD must provide equal access to individuals regardless of sexual orientation, marital status, or gender identity. Referrals through the coordinated entry system should only be denied for limited and well-documented reasons, such as a history of violence, client choice (if the participant prefers not to join the project), legal requirements (e.g., restrictions for sex offenders), or other exceptional circumstances. If the project cannot serve a potential client or continue serving an existing one, it should collaborate with the coordinated entry system to ensure that the client maintains access to housing and services, preventing exits into homelessness.

- a. **Not at all**
- b. **Somewhat**
- c. **Always**
- d. (Optional notes here)



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Housing First Assessment Tool**



3. Does the project minimize barriers to entry?

This means admission to the project is not contingent on pre-requisites such as abstinence of substances, minimum income requirements, health or mental health history, medication adherence, age, criminal justice history, financial history, completion of treatment, participation in services, "housing readiness history or occurrence of victimization, survivor of sexual assault or an affiliated person of such a survivor or other unnecessary conditions unless required by law or funding source.

- a. **Not at all**
- b. **Somewhat**
- c. **Always**
- d. (Optional notes here)

Low Barrier Entry: Our programs are low-barrier to entry in all of the ways mentioned above, except that our property management partner conducts background checks screening for specific felony convictions within the prior 7 years of the housing application. Reason for denial based on the background check include convictions for arson, drug manufacturing, drug sales/distribution (this does not include possession charges, unless intended for sale), and for lifetime registration for sex offenses.

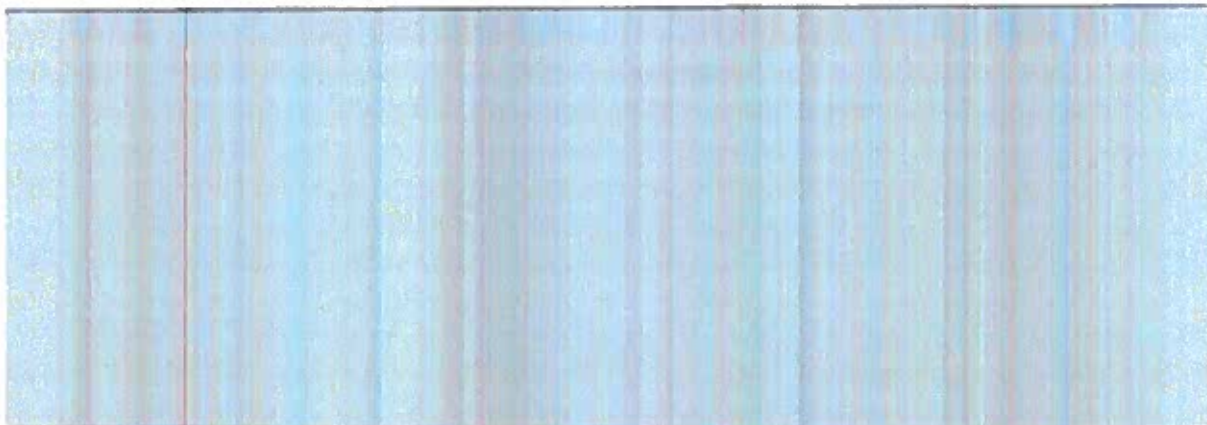
4. Does the project only accept referrals through the community's coordinated entry system, and does not deny referrals/access for unnecessary or discriminatory reasons?

Any project funded by HUD must ensure equal access for persons regardless of sexual orientation or marital status, and in accordance with one's gender identify. CE referrals should only be rejected for limited, *well-documented* reasons, including: a history of violence, client choice (the participant does not want to be in the project), legal requirements (e.g., restrictions regarding sex offenders), or other exceptional circumstances. If the project is unable to serve a potential client or cannot continue to serve an existing client, the project should work with the coordinated entry system to ensure that the client has access to and does not become disconnected from housing and services. Exits to homelessness should be avoided.

- a. **Not at all**
- b. **Somewhat**
- c. **Always**
- d. (Optional notes here)

5. Do clients have permanent housing under an ordinary lease (i.e., leases are separate from service plans)?

Participants receiving permanent housing assistance should have a signed lease agreement of at least 1 year that is renewable (for a minimum term of 1 month) and terminable only for cause. Housing should not be time-limited -though rental assistance may be. Leases should also not contain any provisions that would not be found in those held by unassisted tenants living in the



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same building, and leases should be uncoupled from service plans. Leases should confer full rights, responsibilities, and legal protections under Federal, state, and local housing laws.

- a. ~~Not at all~~
- b. Somewhat
- c. Always
- d. (Optional notes here)

6. Does the project make every effort to avoid eviction?

The project should engage in a continued effort to ensure the client's housing stability. The project should make a continued effort to hold housing for participants, even if they leave their housing for short periods due to treatment, illness, or any other temporary stay outside the unit. The project should work with and support property management to incorporate a culture of eviction avoidance and evict clients only when they are a threat to self or others. Clear eviction appeal processes and due process should be provided to all clients. To minimize evictions, rent payment policies should be responsive to the client's needs. This can include access to special payment arrangements for rent arrears and/or assistance with financial management, including representative payee arrangements.

- a. ~~Not at all~~
- b. Somewhat
- c. Always
- d. (Optional notes here)

Eviction Prevention and Housing Retention are primary goals while staff work to stabilize tenants who, once housed, may still face challenges posed by the entrenched life circumstances that led to homelessness. To ensure housing is maintained, case managers are required to outreach to 100% of tenants who show indication of housing instability (lease violations, delinquent rent, critical incidents, etc.). At-risk tenants (those showing financial instability, behavioral or housekeeping issues) are offered services and support by case managers, or referrals to outside resources for treatment of chronic medical, mental health, and substance use issues; For residents who are behind in rent, payment plans are offered by Property Management, and referrals are made by case managers to Prevention programs and/or other resources to assist in payment of delinquent rent.





Provider Information

Please complete the information below on the organization being assessed.

Provider Information	
Provider's Legal Name	CaringWorks, Inc.
Acronym (if Applicable)	N/A
Year Incorporated	2002
EIN	56-2370081
Street Address	2785 Lawrenceville Hwy. Ste 205
Zip Code	30033

Project Information	
Project Name	RISE VA (Project Open Arms)
Project Budget	\$602,627
Grant Number	GA0198L4B08221
Name of Project Director	Stephanie Burkes
Project Director Email Address	stephanieburkes@caringworksinc.org
Project Director Phone Number	404-263-8801
Which best describes the project * <i>If project is a Safe Haven, please choose project type that it most operates like, e.g. shelter, transitional housing, or permanent housing</i>	Permanent Supportive Housing
Are your services targeted to any of the following populations specifically? Please select one if so, as this impacts your assessment questions.	None of the above

*Please note that when you select a project type, particular standards may not be relevant.

Management Information	
Name of CEO	Carol Collard
CEO Email Address	carolcollard@caringworksinc.org
CEO Phone Number	404-276-2339
Name of Staff Member Guiding Assessment	Stephanie Burkes
Staff Email Address	stephanieburkes@caringworksinc.org
Staff Phone Number	404-263-8801

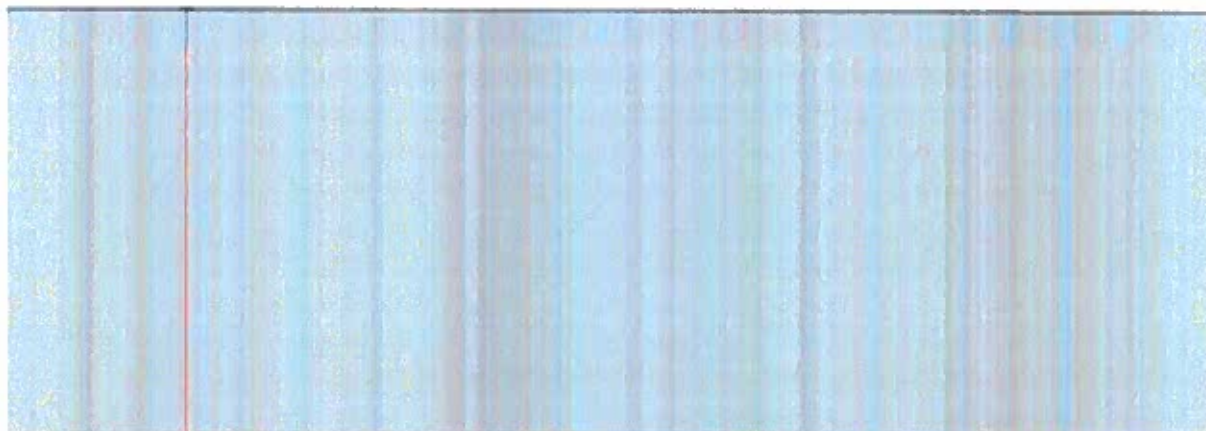
Assessment Information	
Name of Assessor	Carol Collard
Organizational Affiliation of Assessor	Employee
Assessor Email Address	carolcollard@caringworksinc.org
Assessor Phone Number	404-276-2339
Date of Assessment	Oct 15 2024





For each standard, please use the drop down boxes in the three columns to the right to select "Not at all", "Sometimes", or "Always". Marking "Always" signifies full compliance for the standard.

No.	Standard	Access Definition / Evidence	Say It	Document It	Do It
Access 1	Projects are low barrier	<p>Admission to projects is not contingent on pre-requirements such as absence of substances, minimum income requirements, health or mental health history, medication adherence, age, criminal justice history, financial history, completion of treatment, participation in services, "housing readiness," history or occurrence of victimization, survivor of sexual assault or an affiliated person of such a survivor or other unnecessary conditions unless required by law or funding source.</p> <p>Admission/Acceptance criteria is based solely on applicable HUD PSH criteria for each applicable program.</p>	Always	Always	Always
Access 2	Projects do not deny assistance for unnecessary reasons	<p>Procedures and oversight demonstrate that staff do everything possible to avoid denying assistance or rejecting an individual or family for the reasons listed in Access Standard #1.</p> <p>Optional notes here</p>	Always	Always	Always
Access 3	Access regardless of sexual orientation, gender identity, or marital status	<p>Equal access is provided in accordance with the 2012 and 2016 Equal Access Rules, meaning that any project funded by HUD must ensure equal access for persons regardless of one's sexual orientation or marital status, and in accordance with one's gender identity. Adult only households, regardless of marital status, should have equal access to projects (if these project types are not available within a CoC, the CoC should conduct an assessment to determine if these project types are needed and work with providers to accommodate the need). Please see Equal Access Rules here: https://www.hudexchange.info/resource/1991/equal-access-to-housing-final-rule/</p> <p>Optional notes here</p>	Always	Always	Always
Access 4	Admission process is expedited with speed and efficiency	<p>Projects have expedited admission processes, to the greatest extent possible, including helping participants obtain documentation required by funding sources, as well as processes to admit participants regardless of the status of their eligibility documentation whenever applicable.</p> <p>Optional notes here</p>	Always	Always	Always
Access 5	Intake processes are person-centered and flexible	<p>Intake and assessment procedures are focused on the individual's or family's strengths, needs, and preferences. Projects do not require specific appointment times, but have flexible intake schedules that ensure access to all households. Assessments are focused on identifying household strengths, resources, as well as identifying barriers to housing that can inform the basis of a housing plan as soon as a person is enrolled in the project.</p> <p>Optional notes here</p>	Always	Always	Always
Access 6	The provider/project accepts and enables referrals directly through Coordinated Entry	<p>Projects actively participate in the CoC-designated Coordinated Entry processes as part of streamlined community-wide system access and intake. If these processes are not yet implemented, projects follow community's existing referral processes. Referrals from Coordinated Entry are rarely rejected, and only if there is a history of violence, the participant does not want to be in the project, there are legally valid grounds (such as restrictions regarding sex offenders) or some other exceptional circumstance that is well documented.</p> <p>Optional notes here</p>	Always	Always	Always
Access 7	Exit to homelessness are avoided	<p>Projects that can no longer serve particular households utilize the coordinated entry process, or the community's existing referral processes if coordinated entry processes are not yet implemented, to ensure that those individuals and families have access to other housing and services as deemed, and do not become disconnected from services and housing. Households encounter these exits under certain circumstances, such as if they demonstrate violent or harassing behaviors, which are described within agencies' regulation adherence policies.</p> <p>At times, we are unable to re-house the clients through the CE process and clients may be ineligible for other transfer options.</p>	Always	Always	Sometimes
	Name	Participant Input Definition / Evidence	Say It	Document It	Do It
Participant Input 1	Participant education is ongoing	<p>Project participants receive ongoing education on Housing First principles as well as other service models employed in the project. In the beginning of and throughout tenancy, participants are informed about their full rights and responsibilities as lease holders, including the potential causes for evictions.</p> <p>Optional notes here</p>	Always	Always	Always
Participant Input 2	Projects create regular, formal opportunities for participants to offer input	<p>Input is welcomed regarding the project's policies, processes, procedures, and practices. Opportunities include involvement in quality assurance and evaluation processes, a participant leadership/advisory board, processes to formally communicate with landlords, the design of and participation in surveys and focus groups, planning social gatherings, integrating peer specialists and peer-facilitated support groups to complement professional services.</p> <p>Clients have access to create suggestion boxes, a formal grievance process, and we conduct an annual client survey.</p>	Always	Always	Always





For each standard, please use the drop down boxes in the three columns to the right to select "Not at all", "Sometimes" or "Always". Marking "Always" signifies full compliance for the standard.

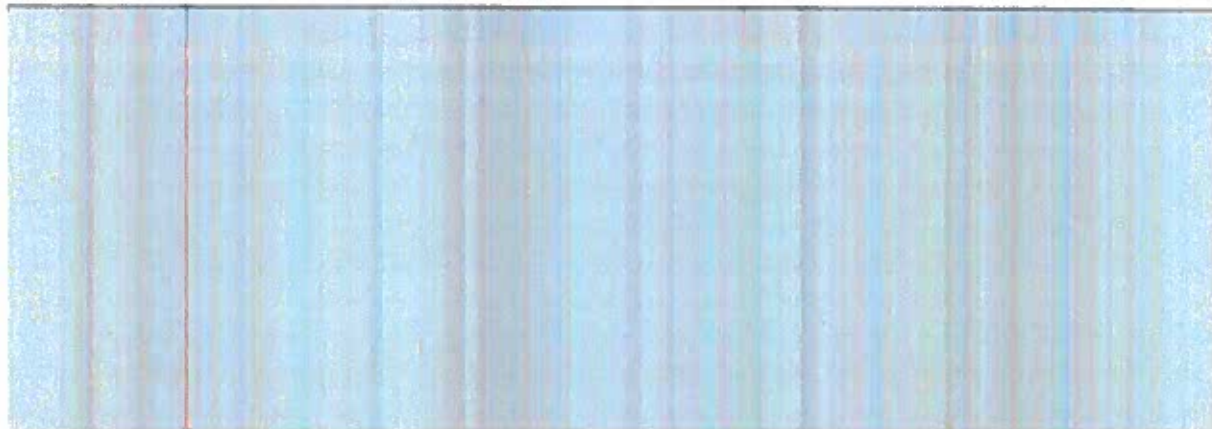
Standard	Lease and Occupancy Definition / Evidence	See It	Document It	Do It
<p>Leases 1</p> <p>Housing is considered permanent (not applicable for Transitional Housing)</p>	<p>Housing is not time-limited (though rent assistance may be) and leases are automatically renewable upon expiration, except with prior notice by either party.</p> <p>Optional notes here</p>	Always	Always	Always
<p>Leases 2</p> <p>Participant choice is fundamental</p>	<p>A participant has, at minimum, choices in deciding the location and type of housing based on preferences from a range of housing types and among multiple units, as available and as practical. In project-based settings, participants should be offered choice of units within a particular building, or within the portfolio of single site properties. In projects that use shared housing, i.e. housing with unrelated roommates, participants should be offered choice of roommates, as available and as practical. Additionally, as applicable, participants are able to choose their roommates when sharing a room or unit.</p> <p>Optional notes here</p>	Always	Always	Always
<p>Leases 3</p> <p>Leases are the same for participants as for other tenants</p>	<p>Leases do not have any provisions that would not be found in leases held by any other tenant at the property or building and is renewable per the participants' and owner's choice. People experiencing homelessness who receive help moving into permanent housing should have leases that confer the full rights, responsibilities, and legal protections under Federal, state, and local housing laws. For transitional housing, there may be limitations on length of stay, but a lease/occupancy agreement should look like a lease that a person would have in the normal rental market.</p> <p>Optional notes here</p>	Always	Always	Always
<p>Leases 4</p> <p>Participants receive education about their lease or occupancy agreement terms</p>	<p>Participants are also given access to legal assistance and encouraged to exercise their full legal rights and responsibilities. Landlords and providers abide by their legally defined rules and responsibilities.</p> <p>Optional notes here</p>	Always	Always	Always
<p>Leases 5</p> <p>Measures are used to prevent evictions</p>	<p>Property or building management, with services support, incorporates a culture of eviction avoidance, reinforced through practices and policies that prevent lease violations and evictions among participants, and evict participants only when they are a threat to self or others. Clear eviction appeal processes and due process is provided for all participants. Lease infraction is allowed so that a tenant or lawful occupant who is a victim of a criminal act of physical violence committed against them by another tenant or lawful occupant is not evicted, removed or penalized if the other is evicted.</p> <p>Optional notes here</p>	Always	Always	Always
<p>Leases 6</p> <p>Providing suitable housing is a priority</p>	<p>Providers engage in a continued effort to hold housing for participants, even if they leave their housing for short periods due to treatment, illness, or any other temporary way outside of the unit.</p> <p>Optional notes here</p>	Always	Always	Always
<p>Leases 7</p> <p>Rent payment policies respond to tenants' needs (as applicable)</p>	<p>While tenants are accountable to the rental agreement, adjustments may be needed on a case by case basis. As necessary, participants are given special payment arrangements for rent arrears and/or assistance with financial management, including representative payee arrangements.</p> <p>Optional notes here</p>	Always	Always	Always





For each standard, please use the drop down boxes on the table columns to the right to select "Yes or No" or "Sometimes" or "Always" Marking "Always" signifies full compliance for the standard.

Standard	Service Qualitative / Evidence	Key II	Requirement II	Key II
Services 1	<p>Projects provide participants choice in services</p> <p>Participants are able to choose from a array of services. Service offered are housing (at least) and include the following areas of support: employment and training, childcare and education, community connection, and stabilization to maintain housing. These should be provided by linking to community based services.</p> <p>Optional notes here</p>	Always	Always	Always
Services 2	<p>Person centered Planning is a guiding principle of the service planning process</p> <p>Person centered Planning is a guiding principle of the service planning process</p> <p>Optional notes here</p>	Always	Always	Always
Services 3	<p>Service support is in place prior to the housing</p> <p>Service connections are personally available and accessible for participants in Permanent Supportive Housing. Rapid Rehousing project is should, at a minimum, be prepared to offer services for up to 6 months after the rental assistance ends. In emergency shelter and transitional housing, services are available as long as the participant resides in the unit or tent - and up to 6 months following exit from transitional housing</p> <p>Optional notes here</p>	Always	Always	Always
Services 4	<p>Participants are supported through change in housing status or placement</p> <p>Whenever possible, participants continue to be offered services even if they lose their housing and/or tent (for emergency shelter, or if they are placed in a short term residential treatment facility, the service relationship should continue, despite a service hiatus during some transitional stay)</p> <p>Optional notes here</p>	Always	Always	Always
Services 5	<p>Participant engagement is a core component of service delivery</p> <p>Staff provides effective services by developing relationships with participants that provide immediate needs and safety, develop trust and open communication, meeting upon hand offs to other addiction services providers, and clearly explain staff roles. Engagement is regular and responsibility are distributed over time</p> <p>Optional notes here</p>	Always	Always	Always
Services 6	<p>Services are culturally appropriate with transition services available, as needed</p> <p>Project staff are sensitive to and support the cultural aspects of diverse households. Whenever possible, staff identify with or reflect the participant population they serve in order to provide appropriate, culturally specific services. Transition services are provided where needed to ensure full implementation of the project. Projects that serve families with children should have family friendly rules that allow for different schedules based on work and school hours and have times that allow parents to participate in all projects without having to constantly supervise their children (children 6 or over use the bathroom or take a shower without their children being in the bathroom with them)</p> <p>Optional notes here</p>	Always	Always	Always
Services 7	<p>Staff are trained in crisis and non-crisis strategies including harm reduction, motivational interviewing, trauma informed approaches, strength-based</p> <p>Services support a participant's ability to obtain and retain housing regardless of changes in behaviors. Services are informed by a harm reduction philosophy, such as recognizing that substance use and addiction are a part of some participants' lives. Participants are engaged in non-judgmental communication regarding their behaviors and any related education regarding how to avoid risky behaviors and engage in safer practices.</p> <p>Optional notes here</p>	Always	Always	Always
Standard	Housing Qualitative / Evidence	Key II	Requirement II	Key II
Housing 1	<p>Housing is not dependent on participation in services</p> <p>Participation in permanent and temporary housing settings, as well as crisis settings such as emergency shelter, is not contingent on active caring in substance services or demonstrated level of progress made on a service plan. Services must be offered by HUD, but not voluntary for participants</p> <p>Optional notes here</p>	Always	Always	Always
Housing 2	<p>Substance use is not a reason for termination</p> <p>Participants are only terminated from the project for violations in the lease or occupancy agreements, as applicable. Occurrence by participants or an individual in the home do not include conditions around substance use or participation in services. If the project is a recovery housing model focused on people who are in early recovery from opioid or alcohol use disorder or HUD's Recovery Housing Brief, different standards related to use and substance prior of treatment they apply. See HUD's Recovery Housing Brief here: https://www.hudexchange.info/resource/4532/recovery-housing-policy-brief/</p> <p>Optional notes here</p>	Always	Always	Always
Housing 3	<p>The rules and regulations of the project are transparent to participants' rights</p> <p>Project staff have written rules, policies and guidelines. Rules and regulations are designed to support health and stable co-existence and should never interfere with a participant's community. Participants have access to the project 24 hours (except for nights - and out of hours) and accommodation is made for pets.</p> <p>Optional notes here</p>	Always	Always	Always
Housing 4	<p>Participants have the option to transfer to another project</p> <p>Transfers should be recommended for tenants who reasonably believe that they are threatened with evicted from their current residence if the tenant remains in the same unit. Whenever possible, transfers to another project are recommended.</p> <p>Optional notes here</p>	Always	Always	Always





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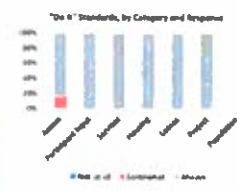
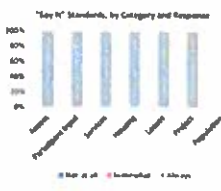
Number	Access		Participation by group		Service		Housing		Leisure		Project-specific		Population	
	No. of	Standard	No. of	Standard	No. of	Standard	No. of	Standard	No. of	Standard	No. of	Standard	No. of	Standard
Planned activities	0		0		0		0		0		0		0	
Actual	0		0		0		0		0		0		0	
Unmet	0		0		0		0		0		0		0	
Check														

Percentage	Access		Participation by group		Service		Housing		Leisure		Project-specific		Population	
	No. of	Standard	No. of	Standard	No. of	Standard	No. of	Standard	No. of	Standard	No. of	Standard	No. of	Standard
Planned activities	0%		0%		0%		0%		0%		0%		0%	
Actual	0%		0%		0%		0%		0%		0%		0%	
Unmet	0%		0%		0%		0%		0%		0%		0%	
Number of members														

Key 1:	Access	Participation by Service Grouping	Leisure	Project	Population
Planned	0%	0%	0%	0%	0%
Actual	0%	0%	0%	0%	0%
Unmet	0%	0%	0%	0%	0%

Key 2:	Access	Participation by Service Grouping	Leisure	Project	Population
Planned	0%	0%	0%	0%	0%
Actual	0%	0%	0%	0%	0%
Unmet	0%	0%	0%	0%	0%

Key 3:	Access	Participation by Service Grouping	Leisure	Project	Population
Planned	0%	0%	0%	0%	0%
Actual	0%	0%	0%	0%	0%
Unmet	0%	0%	0%	0%	0%

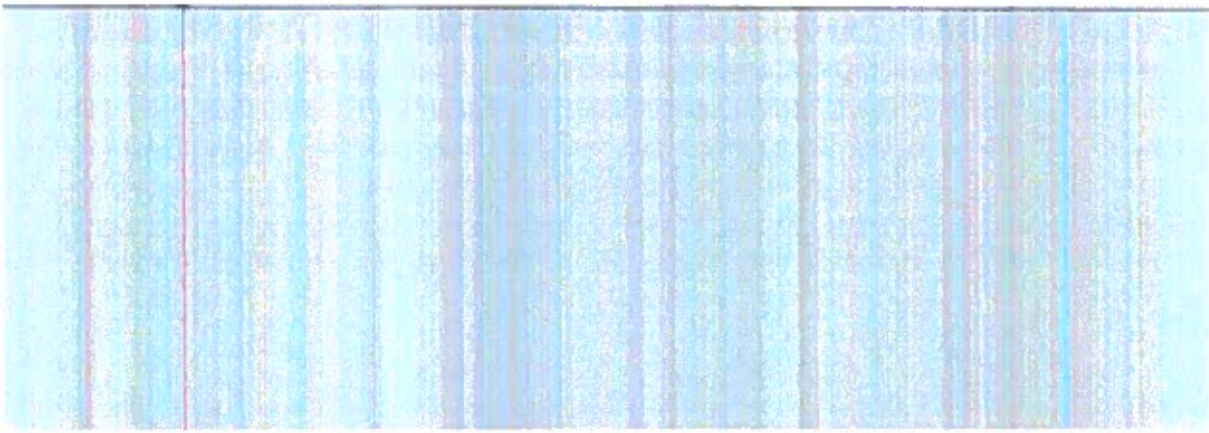


Supportive Housing Standards Rating	Points
None	0
Minimal	1-2
Subsidiary	3-4
Good	5-6
Max	7-8

Standard Numbers	With special prog	Without special prog
Essential every	16	41
Very important	16	12
Important to have	27	24
Essential to having	14	10
Helpful to having	14	10
Essential to quality of living	14	10

Standard Numbers	With special prog	Without special prog
Essential every	16	41
Very important	16	12
Important to have	27	24
Essential to having	14	10
Helpful to having	14	10
Essential to quality of living	14	10

Project type	Percentage of supportive housing
Special population	100%
General population	0%



CaringWorks

GA0242



Housing First Standards Assessment Tool

Overview: This tool aims to assist and document how clearly a housing and service provider adheres to the recommended best practice standards of the Housing First model. In the context of the broader work to implement a Housing First assessment in the program, this tool specifically is intended to support First Step, which directly impacts a provider's ability to receive funding from HUD. The tool is designed to be used by providers in the field. Comments should also be added to the local community center and local written standards of practice by Housing First when preparing projects. A continuum of care can use this tool for program discussion and to

Provider Info tab: The Provider Information tab should be completed prior to beginning the assessment. Specifically, the Project Name, Project Type, Target Sub-Population served, and dates of Assessment fields need to be completed in order to populate the assessment standards and report summary with questions that are specific to the project type and population. Please complete this section prior to printing any standards for assessment.

Standards: The standards have been arranged into the following categories: Access, Evaluation, Service, Housing, Center, and Project-Specific. The "Tab" chart at the bottom of this page identifies each of the categories in more detail. Some of the categories are not applicable for all project types, and those standards do not need to be completed.

Project Type	Applicable Standards
Continuum of Care	Access & Evaluation, Project-Specific
Street Outreach	Access & Evaluation, Project-Specific
Emergency Shelter	Access & Evaluation, Service & Housing, Project-Specific
Transitional Housing	Access & Evaluation, Service & Housing, Center, Project-Specific
Rapid Rehousing	Access & Evaluation, Service & Housing, Center, Project-Specific
Permanent Supportive Housing	Access & Evaluation, Service & Housing, Center, Project-Specific

Safeguarding: Please keep in mind safeguarding concerns when assessing projects. In particular, we advise Continuum of Care to work with projects with victims of domestic violence to make sure that adequate safety and confidentiality policies and practices are in place before beginning assessments.

Scoring: For each standard, there are three scoring criteria: "Say 'I'", "Document it", and "Do it" (as explained further below). To show that a project is in compliance with each standard, the assessor should mark "Always" for each scoring criteria. Use the drop down in the three columns to the right to select "Always" or "Sometimes" or "Not at all".

"Say 'I'" means that project and agency staff can describe verbally what they do concerning each standard. The assessor should be able to identify that the organizational culture supports the standard by how staff talk about what is done.

"Document it" means that there is written documentation that supports the project's compliance with each standard. Written documentation could include policies and procedures, personnel handbooks, professional development plans, project plans, etc.

"Do it" means that the assessor was able to find evidence that supports the project's compliance with each standard. Evidence could include information contained in client or other administrative files, client acknowledgment that something is being done, staff can point to documentation that supports implementation of the standard, etc.

Assessor Notes: A will below each individual standard allows the assessor to add optional notes about the information collected for that particular standard. The notes can include where information was found, what questions were asked, who answered the questions, what additional information is needed to be able to mark the standard as "Always", "Sometimes", or "Not at all".

Tab	Questions	Purpose
Instructions	Read overview and a set of instructions	Offers instruction to users on the assessment tool
Provider Info	Input provider, project and general assessment information	Determines project-specific standards for consideration
Standards - Access & Evaluation	Input compliance with standards concerning participant access to the project and input, project evaluation and performance management	Assesses whether access and evaluation are compliant with Housing First practices
Standards - Center	Input compliance with standards concerning the lease and occupancy agreements where applicable	Assesses whether lease and occupancy agreements are compliant with Housing First practices
Standards - Service & Housing	Input compliance with standards concerning the service and housing model and outcomes, where applicable	Assesses whether services and housing are compliant with Housing First practices
Standards - Project-Specific	Assessor assessment standards based on project type and targeted sub-population served by the project, where applicable	Assesses whether specific project standards are compliant with Housing First practices
Report Summary	Displays assessment scores and conclusions, and highlights non-compliant standards	Provides summary of the assessment



Provider Information

Please complete the information below on the organization being assessed.

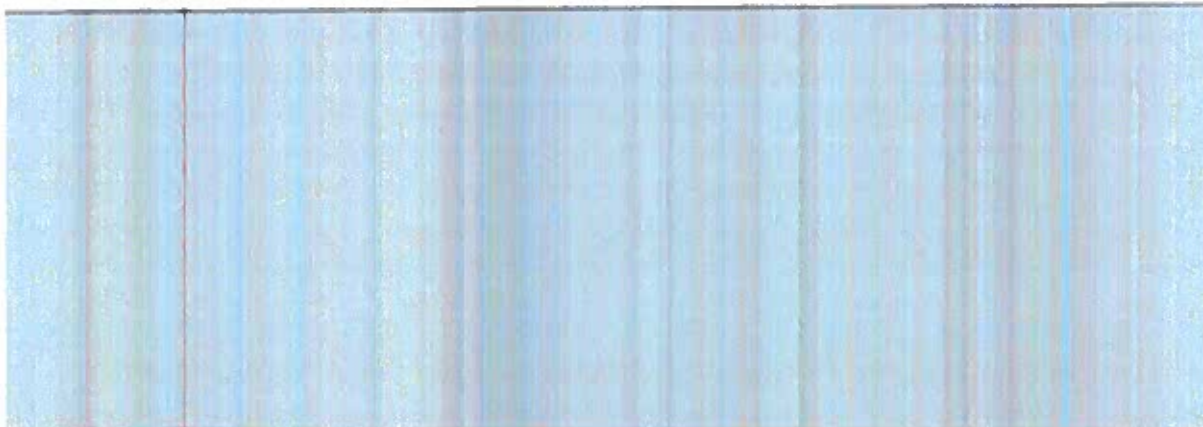
Provider Information	
Provider's Legal Name	CaringWorks, Inc.
Acronym (If Applicable)	N/A
Year Incorporated	2002
EIN	56-2370081
Street Address	2785 Lawrenceville Hwy. Ste 205
Zip Code	30033

Project Information	
Project Name	RISE DeKalb
Project Budget	\$708,957
Grant Number	GA0242L48082210
Name of Project Director	Stephanie Burkes
Project Director Email Address	stephanieburkes@caringworksinc.org
Project Director Phone Number	404-263-8801
Which best describes the project * <i>If project is a Safe Haven, please choose project type that it most operates like, e.g. shelter, transitional housing, or permanent housing</i>	Permanent Supportive Housing
Are your services targeted to any of the following populations specifically? Please select one if so, as this impacts your assessment questions.	None of the above

*Please note that when you select a project type, particular standards may not be relevant.

Management Information	
Name of CEO	Carol Collard
CEO Email Address	carolcollard@caringworksinc.org
CEO Phone Number	404-276-2339
Name of Staff Member Guiding Assessment	Carol Collard
Staff Email Address	carolcollard@caringworksinc.org
Staff Phone Number	404-276-2339

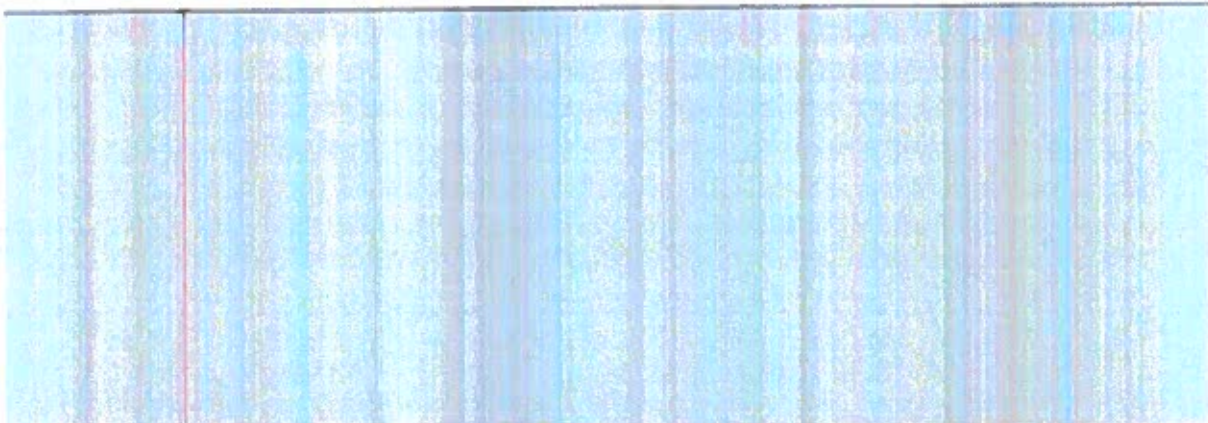
Assessment Information	
Name of Assessor	Carol Collard, PhD, LMSW
Organizational Affiliation of Assessor	Employee
Assessor Email Address	carolcollard@caringworksinc.org
Assessor Phone Number	404-276-2339
Date of Assessment	Oct 15 2024





For each standard, please use the drop down boxes in the three columns to the right to select "Not at all", "Sometimes", or "Always". Marking "Always" signifies full compliance for the standard.

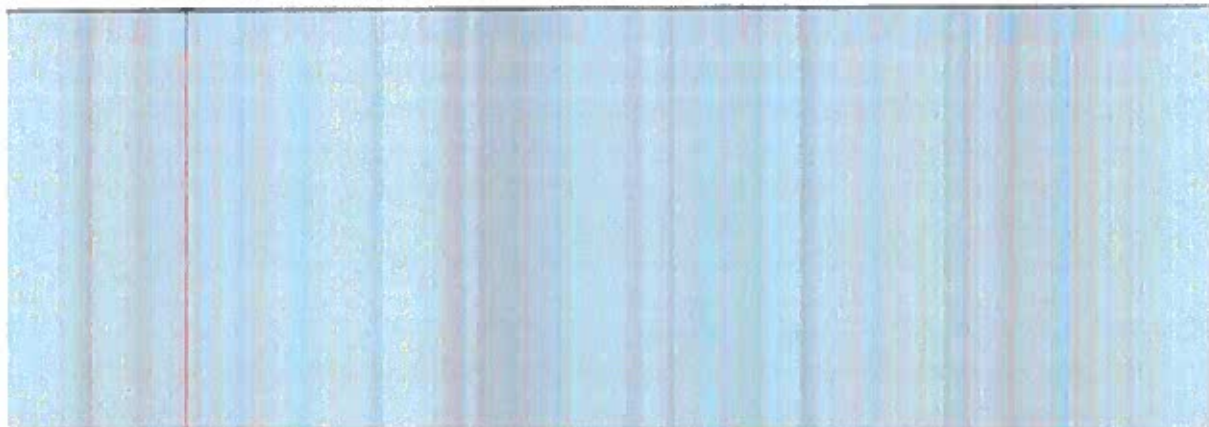
No.	Standard	Access Definition / Evidence	Key II	Document II	Op II																	
Access 1	Projects are low barrier	Admission to projects is not contingent on pre-requirements such as absence of substance, minimum income requirements, health or mental health history, medication adherence, age, criminal justice history, financial history, completion of treatment, participation in services, "housing readiness," history of occurrence of victimization, history of sexual assault or an affiliated person of such a nature or other unnecessary conditions unless required by law or funding source. Admission/Acceptance criteria is based solely on applicable HUD PSN criteria for each applicable program.	Always	Always	Always																	
Access 2	Projects do not deny assistance for unnecessary reasons	Procedures and oversight demonstrate that staff do everything possible to avoid denying assistance or rejecting an individual or family for the reasons listed in Access Standard #1. Optional notes here	Always	Always	Always																	
Access 3	Access regardless of sexual orientation, gender identity, or marital status	Equal access is provided in accordance with the 2013 and 2016 Equal Access Rules, meaning that any project funded by HUD must ensure equal access for persons regardless of one's sexual orientation or marital status, and in accordance with one's gender identity. Adult only households, regardless of marital status, should have equal access to projects if these project types are not available within a CoC, the CoC should conduct an assessment to determine if these project types are needed and work with providers to accommodate the need. Please see Equal Access Rules here: https://www.hudexchange.info/resource/1191/equal-access-to-housing-101-rule/ Optional notes here	Always	Always	Always																	
Access 4	Admission process is expedited with speed and efficiency	Projects have expedited admission processes, to the greatest extent possible, including helping participants obtain documentation required by funding sources, as well as processes to admit participants regardless of the status of their eligibility documentation whenever applicable. Optional notes here	Always	Always	Always																	
Access 5	Intake processes are person-centered and flexible	Intake and assessment procedures are focused on the individual's or family's strengths, needs, and preferences. Projects do not require specific appointment times, but have flexible intake schedules that ensure access to all households. Assessments are focused on identifying household strengths/resources, as well as identifying barriers to having that an inform the basis of a housing plan as soon as a person is enrolled in the project. Optional notes here	Always	Always	Always																	
Access 6	The provider/project accepts and makes referrals directly through Coordinated Entry	Projects actively participate in the CoC-designated Coordinated Entry processes as part of streamlined community-wide system access and triage. If these processes are not yet implemented, projects follow communities' existing referral processes. Referrals from Coordinated Entry are rarely rejected, and only if there is a history of violence, the participant does not want to be in the project, there are legally valid grounds (such as restrictions regarding sex offenders) or some other exceptional circumstance that is well documented. Optional notes here	Always	Always	Always																	
Access 7	Entry to homelessness are avoided	Projects that can no longer serve particular households utilize the coordinated entry process, or the communities' existing referral processes if coordinated entry processes are not yet implemented, to ensure that those individuals and families have access to other housing and services as desired, and do not become disconnected from services and housing. Households experience these exits under certain circumstances, such as if they demonstrate violent or harassing behaviors, which are described within agencies' regulation-adherent policies. At times, we are unable to re-house the clients through the CE process and clients may be ineligible for other transfer options.	Always	Always	Sometimes																	
<table border="1"> <thead> <tr> <th>Name</th> <th>Participant Input Definition / Evidence</th> <th>Key II</th> <th>Document II</th> <th>Op II</th> </tr> </thead> <tbody> <tr> <td>Participant Input 1</td> <td>Participant education is ongoing</td> <td>Project participants receive ongoing education on housing first principles as well as other service models employed in the project. In the beginning of and throughout tenancy, participants are informed about their full rights and responsibilities as lease holders, including the potential consequences for eviction. Optional notes here</td> <td>Always</td> <td>Always</td> <td>Always</td> </tr> <tr> <td>Participant Input 2</td> <td>Projects create regular, formal opportunities for participants to offer input</td> <td>Input is welcomed regarding the project's policies, processes, procedures, and practices. Opportunities include involvement in quality assurance and evaluation processes, a participant leadership/advisory board, processes to formally communicate with landlords, the design of and participation in surveys and focus groups, planning social gatherings, integrating peer specialists and peer-facilitated support groups to complement professional services. Clients have access to online suggestion boxes, a formal grievance process, and we conduct an annual client survey.</td> <td>Always</td> <td>Always</td> <td>Always</td> </tr> </tbody> </table>						Name	Participant Input Definition / Evidence	Key II	Document II	Op II	Participant Input 1	Participant education is ongoing	Project participants receive ongoing education on housing first principles as well as other service models employed in the project. In the beginning of and throughout tenancy, participants are informed about their full rights and responsibilities as lease holders, including the potential consequences for eviction. Optional notes here	Always	Always	Always	Participant Input 2	Projects create regular, formal opportunities for participants to offer input	Input is welcomed regarding the project's policies, processes, procedures, and practices. Opportunities include involvement in quality assurance and evaluation processes, a participant leadership/advisory board, processes to formally communicate with landlords, the design of and participation in surveys and focus groups, planning social gatherings, integrating peer specialists and peer-facilitated support groups to complement professional services. Clients have access to online suggestion boxes, a formal grievance process, and we conduct an annual client survey.	Always	Always	Always
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For each standard, please use the drop-down boxes in the three columns to the right to select "Not at all" or "Sometimes" or "Always". Marking "Always" signifies full compliance for the standard.

	Standard	Issue and Occupancy Definition / Evidence	July 21	December 21	July 22
Leases 1	Housing is considered permanent (not applicable for Transitional Housing)	Housing is not time-limited (though rent assistance may be) and leases are automatically renewable upon expiration, except with prior notice by either party. Optional notes here	Always	Always	Always
Leases 2	Participant choice is fundamental	A participant has, at minimum, choices in deciding the location and type of housing based on preferences from a range of housing types and among multiple units, as available and as practical. In project-based settings, participants should be offered choice of units within a particular building, or within the portfolio of single site properties. In projects that use shared housing, i.e. housing with unrelated roommates, participants should be offered choice of roommates, as available and as practical. Additionally, as applicable, participants are able to choose their roommates when sharing a room or unit. Optional notes here	Always	Always	Always
Leases 3	Leases are the same for participants as for other tenants	Leases do not have any provisions that would not be found in leases held by any other tenant to the property or building and is renewable per the participants' and owner's choice. People experiencing homelessness who receive help moving into permanent housing should have leases that confer the full rights, responsibilities, and legal protections under Federal, state, and local housing laws. For transitional housing, there may be limitations on length of stay, but a lease/occupancy agreement should look like a lease that a person would have in the normal rental market. Optional notes here	Always	Always	Always
Leases 4	Participants receive education about their lease or occupancy agreement terms	Participants are also given access to legal assistance and encouraged to exercise their full legal rights and responsibilities. Landlords and providers abide by their legally-defined roles and responsibilities. Optional notes here	Always	Always	Always
Leases 5	Measures are used to prevent eviction	Property or building management, with service support, incorporates a culture of eviction avoidance, reinforced through practices and policies that prevent lease violations and evictions among participants, and evict participants only when they are a threat to self or others. Clear eviction appeal processes and due process is provided for all participants. Lease forfeiture is allowed so that a tenant or lawful occupant who is a victim of a criminal act of physical violence committed against them by another tenant or lawful occupant is not evicted, removed or penalized if the other is evicted. Optional notes here	Always	Always	Always
Leases 6	Providing stable housing is a priority	Providers engage in a continued effort to hold housing for participants, even if they leave their housing for short periods due to treatment, illness, or any other temporary stay outside of the unit. Optional notes here	Always	Always	Always
Leases 7	Rent payment policies respond to tenants' needs (as applicable)	While tenants are accountable to the rental agreement, adjustments may be needed on a case by case basis. As necessary, participants are given special payment arrangements for rent arrears and/or assistance with financial management, including repayment the prior arrangements. Optional notes here	Always	Always	Always

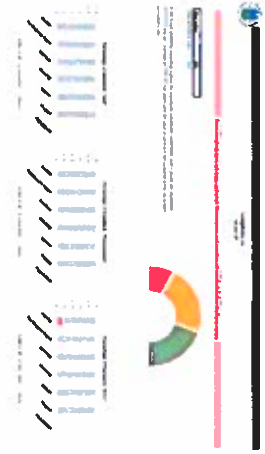


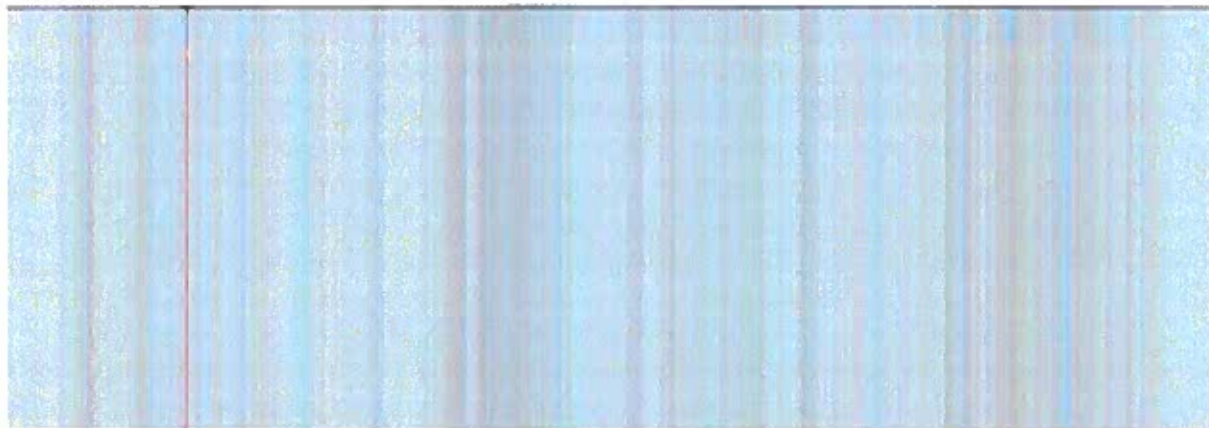


For each standard, please use the drop down boxes in the check columns to the right to select "Yes" or "Sometimes" or "Always". Marking "Always" signifies full compliance for the standard.

Standard	Supporting Definition / Evidence	Yes	Sometimes	No
Services 1	<p>Projects promote participant choice in services</p> <p>Participants are able to (never break an array of services. Services offered are being forward and include the following areas of support: employment and income, education and education, community connection, and stability to maintain housing. There should be provided by linking to community based services.</p> <p>Optional notes here</p>	Always	Always	Always
Services 2	<p>Respite Care and Planning in a Building process of the service planning process</p> <p>Project centered Planning is a guiding principle of the service planning process.</p> <p>Optional notes here</p>	Always	Always	Always
Services 3	<p>Services support in as participants as the housing</p> <p>Service conversations are person-centered and accessible for participants in Permanent Supportive Housing. Staff are providing support to clients, as a minimum, be prepared to offer services for up to 8 months after they moved into their permanent units, to emergency shelter and transitional housing. Services are available as long as the participant resides in the unit or bed - and up to 6 months following exit from transitional housing.</p> <p>Optional notes here</p>	Always	Always	Always
Services 4	<p>Services are designed to meet change in housing status or placement</p> <p>Whenever possible, participants continue to be offered services in even if they lose their housing and/or are being targeted project. If they are placed in a short-term unit and placement is temporary, the service relationship should continue. Project's service hours during same transitional stays.</p> <p>Optional notes here</p>	Always	Always	Always
Services 5	<p>Participants engagement is a core component of service delivery</p> <p>Staff provide effective services by developing relationships with participants that provide immediate needs and safety, develop trust and common ground, making reach hand-offs to other professionals, service providers, and clearly explain staff roles. Engagement is regular and relationships are developed over time.</p> <p>Optional notes here</p>	Always	Always	Always
Services 6	<p>Services are culturally appropriate with a mission services available, as needed</p> <p>Projects will not tolerate in a not support the cultural aspects of diverse households. Whenever possible, staff demographics reflect the participant population they serve in order to provide rapport and culturally specific services. Transitions should be provided when needed to ensure full comprehension of the project. Projects that serve families with children should have family-friendly rules that allow for different standards based on age and school hours and have services that allow parents to participate in services without having to (and may require that children themselves (i.e. can use the bathroom) take a shower without their caregiver being in the bathroom with them).</p> <p>Optional notes here</p>	Always	Always	Always
Services 7	<p>Staff are trained in clinical and non-clinical strategies (including harm reduction, motivational interviewing, trauma-informed care, and other approaches, strength-based)</p> <p>Services support a participant's ability to obtain and retain housing regardless of changes in behavior. Services are informed by a harm-reduction philosophy, such as recognizing that substance use and addiction are a part of some participants' lives. Participants are engaged in management of common issues regarding their behavior and are offered education regarding how to avoid risky behaviors and sign up to safer practices.</p> <p>Optional notes here</p>	Always	Always	Always
Standard	Supporting Definition / Evidence	Yes	Sometimes	No
Housing 1	<p>Housing is not dependent on participation in services</p> <p>Participants in permanent and temporary housing settings, as well as other settings such as emergency shelter, are not contingent on participating in supportive services or demonstration of progress made on a service plan. Services must be offered by HUD, but are voluntary for participants.</p> <p>Optional notes here</p>	Always	Always	Always
Housing 2	<p>Substance use is not a reason for termination</p> <p>Participants are only terminated from the project for violations in the lease or occupancy agreements, as applicable. Occupancy agreements or an addendum to the lease do not include conditions around substance use or participation in activities. If the project is a recovery housing project that uses or issues rules and is clearly necessary from drug or alcohol use outlined in HUD's Recovery Housing Brief, different standards related to use and subsequent offer of treatment may apply. See HUD's Recovery Housing Brief here: https://www.hudexchange.info/resources/2017-recovery-housing-policy-brief/</p> <p>Optional notes here</p>	Always	Always	Always
Housing 3	<p>The HUD and regulations of the project are centered on participants' rights</p> <p>Project staff have received regulations and policies. Rules and regulations are designed to support safe and stable communities and should never interfere with a life in the community. Participants have access to the project at all hours (except for night in and out shelter) and accommodation is made for pets.</p> <p>Optional notes here</p>	Always	Always	Always
Housing 4	<p>Participants have the option to transfer to another project</p> <p>Transfers should be recommended for tenants who reasonably believe that they will be unable to maintain their lease further residence if the tenant remains in the same unit. Whenever possible, transfers occur before a participant's lease term expires or terminates.</p> <p>Optional notes here</p>	Always	Always	Always







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This page does not comprise part of the assessment data or performance data.

Numbers	Access		Participant Input		Services		Housing		Leases		Project-specific		Population		
	Num. of all	Number	Mean	Num. of all	Number	Mean	Num. of all	Number	Mean	Num. of all	Number	Mean	Num. of all	Number	Mean
Access	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Participant Input	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Housing	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Leases	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Project-specific	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Population	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Percentages	Access		Participant Input		Services		Housing		Leases		Project-specific		Population		
	Num. of all	Percentage	Mean	Num. of all	Percentage	Mean	Num. of all	Percentage	Mean	Num. of all	Percentage	Mean	Num. of all	Percentage	Mean
Access	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Participant Input	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Services	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Housing	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Leases	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Project-specific	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Population	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Table 1	Access		Participant Input		Services		Housing		Leases		Project-specific		Population		
	Num. of all	Percentage	Mean	Num. of all	Percentage	Mean	Num. of all	Percentage	Mean	Num. of all	Percentage	Mean	Num. of all	Percentage	Mean
Access	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Participant Input	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Services	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Housing	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Leases	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Project-specific	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Population	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Table 2	Access		Participant Input		Services		Housing		Leases		Project-specific		Population		
	Num. of all	Percentage	Mean	Num. of all	Percentage	Mean	Num. of all	Percentage	Mean	Num. of all	Percentage	Mean	Num. of all	Percentage	Mean
Access	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Participant Input	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Services	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Housing	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Leases	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Project-specific	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Population	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Table 3	Access		Participant Input		Services		Housing		Leases		Project-specific		Population		
	Num. of all	Percentage	Mean	Num. of all	Percentage	Mean	Num. of all	Percentage	Mean	Num. of all	Percentage	Mean	Num. of all	Percentage	Mean
Access	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Participant Input	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Services	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Housing	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Leases	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Project-specific	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Population	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Supportive Housing Standards Rating	Value	Percentage
Score	0	100%
Partial	11	100%
Minor	41	100%
Full	40	100%
Max	100	100%

Total: 170

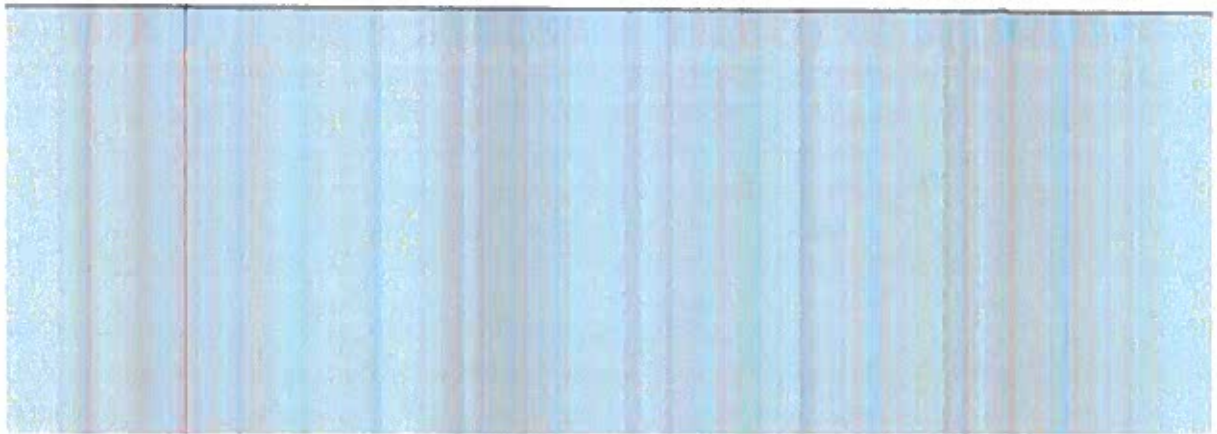
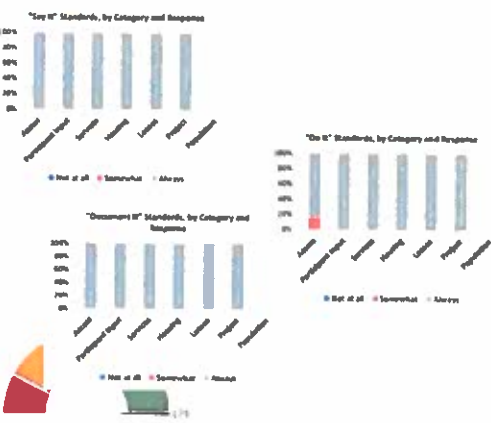
Standard Numbers	With special pop	Without special pop
Comprehensive rules	16	17
Direct and wrap	16	17
Emergency shelter	27	14
Transitional housing	14	16
Supportive housing	14	16
Transitional supportive housing	14	16

Max score for each item: 1. Sample size dependent for 100% for all items.

Assessment Numbers	With special pop	Without special pop
Comprehensive rules	46	71
Direct and wrap	46	71
Emergency shelter	117	118
Transitional housing	204	180
Supportive housing	104	180
Transitional supportive housing	104	180

Project type: Transitional Supportive Housing: 1
Special population: None of the above: 0

Total: 170



View results

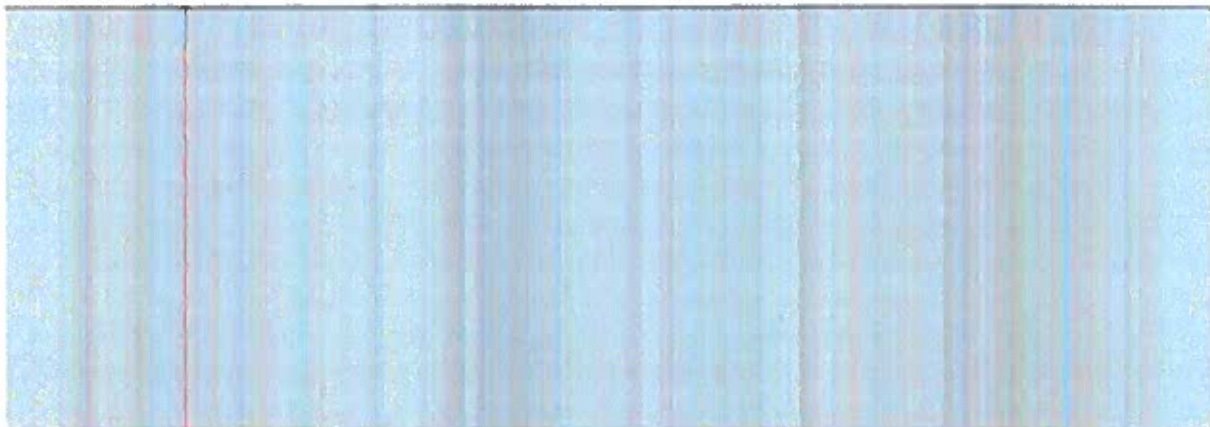
Respondent

7 Anonymous

106:07

Time to complete

2024 CoC Program Monitoring Process Policy



Introduction

The overall goal of the Dekalb County Continuum of Care Monitoring is to maintain a high quality and well-designed Continuum of Care program by:

- Identifying, addressing, and helping resolve performance concerns related to policies, procedures, and outcomes.
- Evaluating CoC-Funded program data in efforts to improve data quality.
- Proactively assisting CoC-Funded projects with efforts to comply with Department of Housing and Urban Development (HUD) regulations and established CoC standards.
- Providing guidance and Technical Assistance (TA) opportunities to all CoC-Funded projects.
- Ensuring all CoC-Funded programs are consistent in their service delivery and program implementation and complying with the regulations and Dekalb County policies.

Program Monitoring

Dekalb County CoC will monitor all CoC-Funded programs beginning 2024. The CoC established standard procedures for ensuring that CoC Program funds are used in accordance with the CoC federal requirements. The CoC will serve as the lead and offer guidance to its CoC-Funded agencies to assist them with establishing and maintaining sufficient records to enable the U.S Department of Housing and Urban Development (HUD) to determine whether member agencies are meeting the requirements of 24 CFR Part 578. To support this role and responsibility, the CoC Program monitoring activities will include programmatic management and compliance as outlines in 24 CFR Part 578.

Desk Audit Tool

The desk audit is a tool used to evaluate policies and procedures in place at the agency to ensure compliance with HUD regulations and local priorities. Because there are many acceptable ways to operate a program, for each question the agency/project provides a description of how they comply, followed by uploading supporting evidence. A deeper audit will happen during the on-site visit and will focus on the lowest ranked CoC funded program. The topics covered in the desk audit tool include HMIS policies and procedures, staff training and support, supportive services, resource linkages, and program management policies.

Communication Strategy

Dekalb County aims to work collaboratively, not punitively, with monitored agencies and will provide clear communication and expectations throughout its review so that activities can be carried out effectively. Additionally, Dekalb County has established a protocol to provide 3 reminders to agencies regarding missed deadlines. After 3 reminders have been issued, Dekalb County will make note of any incomplete actions and/or activities.

This completed document needs to be returned by the close of business on July 26th.

If you have any questions or concerns, please email agcooper@dekalbcountyga.gov.



1. Your Name: *

Stephanie Burkes

2. Your Title: *

Director of Residential Services

3. Your Email: *

stephanieburkes@caringworksinc.org

4. Your Phone Number: *

404-263-8801

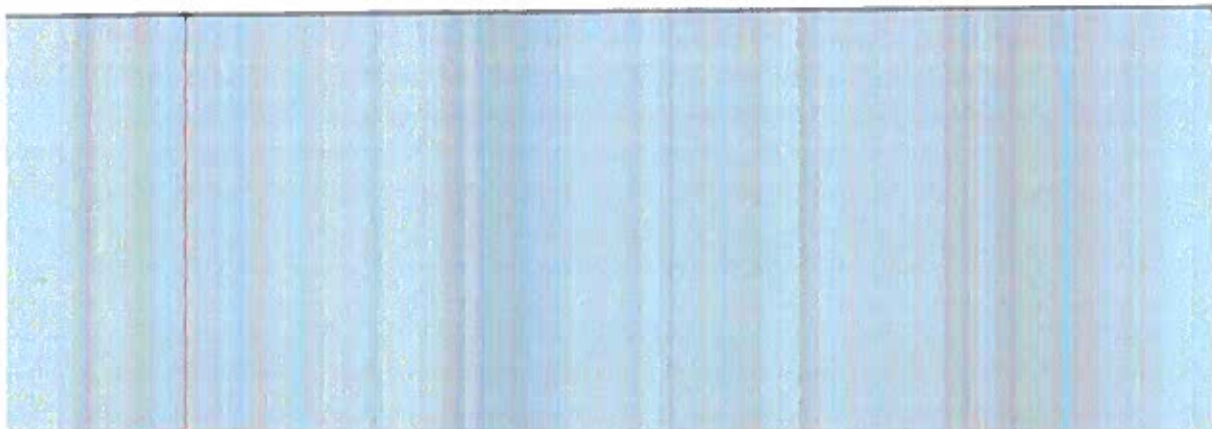
5. Agency Name: *

CaringWorks, Inc.

6. List all CoC funded Project Names: *

RISE DeKalb (GA0242L43082210) RISE VA/Project Open Arms (GA0198L48002211)

**Homeless Management Information System (HMIS)
Policies and Procedures**



7. The agency has the HMIS Standard Agency Privacy Practice Notice posted on agency website.

During subsequent monitoring, the reviewer will check to see that the agency's website has the most up to date version of the Privacy Notice posted to the agency website.

Please provide a direct link to the posting on your agency's website: *

<https://www.caringworksinc.org/ga-hmis-privacy-policy/>

8. The agency is able to provide a list of all HMIS users at the agency that have completed the HMIS training. During subsequent monitoring, the reviewer will run a report of current HMIS users at the agency and compare it with the list the agency provides. *

HMIS user list will be emailed. DeKalb Cty project staff includes: M. Marrotte, K. Russell, J. Moses

Staff Training and Support

9. Does your agency have a policy regarding professional development? If so, please email the policy to agcooper@dekalbcountyga.gov. The policy needs to be labeled appropriately and should be submitted within 24 hours of submission of this form. *

Yes

No



10. Does your agency have a system for tracking staff training attendance, such as a training spreadsheet, log or tracker? If so, please email a completed copy to agcooper@dekalbcountyga.gov. The completed copy needs to be labeled appropriately and should be submitted within 24 hours of submission of this form. *

Yes

No

Section

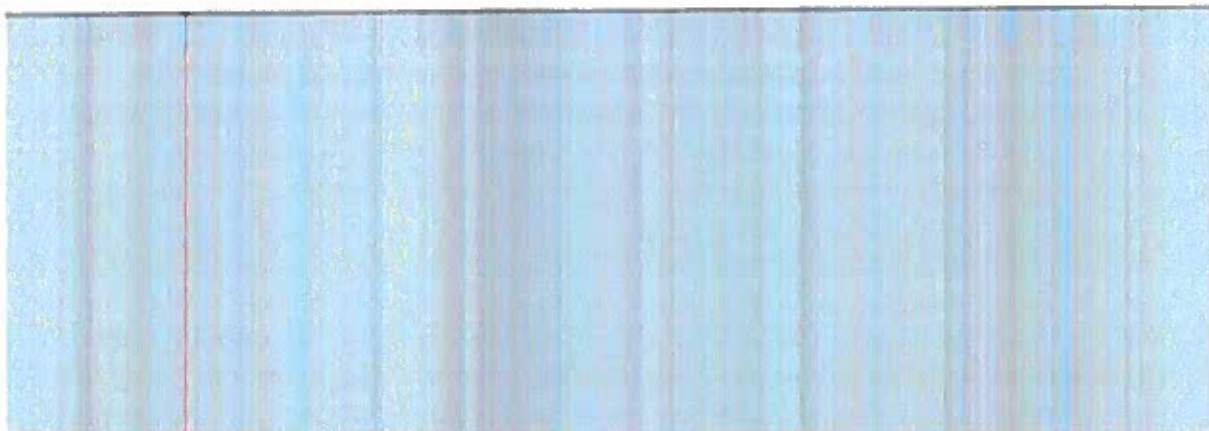
Please describe how the agency provides staff with training opportunities in the following subject areas. Please indicate whether opportunities are available to new staff, existing staff, or both. Please also note whether the opportunities are internal or external, and the frequency.

11. Diversity training: may include topics such as race, cultural, religion, sexual orientation, gender, age, etc. *

All CaringWorks training courses are available to all staff (new and existing). CaringWorks offers diversity, equity, and inclusion training opportunities at new hire and annually. Please see emailed training list for course topics.

12. Best practices and evidence-based practice models: may include topics such as housing first, harm reduction, motivational interviewing, trauma-informed care, etc. *

All CaringWorks training courses are available to all staff (new and existing). CaringWorks offers evidence-based training opportunities at new hire and annually. Additionally, staff are provided with access to housing EBP training through platforms such as the Corporation for Supportive Housing, local COC training opportunities, and our agency contracted training consultant (LEJ-www.lejbhs.com).



13. Homelessness: may include housing first, HUD's definitions of homelessness, HUD's chronically homeless definition, and Dekalb County's CoC, etc. *

All CaringWorks training courses are available to all staff (new and existing). CaringWorks offers training opportunities at new hire and annually on topics related to homelessness, homeless services, policies and procedures regulating housing services (internal, local, state, and federal), etc. Additionally, staff are provided with access to housing training courses through platforms such as HUD, Corporation for Supportive Housing, and local COC training opportunities.

14. Other - Please explain:

Staff attended Fair Housing Training on June 18, 2024 (Jemma Moses)

15. Please send evidence/documentation of the implementation of the methods you described for providing training opportunities to staff to agcooper@dekalbcountyga.gov. Examples of evidence/documentation may include training logs or trackers, training announcements shared with staff, sign-in sheets, certifications of attendance, or other documents. If you have already emailed a training tracker spreadsheet with question #10, no additional action is required. *

Training tracker and additional documents submitted by email. Additionally, staff are provided access to a virtual agency calendar that provides live and on-demand training opportunities.

Supportive Services and Resource Linkage

Please describe how the agency helps participants meet the unique needs, whether by meeting the needs internally, referring to an outside source (if so, indicate the referral source/linkage agreement), or if a staff person has responsibility for seeking resources as needs arise.



16. Psychosocial barriers (i.e substance use counseling, psychiatric services, etc.)

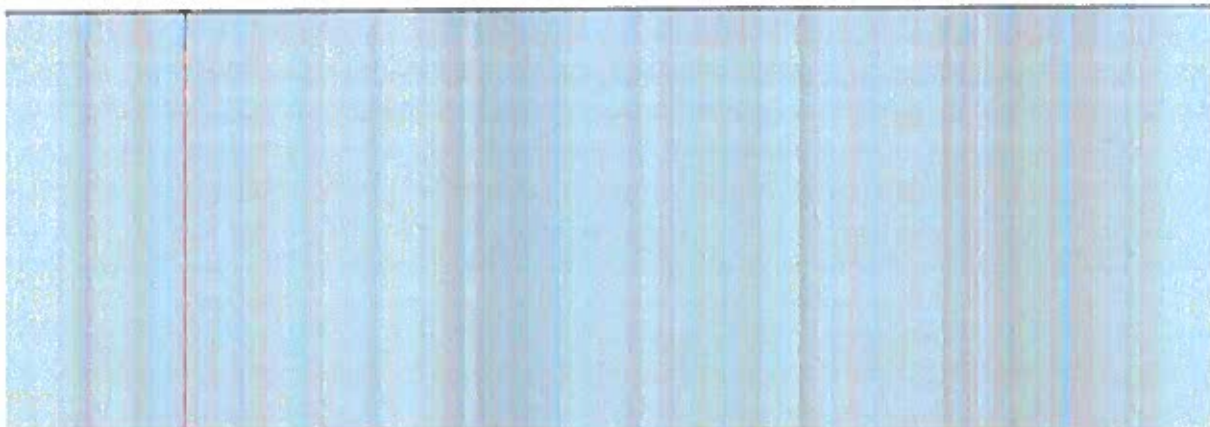
In CaringWorks PSH programs, assigned staff are responsible for providing resources to clients to resolve challenges and provide to support the clients with their person-centered housing stability plan. If staff are unable to identify a suitable resource, staff will escalate the request to the PSH program leadership team for staffing and resolution.

17. Physical disabilities *

In CaringWorks PSH programs, assigned staff are responsible for providing resources to clients to resolve challenges and provide to support the clients with their person-centered housing stability plan. If staff are unable to identify a suitable resource, staff will escalate the request to the PSH program leadership team for staffing and resolution. Program leadership and staff collaborate with our Operations team for facility/environmental challenges.

18. Communication barriers (i.e., interpreter, bilingual materials, Braille materials, Text Telephone - TTY/TDD) *

In CaringWorks PSH programs, assigned staff are responsible for providing resources to clients to resolve communication challenges and provide to support the clients. If staff are unable to identify a suitable resolution, staff will escalate the request to the PSH program leadership team and our Quality Assurance team for resolution. CaringWorks has partnered with multiple vendors for interpreter services to include Language Line, The SOS Agency, and Purple Communications.



19. Please describe how the agency shares informational resources with the program participants to affirmatively further fair housing and if available, email resource documents to agcooper@dekalbcountyga.gov (Documentation may include brochures, pamphlets, fliers, training materials, etc.).

During subsequent monitoring, the reviewer will verify that the resources include information about who is protected, what actions are prohibited, how to file a complaint, and how to contact local fair housing enforcement agencies. For transitional housing projects, the program has resources for participants to utilize when searching for permanent housing. *

Clients are notified of their rights under state and federal law at intake and annually. Additionally, clients are offered a program educational "fact sheet" with information that contains access to a DCA video link that discusses fair housing and a handout with information on the law and how to seek assistance. The fair housing poster is placed in the common area of all program offices where clients seek services. All applicable laws are discussed in our PSH Handbook.

20. Please list the services available to program participants (if not possible, due to insufficient space, email the list to agcooper@dekalbcountyga.gov). During subsequent monitoring, the reviewer will verify that the project makes a variety of services available to meet the range of possible service needs that the program's population may have. *

All program services can be found in the program's PSH Handbook (pg 7) (emailed). Please see below:

*The primary responsibility of the CaringWorks team is resource development, individual crisis counseling, and case management services (tailored to match participant need) which include:

- Assisting with the development of Person Centered Plan (PCP).
- Assisting with psychiatric and medical emergencies.
- Individual counseling and referring participants to community agencies for grocery assistance, rental assistance, clothing, etc.
- Assisting participants in securing mental health, HIV, and/or substance abuse services.
- Referrals for vocational and job training.
- Budgeting, limited credit counseling, money management, and other life skills training.
- Benefits advocacy, as appropriate.
- Social, recreational, and other positive activities of daily living.*



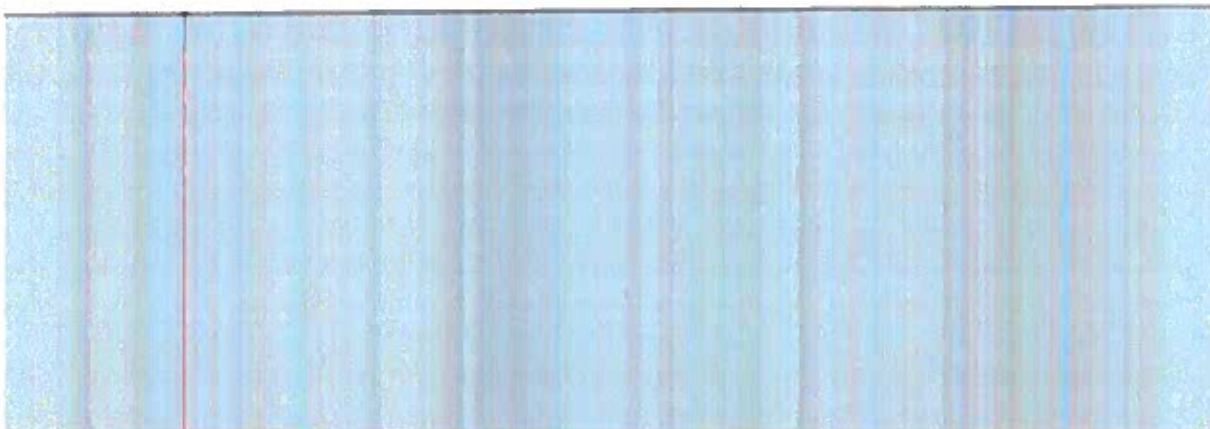
21. Please describe how the project conducts an annual assessment of the service needs of the program participants and adjusts services accordingly. During subsequent monitoring, the reviewer will verify that the process includes assessment of receipt and renewal of mainstream benefits, access to health care, and a range of other possible service needs. Email the documentation demonstrating annual assessment of service needs, such as an annual template or policy/procedure for completing annual assessments to agcooper@dekalbcountyga.gov.

All PSH program clients receive an assessment for needs at intake and annually on their program anniversary. If the client's circumstances change drastically, a needs assessment is completed prior to their anniversary date to ensure the most accurate services are being offered to mitigate challenges and risk losing housing. When applicable, clients are assessed by CaringWorks clinical team for needs regarding mental health and addiction. All PSH clients are assessed for public benefits and healthcare needs at intake and annually. Based on the need, clients are referred to our agency partners for benefits application assistance.

22. Mandatory for projects that serve families: the project is able to describe and/or provide a policy or procedure to support how staff ensures the following:
- A.) Families with children under 18 are not separated or denied admission into housing
 - B.) Children are enrolled in school or preschool and families are provided guidance and support in doing so
 - C.) Families enrolled in transitional housing projects are connected to the Public Schools
 - D.) The project's case management model includes developmentally appropriate service planning for each member of the family
 - E.) Children have access to developmental screening
 - F.) Families are assisted with accessing child-care
 - G.) The project assesses and monitors the health of children
 - H.) The project's facilities utilize space and materials to promote healthy parent-child engagement.

If you have any documentation demonstrating implementation of the method(s) you described for supporting families, such as a policy or procedure manual, referral templates, pamphlets, or brochures, please email the file(s) to agcooper@dekalbcountyga.gov. Other documentation may be acceptable.

We do not serve families in the following projects: GA0198L4B002211 (Project Open Arms) and GA0242L4B032210 (RISE DeKalb)



23. If you were unaware that you should have a policy or procedure, or you require assistance please indicate that in the space below.

We do not serve families in these COC projects; however, we would like be grateful to receive information on forming these policies as we look to expand our reach with families in need of housing support. Any additional information would be appreciated.

Program Management Policies

24. Please provide a policy to support the record retention period. Records pertaining to the program participant's qualification for the CoC Program must be retained for a minimum of 5 years after the expenditure of all funds from the grant under which the program participant was served. (24 CFR 578.103(c)(1))

Email the policy or procedure for record retention to agcooper@dekalbcountyga.gov.

CaringWorks Policies and Procedures outline our policies and practices regarding record retention (email applicable policies)



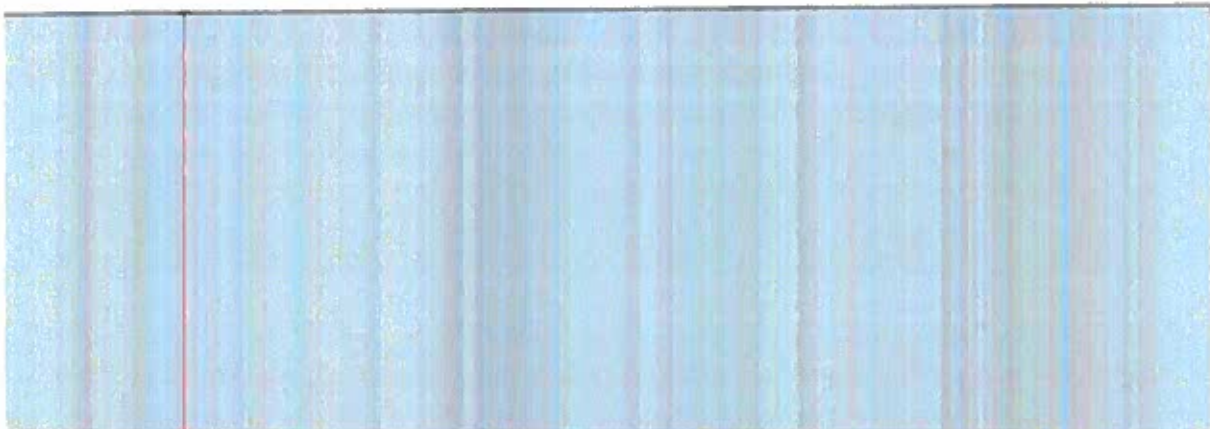
25. Please select and email evidence of Housing First Implementation for all of your CoC-funded projects to agcooper@dekalbcountyga.gov. Note: The CoC is required to assess Housing First Implementation of all CoC-funded projects. *

- Programs/Agencies Housing First Policies and Procedures
- Program Intake Forms
- Notices to clients (Participant Handbook, Program Rules and Expectations Agreement, etc)
- Program Termination Policies
- Sample/template of lease agreements (PSH programs only)
- Other

Additional Comments

26. If you need to email response(s) to Dekalb County, please label each response with the corresponding number in the Desk monitoring accordingly. Please provide any comments or questions you may have below and/or in an email to agcooper@dekalbcountyga.gov.

All requested were emailed 7/26/2024 4:22 PM





404.371.2727 (o)
DeKalbCountyGa.gov

Community Development
178 Sams Street, Suite A-3500
Decatur, GA 30030

Chief Executive Officer
Michael L. Thurmond

Board of Commissioners

District 1
Robert Patrick

District 2
Michelle Long Spears

District 4
Steve Bradshaw

District 5
Mereda Davis Johnson

District 6
Edward 'Ted' Terry

July 29, 2024

Ms. Stephanie Burkes, Director of Residential Services
CaringWorks, Inc.
2785 Lawrenceville Hwy
Suite 205
Decatur, GA 30033

Subject: Fiscal Year 2024 Monitoring
Program: Continuum of Care
Grant Number: GA0242L4B082210, GA0198L4B002211
Project Name: RISE DeKalb, RISE VA/Project Open Arms

Dear Ms. Burkes,

From July 16th – July 26th, DeKalb County distributed an online CoC Monitoring Tool to assess the agency’s compliance with federal and local CoC requirements. Your agency’s program performance was assessed based on responses received. DeKalb County has reviewed your responses which may result in the areas requiring corrections and/or exemplary practices.

This transmittal will identify those areas that either require correction or your agency has requested technical assistance (TA). DeKalb County requests that your agency addresses all items identified within 30 days of receiving this letter. Any areas of concern will be reviewed during subsequent monitoring. Your agency does not need to follow up directly to this letter.

DeKalb County would like to thank you for your professionalism and expeditiously completing the virtual Monitoring Tool. Your responses will assist DeKalb County in providing technical assistance that will:

- Help projects to understand and follow federal, state, and DeKalb County requirements
- Help projects to prepare for HUD monitoring visits
- Reduce the risk of funding being recaptured by HUD
- Identify areas of need for additional training and technical assistance



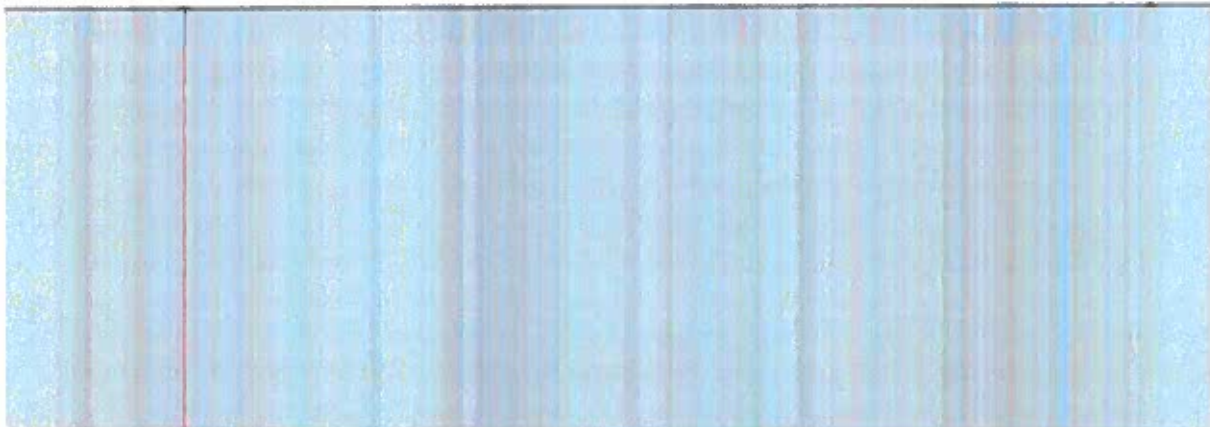
If there are any questions or concerns regarding this virtual desk monitoring, please contact either Melvia Richards at mwrichards@dekalbcountyga.gov or Alma G. Cooper at agcooper@dekalbcountyga.gov.

Sincerely,

A handwritten signature in black ink that reads "Melvia Richards". The signature is written in a cursive style with a large initial "M".

Melvia Richards
Housing Manager

178 Sams Street, Suite A-3500 | Decatur GA 30030
P: 404.371.2727 | F: 404.371.2742
www.dekalbcountyga.gov



Chief Executive Officer
Michael L. Thurmond

Board of Commissioners

District 1
Robert Patrick

District 2
Michelle Long Spears

District 4
Steve Bradshaw

District 5
Mereda Davis Johnson

District 6
Edward "Ted" Terry

Areas of Review

7. The response is sufficient.
8. CaringWorks has confirmed that there are currently 36 active HMIS users.
9. All policies and procedures must be approved by your entire board before implementation. A board of directors has a responsibility to establish organizational policies and ensure that they are followed. Policies should be reviewed whenever necessary or at least annually.
10. The response is sufficient.
11. Although not every area mentioned in the question is covered, there is a good variety of training courses involving diversity.
12. The response is sufficient.
13. The response is sufficient.
14. The response is sufficient.
15. The response is sufficient.
16. The response is sufficient.
17. The response is sufficient.
18. The response is sufficient.
19. The response is sufficient.
20. The response is sufficient.
21. All policies and procedures must be approved by your entire board before implementation. A board of directors has a responsibility to establish organizational policies and ensure that they are followed. Policies should be reviewed whenever necessary or at least annually. Completed forms would be helpful to view during subsequent monitoring.
22. The response is sufficient.
23. The response is sufficient.
24. All policies and procedures must be approved by your entire board before implementation. A board of directors has a responsibility to establish organizational policies and ensure that they are followed. Policies should be reviewed whenever necessary or at least annually.
25. All policies and procedures must be approved by your entire board before implementation. A board of directors has a responsibility to establish organizational policies and ensure that they are followed. Policies should be reviewed whenever necessary or at least annually.
26. The response is sufficient.

The CoC Monitoring tool does not address all program areas, but rather a random sampling of HUD requirements was used.



Continuum of Care Program
Permanent Supportive Housing Annual Program Monitoring
Housing First Assessment Tool



1. Does the project minimize barriers to entry?

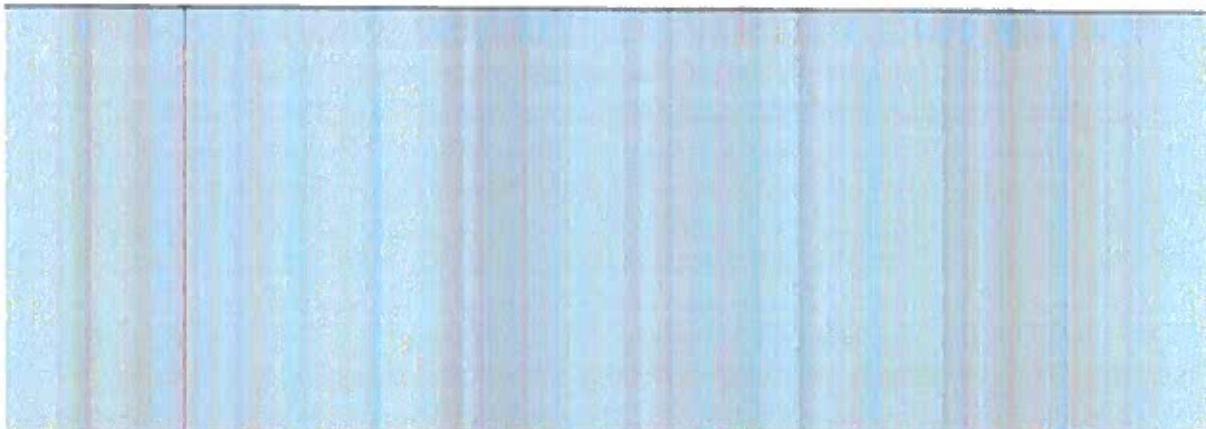
This means that admission to the project is not dependent on prerequisites such as substance abstinence, minimum income levels, health or mental health history, medication adherence, age, criminal justice background, financial history, completion of treatment, participation in services, housing readiness history, or experiences of victimization. Additionally, it should not impose unnecessary conditions unless mandated by law or funding sources.

- a. **Not at all**
- b. **Somewhat**
- c. **Always**
- d. (Optional notes here)

2. Does the project only accept referrals through the community's coordinated entry system and refrain from denying access for unnecessary or discriminatory reasons?

Any project funded by HUD must provide equal access to individuals regardless of sexual orientation, marital status, or gender identity. Referrals through the coordinated entry system should only be denied for limited and well-documented reasons, such as a history of violence, client choice (if the participant prefers not to join the project), legal requirements (e.g., restrictions for sex offenders), or other exceptional circumstances. If the project cannot serve a potential client or continue serving an existing one, it should collaborate with the coordinated entry system to ensure that the client maintains access to housing and services, preventing exits into homelessness.

- a. **Not at all**
- b. **Somewhat**
- c. **Always**
- d. (Optional notes here)



**Continuum of Care Program
Permanent Supportive Housing Annual Program Monitoring
Housing First Assessment Tool**



3. Does the project minimize barriers to entry?

This means admission to the project is not contingent on pre-requisites such as abstinence of substances, minimum income requirements, health or mental health history, medication adherence, age, criminal justice history, financial history, completion of treatment, participation in services, housing readiness history or occurrence of victimization, survivor of sexual assault or an affiliated person of such a survivor or other unnecessary conditions unless required by law or funding source.

- a. **Not at all**
- b. **Somewhat**
- c. **Always**
- d. (Optional notes here)

Low Barrier Entry: Our programs are low-barrier to entry in all of the ways mentioned above, except that our property management partner conducts background checks screening for specific felony convictions within the prior 7 years of the housing application. Reason for denial based on the background check include convictions for arson, drug manufacturing, drug sales/distribution (this does not include possession charges, unless intended for sale), and for lifetime registration for sex offenses.

4. Does the project only accept referrals through the community's coordinated entry system, and does not deny referrals/access for unnecessary or discriminatory reasons?

Any project funded by HUD must ensure equal access for persons regardless of sexual orientation or marital status, and in accordance with one's gender identify. CE referrals should only be rejected for limited, well-documented reasons, including: a history of violence, client choice (the participant does not want to be in the project), legal requirements (e.g., restrictions regarding sex offenders), or other exceptional circumstances. If the project is unable to serve a potential client or cannot continue to serve an existing client, the project should work with the coordinated entry system to ensure that the client has access to and does not become disconnected from housing and services. Exits to homelessness should be avoided.

- a. **Not at all**
- b. **Somewhat**
- c. **Always**
- d. (Optional notes here)

5. Do clients have permanent housing under an ordinary lease (i.e., leases are separate from service plans)?

Participants receiving permanent housing assistance should have a signed lease agreement of at least 1 year that is renewable (for a minimum term of 1 month) and terminable only for cause. Housing should not be time-limited - though rental assistance may be. Leases should also not contain any provisions that would not be found in those held by unassisted tenants living in the



Continuum of Care Program
Permanent Supportive Housing Annual Program Monitoring
Housing First Assessment Tool



same building, and leases should be uncoupled from service plans. Leases should confer full rights, responsibilities, and legal protections under Federal, state, and local housing laws.

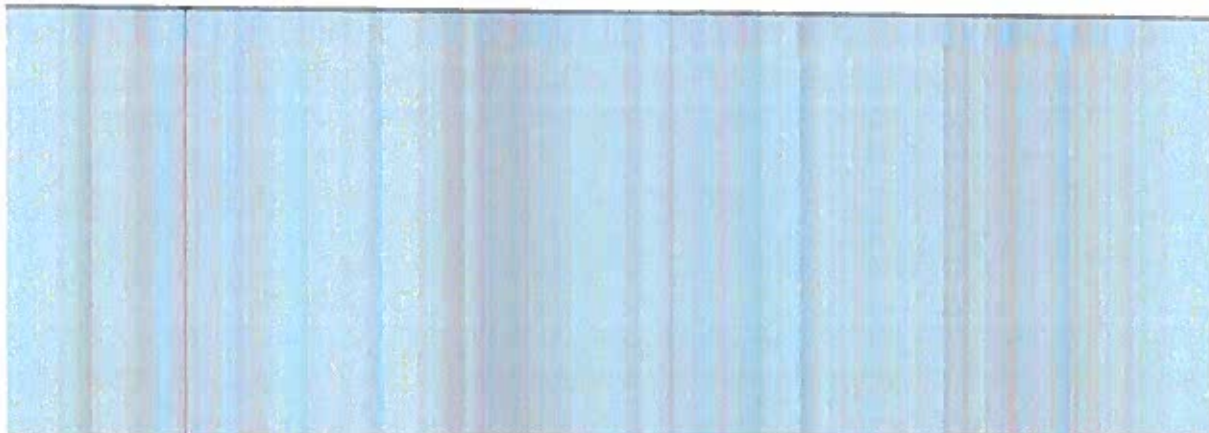
- a. Not at all
- b. Somewhat
- c. Always
- d. (Optional notes here)

6. Does the project make every effort to avoid eviction?

The project should engage in a continued effort to ensure the client's housing stability. The project should make a continued effort to hold housing for participants, even if they leave their housing for short periods due to treatment, illness, or any other temporary stay outside the unit. The project should work with and support property management to incorporate a culture of eviction avoidance and evict clients only when they are a threat to self or others. Clear eviction appeal processes and due process should be provided to all clients. To minimize evictions, rent payment policies should be responsive to the client's needs. This can include access to special payment arrangements for rent arrears and/or assistance with financial management, including representative payee arrangements.

- a. Not at all
- b. Somewhat
- c. Always
- d. (Optional notes here)

Eviction Prevention and Housing Retention are primary goals while staff work to stabilize tenants who, once housed, may still face challenges posed by the entrenched life circumstances that led to homelessness. To ensure housing is maintained, case managers are required to outreach to 100% of tenants who show indication of housing instability (lease violations, delinquent rent, critical incidents, etc.). At-risk tenants (those showing financial instability, behavioral or housekeeping issues) are offered services and support by case managers, or referrals to outside resources for treatment of chronic medical, mental health, and substance use issues; For residents who are behind in rent, payment plans are offered by Property Management, and referrals are made by case managers to Prevention programs and/or other resources to assist in payment of delinquent rent.



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Housing First Assessment Tool



7. Does the project terminate client participation only in extremely limited circumstances?

The project should not terminate client participation for anything other than violations of leases or occupancy agreements. Except for certain recovery housing models, leases and occupancy agreements should not include conditions related to substance use or participation in services. Services should be offered by staff but should be voluntary. A client's program participation should be contingent on participation in supportive services or demonstration of progress towards a service plan.

- a. Not at all
- b. Somewhat
- c. Always
- d. (Optional notes here)

8. Does the project plan, structure, and deliver services in a person-centered manner?

Each client's service plan should be uniquely tailored to their strengths, needs, and preferences. Services should be voluntary, and staff should develop relationships with clients that provide immediate needs and safety, develop trust and common ground, facilitate warm hand-offs to other mainstream service providers, and clearly explain staff roles. Engagement should be initiated by staff regularly, and clients should be engaged in non-judgmental communication regarding their behavior and offered education regarding how to avoid risky behaviors and engage in safer practices. Staff should be trained in both clinical and non-clinical strategies including:

- Harm reduction
- Motivational interviewing
- Trauma-informed approaches
- Strength-based approaches

Where possible, services should continue despite a change in housing status. For PSH, services should be permanently available and accessible to clients. For RRH, services should be offered for a minimum of 6 months after rental assistance ends.

- a. Not at all
- b. Somewhat



Continuum of Care Program
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Housing First Assessment Tool



- c. Always
- d. (Optional notes here)



2024 HUD Continuum of Care Program Competition

1E-2 Local Competition Scoring Tool

Reviewer Name:	Agency Name:		
COC RENEWAL NOFO _ RATING SCALE 75 POINTS			
Data Source Within Application	Section A: Applicant Information	Answer	Total
Section:A Question: 3	Clear and concise description of scope of renewal project (Answer Must Yes or No)	Yes	2
Section:A Question: 3	Is the description of the Project Type clearly documented (Answer Must Yes or No)	Yes	1
Section:A Question: 3	Is the Target Population and Outcomes to be Achieved clearly documented (Answer Must Yes or No)	Yes	1
Section:A Question: 3	Are Barriers and Strategies to address them clearly documented (Answer Must Yes or No)	Yes	1
App Q5 eLOCCS Grant Detail; Q Spending Rpt	Expenditure of Funds by the Expiration of most recent Grant Period (FY 2021) (Scoring: expend 80% to 100% of funds – receive 5 points, 70% to 79% of funds, receive 3 points; 50% to 69% = 2 points, 49% or less = 0)	69% or less	0

App Q10	Project participated in coordinated entry in compliance with the CoCs Coordinated Entry policies and procedures;	Yes		1
Section A: Applicant Information Total:				15
Section B - Project Information				
Data Source Within Application	Subpopulations Served (Max 13 points)			
App Q1	CH (Answer Must Yes or No)	Yes		2
	DV (Answer Must Yes or No)	Yes		2
	Substance Abuse (Answer Must Yes or No)	Yes		1
	Mentally Ill (Answer Must Yes or No)	Yes		1
	HIV/Aids (Answer Must Yes or No)	Yes		2
	HH/Children (Answer Must Yes or No)	Yes		2
	Veterans (Answer Must Yes or No)	Yes		1
	Youth (Answer Must Yes or No)	Yes		2
App Q4	Project is 100% dedicated to serving the chronically homeless, is Dedicated Plus or prioritizes the chronically homeless (if yes to either question award full points)	Yes		2

App Q7	Project monitors to ensure Housing First compliance	Yes		5
App Q8	Clear and specific description of current engagement of persons with lived experience	Yes		2
App Q8	Leadership/Employment	Yes		1
App Q8	Feedback	Yes		1
App Q8	Challenges and Strategies to address	Yes		1
Section B – Project Information Total:				35
Section C: System Performance and Service Capacity				
Data Source Within Application				

	Reduce repeat homelessness	Yes		1
	Reduction in length of time homeless	Yes		1
	Obtain and retain permanent housing	Yes		1
	Gain or increase earned or non-employment income	Yes		1

Section C: System Performance and Service Capacity Total: 15

**PRE- APPLICATION
SUBTOTAL: (SECTIONS
A, B AND C
Maximum 75 points) 65**

<p>SECTION CA - BUDGET Q4</p>	<p>Rental Assistance - Did the applicant request rental assistance for budget funds for 1 year? If so, does the budget total correctly and demonstrate the 25% required match? If so, does the budget total correct and clearly list the number of units being requested?</p>	<p>Yes</p>		<p>2</p>
<p>SECTION CA - BUDGET Q5</p>	<p>Budget Summary - Is the budget total correct and demonstrate the 25% required match. Does it identify the following: •Project Type •Number of Units •Number of Clients •Average Cost per Client/year</p>	<p>Yes</p>		<p>2</p>
<p>SECTION CA - BUDGET Q1</p>	<p>Match -.Project applicants are required to provide match Cash and/or In-kind Resources for each project. Projects without sufficient match shall be determined ineligible •Does the applicant identify Cash as Match •Does the source(s) of Cash Match Funds equal 25% of total costs minus leasing amounts</p>	<p>Yes</p>		<p>2</p>
<p>SECTION CA - BUDGET Q2</p>	<p>In-Kind •Does the applicant identify In-Kind Match •Does the source(s) equal 25% of total costs minus (leasing) •Does the source identify the 12 Month Cash Value and does the total meet the 25% match requirement</p>	<p>Yes</p>		<p>2</p>

Recipient/Organization: Status Home Inc
 MHHS Project Name: Jerusalem House The Family Prog HOPNA/CoCp(SM-508)
 SAGE Project Name: The Family Program
 Date Range: 10/01/22-09/30/2023
 Grant Number: GA9021L48082114
 Project ID: 20397

Quantitative APR Performance Review					Notes from APR	
(Do not Complete - To be Completed by the Collaborative Applicants) NFO APR MHHS Data Score Card: Data Source - SAGE APR CSV v5.1						
APR Q1 Sections 1, 2 and 6	Data Quality (Accuracy, Completeness, Timeliness) % of client data with missing elements and/or entries reflecting "don't know or refused"	0-5% 6-20% >20%	5 points 2 points 0 points	5		
Apr Q1 (MC)	Bed/Unit Utilization Bed/Unit Utilization Rate** From HUDHDX3	90 to 100% 80 to 89% 60 to 79% <60%	5 points 3 points 1 point 0 points	0	15.00%	
APR Q19a1	Increased Earned Income (Stayers) Stayers with increased earned income	>20% 10-20% 1-9% 0%	5 points 3 points 1 point 0 points	0	0.00%	
APR Q19a1	Increased Other Income (Stayers) Stayers with increased other income	>20% 10-20% 1-9% 0%	5 points 3 points 1 point 0 points	5	33.33%	
APR Q19a2	Increased Earned Income (Leavers) Leavers with increased earned income	>20% 10-20% 1-9% 0%	5 points 3 points 1 point 0 points	5	33.33%	
APR Q19a2	Increased Other Income (Leavers) Leavers with increased other income	>20% 10-20% 1-9% 0%	5 points 3 points 1 point 0 points	0	0.00%	
APR Q20b	Non-Cash Benefits Sources (Leavers) % 1+ sources of non-cash benefits upon exit	75 to 100% 50 to 74% <50%	5 points 3 points 1 point	1	4 25.00%	Sources Q20b Leavers Q05a (A-B-H) Percentage
APR Q20b	Non-Cash Benefits Sources (Stayers) % 1+ sources of non-cash benefits upon exit	75 to 100% 50 to 74% <50%	5 points 3 points 1 point	1	5 20.00%	Sources Q20b Stayers Q05a (A-D-J)
APR Q22c	Rapid Rehousing Projects Only Length of Time Between Project Start Date and Housing Move in Date	7 days or less 8 - 30 days 31 - 60 days 61 - 90 days 91 - 180 days	5 points 3 points 2 points 1 point 0 points	5		
Q23c	Successful Exits/Stayers Total percentage of persons exiting project to positive (permanent) housing destinations	80-100% 60-79% 50-59% 40-59% <40%	5 points 3 points 2 points 1 point 0 points	5	16 13 0.40 1.00 84.38%	Victim Persons Q05 Number of Stayers Q05 Percentage of Stayers Percentage earned to Successful Q23c Add percentage of Stayer to the Percentage of Successful exits
		Total APR Maximum 50 Points		27		
SAGE MHHS /CentTrack	Coordinated Entry Compliance % of total new project enrollments referred through CE	80 - 100% 50 - 79% <50%	25 points 15 points 7 points	15		
		Total CE Maximum 25 Points		15		
Maximum Score 150 points						

2024 HUD Continuum of Care Program Competition
1E-2a Scored Forms for One Project



DeKalb County
GEORGIA

HUD Continuum of Care Program Competition
2024 - 2025 DeKalb CoC Application for Renewal Projects

Project Type: PSH S+C RRH RRH-DV Joint TH + RRH

A. Applicant Information – 25 points

1. Applicant (Agency Name) _____

2. Project Information

a. Project Name as Shown on GIW	
b. Current Project Grant #	
c. Grant Amount	
c. Start and End Date of Current CoC Award	<input type="text"/> To <input type="text"/>
d. Are you requesting a change in funding level for the 2024 cycle	<input type="checkbox"/> Yes, due to unused funding <input type="checkbox"/> No <input type="checkbox"/> Yes, due to expansion <input type="checkbox"/> No <i>Note: If applying for an expansion a new project application may also be required</i>
e. Are you requesting to transition to another project type for the 2024 cycle?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<ul style="list-style-type: none"> <i>Note: To be eligible to receive a transition grant, the renewal project applicant must have the consent of the DeKalb CoC Collaborative Applicant.</i> 	