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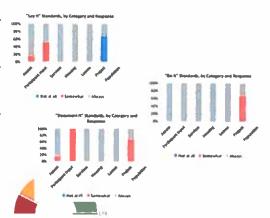
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7. Does the project terminate client participation only in extremely limited circumstances?

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.

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

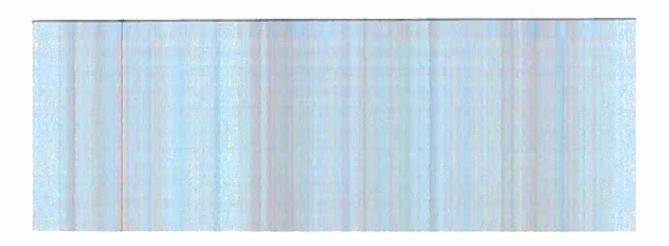
8. Does the project plan, structure, and deliver services in a personcentered manner?

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

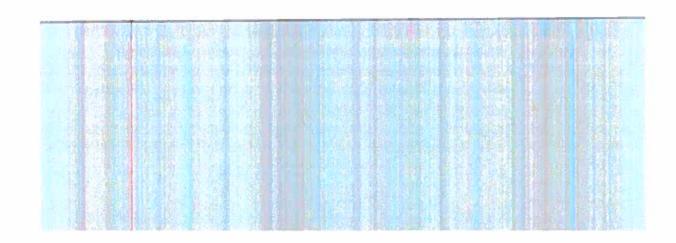
Where possible, services should continue despite a change in housing status. For PSH, services should be permanently available and accessible to clients. For RRH, services should be offered for a minimum of 6 months after rental assistance ends.





CaringWork Housing Frist Evaluation

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



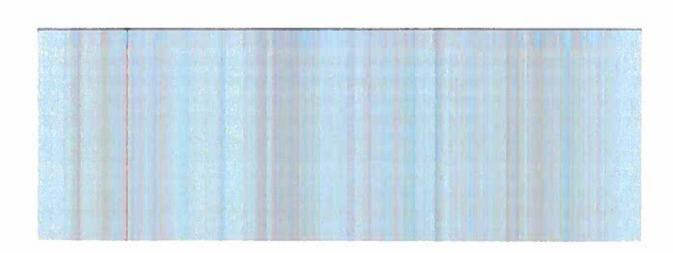
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2024 CoC Program Monitoring Process Policy



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 stan-
- 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

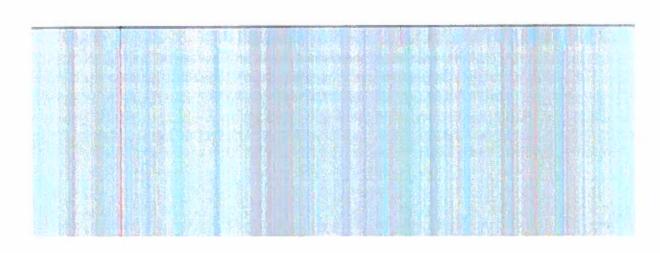
The desk audit is a tool used to evaluate policies and procedures in place at the agency to ensure compliance with HUD regulations and local priorities. Because there are many acceptable ways to operate a program, for each question the agency/project provides a description of how they comply, followed 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.

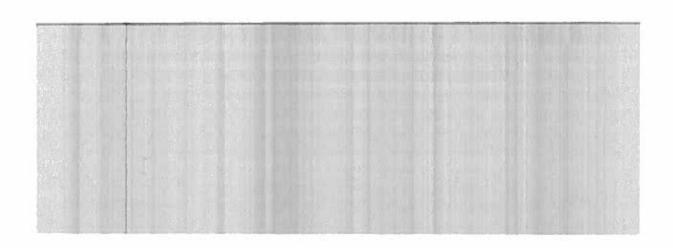
This completed document needs to be returned by the close of business on July 26th

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



	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.

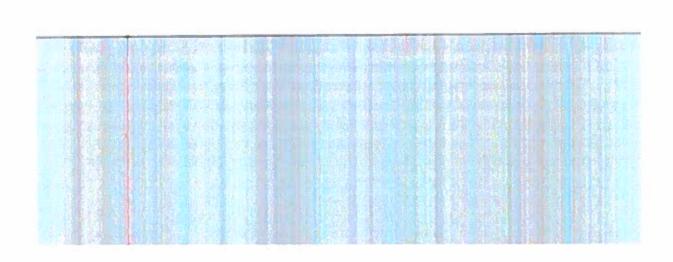
Please provide a direct link to the posting on your agency's website: *

www.StatusHome.org

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

Staff Training and Support



0	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
	O 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 a annual basis.
	vi a

9. Does your agency have a policy regarding professional development? If so,

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.

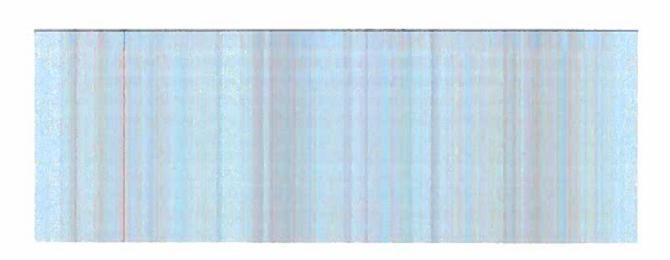
 Communication barriers (i.e., interpreter, bilingual materials, Braille materials, Text Telephone - TTY/TDD) *

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@dekalbcounty.ga.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.

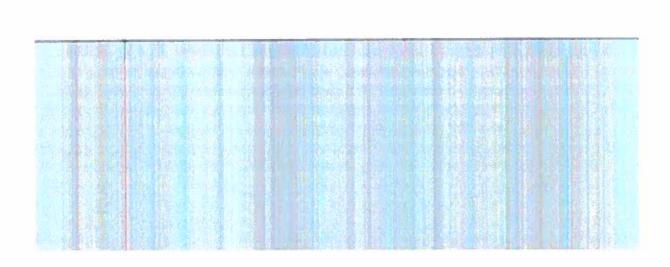


20. Please list the services available to program participants (if not possible, due to insufficient space, email the list to agcooper@dekalbcountyga.gov). During subsequent monitoring, the reviewer will verify that the project makes a variety of services available to meet the range of possible service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

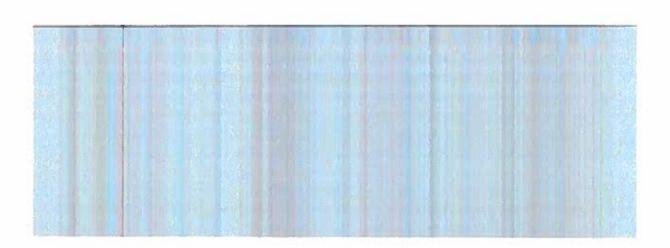
If you have any documentation demonstrating implementation of the method(s) you described for supporting families, such as a policy or procedure manual, referral templates, pamphlets, or brochures, please email the file(s) to agcooper@dekalbcountyga.gov. Other documentation may be acceptable.

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-Corry 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.

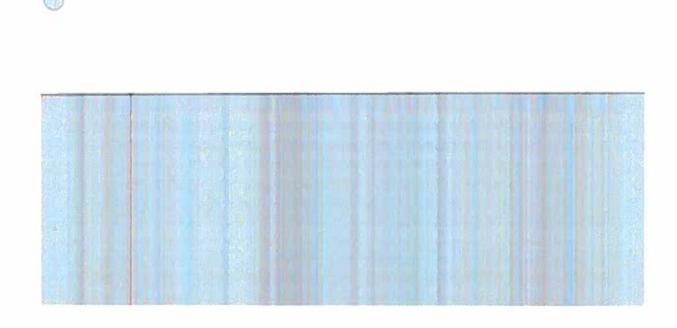
Program Management Policies



9	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 <u>agcooper@dekalbcountyga.gov</u> . 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
1591	

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





1. Does the project minimize barriers to entry?

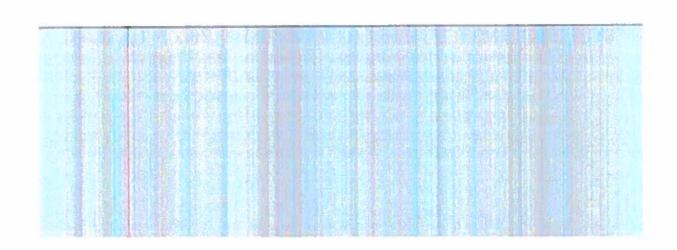
This means that admission to the project is not dependent on prerequisites such as substance abstinence, minimum income levels, health or mental health history, medication adherence, age, criminal justice background, financial history, completion of treatment, participation in services, housing readiness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

- a. Notatall
- 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. Notatall
- b. Somewhat
- c. Always
- d. (Optional notes here)





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.

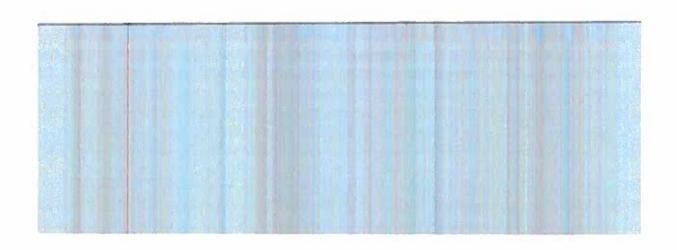
- a. Notatall
- b. Somewhat
- c. Always
- d. (Optional notes here)

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 screeningfor specific felony convictions within the prior 7 years of the housing application. Reasonfor 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. Notatali
- 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





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. Notatall

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. Notatali

b. Somewhat

c. Alwaya

d. (Optional notes here)

Eviction Prevention and Hausing 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, definquent rent, critical incidents, etc.). At-risk tenants (those showing financial instability, behavioral or housekeeping issues) are offered services and support by cese 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.

Caring Works Pisce Project byen arms



GA0198

Howsing First Standards Assessment Total

Organism: This tead arms to assess and document flow Cookins housing and service provider address to the recommended best practice standards of the Youwing First model, in the content of the broader work to implement a Housing First invitable and the proposal providers address on the Secretary and Secretary and Secretary Secretary (First, which described by the Secretary Se

Prevides to bulk: The Provides Information tab should be completed prior to beginning the supersment. Specifically, the Projekt Halmer, Projekt Typer, Taught Sale-Population surround, and Date of Assessment Rably need to be completed in order to populate the assessment standards and report summany with questions that are aportit in the project type and population. Please complete this section prior to printing any standards for each standard.

Sandards. The standards have been arranged into the following categories. Access, Festuation, Services, Housing, Louies, and Project Services. The "Test" chair at the bottom of this page describes 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 Standard and and the standard and an artist to the standard of the
	Access & Evaluation; Project-specific
Street Outreach	Access & Evaluation: Project-specific
Emprisoncy Statter	Access & Evaluation; Service & Houseng, Project seecific
Buthos programs	Access & Evaluation: Service & Heusing, Lesses, Project specific
Raped Rehousing	Access & Evaluation; Service & Housing, Leasest, Project-specific
Permanent Suggestive Housing	Permanent Supportive Mousing Access & Eyekuston; Service & Mousing, Leases, Project specific

Spligmeiding: Please here in mand salegoerding concens when operating projects in particular, we advise Condenseme of Care to work with projects with victims of democits violence to make sales have beginning oversments.

Scaring: For each standard, there are three scaring criterie; "Say It", "Document It", and "Do It" (as explained further below). To show that a project is in this complaince with each standard, the excessor should much "Always" for each scoring ordered. Use the drop down in the fivee columns to the right to select "Always" or "Schwickel" or "Not It

- "Say a" means that project and agency staff can describe verbally what they do concerning each standard. The assessor clouds be able to lifensity that the organizational college supports the standard by how staff talks about what is done.
- "Operative) If the art that there is written documentation that supports the project's completed with each standard. Written documentation could include pallors and Procedures, Personnel Handshoeks, Projections of Burney Project Ballos, etc.
- "Daif" means that the assessor was able to find evidence that supports the project's complained with each standard. Evidence could include information contained or cleen or other administrative files, client acknowledgment that something is being done, staff can point on documentation that supports implementation of the
- ameser Hereit A off behav each individual standard allows the assmyot to add optional notes about the information collected of our percular standard. The ness can collect where solvens allow us tourd, what questions were saled, who assemed the questions, what additional information is required to be able to must that standard or desarys," "Sometiment," or "Tage to all."

	October	Purpose
	Tool everylaw and aim	Offers retruction to users on the essentiment tool
	orgust preveder, project and general assessment information	Desermines project specific standards for consideration
ss & Evaluation	input compliance with conducts concerning participant access to the project and input, project evaluation and performance management	Assasses whether access and evaluation are compliant with Housing First principles
2	legus complaines with standards concerning the hease and occupancy agreements. As sesses whether heases and occupancy agreements are where a poli-cobin	Assesses whether leases and occupancy agreements are compliant with Mousing First principles.
ion & Housing	input compilance with standards concerning the service and housing models and structure, where applicable	Assesses whether services and housing are compliant with Mousing First principles
ed Specific	Prompts assessment standards based on project type and targeted sub- populations served by the project, where applicable Displays assessment scores and conductions, and hypoliphis non-damplians	Auterses whether specific project standards are compliant with Housing Fest principles
	##100765	

ondards - Leasa

adurds - Project Specific ndards - Service pv-der trufq

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 *	Permanent Supportive Housing
lf project is a Safe Haven, please choose proj housing, ar permanent housing	ject type that it most operates like, e.g. shelter, transitional
Are your services targeted to any of the	
following populations specifically? Please	
following populations specifically? Please select one if so, as this impacts your	

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

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

THE RESERVE OF THE PARTY OF THE	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



Hous not set Standare

For each standard, please use the drop down bases in the dwee columns to the right to select "Net at all" or "Someowee;" or "Always", Marking "Always" signifies full compliance for the standard

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The providing/payed, accepts and system access and snages if these processes, are not yet implemented, projects, follow communities' calcium; greform and processes, fewers form continued forms projected, and only a a bastorn of substance, the participant desires form coordinated forms or included forms are included for an are included forms or included forms are included forms are included in an acceptance of the receptional curumstance that is well documented. Commission of the receptional curumstance that is well documented.			Opromol notes here			
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			Clients have access to anone suggestion bases, a farmal grevance process, and we conduct an annual client survey.			



HOUSE REEMST STAPE HOSE

For each standard, blobs use the drop down boses in the jhree columns to the right jo select "loc at all" or "Semetimes" or "Always" Marking "Always" signifies hid compliance for the standard.

			Decument it	Do B
Housing is considered permanent (not applicable for Transational Housing)	Housing a not time-limited (chaugh rank solutance may be) and lesses are autometically renewable upon expiration, except with arter make by either garry.	Always	Alweys	Always
	Optional nates here			
Participant those is fundamental	A participant has, of minimum, chaptes in deciding the location and type of honomy based on preferences from a range of honority types and among multiple units, as instituted and as pracing in proposition from the properties of the proposition of the propositi	Admitys	Ahsteys	Merrys
	Quiblical motes Aere			
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	Cypoant rates here			
Participants receive education about their feave or occupancy agreement terms	Parkopares are also given access to legal assistance and inforcing the inspective their full legal rights and responsibilities. Landlord, and providers about by their legally defend rates and responsibilities.	Aheraya	Almays	Almays
	Optional rates here			
Micasures are used to provent eviduals	Property or builting management, with sancies support, or corporates a culture of eviction availabace, reinforced through practices and politices that prevent lease visitations and evictions among participants, and which participants only when they are a three to and or province. And we provide feel all participants when they are a three to and or provided feel all participants, teach information is addeded to that a senior of service accupant who is a diction of a criminal act of physical violence committed against when the another special and founded accupant is not exceed, removed or periodized it the other a suicited.	Abrays	Abusys	Aberays
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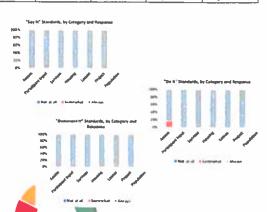
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Housing First Standards Assessment Tool

Overview: This took arms to seasts and document how closely a housing and workle provides althores to the incommended best particle standards of the Housing 6 as model, or the provides of the housing work to implement a Housing 6 as seastables at the system level. This closely described his ordered by the housing for a seastables at the system level. This closely described his ordered by the housing for a seastable at the system level. This content is described in the seast comment is contained and level when the described his level. Comments closely and level has described beginning to the seast and level written at maked, per takeng to Housing first when a seasong projects. A Commune of Care can use this tool for prompt discribes and to

Presidenteds tab: The Provider information tals should be completed prior to beguning the assessment. Specifically, the Project Hams, Project Pape, Terget Sub-Papendation squeed, and Caste of Assessment Hado need to be completed to order to populate the essessment standards and report summany with questions that are specific to the present type and population. Please complete this section prior to prioriting any standards for essessment.

Standards The standards have been arranged into the following categories Access, Evaluation, Service, Housing, Cereies, and Project-Service. The "Fab" chart as the bostom of the page describes each of the categories in more detail Some of the lategories as not explicable for all project types, and filters standards do not need to be completed.

Coordinated Entry Street Outreath Emergency Sheker	Access B. Evahakon; Project-specific Access B. Evahakon; Project-specific Access B. Evahakon; Service B. Haysing, Project-specific
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Permanent Supportive Hausey	Permanent Su preside Heavisia - Access & Explantion, Service & Housing: Sesset, Preside specific

Saligamenting: Please has pin mand salinguarding concerns when examenting projects. In particular, was admiss Continuums of Cape to work with projects with extens of demostic varience as make aura that admission that demostrate with projects with extens of demostrate projects are on place before beginning exessionents.

Sciring for exh sandard, there are three scaring criteria, "Say it", "Document I", and "Do it" (as emplained furthed ballow). To show that a project is nivel complained with read the attack before columns to the right to select "Almery" or "Somewhat" or "Rot at

- "Sey 2" mason that project and agency staff can describe verhally what they disconcerning each standard. The asterior bloods be able to blently that the organizational culture upports the standard by how staff taffic about what is done
- "Decement of means that there is written documentation that supports the project's complaints with each standard. Written documentation could include include any project in the project of the project
- "Do If" means that the assessor was able to find evidence that susports the project's compliance with each standard. Evidence creat include evidence that susports from contained in client or other administrative files, their activouslengment that something is being done, staff can born to documentation that supports implementation of the standard, exc.
- Agency Meter: A milibation ach individual standard allows the assessor to add optional notes shout the information collected for that particular standard. The nebes call include where tolors motion motion is consided to be able to much that standard as "always", "Sometimes," or "Note these," or "Note that," or "Note that, "or "Note that," or "Note that, "or "Note that," or "Note that, "Note that," or "Note that, "Note that," or "Note that, "Note that, "Note that," or "Note that, "Note that

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Ingructions	Tool overview and aim	Offers instruction to users on the assessment tool
Provider Into	ingut provider, project and general assessment information	Determines project-specific standards for consideration
Sandards - Access & Evaluation	input compliance with standardy concerning participant access to the project and imput, project evaluation and performance management	Assesses whether access and evaluation are compiliant with Housing First or Incibles
Standends - Leases	ingut compliants with candards concerning the lease and occupancy agreements. Asserses whether leases and occupancy agreements are where applicable compliant with housing if as precides	Asserses whether leaves and occupancy apprements are consplant with Housing Fats prenciples
Standards - Services & Housing	input compliance with standards concerning the service and housing models and stancture, where applicable	Assesses whether services and housing are compliant with Housing first principles
Standards - Propert Specific	Province assessment standards based on project type and targeted sub- popular one served by the project, where applicable	As sesses whether specific project standards are compliant with Housing Fest principles
Report Surretury	Displays assessment scores and conclusions, and highlights non-campiums	Printable 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

CONTRACTOR OF THE PARTY OF THE	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
	Permanent Supportive Housing iect type that it most operates like, e.g. shelter, transitional
housing, or permanent housing	
Are your services targeted to any of the following populations specifically? Please select one if so, as this impacts your	

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

Ma	nagement Information
Name of CEO	Carol Collard
CEO Email Address	carolcollard@caringworksinc.org
CEO Phone Number	404-276-2339
Name of Staff Member Guiding Assessment	t Carol Collard
Name or Start Member Guiding Assessment Staff Email Address	carolcollard@caringworksinc.org
Staff Phone Number	404-276-2339
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



ma control standard

For each standard, please use the drop down boxes in the sheet columns to the right to safect "Not at off" or "Semetimes" or "Aberlys", Marking "Alverys" significant feat compiliance for the sandard.

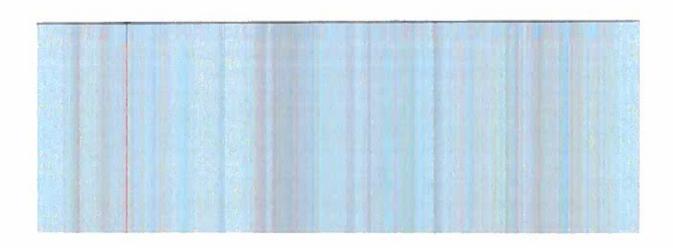
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ocetá I	Projects are low learner	Autre spile is gregotes in the controller of the explanation of the controller of th	Aboutys	Almäys	Always
		Admission/Acceptance Unione is based safety on applicable MLD PSM Strome for each applicable program			
ccessi J	Projects do not dony assistance for unnecessary reasons	Procedures and averaght demonstrate that staff do everything possible is avail denying assetance or rejecting an implicitual or family for the responsibility in access Standard #1.	Alumps	Almays	Always
		Opcomed motes have			
otens 3	Access regunders of result orwestation, gender identity, or manel of status	Equil access in provided or accordance with the 301.2 and 2016 (quest faccess fluers, meaning that any project funded by HVD much ensure signal access the persons regardless of one is sensual access that the accordance with one's gender identity. Adult only households, regardless of mental solve, flowall have required access to projects for these project species are used invalidate within a Cot, the Cot, thould conduct an assessment to determine if these project types are noted and work with promoters to accommodate the noted). Please see Equal Access Sudes have higher funder which access solven in the project types are noted and work with promoters to accommodate the noted). Please see Equal Access Sudes have	Aleapys	Almays	Always
		Optional moint here			
iccenii 4	Admission process is expedited with speed and efficiency	Properts have expedited admission processes, so the preatest extent people, including helping participants obtain documentation may also by funding sources, or well as processes so admit participants negarifless of the status of their eligiblety documentation whenever applicable.	Always	Always	Abrays
		Optional names have			
Agrees S	Imake processes are person- concered and flexible	let the and assessment procedures are facused on the individual's or licendy's strengths, needs, and preferences. Projects do not require specific appointment froms, but have fertille include schedules that contact count to all households. Assessments and disputed an element plantafield steepings, retainvest, a read as developing barriers to flouring that can inform the basis of a housing plan as soon as a person is enrolled in the project.	Almays	Meroys	Abesys
		Gat every finally here			
Access 6	The provider/project accepts an makes referred directly through Coordenated Entry	Projects activally participate in the CaC-designated Coordinated (interperocesses is paint of streamlined community-andre I system actives and widge if these processes are not via implemented, projects follow communities; including referral processes. Referrals from Coordinated Entry are rainly-rejected, and only if there is a beauty of internet by assistance above had work the beauty of the project, there are logistly valid grounds (such in structurant regarding sex offenders) or some within the optional concentrations that is well-documented.	Abvays	Almoys	Means
		Optional nears here			
Access 7	Exect to homeless/est are avoided	Properts that can no longer serve particular bourseholds utalt a the coordinated entire process, or the communities' easing minimal processes it coordinated eathy processes are not yet implemented, be ensure that those individuals and families have accessed soften housing and senness as desired, and do not foreign disciplenced from services and boursely showards accounted these exists eather contain containing and senness and containing and senness and the service and of the sentence described that it is not they doministrate indicate or hardstang behaviors, which are described within agencies' regulation authoritors policies.	Always	Almays	Somewhal
		At times, we are unable to re house the clears through the CE process and thents may be welgable for other transfer aptions.			
Part of the last	Hame	Partidipant Input Deliation / Criticos	Say It	Decument it	O+E
Parix warn legest b	Participant education is ongoing	Project participants receive origining education on Hojurind, first printiples as well as other service models employed in 3 the project. In the beginning oil and sharu-phous tenancy, participants are element about their full rights and rango-radiations as lease hidders, including the potential taxons for exection.	Aheays	Almays	Aberbys
Participant Input 2	Projects create regular, formal opportunities for perucipanta is offer arguit	Opround nates here topas in welcomed regarding the project's policies, processes, procedures, and practices. Opportunities virtuals timckement as quality saterance and evaluation processes, procedures, and practices. Opportunities virtuals formally communicate with leadings, the design and participation is surveys and Document groups, planning social gatherings, viriagrating prior specialists and prior discholar disapport groups to complement professional standors.	Alorbys	βλιαγς	Mm Bys.
		Clients have access to anothe suggestion loanes, to formal granutine process, and we do need on annual client survey		week-	_



HOUSING FIRST STANDARDS

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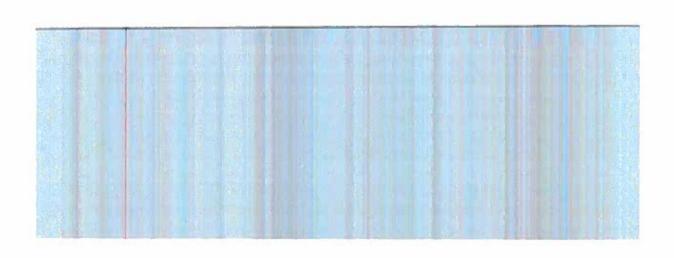
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nayes S	Processing is considered permanent (net applicable for Transmional Housing)		Mwaye	Always	Abrays
Koles Z	Participant chaice is fundamental	Optional notes here A participant has, at minimum, choices in deciding the blocation and type of housing based on preferences from a range of housing opes and among multiple units, as invalidable and as practical in project-based settings, participants should be affected choice of units within a particular building, as within the particular disripts are properties to project that use shared housing it is housing with unitrated repersions, participants should be differed choice of representative available and a procine. Additionable, as applicable, participants are able to choose that representative when sharing a report of unit. Opposed notes here	Abustys	Absoys	Ahrays
10205 3	Leases are the sumo for participants as for other tenants	Leaser die not have any promisons that would not be found in forces hold by any other tentent in the property or building and is renewable per the participants and owner's dealer. Prople operationing homelineness who eccurie help models this personance heaving droit here leaves the cauded the fell digits, respectfullers, and legal preferations under Federal, state, and legal housing lives. For transformal leaves, there may be limitations on length of Exp. live a lease/locausery agreement should look like a lease likes a person would have in the normal rental mertal.	Afronys	Адачур	Always
00145 B	Participants receive education should their Earlie Service agreement toms.	Oppound notes here Parketparts are also given access to legal insistance and enous raged to exercise their hall legal rights and responsibilities. Landford's and providers obside by their legally-defined rates and responsibilities. Oppound notes here	Ababys	Almbys	Abre arys.
Nation 5	Measures are used to provent evidien	Property or building management, with sendors support, incorporates a culture of policion availables, reinforced through practices and policios that policios that process some policios that policios that process and some control policios control that are participated, and evide participated only when they are a threat to self or others. Clear evident appeal processes and the process is provided for all participants. Leave their action is advoced to district a term of a critical self-or district electron communities about them in advoced to district electron or accordance to the action of a critical electron or participated electron or par	Abways	Alweys	Aberbys
renen 6	Providing stable housing is a greatly	Optional notes her? Providers engage as a continued effort to hald housing for participants, even if they leave their housing for shart pendes due to because it, diness, or any other temporary stay outside of the unit.	il-sp	Almoys	Almays
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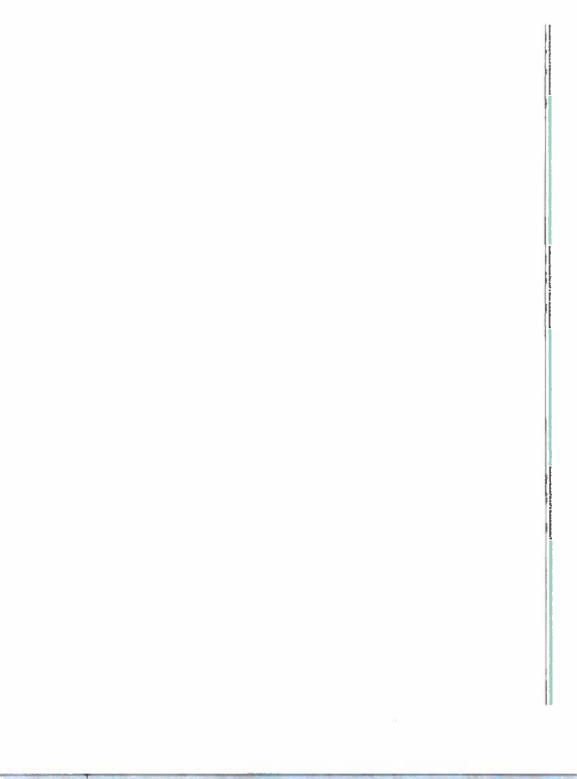


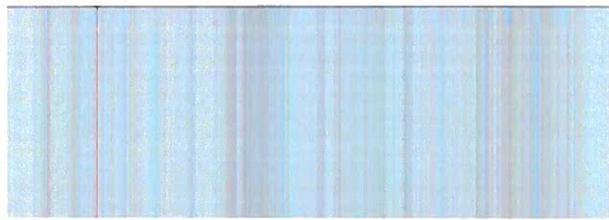
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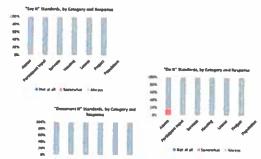
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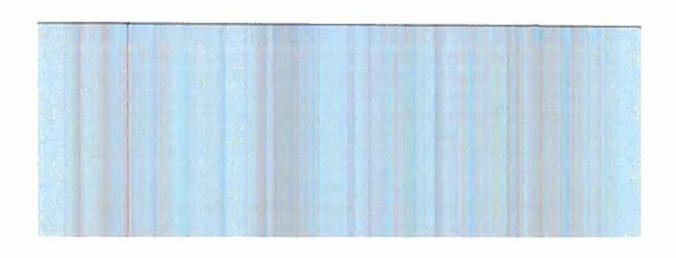
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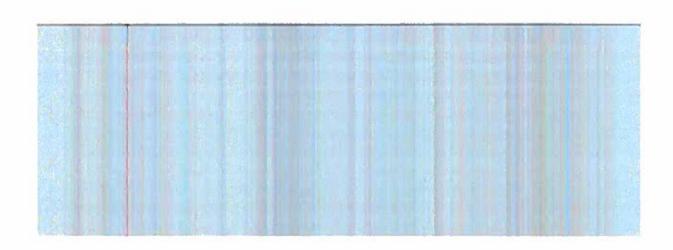
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2024 CoC Program Monitoring Process Policy



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

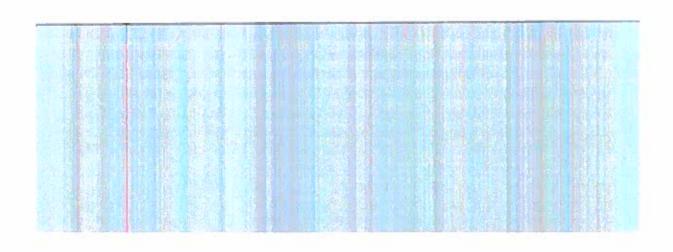
The desk audit is a tool used to evaluate policies and procedures in place at the agency to ensure compliance with HUD regulations and local priorities, Because there are many acceptable ways to operate a program, for each question the agency/project provides a description of how they comply, followed 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 (GA0242L48082210) 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.caririgworksinc.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.

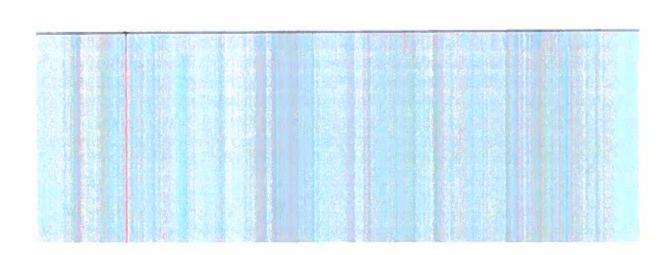
HMIS user list will be emailed. DeKalb Cty. project staff includes. M. Marrotte, K. Russell. J. Moses.

Staff Training and Support

 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	

Section

No

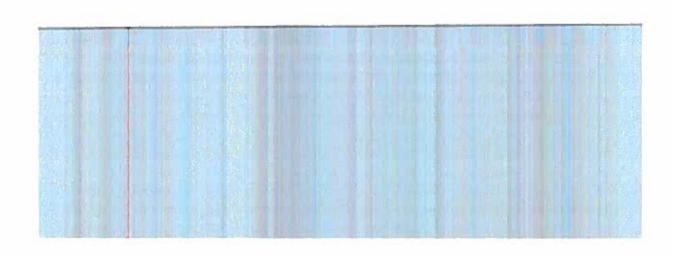
Please describe how the agency provides staff with training opportunities in the following subject areas. Please indicate whether opportunities are available to new staff, existing staff, or both. Please also note whether the opportunities are internal or external, and the frequency.

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

All Caring/Works training courses are available to all staff (new and existing). Caring/Works 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-base 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.leibhs.com)



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

All CanngWorks 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:

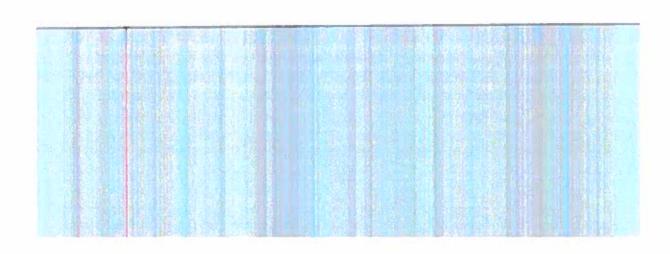
Staff attended Fair Housing Training on June 18, 2024 (Jemma Moses)

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 I ve 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.)

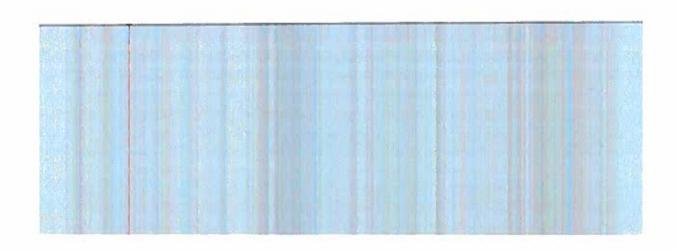
In CaringWorks PSH programs, assigned staff are responsible for providing resources to clients to resolve challenges and provide to support the clients with their person-centerd housing stability plan. If staff are unable to identify a suitable resource, staff will escalate the request to the PSH program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

CI ents 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 grovery assistance rental assistance, clothing, etc.
- · Assisting participants in securing mental health HIV, and/or substance abuse services
- · Referrals for vocational and job training
- Budgeting I-mited credit counseling money management, and other life skills training
- Benefits advocacy, as appropriate.
- · Social, recreational, and other positive activities of daily living."

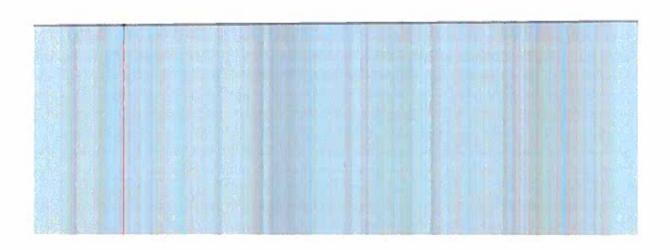
21. Please describe how the project conducts an annual assessment of the service needs of the program participants and adjusts services accordingly. During subsequent monitoring, the reviewer will verify that the process includes assessment of receipt and renewal of mainstream benefits, access to health 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 accruate services are being offered to initigate 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 GA0242L4B082210 (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.

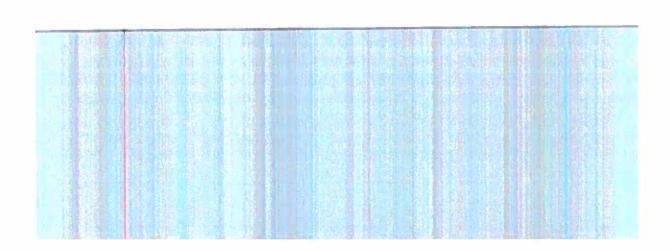
We do not serve families in these COC projects; however, we would like be grateful to receive information on forming these policies as we look to expand our reach with families in need of housing support. Any additional information would be appreciated.

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.

Caring Works Policies and Procedures outline our policies and practices regarding record retention (emailed applicable policies)



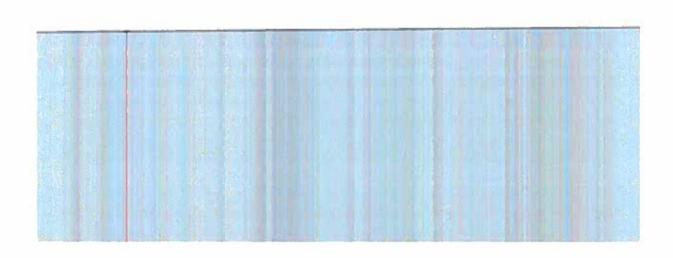
is re	r CoC-funded projects to <u>agcooper@dekalbcountyga.gov</u> . Note: The CoC quired to assess Housing First Implementation of all CoC-funded ects. *
123	Programs/Agencies Housing First Policies and Procedures
	Program Intake Forms
23	Notices to clients (Participant Handbook, Program Rules and Expectations Agreement, etc)
Z	Program Termination Policies
	Sample/template of lease agreements (PSH programs only)
	Other

25. Please select and email evidence of Housing First Implementation for all of

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

DeKalb County

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

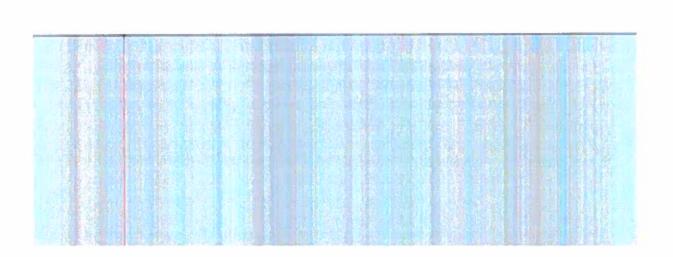
District 1
Robert Patrick

District 2
Michelle Long Spears

District 4
Steve Bradshaw

District 5
Mereda Davis Johnson

District 6
Edward "Ted" Terry

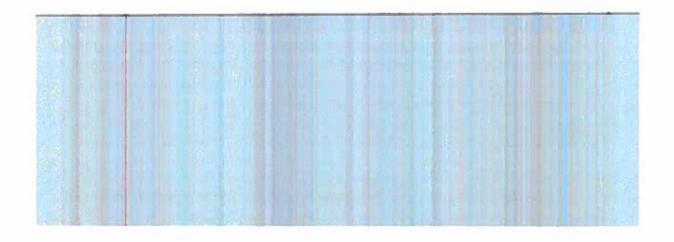


If there are any questions or concerns regarding this virtual desk monitoring, please contact either Melvia Richards at mwrichards@dekalbcountyga.gov or Alma G. Cooper at agcooper@dekalbcountyga.gov.

Sincerely,

elvin Richards Melvia Richards Housing Manager

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





Areas of Review

Chief Executive Officer Michael L. Thurmond

Board of Commissioners

District 1 Robert Patrick

District 2 Michelle Long Spears

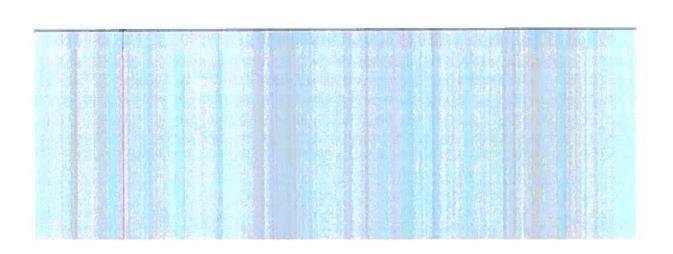
> District 4 Steve Bradshaw

District 5
Mereda Davis Johnson

District 6 Edward "Ted" Terry

- 7. The response is sufficient.
- 8. CaringWorks has confirmed that there are currently 36 active HMIS users.
- 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.
- 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.





1. Does the project minimize barriers to entry?

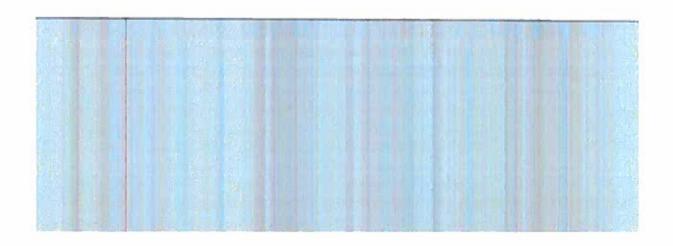
This means that admission to the project is not dependent on prerequisites such as substance abstinence, minimum income levels, health or mental health history, medication adherence, age, criminal justice background, financial history, completion of treatment, participation in services, housing readiness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

- a. Notatall
- 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. Notatall
- b. Somewhat
- c. Always
- d. (Optional notes here)





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. <u>Notatall</u>

b. Somewhat

d. (Optional notes here)

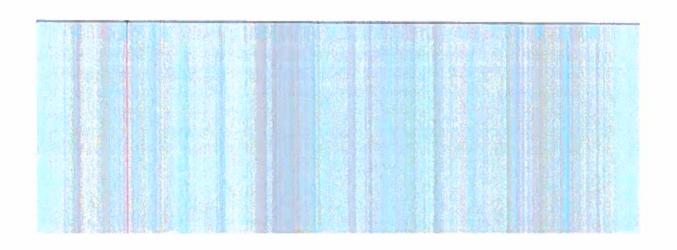
Low Barrier Entry: Our programs are low-barrier to entry in all of the ways mentioned above, except that our property management partner conducts background checks screening for specific felony convictions within the prior 7 years of the housing application. Reason for denial based on the background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





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.

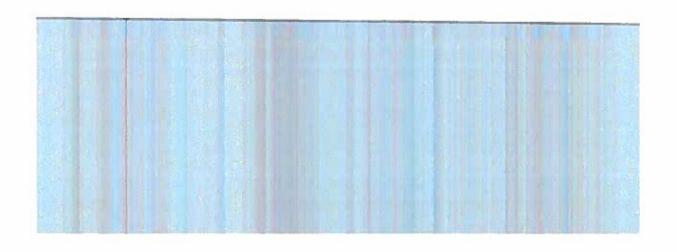
b. Somewhat
c. Always
d. (Optional notes here)

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. Notatall
- b. Somewhat
- C. Always
 - d. (Optional notes here)

Eviction Prevention and Housing Retention are primary goals while steff 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.





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. Notatall
- b. Somewhat
- G. Always
- d. (Optional notes here)

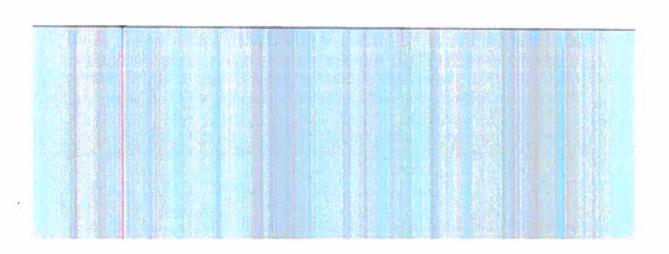
8. Does the project plan, structure, and deliver services in a personcentered manner?

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

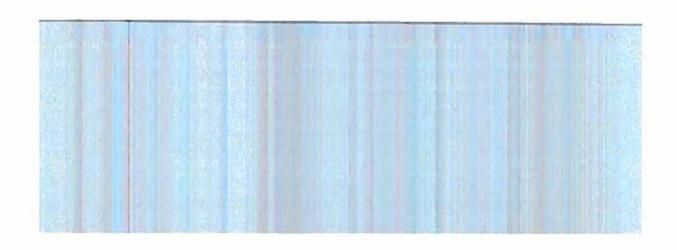
Where possible, services should continue despite a change in housing status. For PSH, services should be permanently available and accessible to clients. For RRH, services should be offered for a minimum of 6 months after rental assistance ends.

- a. Notatali
- b. Somewhat





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 NOF	COC RENEWAL NOFO RATING SCALE 75 POINTS	Answer	Comments	Total
Data Source Within Application	Section A: Applicant Information			
Section: A Question: 3	Clear and concise description of scope of renewal project (Answer Must Yes or No)	Yes		
Section: A Question: 3	Is the description of the Project Type clearly documented (Answer Must Yes or No)	8 %		2
Section: A Question: 3	Is the Target Population and Outcomes to be Achieved clearly documented (Answer Must Yes or No)	, , , , , , , , , , , , , , , , , , ,		
Section: A Question: 3	Are Barriers and Strategies to address them clearly documented (Answer Must Yes or No)	Yes		-
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	
			٩
		Section A: Applicant Information Total:	15
Date Course Within Amelication	Carrien B. Project Information		
App Q1	Subpopulations Served (Max 13 points)		
	CH (Answer Must Yes or No)	Yes	2
	DV (Answer Must Yes or No)	Yes	2
	Substance Abuse (Answer Must Yes or No)	Yes	
	Mentally III (Answer Must Yes or No)	Yes	
	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	-
	Youth (Answer Must Yes or No)	Yes	2
Арр 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) points)	Yes	28 Z

App 07	Project monitors to ensure Housing First compliance	Yes	
			N N
App Q8	Clear and specific description of current engagement of persons with lived experience	3	
Арр Q8	Leadership/Employment	X _S	
App Q8	Feedback	λ.	
App Q8	Challenges and Strategies to address	Yes	
		Section B – Project Information Total:	3
Data Source Within Application	Section C: System Performance and Service Capacity		

Yes	Yes	Yes	Yes	Section C: System Performance and Service Capacity Total: 15	PRE- APPLICATION SUBTOTAL: (SECTIONS A, B AND C Maximum 75 points) 65
Reduce repeat homelessness	Reduction in length of time homeless	Obtain and retain permanent housing	Gain or increase earned or non-employment income	Section C: Sy	

SECTION CA- BUDGET Q4	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?	Λ ^{es}
SECTION CA-BUDGET Q5	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	Y. S.
SECTION CA- BUDGET Q1	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	χ
SECTION CA - BUDGET Q2	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	Yes 1

Recipion/Organization: Status Home Inc. 1995 Project Hame: Jerusatem House The Family Prog MOPYNA/CoCsP5H-568) SAGE Project Hamo: The Family Program

Project ID

Date Range 10/01/22-09/30/2023 Grant Mumber GA002 | L-8002 114 20397

	Quantitative APR Performance Review Do not Complete - To be Completed by the Colleberative Appl	hciant)				
	NOTO APR HIVES Data Score Card: Data Source - SAGE APR CSV	FV5.1			Hotes from APR	
PR DQ	Data Quality (Accuracy, Completeness, Timeliness)	[0-5%	5 points		asia menang	9
ections 1,	% of client data with missing elements and/or entries	6-20%	2 points	5		
and 6	reflecting "don't know or refused"	>20%	O points			
lap Q1	Bed Utilization	90 to 100%	S pains			
(HIC)	Bed/Unit Utilization Rate**	80 to 89%	3 points	0	15,80%	
	From HUDHDX 2	60 to 79%	L point	1 "		
		<60%	O points	112.2		
	Increased Earned Income (Stayers)	>20%	5 paints	17.41		
	Stayers with increased earned income	10-20%	3 points	0	0.00%	
APR Q1941		1-9%	I point	0.3		9
		0%	Opomis	18957		
	Increased Other Income (Stayers)	>20%	5 points	1,711		
	Stayers with increased other income	10-20%	3 points		33,33%	
APR Q19+1		1.9%	1 point	5		
		0%	O points	150.1		
	increased Earned Income (Leavers)	>20%	S points	10.		T .
	Leavers with increased earned income	10 20%	3 paints		33,33%	
APR Q1922		1-9%	I goint	5		
		0%	O points	5.32		
	Increased Other Income (Leavers)	>20%	5 points	00000		
	Reavers with increased other income	10-20%	3 points	151.1	0.00%	
SeeJD 848		1.9%	1 point	0	The state of	
		016	0 points	5.1		
	Hon-Cash Benefits Sources (Leavers)	75 to 100%	5 points	1.00		Sources Q20b
APR GIZOL	% L+ sources of non-cash benefits upon exit	50 to 74%	3 points	1.0		(daveta Q05a (Adett)
		450%	1 point	1399	25,00%	Percentage
	Non-Cash Benefits Sources (Stayers)	75 to 100%	5 points	170.00	1	Sources 070b
APR 020b	% 1 - sources of non-cash benefits upon exit	50 to 74%	3 points	1		Stayers OdSa thduts
		150%	1 point		29.00%	Trade a Constitutional
	Rapid Rehousing Projects Only	7 days or less	5 points			1
	Length of Fine Between Project Start Date and Housing Move in Date	8 - 30 days	3 points	136		
		31 - 60 days	Z points	1 1		
APR 022c		61 90 days	I point	5		
	1	91 - 180 days	O points	1 1		
		100 00 11	, p	1 1		*
	Successful Enits/Stayers	80-100%	5 points	+	10	fictal persons QOS
	Total percentage of persons exiting project to positive (permanent)	60-79%	3 points		11	Number of Stayers QUS
QΣ3ε	houseld destricted	59-60%	Zeonti	5	0.00	Percentage of stayers
La se	and has \$ certain area.	50 59%	1 point	"		
		< 49 29%	D points		1.00 84.30%	Percentage enned to Successful Q23c Add percentage of inager to the Percentage of Successful en
		TGGI MAIL	D powers	Acres 1	84.35%	And beccevinge or lister to the newcentage of succession
		Meximum	1	27		
Several SVZ	C INDICATED THE ANALYSIS CONTROL	S0 Points		2		
SAGE HRAIS	Coordinated fatry Compliance	80 - 100%	25 po-nts			
/CrentTrack	% of total new project enrollments referred through CE	50 - 79%	35 points	15		
		<50%	7 points	1 " 1		
		Total CE		description		
	Lumber of the second	Maximum 25 Palessa	25 Points	15		
		Madenya		,		

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



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	To
	d. Are you requesting a change in funding level for the 2024 cycle	Yes, due to unused funding No Yes, due to expansion No Note: If applying for an expansion a new project application may also be required
	e. Are you requesting to transition to another project type for the 2024 cycle?	Yes No
	Note: To be eligible to receive a transit have the consent of the DeKalb CoC Co	tion grant, the renewal project applicant must Illaborative Applicant.