

## NSGP Investment Justification

### I. Nonprofit Organization Applicant Information

**Identify the Following:**

Legal Name of the Organization

Islamic Center of Detroit, Inc.

Physical Address of the Facility

(One Investment Justification per facility; include city, state, and zip code)

14350 Tireman Avenue  
Detroit, MI 48228

County

Wayne

Year the Original Facility was Constructed

1951

Organization Type (Short description of organization's ideology, beliefs and mission)

(400 character max- not including spaces)

Mission: The Islamic Center of Detroit (ICD) exists to serve the most vulnerable people within Metropolitan Detroit through the Muslim faith, Islamic principles, and a fundamental belief in assisting others.

Vision: The primary vision of the Islamic Center of Detroit is to offer programming not only to its Muslim constituency, but also the underserved population located in the surrounding Brooks, Fiskhorn, Warrendale, and Cody Rouge neighborhoods as well.

Membership and community served

The Islamic Center of Detroit (ICD) was officially opened to the public in January 2000 to serve the Brooks, Fiskhorn, Warrendale, and Cody Rouge neighborhoods of Detroit, MI. Last year, ICD served over 20,000 community constituents, including mosque members, refugees, low or no income neighbors, and others; with all genders, ethnicities, ages, religions, and sexual orientations represented.

501(c)(3) Tax-exempt designation

Yes

Dun and Bradstreet Number

Applications can only be submitted with a **current** and **valid** DUNS number; pending DUNS numbers will **not** be accepted.

607782422

Urban Area Security Initiative - designated Urban Area (if applicable)

Detroit Area

NSGP Federal Funding Request

\$100,000

NSGP Total Project Cost

\$100,000

Any Current Contract with DHS (yes/no)

No

This does not include any DHS or NSGP grant funds previously awarded to the nonprofit organization.

If Yes, please describe:

N/A.

Investment Phase - New or Ongoing

New

## NSGP Investment Justification

### II. Background (2 possible points out of 40)

Describe the nonprofit organization including: (500 character max per text box - not including spaces)

**Describe the symbolic value of the site as a highly recognized national or historic institution or significant institution within the community that renders the site as a possible target of terrorism**

The Islamic Center of Detroit (ICD) was officially opened to the public in January 2000 to serve Metropolitan Detroit, with a specific concentration on the Brooks, Fiskhorn, Warrendale, and Cody Rouge neighborhoods. Since then, the ICD has been expanding, by working on new projects that will benefit both Muslims and non-Muslims in the Detroit metro area and surrounding communities. Some of these efforts include: a full-time school, Saturday school, Sunday school, after-school program, and Quran program; as well as, youth empowerment tools and training, community services such as neighborhood clean ups, clothing drives, a monthly food pantry, and recreational activities such as a girls' basketball and volleyball league, a boys' basketball, soccer leagues, and summer camps. The ICD is recognized for its partnerships with state and local officials and law enforcement, as well as the International Institute of Metro Detroit, Muslim Legal Fund of America, Life for Relief and Development, and Mercy USA. Additionally, in order to better explain the message of Islam, the ICD prepares literature packages, holds classes for individuals interested in learning about the Islamic religion, and takes part in interfaith dialogues in order to promote understanding between diverse community members. Due to the recent terror attacks, both in the US and around the world, it is imperative that we protect our mosque against the threat of hate crimes and terrorism by installing additional security measures. In fact, the Michigan chapter of the Council on American-Islamic Relations (CAIR-MI), a chapter of the nation's largest Muslim civil rights organization, recently announced that it has recorded a sharp increase in the amount of civil rights complaints it has received in the first quarter of 2019 compared to the first quarter of 2018. Additionally, the ICD is located in one of the highest crime rate cities in the US, Detroit, MI, and is located in one of the lowest income zip code of Wayne County, MI (48228), both of which require additional measures to prevent theft of automobiles, mosque property, or personal intimidation.

**Describe any previous or existing role in responding to or recovering from terrorist attacks**

Regularly the ICD receives threats and intimidation through communication to the mosque in the form of phone calls, emails, and written letters. All threats are shared with the Detroit Police Department, who then shares them with local offices of the FBI, DHS, etc. ICD also shares threats with civil rights organizations such as the ACLU, CAIR, ADC, etc. Additionally, in response to these threats, we prepare staff and volunteers with several different types of training throughout the year. Some of these trainings include: active shooter training, first aid and CPR training, trauma and first aid training, emotional first aid workshops, and access to self defense training.

## NSGP Investment Justification

### III. Risk (12 possible points out of 40)

DHS defines risk as the product of three principal variables: *Threat, Vulnerability, and Consequences*. In the space below, describe specific findings from **previously conducted risk assessments**, including A) Threats, B) Vulnerabilities, and C) Potential Consequences of an attack.

**A) Threat:** In considering threat, the applicant should discuss the identification and substantiation of specific threats or attacks against the nonprofit organization or closely related organization by a terrorist organization, network, or cell. The applicant should also discuss findings from a risk assessment, police findings, and/or insurance claims specific to the location being applied for including dates and specific threats.

According to WDIV ClickOnDetroit, "The FBI confirmed the number of terror threats in the United States has exploded. Not a week goes by in which the members of the Joint Terrorism Task Force aren't looking into a new case involving a person in the U.S. becoming radicalized." (2018) Globally, it seems this is also true. In fact, "The U.S. State Department released the Country Reports on Terrorism...finding that nearly 33,000 people were killed and 34,700 injured in almost 13,500 terrorist attacks around the world in 2014. That is a 35 percent increase in terrorist attacks and an 81 percent increase in total fatalities since 2013." (2014) This statistic has either held steady or increased in most countries around the world. The recent terror attacks in New Zealand and Sri Lanka show us that despite the specific religion of the people within that country, no one is safe from terrorist threats. As Detroit, MI is the second largest population of Muslims outside of the Middle East, it is imperative to protect the lives of the Muslims who live in our community, and serve the most vulnerable population of Detroit's citizens. Recently, per a meeting between ICD management, the Detroit Police Department, and the Dearborn Police Department, it was shared that ICD is one of the primary targets for terrorist attacks in Metropolitan Detroit because of location, size of active membership, and the large number of activities that are open to the general community that take place on ICD property. Specifically, one of the Tawheed Islamic Center board members was targeted by two individuals who shot several rounds from machine guns into the board member's house. He survived the attack, but the bullets severely damaged his home, and could have killed his wife and children who were at the house at the time of the incident. According to WDIV ClickOnDetroit, "About 25 gun-shots were fired directly at the house causing several damages at multiple locations of the house." (2019) This attack shows that none of the Islamic centers in Metro Detroit are ever considered safe from terrorist attack, especially in the City of Detroit.

**B) Vulnerabilities:** In considering vulnerabilities, the applicant should discuss the organization's susceptibility to destruction, incapacitation, or exploitation by a terrorist attack.

Some of the vulnerabilities include: 1.) Physical Layout of Building and Surrounding Perimeter-Not all entrances are monitored; and, Not all persons entering and exiting the building go through a security check point. 2.) Lighting-Insufficient lighting to allow guards, employees, or others to see places of possible concealment/access; and, Access points are obscured by low light. 3.) Alarms (fire, intrusion, tamper, motion)-Not all doors, windows, gates, turnstiles are monitored for egress and ingress; The means of ingress are NOT able to be audited to identify who accessed those areas; and, In event of a forced entry the alarm system notifies ADT. 4.) Physical Barriers-Fences are tall enough to reduce unauthorized access to the property, but gates are stuck open and the fence is not checked regularly by staff for holes, damage, or access points; Bollards are in place to prevent damage to only the main entrance by vehicles, but not the school entrance; and, Gates are NOT secure and operating properly. 5.) Access Points (doors, gates, turnstiles, windows, docks, elevators, and stairwells)-The gates are not in good working order, and do not operate properly and close on their own; and, The glass doors are not laminated with security film to prevent forced entry. 6.) Guards-Property only occasionally utilizes guard staff; Rarely do guards make rounds on property to check points of access; Guards do not complete check sheets while on duty to verify they checked as directed; and Guards need to vary patrol patterns to reduce chance of routines being exploited. 7.) CCTV-Perimeter of the building and property are NOT adequately covered by cameras; Cameras are not able to switch automatically from daytime to nighttime/low light; Building entrances and exits are NOT monitored by cameras; and Cameras are only reviewed after an incident and are NOT monitored 24 hours a day. 8.) Access Methods (locks, proximity cards/swipe cards, code or cipher locks, and other credentialing methods)-Locks and locking equipment are NOT in good repair and operating properly; and Past employees may still have keys/access to building.

**C) Potential Consequences:** In considering potential consequences, the applicant should discuss potential negative effects on the organization's asset, system, and/or network if damaged, destroyed, or disrupted by a terrorist attack.

Considering that the ICD serves over 20,000 people per year, and offers a full-time school to over 400 school children each day, the potential negative effect on the organization is huge. The loss of life during a catastrophic event would be astronomical. Specifically, ICD is one of the most active centers for youth education, leadership, and empowerment programming in the state. ICD also offers mental health and wellness programming for those in need in the surrounding neighborhoods, in addition to social and economic assistance on a regular basis for anyone that shows need. Additionally, ICD feeds thousands of people within the neighborhood on a monthly basis (120 families through the food pantry alone, 13,000 meals per month for students in the afterschool, weekend, and summer programs, as well as 25,000 meals served during Ramadan), and many of those families depend on the school, afterschool, and weekend programs in order to go to work. Thus, a disruption in organizational activity would have a negative effect on the community as a whole.

## NSGP Investment Justification

### IV. Target Hardening (14 possible points out of 40)

In this section, describe each proposed activity or investment and the identified threat or vulnerability that it addresses as well as the associated cost with each activity or investment. Allowable costs are focused on target hardening activities as well as planning related costs, exercise related costs, contracted security personnel, and security-related training courses and programs limited to the protection of critical infrastructure key resources, including physical and cyber security, target hardening, and terrorism awareness/employee preparedness. Funding can also be used for the acquisition and installation of security equipment on real property (including buildings and improvements) owned or leased by the (2,200 character max - not including spaces)

Proposed activities include:

FENCING-1.) Fencing needs repair or replacement in unprotected areas; 2.) Fence gate entrance/exits need to be replaced/repared, and chains or locking mechanisms need to be purchased for each gate; 3.) Fencing should be added where missing (at least half or more of the property and parking lot have no fence protection).  
SIGNAGE-1.) Traffic Signage needs to be added to entrances and exits, as well as visible signs on doors or walls instructing visitors, deliveries, drivers, staff, etc. to proceed to appropriate lobby, security control, and delivery areas; 2.) Security signage indicating CCTV use or security alarm needs to be installed; 3.) Parking signage, indicating on how unauthorized or overnight vehicles are to be managed.  
SECURITY CAMERAS-1.) Outdoor CCTV needs to be installed, with all areas of focus need to be covered including gate entrances and exits, the entire parking lot, all building entrances and exits, sidewalks and pedestrian walkways, and the back dock area; 2.) License plate cameras needed to record and monitor the license plates of all vehicles; 3.) Indoor CCTV cameras need to be installed and focus on all exits and entrances, main hallways, key areas of focus, office and administration areas, waiting areas, etc.  
OUTDOOR LIGHTING-1.) Building perimeter lights need to be fixed or replaced and more lights added to dark areas; 2.) Parking lot light wattage needs to be increased or replaced, and more lights added to cover dark areas.  
ALARM SYSTEM-1.) Doors and window sensors need to be added; 2.) Motion detectors need to be installed; 3.) Panic buttons need to be placed strategically throughout the building, with mobile ones given to authorized personnel.  
PERIMETER DOORS/WINDOWS-1.) Front door glass needs to be replaced with bulletproof glass and/or automatic electronic gate to close upon emergencies; 2.) Installation of an electronic door system that monitors all doors and open status; 3.) All entrances need to install doorbells, 2 way communication, and electronic locks to buzz visitors in; 4.) Ram barriers need to be placed at school entrance to prevent intrusion.  
IT-1.) Risk assessments needed monthly or quarterly and annual reviews to assess risks and changing environment to the organization's IT infrastructure.

In this section, list all target hardening equipment being proposed. Include the Authorized Equipment List (AEL) number and description, the vulnerability the equipment addresses, and the funding requested.

Allowable equipment is limited to two categories of items on the AEL:

- AEL Section 14 - Physical Security Enhancement Equipment
- AEL Section 15 - Inspection and Screening Systems

The equipment categories are listed on the web based AEL on the FEMA website, <https://www.fema.gov/authorized-equipment-list>.

AEL Number	Description of Item to be Purchased	Vulnerability to be Addressed	Funding Requested
Ex. 14SW-01-ALRM	Systems/Sensors, Alarm	Vulnerable entry	\$7,000
1. <input type="text"/>	<input type="text" value="Perimeter fencing"/>	<input type="text" value="whole property, with newly acquired land and holes/gaps"/>	<input type="text" value="\$24,000"/>
2. <input type="text"/>	<input type="text" value="Gates need motors replaced and locking mechanisms added"/>	<input type="text" value="entrances and exits"/>	<input type="text" value="\$8,000"/>
3. <input type="text"/>	<input type="text" value="Perimeter door and window locks"/>	<input type="text" value="secure the building against intruders on all windows and doors"/>	<input type="text" value="\$4,500"/>
4. <input type="text"/>	<input type="text" value="Security cameras"/>	<input type="text" value="cameras to capture security threats with videotaping"/>	<input type="text" value="\$48,000"/>
5. <input type="text"/>	<input type="text" value="Outdoor lighting"/>	<input type="text" value="increase lighting for dim/dark spots throughout the property"/>	<input type="text" value="\$3,000"/>
6. <input type="text"/>	<input type="text" value="Alarm system"/>	<input type="text" value="install alarms for intruders with panic buttons throughout"/>	<input type="text" value="\$1,600"/>
7. <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
8. <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
9. <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
10. <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>



## NSGP Investment Justification

### V. Milestones (4 possible points out of 40)

Provide description and associated key activities that lead to the milestone event over the NSGP period of performance. Start dates should reflect the start of the associated key activities and end dates should reflect when the milestone event will occur. Milestones should reflect considerations to Environmental Planning and Historic Preservation reviews when applicable. (10 milestones maximum)

	Milestone	State Date	Completion Date
1.	Sign and return NSGP grant agreement documentation and attend NSGP rollout meeting	11/1/2019	11/30/2019
2.	Register online with the State of Michigan to receive electronic payments	12/1/2019	12/31/2019
3.	Complete and submit the Alignment and Allowability Form (AAF)	1/1/2020	1/31/2020
4.	Complete and submit the Environmental and Historic Preservation (EHP) documentation	4/1/2020	4/30/2020
5.	Contact vendors for updated price quotes	7/1/2020	8/31/2020
6.	Purchase target hardening equipment	9/1/2020	10/31/2020
7.	Install target hardening equipment	11/1/2020	12/31/2020
8.	Participate in the NSGP webinar series	12/1/2020	12/31/2020
9.	Complete and submit the Biannual Strategic Implementation Form (BSIR)	1/1/2020	7/1/2021
10.	Submit reimbursement documentation to the MSP/EMHSD	3/1/2021	3/30/2021

### VI. Project Management (3 possible points out of 40)

#### Who will manage the project:

Include the name, phone number, and/or email address, and experience of the project manager(s)

Mr. Sufian Nabhan, Executive Director, 313-584-4143, director@icdonline.org. Mr. Nabhan has over 2 years of experience as Executive Director of the Islamic Center of Detroit. Additionally, Sufian has over 25 years of executive leadership experience in myriad organizations including non-profits, marketing firms, investment firms, and communication providers.

#### Describe the project management, including:

- Description of any challenges to the effective implementation of this project
- Coordination of the project with State and local homeland security partners

(2,200 character max - not including spaces)

As with most projects, the biggest challenge to the effective implementation of this project is funding. Without proper funding, ICD will not be able to properly secure the mosque and surrounding property, thus leaving the mosque and its programming vulnerable to attack, theft, hate crimes, and exploitation. ICD works closely with several partners including: State and local officials and law enforcement; Oaktree Institute; Productive Muslims; AMLC-American Midwest Leadership Council; Wayne State University; University of Michigan (Ann Arbor and Dearborn); Detroit Public Schools System; Michigan Works!; Detroit Employment Solutions Corporation; Michigan Nonprofit Association; Michigan Department of Education; IIMD-International Institute of Metropolitan Detroit; Henry Ford Community College; United Mission Relief; Muslim Legal Fund of America; Life for Relief and Development; Mercy USA; MUHSEN; Center for the Blind; and American Red Cross.

## NSGP Investment Justification

### VII. Impact (5 possible points out of 40)

What measurable outputs and outcomes will indicate that this Investment is successful at the end of the period of performance?

(2,200 character max - not including spaces)

Increased security of the mosque and surrounding facilities in general will indicate that the investment is successful. More specifically, the decrease in verifiable threat, and other criminal activity and actions against the mosque, or on ICD property, will show success. Additionally, an increase in attendance to community based events and continued partnership development will show success. The specific security additions being requested in this grant are based on recommendations from the Detroit Police Department, as well as the needs assessment that was completed in April of 2019. The addition of these security measures alone will show as successful investment in ICD and the surrounding neighborhoods.

Which specific National Preparedness Goal (the Goal) core capabilities does this investment work to achieve? Explain how this Investment supports the building or sustaining of these Goal core capabilities. For more information on the Goal see: <http://www.fema.gov/national-preparedness-goal>.

The Core Capabilities that our program aligns with include:

- 1.) Operation Coordination-to create a more "unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of core capabilities," through additional needs assessments, and increased security at the mosque and all ICD affiliated properties, as well as the development and implementation of new policies and procedures for staff and mosque members.
- 2.) Screening, Search, and Detection-to "Identify, discover, or locate threats and/or hazards through active and passive surveillance and search procedures," through an updated surveillance system, including recording, zoom, and sharing capabilities.
- 3.) Access Control and Identity Verification-to "Apply and support necessary physical, technological, and cyber measures to control admittance to critical locations and systems," through new surveillance capabilities, onsite security guards, and increased security at all entrances and exits.
- 4.) Cybersecurity-to "Protect (and if needed, restore) electronic communications systems, information, and services from damage, unauthorized use, and exploitation," through monthly or quarterly risk assessments and annual reviews.
- 5.) Physical Protective Measures-to "Implement and maintain risk-informed countermeasures, and policies protecting people, borders, structures, materials, products, and systems associated with key operational activities and critical infrastructure sectors," through new fencing, electronic gates, and locking mechanisms.
- 6.) Risk Management for Protection Programs and Activities-to "Identify, assess, and prioritize risks to inform Protection activities, countermeasures, and investments," through training for staff, board members, and other community constituents.
- 7.) Community Resilience-to "Enable the recognition, understanding, communication of, and planning for risk and empower individuals and communities to make informed risk management decisions necessary to adapt to, withstand, and quickly recover from future incidents," through training for staff, board members, and other community constituents.

### Funding History

If the nonprofit organization has received NSGP funding in the past, provide the funding source, funding amount, funding year, and the investment type. If the nonprofit organization has not received NSGP funding in the past, select no and skip to the next section.

NSGP Funding in the Past (yes/no)

No

Year(s) NSGP Funding Received

Funding Amount

Investment Type

#### Additional Information

### Applicant Contact Information

☒

I certify that I am an employee of the aforementioned nonprofit organization or have been hired by the nonprofit organization to apply on their behalf for the NSGP.

Name and e-mail address or phone number

Mr. Sufian Nabhan, Executive Director, [director@icdonline.org](mailto:director@icdonline.org), 313-584-4143.

**A) Cover Page, Page 2, Table of Contents**

**B) Table of Contents**

<b>C) Response to Part III</b>	<b>2</b>
1. Required Activities	2
2. Description of Organizational Capability	33
3. Records Documentation and Maintenance	47
4. Coordination	47
5. Line Item Budget and Budget Narrative	48
<b>D) Statement of Work/Response to RFP</b>	<b>48</b>

**Specifications**

## C) RESPONSE TO PART III

### 1. Required Activities

#### a) Recruitment and Selection of Participants

*Indicate how the availability of proposed services and activities will be advertised.*

The Goodwill Senior Community Service Employment Program (SCSEP) recruitment plan has two objectives: 1) To achieve and exceed the service level required to provide the SCSEP community service training and employment services for the maximum number of eligible participants, and; 2) To use communication and outreach approaches (including outreach through SC Works Center locations in the five service regions), disseminate information in person through 41 Goodwill Job Connection and Job Link Center locations, and provide targeted outreach to underserved communities. These locations provide free employment services to the unemployed or underemployed, offering these individuals the tools that lead toward financial self-sufficiency and serving well over 98,000 individuals each year. The individualized service at these locations will allow for effective and targeted SCSEP referrals.

Specifically, the Goodwill SCSEP Service Level goal is to exceed the suggested 20% over-enrollment in excess of 138 participants per program year. This number is calculated based on the 115 authorized positions located in Goodwill's SCSEP proposed services area(s) of:

Region 1	Appalachia	35 slots
Region 4	Central Midlands	25 slots
Region 6	Santee Lynches	12 slots
Region 7	Pee Dee	23 slots
Region 8	Waccamaw	20 slots

Goodwill SCSEP's outreach efforts ensures that the SCSEP message will reach the target audience. Goodwill SCSEP brochures are an example of outreach publications that are printed in English and in Spanish, and directed toward both participants and potential new Host Agencies. We have established partnerships with organizations that are known and respected in the Hispanic community within the Upstate. These partnerships provide the opportunity to build more targeted outreach to the historically underserved Hispanic population.

Unique to Goodwill SCSEP is the ability to reach the public from within its retail stores. Our marketing efforts will:

1. Place SCSEP recruitment posters in retail stores in all proposed service regions.
2. Prominently display recruitment materials in the Job Connection, Job Link Centers and SC Works Centers locations in all 5 regions of the State.
3. Negotiate referral arrangements with partner agencies such as United Ministries, Cooperative Ministries, Lexington Interfaith Community Services, SHARE, AARP, the Department of Social Services (SCDSS), the Department of Workforce and Employment (DEW), local Workforce Investment Boards, United Way, Alston Wilkes, Mental Health providers, the

- Veterans Administration, Adult Education and Basic Literacy Providers, local food banks, and area agencies on aging including other organizations that serve individuals age 55 and over.
4. Continue to work with existing and potential host agency community and public agencies to educate them about SCSEP, its recruitment priorities, and encourage assistance with outreach, recruitment, and training opportunities.
  5. Issue press releases and provide articles for local media, including community newsletters and newspapers.
  6. Educate partner organizations' staff about SCSEP opportunities, provide them with Goodwill SCSEP literature, and obtain opportunities to speak and hold informational sessions at their locations.
  7. Publicize the SCSEP program in agency newsletters and extend the distribution of those newsletters to identified zip codes in the five regions.
  8. Advertise *National Employ Older Workers Week*.
  9. Publicize SCSEP on Goodwill Website.

***Please see Attachment #1 – SCSEP Participant Brochures in English and Spanish***

*Describe how enrollment vacancies will be kept to a minimum.*

Planned recruitment and selection activities are fundamental components of a successful SCSEP program. These efforts will ensure that outreach is targeted to populations who fit the most in need characteristics prioritized by SCSEP and who want to work. Currently, Goodwill plans and budgets for the eligibility of more participants than are expected to enroll in each training program by maintaining waiting lists. Goodwill is experienced in having to expediently fill vacancies that arise due to external and life circumstances of participants. Currently, Goodwill's SCSEP program functions with a waiting list. The waiting list for the SCSEP program consists of individuals who have been pre-screened and are likely to be eligible. They are prioritized based on date of inquiry and the number of barriers/priority of service they possess. Goodwill SCSEP will continually work to maintain the total enrollment goal for the number of authorized positions. These waiting lists are regularly maintained, and kept in binders in secured storage.

The Goodwill SCSEP Program Coordinators will maintain regular contact with the partner organizations referenced above in order to secure referrals and continuously market the program.

The Goodwill SCSEP Program Manager maintains a listing of host agencies that have current openings. By maintaining waiting lists of both potential participants and host agencies, Goodwill SCSEP staff will ensure that individuals can more readily be matched with host agencies, resulting in meeting and exceeding required enrollment levels.

The Goodwill SCSEP will also minimize enrollment vacancies through participant retention efforts such as: 1. Oversight of case management activities; 2. Participant satisfaction measurements; 3. Preparation of participants for host agency assignments; 4. Assessment of training experiences of both participants and host agencies, and; 5. Training site rotation that will allow for continuous learning and meaningful training assignments.

*Identify specific recruitment activities to fill SCSEP position vacancies as they occur.*

Goodwill SCSEP will continue to publicize the program (*utilizing the methods described above*) to the community on an ongoing basis in order to maintain a waiting list, or pool of participants who are ready to take the next available slot in the program. Goodwill SCSEP will: a.) distribute and post SCSEP materials at Goodwill stores, agencies and organizations; b.) educate appropriate staff in Goodwill Job Connections and Job Links Centers, SC Works Centers, WIOA Boards, and identified agencies and organizations about SCSEP services and how to refer, and; c.) offer presentations to groups that work with the elderly. These are locations where thousands of people visit each month seeking employment. Additionally, these are individuals who want to work. Those 55 and over will be referred specifically to the Goodwill SCSEP.

The first step will be to effectively publicize the Goodwill SCSEP program in order to reach those with the highest priority of service and the ability to benefit from the program. We will fill vacancies by working with our community-based providers that interface with the prioritized groups, such as those for whom English is a second language or who have Veteran status. The printed and spoken information about the Goodwill SCSEP program will emphasize its enrollment priorities. Marketing materials have also been printed in Spanish. Our inquiry process will pre-screen potential candidates and identify those that can fill vacancies from the waiting list.

In addition to the basic eligibility criteria, the program will target recruitment of applicants who have priority for service as defined under the Older Americans Act (OAA) Section 518(b)(1)-(2). Priority will be given to individuals who are 65 years of age or older and:

- Have a disability;
- Have limited English proficiency or low literacy skills;
- Reside in a rural area;
- Are veterans or spouses of veterans as defined in 20 CFR 641.520(a)(5);
- Have low employment prospects;
- Have failed to find employment after using services provided through the One-Stop delivery system; or
- Are homeless or are at risk of homelessness (OAA sec. 518(b)(1)-(2)).

Both GIUMSC and GILSC will provide priority of service for veterans and spouses of veterans per the Jobs for Veterans Act (Public Law 107-288).

If there are vacant training assignments at the time of application, eligible participants with priority of service will be enrolled and given community service assignments. If host agency assignments are available, Goodwill SCSEP will enroll participants beyond the proposed service numbers in order to engage the greatest number of applicants and to ensure meeting the proposed outcomes.

These individuals placed on waiting lists will be assigned host agency placements as they become available, with first options going to priority eligible individuals. Goodwill SCSEP will adjust our recruitment efforts (as needed) to ensure that eligible priority individuals are available for training assignment vacancies.

*Describe how outreach and recruitment strategies will address language and other cultural diversity issues, and how priorities and preferences will serve those with the greatest economic need.*

During the pre-screening and assessment process, the Goodwill SCSEP Service Coordinators will be attentive to serving those in greatest need of SCSEP's assistance. The SCSEP waiting list identifies those with limited English proficiency and other priorities of service (see below for further details). A focus on individuals with significant barriers to employment is part of our organizational mission. Goodwill currently, and historically, works with diverse populations – some of whose barriers to employment relate directly to limited English proficiency and disability status. In addition, staff is well-trained in addressing needs specific to these populations as they arise, and are knowledgeable about area resources to further assist individuals from diverse backgrounds with diverse needs. Goodwill Job Connection and Job Link Center locations often provide Spanish language services, publish printed materials in both English and Spanish, and have bi-lingual staff available to assist the numerous individuals with language barriers who seek and receive our job training and other employment services. Goodwill employs many Spanish speaking staff, including one of the current Goodwill SCSEP Service Coordinators.

Program enrollment **priority of service** will be administered in the following order:

- Veterans with at least one other priority of service;
- Veterans with no additional priority of service; and
- Non-veterans with at least one priority.

Program recruitment materials have been made available in both English and Spanish in order to directly advertise the program to the ESL population in need of SCSEP services. We have established connections with the Veterans Administration, and frequently receive referrals from Veterans Center representatives.

## **b) Intake and Eligibility Determination**

*Indicate steps that will be taken to determine persons eligible for program activities/services, eligibility criteria for Title V participants, and the type of documentation that will be requested to support eligibility criteria.*

Eligibility standards for the SCSEP include: age (55 and older), income (125% of poverty level, including family size), unemployment, and residence in a county being served by the Goodwill SCSEP project. Eligibility is determined at the time the individual applies to participate in the program. Goodwill SCSEP will adhere to the requirements in the Training and Employment Guidance Letter (TEGL) No. 12-06. *Revised Income Inclusions and Exclusions and Procedures for Determining Senior Community Service Employment Program (SCSEP) Eligibility*. This TEGL provides instructions on income exclusions and inclusions and updates the TEGL 13-04 which has been rescinded effective January 1, 2007.

Goodwill SCSEP will conduct clear eligibility determinations of SCSEP participants and will document eligibility in case files as well as in SPARQ. Goodwill SCSEP staff will ensure, through careful review and supervision, that SCSEP applications are complete and accurate,

including the required data validation elements. Below, are Goodwill SCSEP policies to ensure that quality service is in compliance with the OAA Amendments and the SCSEP Final Rule.

All individuals who wish to apply to SCSEP will start with a pre-screening application. The pre-screening process will ensure that individuals who are 55 and over, unemployed, are categorized as low income, and meet the priorities of service, will be targeted for SCSEP participation. Goodwill SCSEP will keep a record of ineligible applicants in secured storage. This allows Goodwill SCSEP to be aware of unmet needs in local areas, and also provides documentation for individuals who wish to appeal eligibility decisions. Individuals who are not eligible for SCSEP services will be told about the services that are available at the SC Works Centers and Goodwill Job Connections and/or Job Link Centers.

Goodwill SCSEP staff and the participant fill out the *The Participant Enrollment Form* and *Recertification Form* together. *The Participant Enrollment Form* and *Recertification Form* will be correctly completed, signed, and dated by all required parties, and calculations worked out based on documentation of family size, income, and unemployment attestation. Goodwill SCSEP staff will review and approve each form. Data validation for required elements is built into the Goodwill SCSEP Enrollment Form and Income Worksheet. A statement of family size form also verifies family size.

Both initial enrollment and recertifications are to be addressed in the same manner. All areas of eligibility must be adhered to with the proper supporting documentation, and required Goodwill SCSEP forms must be filled out completely and correctly. Goodwill SCSEP staff will adhere to acceptable validating documentation of the following eligibility categories, as detailed in the *Senior Community Service Employment Program (SCSEP) Data Validation Handbook*, which was issued by the Department of Labor's Division of Older Worker Programs on January 19, 2010.

***Please see Attachment #3 – Participant Intake and Eligibility Packet***

Program eligibility is based on the following:

Age	55 years or older at the time of enrollment;
Income	Within 125% of the Federal Poverty Guidelines;
Residency	Must reside in the state and county being served; and
Unemployment	Cannot be employed at the time of application or during the time of training with SCSEP.

The Final Rule §641.535 (15) (c) states that SCSEP funds cannot be used on individuals who only need job search or job referral services. If the individual is job ready, he or she would be referred to an SC Works Center, Goodwill Job Connection<sup>SM</sup> center, or Goodwill Job Link Centers for employment services.

- **Age**

To be eligible for enrollment as a Goodwill SCSEP participant, the individual must be 55 years of age, or older, at the time eligibility is determined. There is no upper age limit imposed.



Formal documentation is required to establish date of birth for applicants, including, but not limited to:

- Birth certificate;
- DD-214;
- Marriage license or divorce decree;
- Baptismal record;
- Driver's license;
- Hospital record of birth;
- Public assistance/social service records;
- School records or ID card;
- Tribal records;
- Federal, state or local identification card; and/or
- Passport.

Copies of these documents are kept in the participant's confidential file, which is stored securely.

- **Income (including family size)**

Income eligibility is based on the individual's family size and income received during the preceding 12-month period, or by counting the annualized income for the 6-month period ending on the date of SCSEP application (as per TEGL 12-06), whichever calculation is most beneficial to the participant seeking program participation. The individual must not have an income that exceeds 125 percent of the income limits for economically disadvantaged persons, established annually by the U.S. Department of Health and Human Services. The actual levels are released in a TEGL, usually in the first quarter of each fiscal year. Goodwill SCSEP will review the TEGL as soon as it is released.

Income validation will require both: 1) official documents and business records to establish includable income; and 2) attestation establishing that no other includable income exists. Government records or other official records that establish the amount of income for the six-month or 12-month period prior to enrollment are acceptable, including, but not limited to:

- Pay stubs;
- Social Security award letters;
- Earning statements from employers;
- Pension statements; and/or
- Bank statements showing interest.

For claims of **zero** income, detailed case notes may be used as validating documentation. Case notes based on information from a knowledgeable third-party are acceptable to: 1) explain how the participant self-supported if zero income is claimed, or 2) to document that no other includable income exists. These case notes must: 1) confirm zero income, and that no other family income exists; 2) explain how the participant is self-supported; and 3) detail how the confirmation was made. Additionally, a participant signed self-attestation or signed third-party attestation (that explains how the participant is self-supported) is also an acceptable form of documentation – again, only in claims of zero income.

The income of all appropriate family members must be included in the computation to determine eligibility in this category.

Determining Number in Family – The definition of *family* conforms to the WIOA definition of family, unless the applicant is claimed as a dependent on the Federal Income Tax Return of another family member. In the latter case, the U.S. Census Bureau’s Current Population Survey (CPS) definition of family will apply.

Definition of a Family per TEGL 12-06 – The standard designation of family is defined as:

- A husband, wife and dependent children; or
- A parent or guardian and dependent children; or
- A husband and wife.

To establish the number in a participant’s family at the time of application, official government records or other official records are acceptable, including:

- A HUD form;
- A lease; or
- Beneficiary forms (to substantiate a spouse for a family size of two).

Once again, detailed case notes can also validate family size if they include: 1) the number in the family as defined by TEGL 12-06, and 2) the rationale for accepting information from that individual without a signature. Alternatively, a signed attestation can also document family size if it is from a third-party who has knowledge of the participant’s number in family and reflects the living situation at the time of application.

**Note:** Participant signed self-attestation is prohibited in this case.

An applicant with a documented disability may be treated as a family of one, even if the applicant is married and has family with income, as provided at 20 CFR 641.500.

**Note:** Documentation of the disability (such as evidence of SSDI, social service records or referrals, or a doctor’s notice) is required for proof of disability if the applicant is using disability for a determination of a family of one.

### • **Place of Residence**

To be eligible, the individual must reside in the county where the Goodwill SCSEP program operates. “Place of residence” means an individual’s permanent dwelling place. No requirement pertaining to length of residence prior to enrollment can be imposed. Validating documentation may include, but is not limited to:

- Driver’s license or State, Federal or Tribal ID Card;
- Home utility bill or other billing statement providing documentation of residence or mailing address;
- Document from a public or private institution (independent living housing, CBRF, or AL) or housing authority;
- Official government mail dated within the last 30 days;
- Bank statement;
- Social Security statement;
- Rental agreement;

- Homeowners or rental insurance policy or statement; or
- Voter registration card.

Homeless people can qualify for the program; however, they must identify a street corner, vacant lot, or other place as their residence. A letter from the homeless shelter he or she frequents will suffice as proof of residency. The letter must be on letterhead and signed by an official of the shelter. Self-attestation of homelessness is also acceptable.

United States citizenship is not a requirement for eligibility; however, the Immigration and Naturalization Service requires an Employment Eligibility Verification (Form I-9) for each person hired after November 6, 1986. This applies both to persons who are citizens of the United States and to persons who are not citizens of the United States. Each participant should have a completed *Employment Eligibility Verification* (Form I-9) on file. The original I-9 form will be a requirement for placing individuals with host agencies and will be kept on file at the Goodwill SCSEP office.

- **Unemployment**

The Goodwill SCSEP goal is to provide training to individuals with barriers for employment with an initial goal of gainful, unsubsidized employment. **An individual applying for Goodwill SCSEP must be unemployed and must remain unemployed while enrolled in Goodwill SCSEP.** “Unemployed” is defined as an individual who is without a job and is available for work, including individuals who may have occasional employment that does not result in a constant source of income. The no-employment rule does not apply to casual, non-recurring labor. Also, work which is compensated in-kind (such as a reduction in rent for doing maintenance work) does not constitute employment. “Employment” is defined as receiving steady income for services provided. An example is as follows: An individual applies for Goodwill SCSEP and cares for his or her grandchildren for the working daughter. This is considered steady income where the applicant is employed, and, thus, not eligible for SCSEP. A participant who has commenced, or is about to commence, unsubsidized employment must be exited for unsubsidized employment.

Validation of unemployment status at the time of enrollment can be accomplished by government records or other official records, including, but not limited to:

- Record indicating firm date of separation from military service;
- Unemployment insurance documents; or
- Notice of termination from an employer.

Self-attestation indicating no employment at the time of application is acceptable.

*Identify priorities for selecting eligible applicants to fill vacant positions.*

As previously indicated, during the initial assessment process, the Goodwill SCSEP Program Manager will prioritize service to those in greatest need through the use of the waiting list that is sorted by inquiry date and number of barriers. We will also review applications to identify those most in need of service and with the greatest ability to benefit. Individuals who have expressed an interest in participating in Goodwill SCSEP will be assigned a ranking according to their

priority category. As vacancies open, the individuals with the highest priority ranking will begin the eligibility certification process.

Goodwill SCSEP targets program enrollment efforts for: minority individuals, individuals age 65 and over who have barriers to employment (such as a disability, limited English proficiency, low literacy skills, rural residents, veterans and spouses of veterans covered by the veterans priority), those who have low employment prospects, those who have failed to find employment through the SC Works Centers/ WIOA system, and those who are homeless or at a risk for homelessness.

Goodwill SCSEP will seek individuals who have a desire for employment and who are ready to take the necessary steps towards this goal.

### **c) Continued Eligibility for Enrollment in the SCSEP**

*Indicate how income will be recertified for each enrollee at least once each program year.*

Goodwill SCSEP participants will be recertified once every 12 months. The recertification process will occur on a rolling basis, on the anniversary month of the participant's enrollment. Newly released federal poverty guidelines will be used to ensure continued eligibility. Participants will provide documentation regarding income, family size, residency, and employment status.

*Include a schedule for recertification of income and indicate what actions will be taken to address participants found to be ineligible.*

Goodwill SCSEP staff currently utilizes the new management reports available in SPARQ that identify the recertification date for each participant. This allows for Program Manager and Coordinators to be proactive in ensuring recertification on time. The participant must be recertified once every 12 months, with no exceptions. The aforementioned income eligibility applies to all recertifications.

Participants found to be ineligible for continued enrollment will be given a written notice of termination immediately, and will be terminated 30 days after the notice date. The written notice will be a customized letter stating the reason for determining the participant is no longer eligible, and will offer referrals to other employment assistance programs and supportive services.

If at any time during enrollment a participant is found ineligible, they are will be provided with information on other community resources, including the SC Works system, Goodwill Job Connection/Job Link Centers, area agencies on aging, and other employment and support services. All ineligible applicants will be fully advised of their right to appeal at the time of initial notification, both in the letter form and verbally (during staff contact with the individual). If Goodwill SCSEP discovers a participant is ineligible for participation after enrollment, then a 30-day notice to terminate them from the program will be initiated. Once the letter is issued, staff will make every attempt to determine and/or verify the participant's eligibility to meet the necessary criteria. Staff will then offer the participant transitional services, referrals to other community resources, or referrals for employment. The host/community service agency is also

advised immediately. If feasible, the host/community service agency is urged to consider hiring the individual.

***Please see Attachment #4 – Participant Recertification Packet***

#### **d) Physical Examinations**

*Describe procedures for offering initial and annual physical examinations to patients.*

During orientation, and again at the time of recertification each year, all participants are offered the opportunity for a physical exam as part of the fringe benefits provided to Goodwill SCSEP participants. Each participant file will contain documentation of the physical offer. The form is used to record the date the exam was offered and the response to accept or decline by the participant. The form is signed and dated by both the participant and the Goodwill SCSEP staff member making the offer. If participants do not have family physicians, Goodwill SCSEP will use doctors and clinics that are Goodwill worker's compensation providers, and who are located in proximity to neighborhoods where many participants live.

***Please see Physical Exam Offer Form and Referral to Physician Form included in Attachment #5 – Participant Orientation Packet***

#### **e) Orientation**

*Describe how a thorough and detailed orientation will be provided to each enrollee and to each host agency.*

- **Participant Orientation**

After enrollment, Goodwill SCSEP Program Manager and/or Service Coordinators will provide a full and complete orientation to the participant prior to starting the first day of community service. Orientations for program participants will communicate: a.) the goals and purpose of SCSEP, b.) the program requirements, c.) roles and responsibilities of participant, SCSEP staff and host agency, and d.) permissible and impermissible activities.

The orientation ensures that participants are fully apprised of the program, and that they fully understand:

- The programs' goals and process,
- Their responsibilities in the program,
- The reasons for termination,
- The grievance procedure, and
- The participant handbook.

All materials will be reviewed, and participants are given the opportunity to ask questions and learn more about Goodwill, SCSEP, and employment opportunities that exist. The Goodwill SCSEP staff cover all information that is provided in the Orientation Checklist. Participants will sign the checklist, indicating that all items have been reviewed and that the contents were clearly explained.

The central message of the orientation is that **Goodwill SCSEP offers training that leads to employment, individualized planning and support, resources, and job search assistance.** Orientation agendas will be designed to be motivational, supportive, and encouraging sessions led by Goodwill SCSEP staff. Staff will encourage participants to believe in themselves and their employment potential, and to seek out the support available to them.

Information provided at orientation to the Goodwill SCSEP program participant will include:

- Offer of Physical Examination;
- Participant Handbook that provides important information about the SCSEP program, including: participant roles, responsibilities and requirements, and host agency responsibilities;
- Participant rights, privacy protection, workers compensation reporting, harassment policy, safety procedures, a Goodwill sponsored employment verification incentive program, drug-free workplace and theft policy, authorization for medical treatment;
- Explanation of timekeeping and sample timesheet review;
- Reasons for termination from the SCSEP program;
- Personal job search guide to record past work experiences, SCSEP training assignments and skills gained, personal information, education, accomplishments, job goals and transferrable skills; and a
- Notebook to record tasks and duties at their training site, and record processes for different assignments at their host agency.

*Include a sample copy of information that will be addressed during orientation.*

***Please see Attachment #5 – Participant Orientation Packet***

- **Host Agency Orientation**

Host Agency Orientation occurs as new host agencies are recruited and brought into the Goodwill SCSEP Program. At this time the goals of the program are explained as are the specific responsibilities of the host agency, Goodwill SCSEP, and the participants.

A Host Agreement is signed to clearly delineate these roles and responsibilities. Authorized signatures for participant timesheets are obtained, and the supervisor roles and responsibilities are reviewed. The process for documenting in-kind match based on the hours of supervision is explained and documented. A copy of each non-profit's 501(c)(3) tax-exempt determination letter is obtained and kept on file. Additionally, the accident reporting process is reviewed in detail. A site safety inspection is also conducted. Finally, a Host Agency Orientation checklist is reviewed for complete understanding.

***Please see Attachment #6 – Host Agency Packet***

Host agencies are required to complete a community service assignment description for all proposed training positions. They also provide an orientation to all participants on their first day of training. This orientation includes information about the agency that is training and/or providing community service, as well as the safety procedures for that location. This will all occur as part of the host agency recruitment and training process. Host agency partners will also be required to attend an annual SCSEP information meeting hosted by Goodwill SCSEP to learn

the latest updates in SCSEP rules and regulations, and to discuss effective practices for training and supporting SCSEP participants. Additional meetings will be held (as needed) if there are changes in the national or local SCSEP program, or if there are issues or additional training that can be addressed most effectively in group meetings.

All agencies receive a Host Agency Handbook providing background information and resources that can be referred to regarding questions about Goodwill SCSEP. All agencies are given contact information for the Goodwill SCSEP Service Coordinator in their area, the Program Manager, and the Data Specialist. Clear and regular communication is encouraged as best practice.

#### **f) Assessment**

*Describe how the assessment process will be conducted, and what information will be used to plan appropriate employment and training objectives.*

- **The Assessment Process**

After the participant has been certified eligible, a thorough assessment will be done to determine the most suitable host agency assignment for training. The assessment is the foundation for matching them to an appropriate training site. The assessment also aids in identifying realistic career choices that will lead to successful placement outcomes and long-term job retention. The purpose of the assessment is to gather information that will help the Goodwill SCSEP Service Coordinator design an Individual Employment Plan (IEP). The IEP contains the action steps the participant must complete to reach his or her goal of unsubsidized employment.

Goodwill SCSEP staff will utilize quality interviewing and counseling skills in order to conduct an effective assessment. The SCSEP staff/interviewer's skill will determine the quality of information obtained from the participant. The interviewer must establish a trusting and understanding rapport, where the participant will be comfortable in discussing his or her background, work experiences, barriers, and future employment interests.

The assessment form is an interviewing guide, which outlines issues and topics to be covered, and documents the fact that an assessment was conducted. The SCSEP staff/interviewer's familiarity with the assessment form will allow for a conversational, fact-finding discussion, rather than a formal question-and-answer format.

1. Participants complete an initial assessment through an interview with the Goodwill SCSEP Service Coordinator. This is used to identify work history, transferrable skills, interests, work values, employment goals, and barriers to employment. Information obtained from the assessment process is documented on the ***Participant Needs Assessment*** form.
2. Assessment results can be compared with occupational outlook information to determine high growth careers, as well as the skills, aptitude, experience, and educational levels required for various career choices.
3. The full assessment at the time of program eligibility determination is followed, every six months, by a reassessment process that reviews and adjusts (as

necessary), any changes in assets, needs, barriers, and goals, and also identifies the skills they have attained as part of the training process.

4. As individuals participate in training, assessments are adjusted to reflect added skills and experience.
5. Additional supportive service needs are identified during these reassessments, with appropriate referrals or Goodwill SCSEP provided services identified at that time.

The assessment process can be put into context by examining it in stages. The outline below focuses on different stages in the assessment and IEP process.

1. Consider the Participant's:

- Interests, Aptitudes and Preferences;
- History, including all aspects such as work, practical life experiences (homemaking, parenting, etc.), military service, education, personal background, prior training;
- Skills (including transferrable skills);
- Personal and professional goals;
- Physical capabilities;
- Need for supportive services;
- Potential for performing community service assignments;
- Potential for transition to unsubsidized employment;
- Both occupational and employability skill training needs; and
- Reason for applying to, and expectations of, the program.

2. Update the IEP and Conduct a 6-Month Review:

- Evaluate progress;
- Follow- up on support service needs;
- Discuss changes in participant goals;
- Determine potential for host agency rotation;
- Review employment and training objectives;
- Identify skills gained through SCSEP training- personal and professional growth;
- Ensure that all skill needs are being addressed; and
- Focus on job seeking skill development and implementation.

*Describe the role of the enrollee in the assessment process.*

The Goodwill SCSEP program uses a participatory assessment process. Enrollee's involvement begins with their level of participation, commitment, and engagement with the Goodwill SCSEP Service Coordinator during the assessment process (including how forthcoming and motivated they are in identifying personal and professional goals and impediments). Ultimately, the participant is the best source of information about the kind of assistance they need to succeed. Specifically, it must be individuals who want to work.

The assessment process is discussed and reviewed with the participant to ensure their understanding and this time is used to answer any questions that they might have. In order to



encourage the participants' commitment, the assessment process is approached as a "partnership."

***Please see Participant Needs Assessment Form included in Attachment #3 – Participant Intake and Eligibility Packet***

*Describe how the physical capabilities of the enrollee will be assessed.*

During the assessment, a Goodwill SCSEP Service Coordinator will ask enrollees:

- If they are currently receiving (or have previously received) services/benefits from agencies or programs such as: SSI, SSDI, Vocational Rehabilitation agency, mental health agency, developmental disabilities agency, independent living center, or other disability agencies such as the Easter Seal Society or the VA;
- If they need an accommodation and/or assistance to participate in the program, such as an interpreter or large print; and
- If they need any workplace accommodation or assistance, such as assistive technology, Braille, TTY, large print, or a flexible schedule in order to perform the essential job functions at the host agency.

Goodwill SCSEP staff identify disability as a most-in-need factor, as indicated by the applicant (not the interviewer).

*Identify any formal assessment instruments that may be used.*

As needed and appropriate, Goodwill SCSEP will utilize standardized assessments to include

- Test of Adult Basic Education;
- Barriers to Employment Success Inventory;
- Job Search Knowledge Scale;
- Job Search Attitude Inventory; and/or
- The Department of Labor's [www.mynextmove.org](http://www.mynextmove.org).

When the participant is co-enrolled in WIOA, Goodwill SCSEP staff may use the WIOA comprehensive assessment results in place of conducting an additional assessment. The procedures for the reciprocal use of assessment information are outlined in the Memorandum of Understanding (MOU) with the local Workforce Investment Board (WIB). Other additional resources the Goodwill SCSEP staff can access when conducting assessments are:

- ACT WorkKeys® and KeyTrain,
- Quarterly evaluations by Goodwill SCSEP host agency supervisors,
- Situational Assessment, and
- Vocational rehabilitation staff.

Goodwill SCSEP maintains a list of current open host agency assignments. This is used to identify potential training opportunities for participants that have completed the assessment and enrollment process. Transferrable skills, expressed job interests, occupational outlook information, work values, physical capabilities, and geographic location are all used to determine suitable training sites.

### **g) Individual Employment Plan (IEP)**

*Provide a detailed description on how the assessment will be used to develop the IEP in partnership with the enrollee.*

The IEP is the road map and resource guide for both staff and participants to use in working toward participant goals. Its development will flow directly from the assessment, initially identifying any supportive service needs. If a participant is facing challenges such as getting food to eat or transportation, those needs have to be addressed before looking at issues such as resume development and interviewing skills. The support services identified become part of the initial IEP. The IEP will use information from the assessment interview to document: a.) appropriate employment objectives, b.) barriers to employment, c.) ways of overcoming the barriers, d.) training goals, and e.) timeframe for completion.

The assessments identify not only goals and assets, but also help the participant set their own timeline for when they believe they can achieve their goals. That allows for the development of objectives and due dates that will lead to an ultimate goal of employment. Understanding each participant's unique situation, through assessment, allows for the establishment of goals and objectives within a reasonable timeframe. This allows participants to experience success.

*Frequency of IEPs Updates:* The IEP is revised and adjusted as targeted achievements are completed, and new challenges and goals are identified. After the initial assessment and community training assignments are made, Goodwill SCSEP makes monthly contact with the participants and host agencies to review progress being made on training objectives, and to address questions and challenges. If the participant has not transitioned (within six months) to unsubsidized employment, the Goodwill SCSEP staff will review and update IEP with the participant, making adjustments in timelines and goals as necessary, as well as ensuring occupational and employability skill attainment. Updating the IEP every six months ensures that action steps are able to be achieved and success experienced, thus building confidence for each participant.

*Participant Support for IEP:* Upon completion of the IEP, both the participant and the Goodwill SCSEP staff member sign the IEP. If there are any barriers that prevent the participant from understanding the IEP, Goodwill SCSEP will make any accommodation necessary to ensure that the participant is giving informed consent to the plan. Any changes to the IEP are made in writing, with participant initials entered next to any changes, indicating their awareness and agreement with the changes. Each participant receives a copy of their IEP so that they are also able to track their own goals, objectives, and timeline for actions.

The IEP will be developed within the first two months of program participation. It is often necessary for the participant to become comfortable in the host agency training site, to complete any additional assessments, and to have a clear understanding of what their career goals are prior to completing the IEP. The IEP is a living document, which means that it may be changed as needed, but must also be updated every six months. As a living document, the IEP establishes the training matrix and the benchmarks that are needed to set and achieve time-based goals.

The IEP will clearly indicate the participant's path toward their goals, and contains specific skills needed to achieve the goal set forth. The participant's training will be based on the skills needed to meet the employment goal. The IEP will detail both occupational and employability skill training needs. Training goals have specific timeframes that assist Goodwill SCSEP staff in monitoring the participant's progress. The success of the participant is dependent upon understanding of their IEP.

Goodwill SCSEP staff develops the IEP with knowledge of:

- Support service resources;
- The local job market;
- The job qualifications requirements;
- Available occupational, employability and job search skill training opportunities;
- Adult basic education opportunities; and
- Computer skill needs.

If the job market indicates there are few job opportunities in the participant's field of interest, the SCSEP staff might not want to create an IEP for the participant in this field. Knowing the local job market is an important part of creating an attainable IEP. The online version of the occupational network database (ONET) will be used to provide the necessary information to form a good idea of whether or not the employment goal is attainable. The Department of Labor [mynextmove.org](http://mynextmove.org) assessment ties directly into ONET and helps show, in a very clear way, the level of experience and training required for various opportunities, as well as the demand for the occupation.

***Please see Attachment #7 – Individual Employment Plan***

#### **h) Subsidized Employment/Community Service Assignments**

*Describe how community service positions will be developed for enrollees.*

Goodwill SCSEP develops host agency training opportunities in both governmental (Federal, State, County, and Municipal) agencies and non-profit organizations that contribute to preparing participants for unsubsidized jobs in the growth industries of each region. SCSEP staff develops those assignments with an understanding that the agency can provide training in the skills that relate to local hiring opportunities. Host agencies will also be selected for their ability to offer adequate supervision, provide a safe working environment, and participate in routine feedback to Goodwill SCSEP staff. When new host agency partnerships are developed, the goal of unsubsidized employment for participants is emphasized, as well as their consideration of SCSEP participants for any appropriate employment opportunities within the agency.

Goodwill SCSEP utilizes eligible non-profit and public host agencies that can fulfill one or more of the following program needs:

- Provide part or all of the skills training needed by participants, especially skills training that fulfills the needs of employers in the regional economy;
- Provide job readiness training and mentoring;
- Provide adequate supervision;
- Are able to hire participants who have desired skills and experience;

- Are able to assist in the placement of participants with other employers at the end of the training assignment by serving as a reference and assisting with networking;
- Are able to ensure that participants receive proper safety training and train in safe environments; and
- Are willing to track supervisor's time spent in training participants, and to provide the supervisor's hourly wage.

Goodwill SCSEP staff establishes many new host agency partnerships through networking and referral in the communities that we serve. The program has developed a strong presence, and many existing agencies spread the word about the benefits of Goodwill SCSEP within the community. In the expanded territories, Goodwill SCSEP will contact potential host sites and meet with them to explain the benefits and responsibilities of host agency partnership with SCSEP.

Goodwill SCSEP Program Manager will continue to expand research and outreach to identify the community needs of the new regions being served to ensure that germane training opportunities are available in all areas. Community needs, employment projections, and participant goals will be the determining factors for creating new, effective partnerships that benefit both the participant and the needs of the community. The information on community needs will inform agency partnership development; however, placement of a participant will be based on the specific goal of unsubsidized employment, as identified in their IEP.

*Indicate criteria for selection of appropriate community service assignments, the types of assignments, how participants will be used for administration of the project, the types of host agencies that may be used, the average number of work hours per week, the average wage rate, fringe benefits that will be provided, and how adequate work site supervision and working conditions will be determined.*

Criteria for selection of community service assignments are the 8 bullets listed on pages 17-18 (Please see below).

Goodwill SCSEP utilizes eligible non-profit and public host agencies that can fulfill one or more of the following program needs:

- Provide part or all of the skills training needed by participants, especially skills training that fulfills the needs of employers in the regional economy;
- Provide job readiness training and mentoring;
- Provide adequate supervision;
- Are able to hire participants who have desired skills and experience;
- Are able to assist in the placement of participants with other employers at the end of the training assignment by serving as a reference and assisting with networking;
- Are able to ensure that participants receive proper safety training and train in safe environments; and
- Are willing to track supervisor's time spent in training participants, and to provide the supervisor's hourly wage.

Types of assignments include:

Participants are assigned to host agencies that can provide training based on the goals set forth in their IEP. Examples of assignments include learning skills in the administrative/clerical, janitorial, and retail fields.

Types of host agencies include:

Governmental (Federal, State, County, and Municipal) agencies and non-profit organizations.

Each provides:

1. Average number of hours per week – 20;
2. Average wage rate – \$7.25 per hour;
3. Fringe – none; and
4. Adequate work site supervision and working conditions – New host agencies initially receive an orientation and on-site visit by the program manager or service coordinator. Host agencies are then formally monitored at a minimum once per program year. Host agency supervisors are also monitored by bi-weekly review of time sheets, quarterly participant performance evaluations, and scheduled and unscheduled visits.

*Indicate procedures to monitor enrollee community service assignment hours to ensure that if an enrollee works more than 1,300 hours in a 12-month period, there has been financial planning to assure funds are available for that to occur.*

Goodwill SCSEP Program Manager and the Goodwill Controller meet on a monthly basis to monitor program spending. 1. Financial reviews provide an analysis of the average number of participants actively engaged in training each month. 2. Participant Wage and Fringe Benefit expenditures are continually monitored. 3. Projections are adjusted as necessary each month. 4. Community Service Hours are entered into SPARQ on a quarterly basis. SPARQ data quality reports will provide warnings as enrollee hours approach 1,300 hours. Multiple planning tools are in place to ensure that funding is fully utilized each program year, and that participant hours will remain as consistent.

Goodwill SCSEP participants will work approximately 20 hours per week in their community service training assignments. Under no circumstances will participants work more than 30 hours per week. Over-enrollment is used, as necessary, to achieve service levels or to temporarily accommodate a surplus of eligible priority applicants, and the minimum average number of hours worked may drop to no less than 15 hours per week.

*Describe how enrollee wages will be paid.*

SCSEP participants are paid through the Goodwill Ceridian payroll system. All payments are made through direct deposit into participant accounts. All payments are made based on participant timesheets, submitted every two weeks. Each timesheet is reviewed individually for accuracy, and verified by the host agency supervisor and the Data Specialist. Goodwill SCSEP participants will be paid every two weeks. Time cards are submitted the following Monday after the last day of work in the prior week. Worker's compensation and FICA coverage will be provided according to statute.

*Indicate where and how enrollee time sheets will be maintained.*

Enrollee time sheets are maintained in a locked filing cabinet located at the Goodwill SCSEP office. Time sheet information will be entered directly into Ceridian. The information from the timesheets is entered onto an Excel spreadsheet and tabulated by each pay period and monthly.

### **i) Participant Supportive Services**

*Indicate the scope and type of supportive services to be provided to enrollees, funding sources, and how the need for supportive services will be assessed.*

During the assessment/reassessment process, and again at every IEP update, barriers to participation in training and unsubsidized employment are identified through the interaction of the participant and Goodwill SCSEP staff. As support service needs are identified, the Goodwill SCSEP Service Coordinator utilizes multiple resource guides for each region in identifying where that assistance can be obtained. When possible, the Service Coordinator will make direct connection between the participant and the support service provider by making calls and assisting with setting up appointments. These actions will be documented in case notes and on the participant's IEP.

Goodwill SCSEP has provided transportation assistance, assisting with work/interview clothing, and even furniture items for participants that were homeless and/or trying to obtain housing. We have also provided assistive technology to help those with disabilities that need workplace accommodations. Often, assistance is provided in partnership with community agencies. Below are samples of the types of assistance provided in the community for SCSEP participants, including:

- Medicare, health insurance, and medical claims;
- Health, nutrition, and hygiene;
- Transportation;
- Legal problems and consumer affairs;
- Housing;
- Income support programs;
- Mental and physical health care resources;
- Veterans programs;
- Alcohol and drug abuse treatment;
- Services for people with disabilities;
- Financial education and money management;
- Job seeking and job keeping skills;
- Social activities and access to social services;
- Work related equipment and uniforms;
- Assistive devices such as hearing aids and eye glasses; and
- Temporary shelter.

Just as the IEP is a living document for training and employment goals, it will be a flexible resource for identifying needs and supportive services throughout the employment preparation process.

In addition, Goodwill and our community partners will support Goodwill SCSEP through staff and resource contributions. These resources are blended into a seamless SCSEP service delivery design and include:

- Occupational training programs that are available to SCSEP participants at no cost to SCSEP;
- WIOA adult program contracts that facilitate co-enrollment of SCSEP participants;
- Existing partnerships with local SC Works Centers and community colleges; and
- Partnerships with public agencies and community and faith-based organizations that can offer support services such as counseling, transportation, healthcare, financial education, and rehabilitation services.

Many of these non-SCSEP resources can be offered to ineligible SCSEP applicants as well as enrollees.

*Describe how supportive services for the participant will be continued after hire.*

Through our comprehensive case management system, Goodwill SCSESP staff will monitor participant needs and will offer them identified supportive services and/or referrals, as needed, for six months after they have exited the program.

#### **j) Development and Monitoring of Host Agencies/Work Sites**

*Explain methods and procedures that will be used to determine participating non-profit agency work sites are exempt from taxation under the provision of Section 501c(3) of the IRS Code of 1954.*

*Describe the types of host agencies/work sites to be used, the procedure and criteria for their selection, and assurance that the agency provides the appropriate support for older workers.*

Host agencies include Governmental (Federal, State, County, and Municipal) agencies and non-profit organizations. Goodwill SCSEP utilizes eligible non-profit and public host agencies that can fulfill one or more of the following program needs:

- Provide part or all of the skills training needed by participants, especially skills training that fulfills the needs of employers in the regional economy;
- Provide job readiness training and mentoring;
- Provide adequate supervision;
- Are able to hire participants who have desired skills and experience;
- Are able to assist in the placement of participants with other employers at the end of the training assignment by serving as a reference and assisting with networking;
- Are able to ensure that participants receive proper safety training and train in safe environments; and
- Are willing to track supervisor's time spent in training participants, and to provide the supervisor's hourly wage.

*Describe the procedures to be used for monitoring work sites including who will monitor, when, for what purpose, and how documentations will be maintained.*

The program manager formally monitors each host agency site once per program year for compliance with the host agency agreement. The host agency monitoring form is completed and kept on file in the host agency file.

*Explain methods and procedures that will be used to determine participating non-profit agency work sites are exempt from taxation under the provision of Section 501(c)(3) of the IRS Code of 1954.*

All host agencies sign a host agency agreement form. The host agency is either a government agency or a certified non-profit agency under Section 501 (c) (3) of the U.S. Internal Revenue Code. 501 (c) (3) documentation is either on file with GIUMSF or in the host agency file.

### **k) Training**

*Describe procedures for providing or arranging for training specific to an enrollee's IEP and community service assignment.*

Employment and Training goals are detailed in the IEP for each SCSEP participant. The training goals specify the skills that must be acquired to achieve unsubsidized employment. For individuals with little or no work experience, the skill acquisition spectrum begins with employability skill training to acquire the soft skills employers expect. Either sequentially or parallel to this learning, the IEP lays out the steps necessary to acquire in-demand job skills.

For the training that cannot be accomplished within the host agency, or must be conducted concurrently to ensure that the participant achieves the full benefit of their training assignment, Goodwill SCSEP will work with outside training providers. The first option that will be pursued is training currently offered within the community at no cost. In the experience of Goodwill SCSEP, we have identified many valuable training opportunities at local libraries and SC Works centers. These include beginning to intermediate computer skills training, information on interview skills, resume preparation, and job seeking specific to older worker needs. Often, area senior centers also offer a variety of computer skill trainings in a user friendly format at no to low cost. These are the first tier of training options for SCSEP participants.

A second tier option includes the many short-term occupation skill trainings offered by Goodwill Industries. These options include:

- Retail;
- Customer Service / Call Center;
- Certified Nurse Aide;
- Construction;
- Food Service;
- Forklift Safety;
- Manufacturing; and
- Custodial Skills.

These training programs all provide certification of achievement for core employability and occupational skills in each area. They are short-term training options, ranging from one day to eight weeks, and are offered at no cost to the participant.



The third tier of training is to contract with training providers to arrange for computer skills training or other options that are not currently provided, in terms of content or structure that is most beneficial to SCSEP participants. These options will be tailored to ongoing needs and will not be for more than 60 hours per participant.

The last option is for participants that seek longer term and/or degreed occupational training. This option would be provided in partnership with the Workforce Investment Boards (WIB's) in each region. Other options include federal student financial aid. In this case, participants may be referred to the State Community/Technical Colleges that offer a broad array of occupation skills training related to local business and industry needs. These longer term training options would be independent of SCSEP paid training.

*If more than 500 hours of training are provided, indicate what procedures will ensure that funds are available to cover the costs of training.*

Goodwill SCSEP will track community service hours and training hours through participant time sheets and financial records, and match those hours against payroll to ensure the billing process is on track. A monthly spreadsheet of outside training hours is also maintained and monitored. Training received by SCSEP participants is documented in case notes.

*Indicate how appropriate training opportunities will be developed for enrollees consistent with assessment.*

During monthly contacts, quarterly site visits, and IEP updates, Goodwill SCSEP staff and the participant have ample opportunity to assess the quality of training and progress towards IEP goals. The need for additional training opportunities, and the desire for training by the participant, will be indicated in the IEP.

During all site monitoring visits, the Goodwill SCSEP Service Coordinator and/or Program Manager will speak directly with site supervisors about the need for additional occupational skill training needs. As the supervisor is providing the daily training to SCSEP participants, they have firsthand knowledge of the skills that the participant can demonstrate, and those skills for which they need support or training. Additionally, participants are evaluated on a quarterly basis by their host agency supervisor. This ensures that between initial and ongoing meetings with Goodwill SCSEP staff and regular interaction with Community Host Site Supervisors, participant needs will be assessed and appropriate training opportunities identified.

## **1) Participant Transportation**

*Describe how transportation assistance may be provided to participants.*

As the need for supportive service assistance is identified during initial assessment or ongoing communication, SCSEP staff will discuss options for addressing transportation needs with the participant in order to determine best options for assistance. In most cases, the use of bus vouchers for transportation assistance are provided. This assistance is tracked both in terms of the amount of assistance provided to each participant and the length of that assistance.

In cases where public transportation is not an option, other methods of assistance will be pursued, including the use of gas cards.

*Include information about the rate of reimbursement, type of transportation and other relevant information.*

Bus vouchers will be provided, on an “as needed” basis, when participants begin their training. Cost is based on local provider rates, and usually is provided for up to two weeks of initial assignment. After the participant has been in active training and is more stable financially, they will purchase bus tickets for the training commute. Other one time options may include gas cards in \$40 increments. Transportation reimbursement is tracked by the Goodwill SCSEP program manager for each participant, and monitored on a weekly basis.

#### **m) Job Development/Referral**

*Describe how unsubsidized jobs will be developed for participants on an individual basis, and how appropriate jobs will be identified and selected.*

The IEP goals are a key driver in determining unsubsidized employment. For each job or category of jobs, the soft and hard skill requirements will be identified and documented. This information will then be used by Goodwill SCSEP, host agencies, and participants to design, deliver, participate in, and monitor specific skill building activities. This will ensure that when those job openings become available, participants are matched to appropriate jobs and can be successful.

Goodwill SCSEP Service Coordinators, along with the Program Manager, work with participants and community partners in job development and outreach. Goodwill staff is very active in the communities we serve through Job Connection and Job Link Centers across the regions of service. This allows us to target employers who are looking for employees with the skills sets they need. Employment specialists at these locations currently gather job leads from a variety of sources and make that information available in a user friendly format for SCSEP participants. They also spend time each week working on job development. They interact with employers individually, host job fairs, and post job leads for employers in the areas they serve. Goodwill SCSEP staff will encourage participants to take part in these events. Through Goodwill’s comprehensive employer database, Goodwill SCSEP staff also contact employers directly in order to assist participants with their job searches.

As SC Works Center registration is required, and utilization encouraged on an ongoing basis, Goodwill SCSEP participants can utilize the comprehensive SC Works Online System (SCWOS). This database provides a rich array of job opportunities that have been developed through the SC Works staff.

Currently, Patrick Michaels, President and CEO of Goodwill Industries of Upstate/Midlands SC, Inc. (GIUMSC), serves on the Statewide Workforce Investment Board and also serves on the Greenville County Workforce Investment Board. As a Board member, Mr. Michaels is provided with information about regional and statewide employers and their needs. GIUMSC also gathers

information from local economic development agencies, chambers of commerce, and formally from the Employment Security Commission (now known as the Department of Employment and Workforce or SCDEW). This information will be used in the various counties to determine local employer needs. It will also allow Goodwill SCSEP to match appropriate participants with employers who need their particular skills.

Goodwill has successfully partnered with many employers to help them find qualified applicants. For example, during fiscal year 2014, Goodwill worked with 48,886 job-seekers and helped to place 10,057 individuals into competitive employment.

Goodwill SCSEP also works closely with local, regional, and state Workforce Investment Boards, as well as the Department of Employment and Workforce (DEW), in further addressing employer needs. Goodwill SCSEP staff are trained to use SCWOS, a statewide job posting system, as a referral tool to connect both employers and job seekers. The Goodwill SCSEP staff will be exposed to the wealth of employer information that is uncovered by the Job Connection and Job Link staff on a daily basis. Both groups will work together to place Goodwill SCSEP program participants into competitive employment. Staff at the Goodwill Job Connections and Job Link Centers will provide valuable information about potential employers with the Goodwill SCSEP staff. This information will be shared via email and also during weekly Job Development calls.

#### **n) Entered Employment**

*Describe in detail what methods, procedures, and steps will be used for placing participants into unsubsidized employment. Describe how you will document that the participant has increased earnings as a result of training. Identify what staff positions will be responsible for participant employability planning, job development efforts, and private sector initiatives.*

Unsubsidized employment is the ultimate goal of SCSEP for all participants. Goodwill SCSEP discusses with participants the expectation of unsubsidized employment in outreach, recruitment, enrollment, assessment, orientation, and training communications. Every IEP has a target date for acquiring unsubsidized employment. Although it can be adjusted as necessary, the stated date brings focus for participants, host agencies, and Goodwill SCSEP staff on the program goal and helps align the provision of services and the actions needed to be taken by each participant. Through monthly contacts, quarterly evaluations and trainings, host site visits, and bi-annual IEP reviews and updates, SCSEP Service Coordinators work closely with participants to evaluate job readiness and prepare participants for the transition from their training assignments to employment.

In collaboration with all Job Connections and Job Link Centers, Goodwill SCSEP staff has access to current employer job leads. Goodwill SCSEP Staff also works with private and public employers, directly or through the SC Works Centers Delivery System, to identify suitable unsubsidized employment opportunities. They also encourage host agencies to employ participants whenever possible and assist participants by referring them to other employment options and help with networking within the community. The targeted, realistic training opportunities assist with attainment of quality placements, not only to meet performance goals

for entered employment, but also to maintain good relationships with the companies where participants are placed and, most importantly, to benefit the participants Goodwill SCSEP serves.

Goodwill SCSEP Staff works toward state and national placement goals by using triage with participants. They are identified as either; 1. “Job ready”, 2. “In need of occupational and/or employability skills training”, or 3. “No longer pursuing employment”. Regular assessment and evaluation of participants and identification of those that are job ready ensures that all SCSEP staff have a list of where participants are looking for work, the type of work they are seeking, and whether it is full or part-time. It is a responsibility of all SCSEP staff to assist with job development. This listing of job ready participants is also shared with all Job Connection and Job Link staff so that the maximum numbers of people are working to connect SCSEP participants with suitable job opportunities. As participants are placed into the “job ready” category they begin to complete monthly job logs. This is an opportunity to follow up with participants as the type of employers they are targeting, their approach and results. SCSEP Service Coordinators work intensely with participants at this point to ensure that they experience as much support and success as possible.

By identifying the skill training needs of participants on an ongoing basis and connecting them with those training opportunities they will, in the near term, move into the “job ready” category and become the focus for current job placement activity. This ensures that Goodwill SCSEP staff is constantly working to connect a group of SCSEP participants with employment.

Goodwill SCSEP staff also utilizes ongoing communication with participants to ensure follow up on IEP job search goals and that they are taking advantage of all tools available to them in the community. Whether it is Goodwill job placement resources, local libraries, SC Works Centers and/or other community partners that focus on employment outcomes, all Goodwill SCSEP participants are encouraged to use these resources to ensure they meet their job goals and Goodwill SCSEP meets a minimum of 30 % participant placement.

Additional resources for ensuring placements and documented follow-up:

- Goodwill SCSEP offers a financial incentive for participants that send in verification of employment after the first two weeks. These are offered through the use of Goodwill (Non-SCSEP) funds.
- All Goodwill SCSEP staff receive training on the SC Works Online System so that can support and assist participants with job placement efforts.
- Participants receive training on how to conduct online job searches.
- All participants complete an updated resume with skills gained at SCSEP training assignments.
- Interviewing and Dress for Success training is offered.
- Participants are assisted with interview clothing as needed.
- All participants receive a card of congratulations signed by SCSEP staff after they obtain unsubsidized employment.

SCSEP staff utilizes SPARQ to document all placement follow-up activity at the required intervals. Wage information is captured and there is discussion with former participants on how they are doing to ensure participants are not just entered into employment but that there is also long-term retention. Participants sign waivers allowing Goodwill Staff to communicate directly

with employers, when necessary, to capture wage and benefit status. Each follow up is completed in the program year in which the reporting quarter falls. For Follow up 1, the follow ups for all exits in the first three quarters of the program year are completed by September 30<sup>th</sup> following the close of the program year. The exits that take place in the fourth quarter of the program year are reported in the following program year. The follow ups are conducted on the following schedule:

- Follow up 1 schedule date is the first day of the first quarter after exit quarter.
- Follow up 2 schedule date is the first day of the fourth quarter after exit quarter.
- Follow up 3 schedule date is the first day of the fourth quarter after exit quarter.

To ensure that Goodwill SCSEP participants are prepared to fill unsubsidized jobs with employers that need their skills, there is direct connection between regional employer workforce needs and the training assignments developed at host agencies. This is done in the following four ways: 1. Staff work with each host agency to identify training assignments that intentionally target the skills sought by employers and fit the employment goals of Goodwill SCSEP participants. 2. Participants participate in employability training that includes: interviewing, dress for success, work ethic, and resume development. 3. Goodwill SCSEP Service Coordinators ensure that participants are pursuing employment and outcomes are documented in case notes. 4. Goodwill SCSEP staff conduct job development through individual visits, group presentations, participating on workforce development committees and/or working with human resource groups.

Goodwill SCSEP staff makes sure that employers are aware of Work Opportunity Tax Credits (WOTC), Federal Bonding programs, and other benefits of hiring SCSEP participants.

Each participant is responsible for seeking unsubsidized employment. At the participant's initial enrollment, during orientation, and throughout the participant's enrollment in the program, Goodwill SCSEP staff encourages each participant to search and apply for unsubsidized jobs. Each participant's IEP, includes a plan of action that outlines specific steps towards locating employment. That plan indicates who is responsible for each action item identified and agreed to, and the date of expected completion. The IEP is signed to indicate a full understanding of each person's responsibilities in this process. Goodwill SCSEP staff assist the participant efforts toward unsubsidized employment by every reasonable means. Staff informs each participant about any suitable job leads and ensures they know online job search methods.

Participants take advantage of the many job assistance services at the Goodwill Job Connections/ Job Link Centers. Throughout the Goodwill SCSEP program, participants will be pursuing competitive employment. Participants are required to register with local SC Works Centers prior to their beginning a training assignment. They are also encouraged to take advantage of the many employment assistance services offered on an ongoing basis.

Each program year, the Goodwill SCSEP Program Manager identifies the current enrollment level and the number of new SCSEP participants need to be recruited to meet or exceed the enrollment target. To achieve the enrollment goal of 140%, 161 SCSEP participants will need to receive services during the program year. At the beginning of the program year, the Program Manager will subtract the number of current participants from the goal of 161 participants to be

served. The remaining number will be the targeted new enrollments for the program year. This number is spread across all 12 months of the year which helps to identify, monitor, and achieve the required enrollments.

Goodwill SCSEP program has been in operation for approximately three years. In that period of time we have exceeded the Entered Employment placement goals.

#### **o) Customer Satisfaction**

*Describe how customer satisfaction will be measured to determine what perception the enrollees have of the services they receive and how project staff will learn how to increase customer satisfaction.*

Goodwill SCSEP utilizes internal participant surveys and surveys developed through Goodwill Industries International's Mid Atlantic Goodwill Industries Coalition (MAGIC) group. Sample questions include:

- How participants learned about the service:
- How they felt about the service they received from Goodwill:
  - Were they provided with valuable information?
  - Did the program help to prepare to enter the workforce?
  - Did the program help you meet your goals?
  - Was the service convenient?
  - Overall satisfaction
- How did they feel about Goodwill staff:
  - Were they treated with respect and dignity?
  - Were they easy to reach?
  - Did they receive help and guidance through the program?
- What additional services Goodwill could offer.

Participants are asked to complete the survey once per year as part of the recertification process. Participants will also be encouraged to discuss concerns with Service Coordinators immediately if an issue arises. Information obtained from these sources is reviewed by the Goodwill SCSEP Program Manager, and necessary corrective actions are taken to increase customer satisfaction. Information from the Department of Labor survey results also help to inform any changes in program operation or the delivery of service.

***Please see Attachment #4 – Participant Recertification Packet***

#### **p) Employer Satisfaction**

*Describe how employer satisfaction will be measured to determine the perception the employers have of the SCSEP program and how project staff will learn how to increase employer satisfaction.*

Following the guidelines from the US Department of Labor *SCSEP Data Collection Handbook* Revision 6 (4/19/10), Goodwill SCSEP staff will contact qualified employers at the time of

placement to let them know that a survey will be conducted. When possible, surveys will be delivered in person to the employer contact 10 to 90 days after the participant has been employed. Goodwill SCSEP Service Coordinators or other SCSEP staff will deliver the surveys. Results for the surveys will be tabulated through the SCSEP Quarterly Progress Report.

Goodwill SCSEP Program Manager will include tabulated survey results in the meetings held with SCSEP staff when appropriate. Strategies to address continuous improvement are implemented.

#### **q) Agency Satisfaction**

*Describe how employer satisfaction will be measured to determine the perception the host agencies have of the SCSEP program and how project staff will learn to increase host agency satisfaction.*

All Goodwill SCSEP host agency partners will attend an annual orientation to discuss latest SCSEP updates and best practices. At the annual training, host agencies are surveyed to find out what is going well and what areas are in need of improvement. Goodwill SCSEP Program Manager tabulates the results and the findings are shared with SCSEP staff. Staff has implemented supervisor suggestions, as appropriate.

Goodwill SCSEP Program Manager makes follow up calls to host agency supervisors at least four times per year. These calls provide an ongoing opportunity for regular dialogue about how participants are progressing on site, identification of any problems or needs, and allow for continuous improvement with all host agency relationships. This has led to better communication and increased agency satisfaction.

#### **r) Follow-Up After Placement in Employment**

*Describe how follow-up methods will be used for both unsubsidized placements and other terminations per Federal Guidelines.*

Following the US Department of Labor *SCSEP Data Collection Handbook* Revision 6 (4/19/10), Goodwill SCSEP will use the timing rules for obtaining the *Common Measures* follow-ups in SPARQ. Common Measures are core indicators of SCSEP program performance, as determined by the Department of Labor Employment and Training Administration for federal job training and employment programs.

**Follow-up 1** will capture Common Measures entered employment. The scheduled date is the first day of the first quarter after the exit quarter. Follow-up 1 is designed for case management purposes and for delivering the customer satisfaction survey to the employer, if appropriate, as well as for establishing entered employment. The first follow-up will be conducted either by phone or in person by the Goodwill SCSEP Service Coordinator. Participant follow up is an opportunity to see if the placement is going well, and to determine whether the participant needs supportive service, counseling, or other assistance to be successful in placement and retention. If the placement is not working out, the follow-up is an opportunity to work on solidifying employability skills and planning for future job opportunities for the participant. The follow-up

is an opportunity to establish a relationship with the employer if one has not already been established.

**Follow-up 2** will capture both Common Measures retention and average earnings. It is scheduled for the first day of the fourth quarter after exit quarter. As this follow up focuses on earnings, it is important to conduct follow-up for any employers during the follow-up period. The follow up will be conducted by phone with the participant and/or employer.

**Follow-up 3** will capture the measure for retention at 1 year, defined as employment in the fourth quarter after the exit quarter for all participants who had wages in the first quarter after program exit. This follow up effectively extends the follow-up period to 15 months.

Each follow-up will be completed in the program year in which the reporting quarter falls.

The participant's Goodwill SCSEP Service Coordinator will maintain follow-up contact with the employed participant for one year upon job placement to assist with job retention and other employability issues. This includes monthly phone calls and in-person interviews. The Goodwill SCSEP Service Coordinator will also provide support to other terminations through referrals and similar follow-up methodology.

#### **s) Maximum Duration of Enrollment**

*Describe efforts to train and place participants in a timely manner.*

The Goodwill SCSEP program goal is to have participants exit the program for unsubsidized employment within an average of 27 months of program entry. The participant's IEP will be used to determine training and supportive services needed, in order to obtain unsubsidized employment. This goal is stated and reinforced at all critical points within the program, including outreach, assessments, orientations, IEP development, and updates. Host agencies also help through the provision of training, direct hire, or referral to community employment opportunities. The Goodwill SCSEP Program is a participatory program; with the participant being actively engaged in securing competitive employment through support from the Goodwill SCSEP staff.

*Describe the average length of time needed to train participants.*

Participant training assignments typically last for 9-12 months. The Goodwill SCSEP goal is that if they have not obtained unsubsidized employment in that period of time they will be rotated to a new training site. Ensuring that participants are actively training, learning new skills, and rotating to new agencies as need, has helped us to keep our average project duration below the 27 month goal.

The maximum project durational limit for SCSEP is 48 months. Among some Goodwill SCSEP participants, there may be health, age, infirmity, or other circumstances that make this goal challenging. Goodwill SCSEP considers the goals and needs of these participants individually. If it is determined that the participant cannot succeed in an unsubsidized employment environment and that it would be a financial, social, or emotional hardship to terminate the



participant from the program, Goodwill SCSEP will request a waiver to the 48-month durational limit from DOL. (OAA Title V Sec. 518 (1)(b)). To be eligible for a waiver, participants must meet three factors as identified by the Lt. Governor's office on Aging Waiver of Durational Limit Policy.

Participants are informed of the durational SCSEP policy at the time of enrollment and receive notifications at one year, six months, and one month from the durational limit date. At a year from the durational limit, the Client Service Coordinator and participant complete a transition plan. The purpose of the transition plan is to ensure that, if unsubsidized employment is not obtained, the participant is connected to meaningful social activity, and any necessary supportive services and agency referrals. In addition to participant notifications, the host agency is also notified as the participant approaches their durational limit, and is frequently a partner in identifying purposeful activity and support for the participant as they transition from the Goodwill SCSEP program.

*Describe how the participant and host agency will be notified of a termination.*

Based on the *SCSEP Data Collection Handbook*, Goodwill SCSEP ensures an average program duration time of 27 months or less. For the last 9 quarters of program operation, Goodwill SCSEP average project duration is 14.1 months.

#### **t) Over-Enrollment**

*Describe how the project will serve enrollees above the number of authorized positions and how enrollees will be notified of their temporary status.*

Over-enrollment above the allocated slot amount per county is managed on an ongoing basis. This serves the purpose of ensuring that there is full utilization of the program, and that the State meets its programmatic and financial obligations throughout the life of the grant. Demand for Goodwill SCSEP service frequently exceeds planned enrollments in some areas, while in other areas demand is low. Goodwill SCSEP will manage over-enrollment through the use of waiting lists, as well as accelerated unsubsidized placements. The previously mentioned waiting list averages 60 people who have inquired and are interested in obtaining Goodwill SCSEP services.

Applicants on the waiting list will be contacted a minimum of every three months. No applicant will be forced off the waiting list. Applicants on the waiting list are encouraged to call and follow-up on their status regularly. Applicants 65 and older, and those most in need, will be given priority to be taken off the waiting list and assigned. No "job ready" individuals will be placed on the waiting list or enrolled in the Goodwill SCSEP program.

Through effective management of enrollment and placement levels, Goodwill SCSEP has been able to serve above the number of authorized positions without having temporary status positions.

#### **u) Maintenance of Effort**

*Describe steps to be taken to assure compliance with the Maintenance of Effort provision in 20 CFR, section 641.844.*

One of the purposes of the host agency application and site visit process is to identify tasks that are currently needed but unfunded that could be developed into Goodwill SCSEP training assignments. To avoid maintenance of effort violations, Goodwill SCSEP will work with the host agencies to establish work assignments that are not currently defined or are not funded. Goodwill SCSEP staff visit all host agencies to monitor for maintenance of effort violations. If violations are discovered, Goodwill SCSEP requires that the participant be reassigned to another approved training assignment.

Goodwill SCSEP staff will ensure that the host agency:

- does not reduce the number of employment opportunities or vacancies;
- does not displace currently employed workers;
- does not impair existing contracts; and
- does not employ, or continue to employ, any eligible individual to perform the same work or substantially the same work as that performed by any other individual who is on layoff.

**v) Complaint Resolution/Grievance Procedures**

*Describe complaint resolution and grievance procedures that will be used as required by Federal regulations at 20 CFR 641.910. If available, a copy should be included in the proposal.*

Goodwill SCSEP follows the Grievance Procedure established by the Lt. Governor's office on Aging and approved by the U.S. Department of Labor. The process provides participants, and host agencies with a systematic method of addressing problems at host agencies or with the Goodwill SCSEP project staff. If an individual has an official complaint, she or he will be instructed to follow the steps in the Grievance Procedure distributed at orientation. Upon request, the Goodwill SCSEP project staff will explain the proper procedures for filing complaints. The process offers individuals several opportunities for resolution, as well as options if their complaints are not resolved to their satisfaction. They are directed to attempt to address the issue first within Goodwill SCSEP staff, then Goodwill's Vice President of Career Development Services. If they feel their issues have not been effectively addressed they can send grievance to the Lt. Governor's office on Aging, and finally with the DOL Civil Rights Center. The Participant Handbook, distributed at orientation, will have a copy of the Grievance Procedure attached to it. Participants are asked to sign the Grievance Procedure Form after the orientation to confirm that the grievance procedure was explained, and that a copy of the policy was received.

***Please see the approved Grievance Policy included in Attachment #5 – Participant Orientation Packet***

**w) Participant Job Performance Assessment**

*Describe procedure to be used for assessing participant performance at their host agency placement, including who will perform the assessment, frequency of the assessments, and how documentation will be maintained and utilized.*

Participants are assessed quarterly by their host agency supervisor utilizing the participant performance evaluation form. This evaluation form enables service coordinators to assess participant's strengths, weaknesses, and accomplishments, as well as determining if they are meeting their IEP goals.

**x) Host Agency Agreements**

*Describe and/or provide the agreement that will be used with host agencies to assure that proper orientation, supervision, and safe working conditions will be provided.*

***See Attachment #6 – Host Agency Packet***

**y) Host Agency Assignments**

*Describe how placement of a participant into host agency assignments will be accomplished. Include the types of community service activities that will be emphasized, methods to be used to match participants with work assignments.*

Please see page 13, letter f) assessment.

**2. Description of Organizational Capability**

- a)** A narrative description about how project staff fit into the total agency and how each member of project staff relates to the other and an explanation outlining the total number of staff who will provide the services and their qualifications.

Goodwill SCSEP will be managed, directed, and guided by the Goodwill Industries of Upstate/Midlands SC, Inc. (GIUMSC), headquartered in Greenville, South Carolina. Goodwill will provide service in Regions 1, 4, 6, 7 & 8. GIUMSC will be providing service in conjunction with Goodwill Industries of Lower South Carolina.

At GIUMSC, primary responsibility for the operation of the grant will rest within the department of Career Development Services (CDS). Within that department, the Vice President will coordinate all program and financial monitoring and training. The SCSEP Program Manager will report directly to the Vice President of CDS. Staff in the five regions will report to Goodwill SCSEP Program Manager. Five Service Coordinators and two Data Specialists and an Accounting Specialist will report to the SCSEP Program Manager.

Goodwill Job Connection and Job Link Center staff will be instrumental in assisting the SCSEP staff in identifying employers who are willing to hire older adults. The Goodwill Accounting Department will provide oversight of all budget, payroll, and expenditure issues related to the grant. The Goodwill Human Resources Department will assist in posting and circulating the job descriptions for the Goodwill SCSEP staff additions and in providing orientation to Goodwill as an organization for SCSEP staff.

The other primary office supporting SCSEP at Goodwill will be the Marketing and Fund Development Department, which offers media, materials development, and publicity support, and aggressively pursues funding opportunities to support and grow Goodwill's mission services, such as the SCSEP program.

Staff will benefit from the overall direction of President and CEO, Patrick Michaels, who led Goodwill Industries of New Mexico when it began its SCSEP program, which is still ongoing and recognized as highly successful. Goodwill Industries International (GII), a national SCSEP grantee (who oversees the program at Goodwill Industries of New Mexico, among others), will aid Goodwill through technical assistance and programmatic feedback. They will also provide workshops for Goodwill SCSEP staff development.

There will be total number of nine (9) (five F/T, four P/T) individuals who will be the key Goodwill SCSEP staff members. The staff includes:

**1. SCSEP Program Manager (FT)** (Qualifications: BA/BS Social Services, Education, Business or Public Administration, and at least three (3) years of program management experience; contract compliance experience; knowledge of the Older Americans Act and/or the Workforce Investment and Opportunity Act preferred).

- Supervises the SCSEP Program, providing leadership, training, oversight, and direction on compliance to program staff and participants;
- Coordinates and administers the program with other SCSEP agencies to include WIBs, host agencies, and other program partners;
- Ensures participants receive mandated training, job placement, job development, employment training, support, and development for community employment; and
- Markets Workforce Development services to funders and the community.

More specific duties include:

- Ensures SCSEP program meets or exceeds requirements;
- Ensures compliance with regulations, coordinates and follows procedures as outlined by the Department of Labor, Charter Oak guidelines, and SPARQ program outcomes;
- Interviews, hires, trains, disciplines, and completes performance evaluations for department and program personnel, oversees SCSEP staff;
- Works closely with Accounting on financial oversight, compliance, and guidance;
- Adheres to Goodwill and SCSEP mission;
- Plans and coordinates team meetings;
- Communicates with Accounting for financial oversight and guidance;
- Communicates with Marketing and Fund Development Departments regarding the development of outreach materials and funding;
- Administers and oversees the activities of all funded regions;
- Ensures record keeping, timesheets, and payroll are completed and comply with all billings and SPARQ;
- Coordinates host agency acquisitions, orientations, assessments, and develops and maintains partnerships;
- Oversees departmental case records, and participant files;
- Responsible for ensuring the safety of participants;
- Ensures completion of intake and referral, as well as follow up services, and documents all activities through narrative, statistical, and financial reporting;
- Develops and maintains contact with new and existing businesses, informs businesses of the benefits of SCSEP; and

- Maintains awareness of labor market trends, income levels, and the local and regional business and community agencies.

**2. SCSEP Data/Accounting Tech (1 F/T and 1 P/T)** (Qualifications: Associate's Degree in Business, Accounting, Administrative Support or similar degree, plus a minimum of two years of experience in a related field.)

- Provides and performs all essential support functions for the SCSEP program;
- Enters and maintains all data in SPARQ;
- Collects and processes all timesheets and payroll activity;
- Assists with program quality control; and
- Records data on payroll, participant assignments, Host Agencies, contact information, durational limits, outside training hours, and accounting information for the SCSEP program.

**3. SCSEP Service Coordinators (3 F/T and 2 P/T)** (Qualifications: BA/BS in Social Services, Education, Business or Public Administration, or a combination of education and experience; three (3) years of case management experience; bilingual capability preferred, knowledge of the Older Americans Act and/or the Workforce Investment and Opportunity Act preferred.)

- Administers the activities of the SCSEP local program;
- Assists participants with employment training, job development and job placement; and
- Provides participant employment support and job development for continued community employment.

More specific duties include:

- Follow-up on inquiry calls;
- Conduct initial intake and eligibility for participants;
- Ensures assignment to relevant training assignments;
- Establishes and updates participant IEPs;
- Assists participants in securing and retaining appropriate employment;
- Creates partnerships with local supportive service agencies, businesses, and other organizations;
- Markets the SCSEP program and obtains referrals;
- Ensures billing and participant timesheets are completed for payroll;
- Coordinates and conducts local SCSEP site activities to recruit participants, host agencies, and employers;
- Coordinates host agency acquisitions, orientation, assessments, and develops partnerships;
- Conducts participant follow-up and employment retention services; and
- Facilitates the host agency training process.

**4. SCSEP Accounting Specialist (1 F/T)** (Qualifications: Bachelor Degree in Accounting, plus a minimum of two years of experience in a related field.)

- Provides and performs all essential support functions for the SCSEP program;
- Enters and maintains all data in SPARQ;
- Collects and processes all timesheets and payroll activity;
- Assists with program quality control; and
- Records data on payroll, participant assignments, Host Agencies, contact information, durational limits, outside training hours, and accounting information for the SCSEP program.

The SCSEP team at Goodwill will participate in Career Development Services Department (CDS) quarterly staff trainings. The Program Manager will be at the table for the bi-weekly CDS staff meetings. Goodwill SCSEP program measures will also be included on the monthly spreadsheet of grant Financial Utilization and Performance Measurements. In addition, bi-weekly SCSEP departmental meetings will be led by the SCSEP Program Manager, and quarterly staff trainings on all facets of SCSEP program operation, service provision, and goal attainment are conducted.

The Goodwill SCSEP Program Manager will be responsible for continuous evaluation of performance and spending. This team will meet monthly to review the prior month's performance, identify problem areas, and analyze actual versus planned performance and spending trends. During monthly meetings, potential host agencies and employers will also be discussed.

The Program Manager will provide leadership and oversight of the entire program (under the direction of the Vice President of Career Development Services). Goals will be established and measured by the Program Manager. The Service Coordinators, along with the Program Manager, will receive listings of potential employers from Goodwill Job Connections and Job Link Centers, SC Works Centers, and other area partners.

As required, Goodwill SCSEP will have a procedure in place to ensure that data is entered into the SPARQ database (DOL's online data collection system) on an ongoing basis. Data in participant files will be the source for data entered into SPARQ. Each member of the Goodwill SCSEP staff will provide needed information to the Data/Accounting Tech on a timely basis.

In addition, the GIUMSC Quality Assurance Manager will review participant files from all five regions to ensure compliance.

- b)** A synopsis of corporate qualifications indicating the organization's ability to manage and complete the proposed project.

Goodwill Industries of Upstate/Midlands South Carolina (GIUMSC) is a 501(c)(3) organization that has provided job training and employment services in South Carolina since 1973. GIUMSC's organizational mission is to help people become independent through education and training leading to employment. GIUMSC is guided by our vision of seeing all people with employment barriers become gainfully employed and independent.

GIUMSC serves 16 counties across the Upstate and Midlands regions, including: Abbeville, Anderson, Cherokee, Fairfield, Greenville, Greenwood, Kershaw, Laurens, Lexington, Newberry, Oconee, Pickens, Richland, Saluda, Spartanburg and Union; these counties represent regions 1 & 4. In addition, GIUMSC will partner with Goodwill Industries of Lower South Carolina to serve eight additional counties representing regions 6, 7, and 8; these counties include Sumter, Chesterfield, Darlington, Dillon, Florence, Marion, Georgetown, and Horry.

Goodwill provided job search assistance, training services, and employment placement services to a total of 48,886 individuals in fiscal year 2014, and 10,057 of our participants achieved

competitive employment at an average hourly wage of \$9.31 for an average of 34.22 hours per week. The first-year wages of individuals placed into employment will generate an economic impact of \$99 million in the communities we serve. Goodwill is committed to building self-sufficiency through the Power of Work.

Goodwill's mission services are primarily funded by revenue generated from the sale of gently used items at our retail stores. Our retail revenue is supplemented by grants and other financial donations that fund our industry-specific employment training programs as well as programs for targeted populations, including at-risk youth, SNAP/Food Stamp recipients, and ex-offenders. Over 90 cents of dollar GIUMSC spends is used to support our mission of putting South Carolinians back to work.

Goodwill enrolled 546 individuals in our Job Training & Employment Program in fiscal year 2014. Of the participants who completed training, 408 obtained an industry-specific certification and 339 were placed into competitive employment. The 90-day employment retention rate among Job Training & Employment Program participants was 82%.

Goodwill is very efficient. Over 92 cents of every dollar GIUMSC spent in FY2014 was used to support our mission of helping people become independent through education and training leading to employment.

GIUMSC has been recognized for accomplishments within the professional community. In December 2012, GIUMSC was recognized as one of only 17 Goodwills nationwide that have successfully increased job placements for three consecutive years. GIUMSC's success in placing individuals in competitive employment has greatly improved over the past several years, despite the lagging economy and statewide unemployment rate that exceeds the national rate.

GIUMSC was recognized in October 2011 at The South Carolina Governor's Quality Awards ceremonies with the 2011 Explorer Award. In 2012, GIUMSC was awarded the Bronze Quality Award. The South Carolina Governor's Quality Awards recognizes organizations who achieve excellent performance in developing, implementing, and deploying a quality management system based on criteria aligned with the Malcolm Baldrige National Quality Award.

The Family Strengthening Centers of Excellence program, supported by the Annie E. Casey Foundation, recognized GIUMSC as a 2011 "Center of Excellence" for our commitment to developing an infrastructure and capacity for family strengthening. GIUMSC received one of only five awards given within the 158 independent, community-based Goodwills in the United States. This award was based how well GIUMSC 1) integrates policies and practices that support families; 2) implements family strengthening strategies that support families and move individuals into family-sustaining careers; and 3) incorporates this work in a way that is effective and sustainable.

In November 2010, GIUMSC received South Carolina Secretary of State Mark Hammond's "Angel Award" for being one of ten non-profits in the State of South Carolina recognized as exemplary for both their effectiveness and efficiency of operations. Organizations eligible for the Angel Award had to 1) have a budget greater than \$20,000; 2) spend at least 80 percent of their

funds on actual programs and services; 3) be in operation for at least three years; and 4) make good use of volunteers and 5) receive minimal grant funding.

GIUMSC's organizational strength is also evident in our performance relative to the 165 Goodwills across the United States and Canada. GIUMSC achieved the following rankings in 2014:

- #6 for efficiency – participants placed into employment.
- #18 for efficiency – participants served.
- 7<sup>th</sup> highest number of participants placed per 100,000 population.
- 7<sup>th</sup> highest number of participants placed into employment.
- 11<sup>th</sup> highest number of participants served per 100,000 population.
- 17<sup>th</sup> highest number of participants served.

GIUMSC has extensive experience serving individuals with barriers to employment. Self-reported disadvantaging conditions of individuals served in FY2014 include:

- 28,003 unemployed individuals and 5,027 under-employed individuals/working poor;
- 4,903 public aid recipients;
- 4,110 individuals with a criminal record;
- 680 individuals for whom English is not a native language;
- 6,582 individuals who lack a high school diploma or equivalent; and
- 457 homeless individuals.

Disabling conditions of individuals served in FY2014 include:

- 460 individuals with a visual impairment, 152 individuals with a hearing impairment, and 740 individuals with another type of physical disability;
- 488 individuals with a learning disability and 459 individuals with a psychiatric and/or emotional disability; and
- 300 disabled veterans.

- c) Provide a description and documentation of successful prior experience in operating a SCSEP, or similar training and employment program, for at least five years. Documentation should also be provided which shows proven fiscal accountability, extensive experience in helping low income older workers find employment, and a strong network of potential employers available to provide community service assignments and unsubsidized employment to enrollees.

The mission services of Goodwill Industries of Upstate/Midlands South Carolina, Inc. include the following programs:

### *Job Training & Employment Program*

GIUMSC's Job Training and Employment Program offers intensive, industry-specific employment training that includes work readiness soft skills training, classroom education and practical, on-the-job work experience. The Job Training and Employment Program offers low-income, low-skill participants the occupational training and technical education to develop industry-specific skills that meet the needs of local employers. We currently offer intensive



training in the following career fields: Certified Nurse Aide, Advanced Manufacturing, Call Center, Retail, Food Service, and Custodial.

GIUMSC provided industry-specific employment training to 546 individuals in FY2014. Of the participants who completed training, 408 obtained an industry-specific certification and 339 were placed into competitive employment. The 90-day employment retention rate among Job Training and Employment Program participants was 82%.

GIUMSC provides the following services through the Job Training and Employment Program:

- Assessments, including the Test for Adult Basic Education (TABE), drug screening, and background check.
- An Individual Career and Financial Plan detailing steps toward enhanced employability, earnings potential, and economic security.
- Industry-specific training that includes classroom curriculum and/or on-the-job training in a real world work environment.
- Work readiness training.
- Case management services.
- Milestone incentive stipends.
- Job placement and retention services.
- Skills attainment and credentialing programs to increase earnings.

Training program participants have the opportunity to earn nationally recognized certifications and credentials, including designation as Certified Nurse Aide (CNA); National Retail Federation Customer Service Certification (NRF); ServSafe® (National Restaurant Association); and the Manufacturing Skills Standards Council (MSSC) Certified Production Technician credential recognized by the National Association of Manufacturing.

The Job Training and Employment Program equips unemployed and under-employed individuals with industry-specific knowledge and skills to secure competitive, entry-level jobs. Having received both industry-specific and work readiness (soft skills) training, program graduates re-enter the workforce with the foundational skills to maintain long-term employment. Once employed, program graduates continue to build their skills and gain the experience that provides opportunities for career growth and advancement.

#### *Goodwill Real Achievement Training Initiative for Youth (GRATIFY) Program*

The GRATIFY program is funded through the Greenville County Workforce Investment Act (WIA) as well as through the resources of GIUMSC. Through the GRATIFY Program, we recruit, screen, train, provide case management and offer follow-up services to at-risk, out-of-school youth age 18 to 21. Currently, participants can elect to be trained in Food Service, Manufacturing, Retail, Cake Decorating or Certified Nurse Aide (CNA). During the work experience component, youth demonstrate competencies learned in the classroom and obtain certifications from either National Retail Federation (NRF), National Restaurant Association (ServSafe®) or OSHA Forklift Safety. Youth also work closely with case managers to either secure employment or return to school. Committed employers serve as host sites to provide work experience for these youth. These sites include: K&W Cafeteria, Sonic, BI-LO Groceries, GIUMSC's Subway and Goodwill stores. GRATIFY participants have been placed into

competitive employment at such locations as Destinations Outdoor, Aramark, Stewarts of America, BI-LO, Target, Goodwill, and numerous other sites.

### *Goodwill Job Connection<sup>SM</sup> Centers*

Our 23 Goodwill Job Connection<sup>SM</sup> centers provide comprehensive employment services to individuals across our service area. Goodwill Job Connections offer computer, fax, and telephone access for job searches, electronic job applications, and communication with potential employers. Each Goodwill Job Connection is staffed by an Employment Specialist who provides assistance with resume and cover letter development, job referrals and leads, online applications, interviewing, and job searching tips. Our Goodwill Job Connection centers also provide services for employers, such as making available private rooms for interviews, facilitating job fairs, posting job opportunities, and referring qualified applicants to employers.

### *Ticket to Work*

As part of the Social Security Employment Network (EN), GIUMSC provides services through the Ticket to Work program for individuals who receive supplemental security income (SSI) and social security disability income (SSDI). Individuals who choose Goodwill Industries of Upstate/Midlands of South Carolina as their Employment Network (EN) can participate in our job training programs. Alternatively, they can choose to receive job placement services at our Goodwill Job Connection centers with the assistance of an Employment Specialist.

### *GoodGuides Youth Mentoring Program*

The *GoodGuides* youth mentoring program provides mentoring services to 12- to 17-year-olds that face a variety of risk factors, including school failure, juvenile delinquency and family violence. The program engages trusted adult mentors to help young people build career plans and skills while they prepare for school completion, post-secondary training and productive work. The overall goal of the program *is to improve positive outcomes for youth at highest risk for delinquency through mentoring to build positive relationships, skills, and career choices resulting in links to job opportunities*. The *GoodGuides* youth mentoring program empowers at-risk youth to make positive life choices that enable them to maximize their potential. GIUMSC is an especially good match for this program because of our long history of connecting people with jobs and our emphasis on building strong families.

GIUMSC has been a *GoodGuides* sub-grantee since the program was launched in 2009 through an American Recovery and Reinvestment Act grant to Goodwill Industries International (GII) from the US Department of Justice. GIUMSC received continued three-year funding for *GoodGuides* in 2011 and 2013. GIUMSC's *GoodGuides* program will be funded through 2016.

### *Beyond Jobs*

GIUMSC implemented our Beyond Jobs initiative in partnership with Goodwill Industries International and Walmart Foundation in January 2013. Beyond Jobs equips low-income, unemployed and under-employed women with tools to achieve their educational, career, and financial goals. The Beyond Jobs program model represents a holistic approach to job training,

credentialing, job placement and family financial stability services to help low-income women secure economic stability and advance along their career pathway.

Beyond Jobs participants who have earned a Certified Nurse Aide (CNA) credential will have the opportunity to receive additional training to prepare for a variety of careers in healthcare, such as Phlebotomy Technician, Medical Physician Practice Clerk, Certified Medical Office Manager, and Medical Technician. These additional credentials provide career advancement and wage gain opportunities for Beyond Jobs participants who demonstrate superior motivation and determination.

### *Proven Fiscal Accountability*

GIUMSC's Finance Department provides oversight of all budget, payroll, and expenditure issues related to grant-funded programs. Goodwill utilizes standard financial and accounting policies as determined and maintained by the Vice President of Finance and the Finance Department.

GIUMSC follows Generally Accepted Accounting Principles (GAAP) in recording all financial information. GIUMSC complies with audit requirements described in OMB Circular A-133 and defined in 20 CFR 641.821. GIUMSC's Vice President of Finance and Controller are Certified Public Accountants (CPAs).

Goodwill SCSEP strictly abides by standards documented in GIUMSC's Financial Ethics & Accountability policy. As a recipient of charitable contributions, GIUMSC recognizes its responsibility to ensure that funds received are used to further its mission and to safeguard the assets of the organization. GIUMSC upholds the highest standards to ensure the integrity, honesty, and reputation of the entirety of the Goodwill movement.

GIUMSC has established internal performance measurement and reporting processes to ensure the operational and fiscal integrity of our programs and facilitate continual improvement. One of the ways in which we accomplish this is through our monthly Financial Utilization and Performance Measurement (FUPM) process. CDS program managers compile performance data onto spreadsheets, which are monitored monthly against program- and grant-specific outcome and expenditure goals. GIUMSC holds monthly FUPM meetings during which key Senior Staff members discuss program success and areas for improvement. The Controller compiles financial information into a spreadsheet that lists budgeted amounts and grant-to-date expenditures. Our FUPM process is designed to recognize good performance; identify best practices; provide guidance, support, and resources to CDS staff; and ensure internal and external accountability.

***Please see the Accounts Payable, Accounts Receivable, and Credit Card, and Financial Ethics and Accountability policies included in Attachment #9 – Financial and Accounting Policies***

### *Experience Serving Individuals Age 55 and Over*

GIUMSC has extensive experience serving individuals age 55 and over through our current Goodwill SCSEP program, and through the programs and services we offer to the general public. The chart below depicts total number of individuals age 55 and over served and placed through

Goodwill SCSEP and through all GIUMSC programs and services in fiscal years 2012, 2013, and 2014.

	Goodwill SCSEP		All Programs and Services	
	# Served	# Placed <sup>1</sup>	# Served	# Placed
July 1, 2011 to June 30, 2012	126	24	2,423	546
July 1, 2012 to June 30, 2013	114	25	2,814	598
July 1, 2013 to June 30, 2014	97	14	48,886	10,057

Goodwill became a Lt. Governor's Office on Aging (LGOA) SCSEP sub-grantee on July 1, 2011, serving Regions 1 and 4 – Anderson, Pickens, Greenville, Spartanburg, Cherokee, Oconee, Lexington, and Richland counties – while another sub-contractor served Regions 6, 7, and 8. The following table illustrates the LGOA's SCSEP core performance measures as obtained from year-end Quarterly Progress Reports available in SPARQ. The table compares the outcome achievements of Goodwill SCSEP and the other sub-contractor (Experience Works) in the 2012-2013 and 2013-2014 program years, and in the first three quarters of 2014-2015 (through March 31, 2015). Red text is used to highlight instances where Goodwill SCSEP outperformed the SCSEP sub-contractor serving Regions 6, 7, and 8.

	2012-2013		2013-2014		2014-2015 (Q1-Q3)	
	<i>Goodwill</i>	<i>Exp. Works</i>	<i>Goodwill</i>	<i>Exp. Works</i>	<i>Goodwill</i>	<i>Exp. Works</i>
Authorized Positions <sup>2</sup>	67	58	63	56	65	56
Total Participants <sup>3</sup>	114	92	97	73	118	61
<b>Placement Data<sup>4</sup></b>						
# of Placements <sup>5</sup>	25	3	14	7	22	5
% w/ Benefits <sup>6</sup>	46	42	50	57	40	14
Avg. Hours/Week <sup>7</sup>	34.0	32.2	32.9	27	29	25.7
Avg. Starting Wage <sup>8</sup>	\$9.08	\$9.30	\$11.10	\$8.56	\$8.35	\$8.09
<b>Core Performance Measures</b>						
Community Service	87%	85.4%	82.2%	82.8%	82.6%	78.5%
Entered Employment	49%	34.8%	44.4%	29.4%	48.3%	50%
Employment Retention	88.9%	83.5%	84.2%	100%	66.7%	40%
Average Earnings	\$6,070	\$5,518	\$6,800	\$8,126	\$8,018	\$5,753
Service Level	170.1%	162.7%	154%	130.4%	181.5%	108.9%
Most in Need	2.47	2.53	2.42	2.38	1.93	2.90

As indicated in the chart above, Goodwill SCSEP has outperformed the other sub-contractor since program inception (July 2011) in the Number of Placements and Average Hours per Week.

<sup>1</sup> Number placed through Goodwill SCSEP indicates Placements / Exits Due to Unsubsidized Employment

<sup>2</sup> Box A.4. on the SPARQ QPR

<sup>3</sup> Total of B.1. and B.2. on the SPARQ QPR

<sup>4</sup> 2013-2014 data on benefits, hours, and wage indicates performance over last 4 quarters

<sup>5</sup> B.10a. on the SPARQ QPR

<sup>6</sup> B.10d. on the SPARQ QPR

<sup>7</sup> B.10e. on the SPARQ QPR

<sup>8</sup> B.10c. on the SPARQ QPR

In addition, Goodwill SCSEP's Entered Employment rate averaged **47.2%** from July 1, 2011 through March 31, 2015. The other sub-contractor achieved an Entered Employment rate of **38%** during this same period.

GIUMSC was responsible for **69%** of the SCSEP participants placed into unsubsidized employment statewide in 2011-2012, **89%** of the SCSEP participants placed statewide in 2012-2013, **66%** of the SCSEP participants placed statewide in 2013-2014 and **81%** of the SCSEP participants placed statewide in 2014-2015 .

### *Strong Network of Potential Employers*

As a current SCSEP sub-grantee and one of South Carolina's leading providers of comprehensive workforce development services, GIUMSC has developed a strong network of potential employers available to provide community service assignments and unsubsidized employment to Goodwill SCSEP enrollees.

The following table lists host agencies Goodwill SCSEP has recruited since July 2011.

Alston Wilkes Society (Anderson)	Habitat for Humanity - Lexington County
Alston Wilkes Society (County Square, Greenville)	Habitat for Humanity - Pickens County
Alston Wilkes Society (Greenville)	Home Works of America, Inc.
Alzheimer's Association of the Midlands	JumpStart Ministry
Anderson County	
Anderson County Civic Center (Parks & Recreation)	
Anderson County PAWS	Lexington Interfaith Community Services
Appalachian Council of Governments	Lifelong Learning
Arts Partnership of Greater Spartanburg	Lourie Center (Capital Senior Center)
Babcock Center	
Baptist Easley Hospital	Midlands Technical College
Boy Scouts of America (Midlands)	Midlands Technical College (Harbison Branch)
Boys & Girls Club of the Midlands	Palmetto Health
Chapman Cultural Center	Pawmetto Lifeline
ClearPoint Credit Counseling Solutions (CredAbility)	Pickens County Board of Disabilities & Special Needs
CommunityWorks Carolina	SC Department of Disabilities & Special Needs
Dept. of Health and Environmental Control (Lexington & Richland Counties)	
CommunityWorks Carolina	SC Governor's Office of Executive Policy & Programs
Dept. Social Services – Cherokee County	Senior Action
Family Connection of South Carolina (Midlands)	
Dept. Social Services – Cherokee County	Sexual Trauma Services of the Midlands
Family Connection of South Carolina (Midlands)	
FAVOR Greenville	SisterCare, Inc.
Foothills Family Resources	Spartanburg Housing Development Corporation
Goodwill Industries of Upstate/Midlands SC	The Parenting Place
Greater Spartanburg Ministries	Town of Lexington
Greenville County Schools	Transitions
Greenville Technical College	Tri-County Technical College
Guardian ad Litem	United Ministries
	United Way of Anderson County
	Urban League of the Upstate
	YWCA Greenville

Goodwill SCSEP placed **84** SCSEP participants into competitive, unsubsidized employment (Entered Employment) from July 1, 2011, through March 31, 2015. The following table lists employers who have hired our participants over the past 15 quarters. Seventeen of the employers were also Goodwill SCSEP host agencies (as indicated by a +).

Alston Wilkes Society +	Kirkland's
Cherokee County Department of Social Services +	Lexington Interfaith Community Services +
Cooperative Ministries +	Piedmont Community Action +
Dillard's	Pleasant Meadows Apartments +
Dollar General	Richland County Business Service Center +
Evergreen Shipping Agency Corporation	Senior Centers of Cherokee +
G2 Secure Staff	SENIOR Solutions +
Goodwill Industries of Upstate/Midlands South Carolina +	SHK Associates
Halton Country Buffet	The Lourie Center +
Home Works of America +	Upstate Circle of Friends +
Family Dollar - Belton	FAVOR Greenville +
Family Promise of Anderson County	Walmart
Greenville County DSN Board +	Hyatt Hotels Corporation
Cascades Verdae	Loom Craft, Inc.
Hope Academy +	Chick-fil-A
Hawkeye Security and Investigations	Trusted Nurse Staffing
American Auto Auction	Allen Temple CEDC +
Sam's Club	

Goodwill hired **22** of the **84** participants placed through March 31, 2015. The remaining **74%** of participants – **62** of **84** – were hired by local employers who recognize Goodwill's organizational strength and the quality of training services provided to older workers through our SCSEP program.

- d)** A full explanation of method and procedures to be used to monitor programmatic and financial activities in accordance with federal regulations.

The Goodwill SCSEP staff will fully participate with the SPARQ "SCSEP Performance and Results QPR" system, US Department of Labor Division of Adult Services.

Goodwill SCSEP will follow standards for the administration of grants as addressed in OMB circulars A-87, A-102, A-110, A-122, and A-128. Goodwill SCSEP will also comply with action statements included in Training Employment Guidance Letters (TEGLs) related to the SCSEP program. These letters will be reviewed carefully for grant administration and then put in an accessible file and retained for future reference. Goodwill SCSEP will abide by applicable CFRs, including 20 CFR Part 641, 29 CFR Part 96, 29 CFR Part 97, and 29 CFR Part 98.

Income statements will be reviewed and processed by the GIUMSC Accounting Department to evaluate the effectiveness on the program on a monthly basis. After a baseline has been determined, income and expense trends will be analyzed to assure that they are reasonable according to GIUMSC's Vice President of Finance, Vice President of Career Development Services, and the Goodwill SCSEP Program Manager. Goodwill SCSEP will comply all provisions of the Fair Labor Standards Act.

Goodwill SCSEP staff will utilize face-to-face participant meetings, as well as host agency and employer site visits, in order to assess individual participant needs and the overall functioning of the program on a monthly basis.

We will use the participant IEPs along with consistent and accurate SPARQ data input to track:

- Actual versus planned new enrollments;
- Active participants;
- Total exits and exits to unsubsidized employment;
- Community service hours;
- Most in need characteristics;
- Program spending in accordance with the budget;
- Number of case management contacts;
- Number of new host agencies recruited;
- Number of host agency assignment rotations;
- Number of On-the-Job Employments;
- Amount and types of supportive services provided;
- Amount and types of other training provided;
- Number and types of new employers identified for future placements;
- Number of re-assessments and IEP updates (biannual);
- Number of income recertifications (annual); and
- Number and amount of workman's compensation claims.

On a quarterly basis, Goodwill SCSEP will track:

- All of the above plus the planned versus actual progress on the SCSEP performance measures, as reported on SPARQ Monitoring Site Visits;
- MOUs with area WIBs;
- Host agency agreements;
- Payroll and fringe benefit records;
- Recruitment, eligibility, orientation, and enrollment procedures;
- Participant files, including eligibility, assessment, and IEP documents;
- Data collection and recording procedures;
- Timeliness and accuracy of data recording in SPARQ;
- Safety and health precautions;
- Job placement efforts;
- Interviews with staff, participants, host agencies, and employers;
- Compliance with requirements contained within the Awards Agreement;
- Compliance with all SCSEP rules, regulations, directives, and guidance; and
- Continuous improvement and self-monitoring procedures.

Monitoring tools will include:

- An annual independent audit;
- Oversight by the Quality Assurance Manager;
- SPARQ and Management Reports;
- Planned performance targets for performance measures;
- Internal case management monthly data report;

- Internal financial monthly report; and
  - Self-reporting of challenges or success by Service Coordinators.
- e) A description of proposed seminars, workshops, or conferences designed to increase staff skills and abilities. When available, provide a chart with proposed dates and content.

Goodwill SCSEP will have multiple tools at its disposal to accomplish necessary training through its partnership with SCSEP provider Goodwill Industries International (GII). Throughout the year, GII hosts a SCSEP webpage on its internal website. The SCSEP site's document postings create a central location for storing essential information and directives, as well as effective practices on serving older workers. SCSEP program materials, forms, instructions, outreach literature, press releases, and program policies produced by GII are also stored there, and all of this information is accessible to member Goodwills, including Goodwill Industries of the Upstate/Midlands South Carolina, Inc.

GII offers an annual Spring Learning Event at which SCSEP training will be provided. Goodwill SCSEP staff will attend this event.

Materials available for review by member Goodwills will include webinars, conference call discussions, individual and group technical assistance and training, and self-instructed curricula.

The following training topics will be addressed:

- Understanding performance measures and strategies to achieve performance goals;
  - Data collection and recording in SPARQ;
  - Understanding the QPR;
  - Understanding and using the SPARQ Management Reports;
  - Budgeting to maximize program potential;
  - Priority participant recruitment;
  - Recruiting and supervising participant staff;
  - Recruiting and managing host agencies;
  - Conducting assessments and completing IEPs: how they contribute to achieving performance measures and enhance positive outcomes for participants;
  - Connecting with the regional economies' leading and support industries;
  - Case management and supportive services: how they contribute to planned exits and stable employment;
  - Older worker challenges and assets;
  - Continuous quality improvement strategies and measures;
  - Community college engagement; and
  - Effective training approaches and content for older workers.
- f) Three letters of reference, the most current audit report, verification of fidelity bonding and general liability insurance coverage and if incorporated, by-laws, list of board of directors with address and positions held, certificate of incorporation and 501 (c)(3) (nonprofits only).

***Please refer to Attachment #10 for: Letters of reference from Greenville County Workforce Development, Senior Centers of Cherokee County, and the Lourie Center; GIUMSC's FY14***



***audit; GIUMSC's Certificate of Insurance; GIUMSC Bylaws; a list of GIUMSC board members, GIUMSC's Certificate of Incorporation; and IRS documentation of GIUMSC's status as a 501(c)(3) organization.***

### **3. Records Documentation and Maintenance**

*Provide a narrative description of how administrative/fiscal and programmatic/participant files and records, pertaining to the management of the contract, will be maintained. Indicate record keeping systems that will be used to track enrollee progress/status. Describe internal management and financial controls established to track expenditures and programmatic performance. Provide a sample of policies for maintenance and monitoring of financial records.*

GIUMSC is experienced in maintaining both detailed participant and programmatic records in accordance with past and current grant and contract funding requirements from local, state, and federal agencies. This includes both financial documentation and outcomes measurement tools. All reported data will be protected by Goodwill's security procedures, and held in permanent files as required by federal record-keeping standards. Hard copy participant files will be kept in locked file cabinets in an area that is under the control of the Program Manager or appropriate staff representative. Only authorized Goodwill staff will have access to these files. The Program Manager ensures that new or updated files are properly stored at the close of each business day to prevent theft or privacy violations.

***Please see the Accounts Payable, Accounts Receivable, and Credit Card, and Financial Ethics and Accountability policies included in Attachment #9 – Financial and Accounting Policies***

Goodwill SCSEP utilizes multiple record systems to track enrollee progress and status including: 1. Durational Limit spreadsheet, 2. Participant Site spreadsheet, 3. Exit spreadsheet, 4. Individual Employment Plan Objective and Timelines, and 4. Social Solutions Efforts to Outcomes case note reporting monthly.

In terms of tracking and monitoring expenditures, Goodwill SCSEP will utilize GIUMSC's standard internal auditing and standard financial and accounting policies as determined and maintained by the Vice President of Finance and the Accounting Department, which operates under her guidance. GIUMSC follows Generally Accepted Accounting Principles (GAAP) in recording all financial information. It is this information that is audited annually to the same standard. In addition, Goodwill will comply with audit requirements OMB Circular A-133, as defined in 20 CFR 641.821.

Quarterly, SCSEP community service hours and outside training hours are recorded in SPARQ. Total paid hours will be pulled from the Goodwill Ceridian payroll system.

### **4. Coordination**

*Discuss specific strategies and activities for promoting and enhancing program coordination and developing cooperative relationships with:*

- *Regional workforce development board(s) and administrative agents*
- *One-stop center partners*

- *Area Agencies on Aging*
- *Other SCSEP Projects*
- *Other employment related programs*

The SCSEP regulations state that all grantees are mandatory WIB partners. Goodwill SCSEP requires participant co-enrollment with WIOA prior to SCSEP enrollment. WIOA funding, staff, and resources will aid in participant recruitment, employment readiness, training, placement, and retention support. Through participation with the One-Stop System (SC Works Centers) the Goodwill SCSEP program will gain access to employer needs and job search activities.

Please refer to pages 38-41 for descriptions of Goodwill's job placement services and employment training programs.

*Please refer to Attachment #11 for MOUs and other partnership agreements GIUMSC has established with our workforce development partners.*

## 5. Line Item Budget and Budget Narrative

*Please see the Goodwill SCSEP Line Item Budget and Budget Narrative included in Attachment #12.*

## D) STATEMENT OF WORK/RESPONSE TO RFP SPECIFICATIONS

- a) The geographic area(s) to be served. List the Public Service Area (PSA), counties, and the number of authorized positions.

<i>Public Service Area (PSA)</i>	<i>Counties</i>	<i># of Authorized Positions</i>
Region 1 – Appalachia	Anderson	6
	Cherokee	7
	Greenville	12
	Pickens	3
	Spartanburg	7
Region 4 – Central Midlands	Lexington	10
	Richland	15
Region 6 – Santee Lynches	Kershaw	5
	Sumter	7
Region 7 – Pee Dee	Chesterfield	6
	Darlington	3
	Dillon	5
	Florence	5
	Marion	4
Region 8 – Waccamaw	Georgetown	9
	Horry	11

- b) A description of the target group to be served.

Program eligibility is based on the following:

**Age:** 55 years or older at the time of enrollment.

**Income:** Within 125% of the Federal Poverty Guidelines.

Senior Community Service Employment Program

Solicitation # 5400009672

**Residency:** Must reside in the state and county being served.

**Unemployed:** Cannot be employed at the time of application or during the time of training with SCSCEP.

The program will target recruitment of applicants who have priority for service as defined at Older Americans Act (OAA) Section 518 (b)(1)-(2). **Priority** will be afforded to individuals who are 65 years of age or older or:

- Have a disability;
- Have limited English proficiency or low literacy skills;
- Reside in a rural area;
- Are veterans or spouses of veterans as defined in 20 CFR 641.520(a)(2);
- Have low employment prospects;
- Have failed to find employment utilizing services provided through One-Stop delivery system; or
- Are homeless or are at risk of homelessness (OAA sec.518 (b)(1)-(2)).

c) The project objectives as seen by the offeror.

### Grant Performance Goals

<i>Program Standards</i>	<i>Performance Goal</i>	
Community Service Hours	Goodwill's program objective for this goal is 20-22 hours per week & 1,300 hours per year.	
Community Service Hourly Wage	Minimum wage of \$7.25 per hour.	
Number of Participants Enrolled	140% of the number of authorized slots – 161 participants.	
Number of Placements	- Placement is recorded after 30 days of placement. Placement must be attributable to SCSEP, and the participant must be better off financially.	
Over-Enrollment	Up to 20% over-enrollment – 138 participants.	
Follow-Up	Documentation in Unsubsidized Employment Form and SPARQ of follow-up of each placed enrollee during the first 30 days, at 90 days, and at 6 months to determine retention in employment.	
SCSEP Wages & Fringe Benefits	Goodwill will ensure that a minimum of 75% of the contract award is expended on participant wages and fringe benefits.	
Match Requirement	Goodwill will ensure a minimum match of 10% (\$184,441).	
Quarterly Progress Reports	Goodwill will provide a quarterly report that captures statistical information about the program, and will ensure that required data is entered into SPARQ. The reports will be submitted to the LGOA within 30 days after the end of each quarter – by 10/31/14, 1/31/15, 4/30/15, and 7/31/15.	
Financial reports submitted with requests for payment Program performance and common performance measure reports	Goodwill will ensure that all required program and financial reporting is submitted in accordance with DOL guidelines.	
<i>Program Standard</i>	<i>Definition</i>	<i>Performance Goal</i>

Community Service	The number of hours of community service in the reporting period divided by the number of hours of community service funded by the grant minus the number of paid training hours in the reporting period.	As determined by Dept. of Labor
Common Measure: Entered Employment	Of those not employed at the time of participation, the number of participants employed in the first quarter after the exit quarter divided by the number of participants who exit during the quarter.	
Common Measure: Employment Retention	Of those participants who are employed in the first quarter after the exit quarter, the number employed in both the second and third quarters after the exit quarter divided by the number of participants who exit during the quarter.	
Common Measure: Average Earnings	Of those participants who are employed in the first, second, and third quarters after the quarter of program exit, total earnings in the second and third quarters after the exit quarter divided by the number of those exiting during the period.	
Service Level	The number of participants who are active on the last day of the reporting period or who existed during the reporting period divided by the number of modified community service positions.	
Service to Most-in-Need	Average number of barriers per participant. The total number of the following characteristics: severe disability, frail-age 75 or older, old enough but not receiving SS Title II, severely limited employment prospects and living in an area of persistent unemployment, limited English proficiency, low literacy skills, disability, rural, veterans, low employment prospects, failed to find employment after using WIA Title I, and homeless or at risk of homelessness divided by the number of participants who are active on the last day of the reporting period or who exited during the reporting period.	

## Project Objectives

Please refer to the Goodwill SCSEP Operational Plan chart beginning on page 50.

d) An explanation of how the services will be provided.

Please refer to the discussion of required program activities beginning on page 2 and to the Goodwill SCSEP Operational Plan chart below.

e) An operational plan that lists the activities and objectives to be accomplished with projected completion dates.

## Goodwill SCSEP Operational Plan

Objective	Activities	Completion Date
<b>Continue existing operations in Regions 1 &amp; 4</b>  <b>Expand SCSEP offices in Regions 6,7, &amp; 8 *</b>	Establish new SCSEP financial cost center within Goodwill.	June 30
	Import contacts from Host Agencies in regions 6, 7, & 8 to obtain faxed timesheets from host agencies.	June 30
	Establish workbooks for capturing expenses.	July 1
	Purchase office supplies.	July 1
	Establish office space, training space and secure file storage space for program expansion.	July 1

	Install computers, cell phones, printers.	July 1
<b>Objective</b>	<b>Activities</b>	<b>Completion Date</b>
<b>Hire staff for Regions 6,7 &amp; 8</b>	Post job descriptions –Service Coordinator, Data Account Tech.	June 30
	Interview candidates.	July 15
	Offer positions.	July 30
	Begin employment.	August 1
<b>Objective</b>	<b>Activities</b>	<b>Completion Date</b>
<b>Train Goodwill SCSEP Staff</b>	Attend Goodwill orientation.	August 1
	Participate in Goodwill Industries International (GII) SCSEP Basics online training.	August 1
	Participate in SCSEP training on SPARQ elements in the Charter Oak Handbook.	August 1
	Participate in webinars and conferences offered through DOL-ETA SCSEP, Council on Aging, The Charter Oak Group, Goodwill Industries International SCSEP (GII), etc.	August 1 and ongoing
	Provide quarterly SCSEP Staff training in all aspects of program operation, reporting and participant services.	August 1 and quarterly
<b>Objective</b>	<b>Activities</b>	<b>Completion Date</b>
<b>Market the Goodwill SCSEP program</b>	Work with Goodwill Marketing Department for assistance on development of marketing materials.	July 1
	Identify advertising and/or marketing outlets.	July 1
	Work with Goodwill Marketing Department to distribute press releases about Goodwill SCSEP services in all regions.	July 1
	Update Goodwill SCSEP website.	July 1
	Secure MOUs with WIBs and other agencies working with older adults.	July 15
<b>Objective</b>	<b>Activities</b>	<b>Completion Date</b>
<b>Recruit and Manage Host Agencies in all Regions *</b>	Contact all existing/transitioning host sites.	July 1
	Disseminate Host Agency Agreements, Handbook and all documents to establish complete agency files.	July 30
	Train and orient host sites on expectations, process and regulations.	August 15
	Identify new training assignment needs.	August 30
	Conduct outreach and develop new Host Agency Agreements and training assignments.	September 30 and ongoing

	Conduct safety and monitoring visits.	August 20 and on-going
	Renew Host site agreements annually.	Prior to June 30, 2015 and ongoing annually
Objective	Activities	Completion Date
<b>Recruit, Assess and Train SCSEP participants in all Regions *</b>	Contact individuals being “transitioned” to Goodwill SCSEP.	July 1
	Schedule and hold meetings to transition new participants and obtain information for direct deposit and establishment of participant files.	July 1
	Disseminate participant handbook and grievance procedure.	July 1 and ongoing
	Identify and share resources to offer occupational skills training.	July 1 and ongoing
	Identify resources to assist with supportive services in regions 4, 6, 7, & 8.	July 15 and ongoing
	Determine assessment tools and purchase.	July 15
	Utilize existing and new employability skill training curriculums.	July 1 and ongoing
	Review IEPs of individuals who are being “transitioned” from another SCSEP agency in the region.	July 1 and ongoing
	Conduct monthly recruitment for service level targets.	August 1 and ongoing
	Pre-screen applicants to determine eligibility requirements.	August 1 and ongoing
	Establish files.	July 15
	Identify priority category participants.	August 1 and ongoing
	Conduct comprehensive assessments.	
	Develop individualized IEP and training plans for participants.	August 1 and on-going
	Through needs identified during the IEP Process, provide appropriate supportive services.	August 1 and ongoing
	Conduct orientation for approved participants.	August 1 and ongoing
	Arrange for soft skills/job readiness training for participants.	By September 30 and ongoing
	Place participants in Community Service Assignments.	August 1 and ongoing
	Assist participants with resumes.	Continually
	Maintain a waiting list.	July 1 and ongoing
	Revisit IEP every six months.	Based on SPARQ participant actions report
	Recertify participants.	One year from the anniversary month of

		entering program
Objective	Activities	Completion Date
<b>Provide Case Management to SCSEP participants</b>	Provide regular contact with participants to review their training progress and utilization of supportive services.	Minimum of once per month- ongoing
	Schedule meetings to review participant progress and needs.	Quarterly
	Visit and monitor participant's community service performance.	Bi-monthly
	Implement rotation from one host site to another.	Upon placement at host site for 9-12 months
	Provide regular update and monitoring of IEP progress.	Monthly review
Objective	Activities	Completion Date
<b>Monitor the Goodwill SCSEP Program</b>	Report SCSEP outcomes in Goodwill senior staff meeting.	August 5 and monthly thereafter
	Track programmatic and financial progress and compliance on Goodwill Financial Utilization and Performance spreadsheet.	August 5 and monthly thereafter
	Audit 10 SCSEP participant files per month for ongoing quality assurance.	August 1 and ongoing
	Submit quarterly reports to LGOA office.	October and ongoing
	Review data entered SPARQ through QPR report analysis.	July 1 and ongoing
Objective	Activities	Completion Date
<b>Secure competitive employment for participants in all Regions</b>	Work with Goodwill Job Connection/ Job Link Centers staff to provide participants with job search assistance, assistance to job leads, job fairs, classes and resources.	July 1 and ongoing
	Use employer needs data obtained by SCWOS, WIB, chambers of commerce and SCSEP staff and disseminate to participants.	Bi-weekly
	Job Development -- work with WIBs, Goodwill Job Connection/ Job Link Centers staff, Human Resources groups.	August 1 and ongoing
	Encourage host agencies to hire job ready participants.	August 15 and on-going
	Conduct presentations on benefits of hiring older adults to employers and associations that hire.	August 1 and ongoing
Objective	Activities	Completion Date
<b>Provide all necessary follow up services</b>	Contact all participants directly to obtain employment information and follow up on progress, communicate with employers when necessary.	Between 10 and 90 days once obtained unsubsidized employment

	Conduct 1st follow up with participants and/or employers according to SPARQ.	Schedule the first day of the first quarter after the exit quarter
	Conduct 2 <sup>nd</sup> follow up with participants and/or employer according to SPARQ.	Fourth quarter after exit quarter
	Conduct 3 <sup>rd</sup> follow up with participants and/or employer according to SPARQ.	Fourth quarter after exit quarter
	Assist participants with post-placement counseling and/or supportive services as necessary.	Up to three months from placement date
Objective	Activities	Completion Date
<b>Ensure accuracy of SPARQ data for DOL participant, host agency and employer surveys.</b>	Update participant addresses in SPARQ for DOL survey mailing.	August 2015
	Update host agency addresses in SQARQ for accuracy.	August 2015
	Update employer addresses in SPARQ for accuracy.	August 2015

\* All services will continue to be provided to existing participants.



## Before Starting the CoC Application

The CoC Consolidated Application is made up of two parts: the CoC Application and the CoC Priority Listing, with all of the CoC's project applications either approved and ranked, or rejected. The Collaborative Applicant is responsible for submitting both the CoC Application and the CoC Priority Listing in order for the CoC Consolidated Application to be considered complete.

The Collaborative Applicant is responsible for:

- Reviewing the FY 2016 CoC Program Competition NOFA in its entirety for specific application and program requirements.

- Using the CoC Application Detailed Instructions while completing the application in e-snaps.

- Answering all questions in the CoC application. It is the responsibility of the Collaborative Applicant to ensure that all imported and new responses in all parts of the application are fully reviewed and completed. When doing this keep in mind:

- This year, CoCs will see that a few responses have been imported from the FY 2015 CoC Application.

- For some of the questions HUD has provided documents to assist Collaborative Applicants in completing responses.

- For other questions, the Collaborative Applicant must be aware of responses provided by project applications in their Project Applications.

- Some questions require the Collaborative Applicant to attach a document to receive credit. This will be identified in the question.

- All questions marked with an asterisk (\*) are mandatory and must be completed in order to submit the CoC Application.

For CoC Application Detailed Instructions click [here](#).

## **1A. Continuum of Care (CoC) Identification**

### **Instructions:**

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**1A-1. CoC Name and Number:** SC-501 - Greenville, Anderson, Spartanburg / Upstate CoC

**1A-2. Collaborative Applicant Name:** United Housing Connections

**1A-3. CoC Designation:** CA

**1A-4. HMIS Lead:** United Housing Connections

## 1B. Continuum of Care (CoC) Engagement

### Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**1B-1. From the list below, select those organizations and persons that participate in CoC meetings.**

**Then select "Yes" or "No" to indicate if CoC meeting participants are voting members or if they sit on the CoC Board.**

**Only select "Not Applicable" if the organization or person does not exist in the CoC's geographic area.**

Organization/Person Categories	Participates in CoC Meetings	Votes, including electing CoC Board	Sits on CoC Board
Local Government Staff/Officials	Yes	Yes	No
CDBG/HOME/ESG Entitlement Jurisdiction	Yes	Yes	No
Law Enforcement	Yes	No	No
Local Jail(s)	Yes	No	No
Hospital(s)	Yes	Yes	Yes
EMT/Crisis Response Team(s)	Yes	Yes	No
Mental Health Service Organizations	Yes	Yes	Yes
Substance Abuse Service Organizations	Yes	Yes	Yes
Affordable Housing Developer(s)	Yes	Yes	Yes
Public Housing Authorities	Yes	Yes	No
CoC Funded Youth Homeless Organizations	No	No	No
Non-CoC Funded Youth Homeless Organizations	Yes	Yes	No
School Administrators/Homeless Liaisons	Yes	Yes	Yes
CoC Funded Victim Service Providers	Yes	Yes	Yes
Non-CoC Funded Victim Service Providers	Yes	Yes	No
Street Outreach Team(s)	Yes	Yes	Yes
Youth advocates	Yes	Yes	Yes
Agencies that serve survivors of human trafficking	Yes	No	No
Other homeless subpopulation advocates	Yes	Yes	Yes
Homeless or Formerly Homeless Persons	Yes	Yes	Yes

**1B-1a. Describe in detail how the CoC solicits and considers the full range of opinions from individuals or organizations with knowledge of homelessness or an interest in preventing and ending homelessness in the geographic area. Please provide two examples of organizations or individuals from the list in 1B-1 to answer this question.**

The Upstate CoC (aka the Upstate Homeless Coalition) consists of four chapters representing over 125 providers throughout 13 counties. Each chapter appoints 4 voting members to the Advisory Council. Each chapter, as well as the Advisory Council, hold monthly meetings. Law enforcement and mental health partners provide feedback in terms of housing needs for their homeless clientele. The CoC uses that information to determine RRH needs for ESG funds. This information assists in making inquiries to local PHAs for local preference of "Homelessness," so we can obtain Housing Choice Vouchers. Finally, the CoC receives new solicitations each year; done through local Chapter Meetings, notices from the Chapters, and other supportive service providers (hospitals, law enforcement, advocacy agencies, etc). Two examples of organizations or individuals from the list in 1B-1 include: Jessica Dennis, a formerly homeless AidJoy employee, and Susan Fender, Bon Secours St. Francis Health System.

**1B-1b. List Runaway and Homeless Youth (RHY)-funded and other youth homeless assistance providers (CoC Program and non-CoC Program funded) who operate within the CoC's geographic area. Then select "Yes" or "No" to indicate if each provider is a voting member or sits on the CoC Board.**

Youth Service Provider (up to 10)	RHY Funded?	Participated as a Voting Member in at least two CoC Meetings between July 1, 2015 and June 20, 2016.	Sat on CoC Board as active member or official at any point between July 1, 2015 and June 20, 2016.
Hope Center for Children	Yes	Yes	No
Miracle Hill Homes for Life	No	Yes	Yes
Connie Maxwell	No	No	No

**1B-1c. List the victim service providers (CoC Program and non-CoC Program funded) who operate within the CoC's geographic area.**

**Then select "Yes" or "No" to indicate if each provider is a voting member or sits on the CoC Board.**

Victim Service Provider for Survivors of Domestic Violence (up to 10)	Participated as a Voting Member in at least two CoC Meetings between July 1, 2015 and June 30, 2016	Sat on CoC Board as active member or official at any point between July 1, 2015 and June 30, 2016.
Meg's House	Yes	Yes
Safe Harbor	Yes	Yes
Lauren's Safe Home	Yes	Yes
Safe Homes Rape Crisis	Yes	Yes
Mary's House	No	No

**1B-2. Explain how the CoC is open to proposals from entities that have not previously received funds in prior CoC Program competitions, even if the CoC is not applying for new projects in 2016.  
(limit 1000 characters)**

Formed in 1996, the Upstate Continuum of Care has a well established reputation within the region. We meet regularly with local area service providers, and invite them to apply for funding each year. Additionally, the collaborative applicant, United Housing Connections, advertises availability of HUD funding on their website (through the NOFA), as well as posting the policies and procedures of the CoC, the ranking metrics and priorities, and the final ranking for each HUD competition. The Chapters solicit new proposals, and the CoC has held more than the HUD required biannual meetings, including the Neighbor to Neighbor Provider Fair, a required VISPDAT training, the Vets @ Home training, and will host a poverty simulation in November 2016.

**1B-3. How often does the CoC invite new members to join the CoC through a publicly available invitation?** Monthly

## 1C. Continuum of Care (CoC) Coordination

### Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**1C-1. Does the CoC coordinate with Federal, State, Local, private and other entities serving homeless individuals and families and those at risk of homelessness in the planning, operation and funding of projects? Only select "Not Applicable" if the funding source does not exist within the CoC's geographic area.**

Funding or Program Source	Coordinates with Planning, Operation and Funding of Projects
Housing Opportunities for Persons with AIDS (HOPWA)	Yes
Temporary Assistance for Needy Families (TANF)	Yes
Runaway and Homeless Youth (RHY)	Yes
Head Start Program	Yes
Housing and service programs funded through Federal, State and local government resources.	Yes

**1C-2. The McKinney-Vento Act, requires CoC's to participate in the Consolidated Plan(s) (Con Plan(s)) for the geographic area served by the CoC. The CoC Program Interim rule at 24 CFR 578.7 (c) (4) requires the CoC to provide information required to complete the Con Plan(s) within the CoC's geographic area, and 24 CFR 91.100(a)(2)(i) and 24 CFR 91.110 (b)(2) requires the State and local Con Plan jurisdiction(s) consult with the CoC. The following chart asks for the information about CoC and Con Plan jurisdiction coordination, as well as CoC and ESG recipient coordination.**

CoCs can use the CoCs and Consolidated Plan Jurisdiction Crosswalk to assist in answering this question.

	Number
Number of Con Plan jurisdictions with whom the CoC geography overlaps	6
How many Con Plan jurisdictions did the CoC participate with in their Con Plan development process?	6
How many Con Plan jurisdictions did the CoC provide with Con Plan jurisdiction level PIT data?	6
How many of the Con Plan jurisdictions are also ESG recipients?	2
How many ESG recipients did the CoC participate with to make ESG funding decisions?	2
How many ESG recipients did the CoC consult with in the development of ESG performance standards and evaluation process for ESG funded activities?	2

**1C-2a. Based on the responses provided in 1C-2, describe in greater detail how the CoC participates with the Consolidated Plan jurisdiction(s) located in the CoC's geographic area and include the frequency and type of interactions between the CoC and the Consolidated Plan jurisdiction(s). (limit 1000 characters)**

For Greenville County and the City of Greenville, their representatives attend monthly homeless coalition meetings on a regular basis. Both asked our CoC for assistance in developing their Con Plan. Spartanburg County and the City of Spartanburg, as well as the City of Anderson attend the homeless coalition meetings, with varying participation. The Upstate CoC is an active participant in the SC Coalition for the Homeless Interagency Council monthly meetings, with CoC members serving on several committees. We provide them with data on homelessness, as well as determining strategic emphasis on distributing ESG funds. Our CoC shares PIT Count data with every jurisdiction. Our CoC is used as a research tool on homeless numbers for these jurisdictions, which helps them understand the need for housing and supportive services in their communities.

**1C-2b. Based on the response in 1C-2, describe how the CoC is working with ESG recipients to determine local ESG funding decisions and how the CoC assists in the development of performance standards and evaluation of outcomes for ESG-funded activities. (limit 1000 characters)**

Greenville County and the State of South Carolina are our ESG providers. Greenville County representatives participate in monthly homeless coalition meetings in Greenville, and the State participates in monthly SC Coalition for the Homeless meetings. Both ask for our input to determine funding decisions and performance standards. Key issues affecting our homeless neighbors are brought up during these meetings, which helps our ESG providers. ESG providers are trained on, and participate in, HMIS and the CES and VISPDAT prioritization. The CoC serves to consult on ESG monitoring outcomes with both ESG funders, and coordinates with the Con Plan Jurisdictions. They also request an awards list of all ESG recipients and copies of monitoring or compliance letters when program performance is problematic or the grantee demonstrates significant capacity issues. Finally, the CoC has adopted a monitoring tool we currently use for CoC and ESG funded programs, where appropriate.

**1C-3. Describe how the CoC coordinates with victim service providers and non-victim service providers (CoC Program funded and non-CoC funded) to ensure that survivors of domestic violence are provided housing and services that provide and maintain safety and security. Responses must address how the service providers ensure and maintain the safety and security of participants and how client choice is upheld. (limit 1000 characters)**

All 4 of our DV providers regularly participate in the CoC Meetings and work with other CoC partners who provide housing, job training, and supportive

services. All receive ESG, DOJ, and DHHS funding for emergency shelter and services. At least two of our DV providers offer safe housing and services through TH CoC funds and RRH ESG funds, specifically for persons fleeing DV and their families. DV victims have access to COC PSH and RRH (COC or ESG funded), including our HIV/Aids provider, through the CoC's CES prioritization list. Our attorneys prepare Orders of Protection, and case managers work to develop safety plans. They also work with landlords, as well as law enforcement, for added safety. All DV providers are connected to a network of DV shelters throughout the region, and provide transportation to relocate a family in danger, if needed. The SC Coalition Against DV and SA provide advocacy and general and subpopulation trainings (LGBTQ). This CoC supports client centered choice.

**1C-4. List each of the Public Housing Agencies (PHAs) within the CoC's geographic area. If there are more than 5 PHAs within the CoC's geographic area, list the 5 largest PHAs. For each PHA, provide the percentage of new admissions that were homeless at the time of admission between July 1, 2015 and June 30, 2016 and indicate whether the PHA has a homeless admissions preference in its Public Housing and/or Housing Choice Voucher (HCV) program.**

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program from 7/1/15 to 6/30/16 who were homeless at entry	PHA has General or Limited Homeless Preference
The Greenville Housing Authority		Yes-Both
Housing Authority of Spartanburg		Yes-Both
SC Regional Housing Authority No. 1		No
Housing Authority of Greenwood		No
Housing Authority of Anderson		No

**1C-5. Other than CoC, ESG, Housing Choice Voucher Programs and Public Housing, describe other subsidized or low-income housing opportunities that exist within the CoC that target persons experiencing homelessness.  
(limit 1000 characters)**

There are several Low-Income Housing Tax Credit (LIHTC) properties in our CoC that offer affordable housing to person/families experiencing homelessness. These properties do not necessarily target homeless households, but our CoC is aware of this housing option for some of our homeless neighbors. Transitional Housing programs that are not funded by CoC or ESG funds that are operating under the CoC include: GAIHN, SPIHN, Miracle Hill, A Place for Us, HOPE, Family Promise, Kinard Manor, and Phoenix Rising.

**1C-6. Select the specific strategies implemented by the CoC to ensure that**

FY2016 CoC Application	Page 8	09/12/2016
------------------------	--------	------------



**homelessness is not criminalized in the CoC's geographic area. Select all that apply.**

Engaged/educated local policymakers:	<input checked="" type="checkbox"/>
Engaged/educated law enforcement:	<input checked="" type="checkbox"/>
Implemented communitywide plans:	<input checked="" type="checkbox"/>
No strategies have been implemented	<input type="checkbox"/>
Other:(limit 1000 characters)	
CoC Plan (Upstate 10 Year)	<input checked="" type="checkbox"/>
CoC Coordinator Hire	<input checked="" type="checkbox"/>
Ending Chronic Homelessness Task Force Meetings	<input checked="" type="checkbox"/>

## 1D. Continuum of Care (CoC) Discharge Planning

### Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**1D-1. Select the system(s) of care within the CoC's geographic area for which there is a discharge policy in place that is mandated by the State, the CoC, or another entity for the following institutions? Check all that apply.**

Foster Care:	<input checked="checked" type="checkbox"/>
Health Care:	<input checked="checked" type="checkbox"/>
Mental Health Care:	<input checked="checked" type="checkbox"/>
Correctional Facilities:	<input checked="checked" type="checkbox"/>
None:	<input type="checkbox"/>

**1D-2. Select the system(s) of care within the CoC's geographic area with which the CoC actively coordinates with to ensure institutionalized persons that have resided in each system of care for longer than 90 days are not discharged into homelessness. Check all that apply.**

Foster Care:	<input checked="checked" type="checkbox"/>
Health Care:	<input checked="checked" type="checkbox"/>
Mental Health Care:	<input checked="checked" type="checkbox"/>
Correctional Facilities:	<input checked="checked" type="checkbox"/>
None:	<input type="checkbox"/>

**1D-2a. If the applicant did not check all boxes in 1D-2, explain why there is no coordination with the institution(s) that were not selected and explain how the CoC plans to coordinate with the institution(s) to ensure persons**

**discharged are not discharged into homelessness.  
(limit 1000 characters)**

N/A

## **1E. Centralized or Coordinated Assessment (Coordinated Entry)**

### **Instructions:**

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**The CoC Program Interim Rule requires CoCs to establish a Centralized or Coordinated Assessment System which HUD refers to as the Coordinated Entry Process. Based on the recent Coordinated Entry Policy Brief, HUD's primary goals for the coordinated entry process are that assistance be allocated as effectively as possible and that it be easily accessible no matter where or how people present for assistance.**

**1E-1. Explain how the CoC's coordinated entry process is designed to identify, engage, and assist homeless individuals and families that will ensure those who request or need assistance are connected to proper housing and services.  
(limit 1000 characters)**

The CoC's CES is designed to assist homeless individuals and families utilizing the VISPDAT tool in order to prioritize housing. The Housing Determination Committee meets every Friday morning and is representative of the entire CoC, with attendees from Outreach, Mental Health, Housing, and DV shelters, among others. They come together to determine severity of need by way of the CoC's policies and procedures (Veteran Priority, use of VISPDAT, etc.). Specifically, this group makes their decisions based on the highest VISPDAT score for housing type and bedroom size, gives Veteran status priority, focuses on longest length of time homeless, and selects unsheltered homeless persons versus sheltered homeless persons. Additionally, the CoC is requesting funding for a CES Diversion and Retention Coordinator to assist in making sure that those not prioritized are directed to the proper resources. Finally, there is coordination with all 4 CoC's in the State of SC.

**1E-2. CoC Program and ESG Program funded projects are required to participate in the coordinated entry process, but there are many other organizations and individuals who may participate but are not required to do so. From the following list, for each type of organization or individual, select all of the applicable checkboxes that indicate how that organization or individual participates in the CoC's coordinated entry process. If there are other organizations or persons who participate but are not on this list, enter the information in the blank text box, click "Save" at the bottom of**

the screen, and then select the applicable checkboxes.

Organization/Person Categories	Participate s in Ongoing Planning and Evaluation	Makes Referrals to the Coordinate d Entry Process	Receives Referrals from the Coordinate d Entry Process	Operates Access Point for Coordinate d Entry Process	Participate s in Case Conferenci ng	Does not Participate	Does not Exist
Local Government Staff/Officials	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CDBG/HOME/Entitlement Jurisdiction	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Law Enforcement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local Jail(s)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hospital(s)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EMT/Crisis Response Team(s)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health Service Organizations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Substance Abuse Service Organizations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Affordable Housing Developer(s)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Housing Authorities	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-CoC Funded Youth Homeless Organizations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School Administrators/Homeless Liaisons	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-CoC Funded Victim Service Organizations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street Outreach Team(s)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homeless or Formerly Homeless Persons	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shelters	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 1F. Continuum of Care (CoC) Project Review, Ranking, and Selection

### Instructions

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

### 1F-1. For all renewal project applications submitted in the FY 2016 CoC Program Competition complete the chart below regarding the CoC's review of the Annual Performance Report(s).

How many renewal project applications were submitted in the FY 2016 CoC Program Competition?	15
How many of the renewal project applications are first time renewals for which the first operating year has not expired yet?	1
How many renewal project application APRs were reviewed by the CoC as part of the local CoC competition project review, ranking, and selection process for the FY 2016 CoC Program Competition?	14
Percentage of APRs submitted by renewing projects within the CoC that were reviewed by the CoC in the 2016 CoC Competition?	100.00%

### 1F-2 - In the sections below, check the appropriate box(es) for each selection to indicate how project applications were reviewed and ranked for the FY 2016 CoC Program Competition. Written documentation of the CoC's publicly announced Rating and Review procedure must be attached.

Performance outcomes from APR reports/HMIS:	
% permanent housing exit destinations	<input checked="" type="checkbox"/>
% increases in income	<input checked="" type="checkbox"/>
Monitoring criteria:	
Utilization rates	<input checked="" type="checkbox"/>
Drawdown rates	<input checked="" type="checkbox"/>
Frequency or Amount of Funds Recaptured by HUD	<input checked="" type="checkbox"/>

Need for specialized population services:

Youth	<input checked="checked" type="checkbox"/>
Victims of Domestic Violence	<input checked="checked" type="checkbox"/>
Families with Children	<input checked="checked" type="checkbox"/>
Persons Experiencing Chronic Homelessness	<input checked="checked" type="checkbox"/>
Veterans	<input checked="checked" type="checkbox"/>
None:	<input type="checkbox"/>

**1F-2a. Describe how the CoC considered the severity of needs and vulnerabilities of participants that are, or will be, served by the project applications when determining project application priority. (limit 1000 characters)**

The CoC considers the severity of needs and vulnerabilities of participants served by each project application based on availability of services. Priority is given to the number and type of providers; specifically, counties with fewer providers (this is done through data management in HMIS). Additionally, the CoC recognizes Housing First as a best practice for helping those most vulnerable. Part of the rating tool for renewal projects asks if the project, "targets individuals/families experiencing chronic homelessness, homeless families with a qualifying disability, Veteran households, unaccompanied youth/households with dependent children, and/or households experiencing domestic violence." For new projects the rating tool asks, "does the project have a specific population focus? If yes, is it compatible with identifying participants through CES and follow HUDs policy priorities: Chronic Homeless, Veterans, Youth under 25, Families, and Domestic Violence."

**1F-3. Describe how the CoC made the local competition review, ranking, and selection criteria publicly available, and identify the public medium(s) used and the date(s) of posting. Evidence of the public posting must be attached. (limit 750 characters)**

The initial review and scoring was done through the CoC Grants Committee. Applications were then introduced and discussed by the entire CoC Advisory Committee before being turned over to the CoC Ranking Committee, made up of non CoC funded provider representatives. The ranking committee decides the final ranking of all applications using selection criteria based on our previously adopted CoC Ranking Tool (see attached), as well as Project provided APRs and performance data. This criteria and tool (previously posted), along with the priority listing are posted on the CoC collaborative applicant, UHC, website for public viewing. The NOFA ranking, selection criteria, and results were posted on Thursday, August 25, 2016.

**1F-4. On what date did the CoC and Collaborative Applicant publicly post all parts of the FY 2016 CoC Consolidated Application that included the final project application ranking? (Written documentation of the public posting, with the date of the posting clearly visible, must be attached. In addition, evidence of communicating decisions to the CoC's full membership must be attached).**

08/25/2016

**1F-5. Did the CoC use the reallocation process in the FY 2016 CoC Program Competition to reduce or reject projects for the creation of new projects? (If the CoC utilized the reallocation process, evidence of the public posting of the reallocation process must be attached.)**

Yes

**1F-5a. If the CoC rejected project application(s), on what date did the CoC and Collaborative Applicant notify those project applicants that their project application was rejected? (If project applications were rejected, a copy of the written notification to each project applicant must be attached.)**

08/24/2016

**1F-6. In the Annual Renewal Demand (ARD) is the CoC's FY 2016 CoC's FY 2016 Priority Listing equal to or less than the ARD on the final HUD-approved FY2016 GIW?**

Yes



## 1G. Continuum of Care (CoC) Addressing Project Capacity

### Instructions

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

### 1G-1. Describe how the CoC monitors the performance of CoC Program recipients. (limit 1000 characters)

Monitoring by the CoC Monitoring Committee is designed for the evaluation of projects funded under HUD's Continuum of Care Grant Program to determine the effectiveness of each individual program in completing the objectives for which the program is funded. The CoC has a monitoring tool used in conjunction with APR's as part of the monitoring process. No program can be self-monitored. Each team of monitors consists of, at a minimum, one individual who is familiar with the operation of the CoC grant and one individual who is familiar with HMIS. The monitored Agency has the right to appeal results to the Advisory Council. The Advisory Council reviews all materials and allows the Agency and monitors to present information. The Advisory Council visits the Agency location and does a physical inspection. The appeal is resolved within two weeks. The completed monitoring reviews will be filed at the Lead Agency for a period of three years.

### 1G-2. Did the Collaborative Applicant include Yes accurately completed and appropriately signed form HUD-2991(s) for all project applications submitted on the CoC Priority Listing?

## 2A. Homeless Management Information System (HMIS) Implementation

### Intructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**2A-1. Does the CoC have a Governance Charter that outlines the roles and responsibilities of the CoC and the HMIS Lead, either within the Charter itself or by reference to a separate document like an MOU/MOA? In all cases, the CoC's Governance Charter must be attached to receive credit, In addition, if applicable, any separate document, like an MOU/MOA, must also be attached to receive credit.** Yes

**2A-1a. Include the page number where the roles and responsibilities of the CoC and HMIS Lead can be found in the attached document referenced in 2A-1. In addition, in the textbox indicate if the page number applies to the CoC's attached governance charter or attached MOU/MOA.** Roles and responsibilities are broken out on page 1 of the Desgination of HMIS lead and on page 1 of the Designation of Collaborative Applicant. The Governance Charter, pages 8 & 9, discuss the roles and responsibilities of the Collaborative Applicant (8) and the HMIS lead (9).

**2A-2. Does the CoC have a HMIS Policies and Procedures Manual? If yes, in order to receive credit the HMIS Policies and Procedures Manual must be attached to the CoC Application.** Yes

**2A-3. Are there agreements in place that outline roles and responsibilities between the HMIS Lead and the Contributing HMIS Organization (CHOs)?** Yes

**2A-4. What is the name of the HMIS software** Service Point

FY2016 CoC Application	Page 18	09/12/2016
------------------------	---------	------------

**used by the CoC (e.g., ABC Software)?**

**2A-5. What is the name of the HMIS software vendor (e.g., ABC Systems)?** Bowman Services

## 2B. Homeless Management Information System (HMIS) Funding Sources

### Instructions

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

### 2B-1. Select the HMIS implementation Single CoC coverage area:

\* 2B-2. In the charts below, enter the amount of funding from each funding source that contributes to the total HMIS budget for the CoC.

#### 2B-2.1 Funding Type: Federal - HUD

Funding Source	Funding
CoC	\$163,215
ESG	\$46,303
CDBG	\$0
HOME	\$0
HOPWA	\$0
Federal - HUD - Total Amount	\$209,518

#### 2B-2.2 Funding Type: Other Federal

Funding Source	Funding
Department of Education	\$0
Department of Health and Human Services	\$0
Department of Labor	\$0
Department of Agriculture	\$0
Department of Veterans Affairs	\$0
Other Federal	\$0
Other Federal - Total Amount	\$0

#### 2B-2.3 Funding Type: State and Local

Funding Source	Funding
----------------	---------

City	\$0
County	\$2,500
State	\$46,303
State and Local - Total Amount	\$48,803

### 2B-2.4 Funding Type: Private

Funding Source	Funding
Individual	\$0
Organization	\$136,452
Private - Total Amount	\$136,452

### 2B-2.5 Funding Type: Other

Funding Source	Funding
Participation Fees	\$0
Other - Total Amount	\$0

2B-2.6 Total Budget for Operating Year	\$394,773
--	-----------

## 2C. Homeless Management Information System (HMIS) Bed Coverage

### Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**2C-1. Enter the date the CoC submitted the 2016 HIC data in HDX, (mm/dd/yyyy):** 05/01/2016

**2C-2. Per the 2016 Housing Inventory Count (HIC) Indicate the number of beds in the 2016 HIC and in HMIS for each project type within the CoC. If a particular project type does not exist in the CoC then enter "0" for all cells in that project type.**

Project Type	Total Beds in 2016 HIC	Total Beds in HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ESG) beds	1,049	197	219	25.70%
Safe Haven (SH) beds	12	0	12	100.00%
Transitional Housing (TH) beds	823	16	474	58.74%
Rapid Re-Housing (RRH) beds	173	0	137	79.19%
Permanent Supportive Housing (PSH) beds	356	0	233	65.45%
Other Permanent Housing (OPH) beds	0	0	0	

**2C-2a. If the bed coverage rate for any project type is below 85 percent, describe how the CoC plans to increase the bed coverage rate for each of these project types in the next 12 months. (limit 1000 characters)**

Our CoC's largest shelter bed provider is faith-based, and prides themselves on not needing any government dollars to sustain its operations. They have their own database they use to track their homeless individuals and families. We have repeatedly offered for them to use HMIS, but they have refused. Our CoC works very well with this shelter bed provider, and they provide us with data on their clients regularly. We do not see this shelter system changing to HMIS anytime soon, but we will continue to work together to be able to provide quality data about our Continuum.

**2C-3. If any of the project types listed in question 2C-2 above have a coverage rate below 85 percent, and some or all of these rates can be attributed to beds covered by one of the following program types, please**

FY2016 CoC Application	Page 22	09/12/2016
------------------------	---------	------------

**indicate that here by selecting all that apply from the list below.**

VA Grant per diem (VA GPD):	<input type="checkbox"/>
VASH:	<input checked="" type="checkbox"/>
Faith-Based projects/Rescue mission:	<input checked="" type="checkbox"/>
Youth focused projects:	<input type="checkbox"/>
Voucher beds (non-permanent housing):	<input type="checkbox"/>
HOPWA projects:	<input checked="" type="checkbox"/>
Not Applicable:	<input type="checkbox"/>

**2C-4. How often does the CoC review or assess its HMIS bed coverage?** Monthly

## 2D. Homeless Management Information System (HMIS) Data Quality

### Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

### 2D-1. Indicate the percentage of unduplicated client records with null or missing values and the percentage of "Client Doesn't Know" or "Client Refused" within the last 10 days of January 2016.

Universal Data Element	Percentage Null or Missing	Percentage Client Doesn't Know or Refused
3.1 Name	0%	0%
3.2 Social Security Number	0%	0%
3.3 Date of birth	0%	0%
3.4 Race	0%	0%
3.5 Ethnicity	0%	0%
3.6 Gender	0%	0%
3.7 Veteran status	0%	0%
3.8 Disabling condition	0%	0%
3.9 Residence prior to project entry	0%	0%
3.10 Project Entry Date	0%	0%
3.11 Project Exit Date	0%	0%
3.12 Destination	0%	0%
3.15 Relationship to Head of Household	0%	0%
3.16 Client Location	0%	0%
3.17 Length of time on street, in an emergency shelter, or safe haven	0%	0%

### 2D-2. Identify which of the following reports your HMIS generates. Select all that apply:

CoC Annual Performance Report (APR):	<input checked="" type="checkbox"/>
ESG Consolidated Annual Performance and Evaluation Report (CAPER):	<input checked="" type="checkbox"/>
Annual Homeless Assessment Report (AHAR) table shells:	<input checked="" type="checkbox"/>
Point-In-Time Count	<input checked="" type="checkbox"/>



None	<input type="checkbox"/>
------	--------------------------

**2D-3. If you submitted the 2016 AHAR, how many AHAR tables (i.e., ES-ind, ES-family, etc) were accepted and used in the last AHAR?**

10

**2D-4. How frequently does the CoC review data quality in the HMIS?**

Monthly

**2D-5. Select from the dropdown to indicate if standardized HMIS data quality reports are generated to review data quality at the CoC level, project level, or both.**

Both Project and CoC

**2D-6. From the following list of federal partner programs, select the ones that are currently using the CoC's HMIS.**

VA Supportive Services for Veteran Families (SSVF):	<input checked="" type="checkbox"/>
VA Grant and Per Diem (GPD):	<input checked="" type="checkbox"/>
Runaway and Homeless Youth (RHY):	<input checked="" type="checkbox"/>
Projects for Assistance in Transition from Homelessness (PATH):	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
None:	<input type="checkbox"/>

**2D-6a. If any of the Federal partner programs listed in 2D-6 are not currently entering data in the CoC's HMIS and intend to begin entering data in the next 12 months, indicate the Federal partner program and the anticipated start date.  
(limit 750 characters)**

N/A

## 2E. Continuum of Care (CoC) Sheltered Point-in-Time (PIT) Count

### Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

The data collected during the PIT count is vital for both CoC's and HUD. HUD needs accurate data to understand the context and nature of homelessness throughout the country, and to provide Congress and the Office of Management and Budget (OMB) with information regarding services provided, gaps in service, and performance. Accurate, high quality data is vital to inform Congress' funding decisions.

2E-1. Did the CoC approve the final sheltered PIT count methodology for the 2016 sheltered PIT count? Yes

2E-2. Indicate the date of the most recent sheltered PIT count:  
(mm/dd/yyyy) 01/27/2016

2E-2a. If the CoC conducted the sheltered PIT count outside of the last 10 days of January 2016, was an exception granted by HUD? Not Applicable

2E-3. Enter the date the CoC submitted the sheltered PIT count data in HDX:  
(mm/dd/yyyy) 05/01/2016

## 2F. Continuum of Care (CoC) Sheltered Point-in-Time (PIT) Count: Methods

### Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

### 2F-1. Indicate the method(s) used to count sheltered homeless persons during the 2016 PIT count:

Complete Census Count:	<input checked="" type="checkbox"/>
Random sample and extrapolation:	<input type="checkbox"/>
Non-random sample and extrapolation:	<input type="checkbox"/>
	<input type="checkbox"/>

### 2F-2. Indicate the methods used to gather and calculate subpopulation data for sheltered homeless persons:

HMIS:	<input checked="" type="checkbox"/>
HMIS plus extrapolation:	<input type="checkbox"/>
Interview of sheltered persons:	<input checked="" type="checkbox"/>
Sample of PIT interviews plus extrapolation:	<input type="checkbox"/>
	<input type="checkbox"/>

### 2F-3. Provide a brief description of your CoC's sheltered PIT count methodology and describe why your CoC selected its sheltered PIT count methodology. (limit 1000 characters)

The Following methods were used to obtain the highest quality count of our sheltered population:

-Reviewed HUD guidance and/or training on conducting a PIT count.

- Ensured HMIS data was reviewed and complied with data quality standards (e.g. complete and up-to-date demographic data, such as gender).
- Written instructions to providers.
- Written instructions to interviewers.
- Trained interviewers on the data collection requirements/forms.
- Trained provider staff on the data collection requirement/forms.
- Reminded/follow up with providers about the count to maximize participation.
- Used survey or statistical experts to support the count.
- Compared the counts to last year's counts and explained the changes.

**2F-4. Describe any change in methodology from your sheltered PIT count in 2015 to 2016, including any change in sampling or extrapolation method, if applicable. Do not include information on changes to the implementation of your sheltered PIT count methodology (e.g., enhanced training or change in partners participating in the PIT count). (limit 1000 characters)**

There was no change in methodology from the sheltered PIT count in 2015 to 2016.

**2F-5. Did your CoC change its provider coverage in the 2016 sheltered count?** Yes

**2F-5a. If "Yes" in 2F-5, then describe the change in provider coverage in the 2016 sheltered count. (limit 750 characters)**

The CoC discontinued collecting data from detox and recovery facilities that does not have homelessness as a condition for entry or have dedicated homeless beds, such as Faith, Hope, Love Charities and the Greenville Salvation Army CSRC Program. In addition, we did not collect data from providers that were no longer operational, including: Hope Ministries and Kingdom Come Ministries.

The CoC added secondary providers such as the Anderson, Cherokee, Spartanburg, and Greenwood McKinney-Vento liaisons.

## 2G. Continuum of Care (CoC) Sheltered Point-in-Time (PIT) Count: Data Quality

### Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

### 2G-1. Indicate the methods used to ensure the quality of the data collected during the sheltered PIT count:

Training:	<input checked="" type="checkbox"/>
Follow-up:	<input checked="" type="checkbox"/>
HMIS:	<input checked="" type="checkbox"/>
Non-HMIS de-duplication techniques:	<input checked="" type="checkbox"/>
Manual Review of Paper Surveys for Data Completeness	<input checked="" type="checkbox"/>

### 2G-2. Describe any change to the way your CoC implemented its sheltered PIT count from 2015 to 2016 that would change data quality, including changes to training volunteers and inclusion of any partner agencies in the sheltered PIT count planning and implementation, if applicable. Do not include information on changes to actual sheltered PIT count methodology (e.g. change in sampling or extrapolation methods). (limit 1000 characters)

This year, we offered more generalized and in depth training on the significance of the PIT count and interview methodologies. Partners include: AmeriCorps members with the United Way of Pickens and the United Way of Anderson, as well as Upstate Warrior Solutions.

## 2H. Continuum of Care (CoC) Unsheltered Point-in-Time (PIT) Count

### Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

HUD requires CoCs to conduct an unsheltered PIT count every 2 years (biennially) during the last 10 days in January; however, HUD also strongly encourages CoCs to conduct the unsheltered PIT count annually at the same time that they conduct annual sheltered PIT counts. HUD required CoCs to conduct the last biennial PIT count during the last 10 days in January 2015.

2H-1. Did the CoC approve the final unsheltered PIT count methodology for the most recent unsheltered PIT count? Yes

2H-2. Indicate the date of the most recent unsheltered PIT count (mm/dd/yyyy): 01/27/2016

2H-2a. If the CoC conducted the unsheltered PIT count outside of the last 10 days of January 2016, or most recent count, was an exception granted by HUD? Not Applicable

2H-3. Enter the date the CoC submitted the unsheltered PIT count data in HDX (mm/dd/yyyy): 05/01/2016

## 2I. Continuum of Care (CoC) Unsheltered Point-in-Time (PIT) Count: Methods

### Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

### 2I-1. Indicate the methods used to count unsheltered homeless persons during the 2016 or most recent PIT count:

Night of the count - complete census:	<input checked="checked" type="checkbox"/>
Night of the count - known locations:	<input checked="checked" type="checkbox"/>
Night of the count - random sample:	<input type="checkbox"/>
Service-based count:	<input checked="checked" type="checkbox"/>
HMIS:	<input checked="checked" type="checkbox"/>
	<input type="checkbox"/>

### 2I-2. Provide a brief description of your CoC's unsheltered PIT count methodology and describe why your CoC selected this unsheltered PIT count methodology. (limit 1000 characters)

The CoC's unsheltered PIT count methodology were as follows: Reviewed HUD guidance and/or trainings on conducting an unsheltered count; Written instructions and in-person trainings for canvassers; Reminded/followed-up with canvassers about the count to maximize participation; Used survey or statistical experts to support the count; Included formerly homeless people to support the count; Compared the count to internal data and resolved inconsistencies; Utilized advanced mapping and outreach prior to night of count; and, Utilized volunteers and staff at secondary service providers to capture information from homeless individuals and families. Chapters worked with local police departments and used GIS mapping to locate remote homeless encampments, and GAMES focused on a younger generation of transient homeless riding the railways between states. For our CoC, urban and rural areas often require different approaches and methodologies in order to capture more accurate information.

**2I-3. Describe any change in methodology from your unsheltered PIT count in 2015 (or 2014 if an unsheltered count was not conducted in 2015) to 2016, including any change in sampling or extrapolation method, if applicable. Do not include information on changes to implementation of your sheltered PIT count methodology (e.g., enhanced training or change in partners participating in the count). (limit 1000 characters)**

There was no change in the methodology from the Unsheltered PIT Count in 2015.

**2I-4. Has the CoC taken extra measures to identify unaccompanied homeless youth in the PIT count?** Yes

**2I-4a. If the response in 2I-4 was "no" describe any extra measures that are being taken to identify youth and what the CoC is doing for homeless youth. (limit 1000 characters)**

N/A



## 2J. Continuum of Care (CoC) Unsheltered Point-in-Time (PIT) Count: Data Quality

### Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

### 2J-1. Indicate the steps taken by the CoC to ensure the quality of the data collected for the 2016 unsheltered PIT count:

Training:	<input checked="checked" type="checkbox"/>
"Blitz" count:	<input type="checkbox"/>
Unique identifier:	<input checked="checked" type="checkbox"/>
Survey questions:	<input checked="checked" type="checkbox"/>
Enumerator observation:	<input checked="checked" type="checkbox"/>
	<input type="checkbox"/>
None:	<input type="checkbox"/>

**2J-2. Describe any change to the way the CoC implemented the unsheltered PIT count from 2015 (or 2014 if an unsheltered count was not conducted in 2015) to 2016 that would affect data quality. This includes changes to training volunteers and inclusion of any partner agencies in the unsheltered PIT count planning and implementation, if applicable. Do not include information on changes in actual methodology (e.g. change in sampling or extrapolation method). (limit 1000 characters)**

The inclusion of Upstate Warrior Solutions, a Veteran Service Agency, brought a broader outreach to unsheltered locations (especially in rural counties). We also worked with local coordinators to identify known and potential camps/locations, and mapped them to allow for outreach prior to the night of the count.

## 3A. Continuum of Care (CoC) System Performance

### Instructions

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

### 3A-1. Performance Measure: Number of Persons Homeless - Point-in-Time Count.

#### \* 3A-1a. Change in PIT Counts of Sheltered and Unsheltered Homeless Persons

Using the table below, indicate the number of persons who were homeless at a Point-in-Time (PIT) based on the 2015 and 2016 PIT counts as recorded in the Homelessness Data Exchange (HDX).

	2015 PIT (for unsheltered count, most recent year conducted)	2016 PIT	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	1,961	1,829	-132
Emergency Shelter Total	683	873	190
Safe Haven Total	12	12	0
Transitional Housing Total	860	684	-176
Total Sheltered Count	1,555	1,569	14
Total Unsheltered Count	406	260	-146

#### 3A-1b. Number of Sheltered Persons Homeless - HMIS.

Using HMIS data, enter the number of homeless persons who were served in a sheltered environment between October 1, 2014 and September 30, 2015 for each category provided.

	Between October 1, 2014 and September 30, 2015
Universe: Unduplicated Total sheltered homeless persons	1,811
Emergency Shelter Total	1,259
Safe Haven Total	14
Transitional Housing Total	667

### 3A-2. Performance Measure: First Time Homeless.

Describe the CoC's efforts to reduce the number of individuals and families who become homeless for the first time. Specifically, describe what the CoC is doing to identify risk factors of becoming homeless.

**(limit 1000 characters)**

The CoC's efforts include identifying risk factors, use of 211, the VISPDAT, Diversion, and the CES. The Greenville County Redevelopment Authority and SSVF offers prevention funding to our community. All Chapters identify the issues through monthly chapter meetings held among homeless service providers and community partners, including: DSS, Social Change, McKinney Vento liaisons, Greater Greenwood United Ministries, Catholic Charities, Upstate Warrior Solutions, homeless shelters in Spartanburg and Cherokee Counties, SCDMH, local public housing authorities, Salvation Army of Greenville and Greenwood, GLEAMNS CDBG for outreach, various job training programs (i.e. Goodwill Industries), Upper Savannah Council of Governments, other community action agencies with prevention funding, and other partnerships to bring community awareness to risk factors for becoming homeless. These community partnerships funnel referrals in order to help prevent first time homelessness.

**3A-3. Performance Measure: Length of Time Homeless.**

**Describe the CoC's efforts to reduce the length of time individuals and families remain homeless. Specifically, describe how your CoC has reduced the average length of time homeless, including how the CoC identifies and houses individuals and families with the longest lengths of time homeless.**

**(limit 1000 characters)**

The CoC's efforts include the use of 211, the VISPDAT, Rapid Rehousing, Diversion, and the CES, as well as operating under a Housing First model. During the prioritization process, for each category of housing after the VISPDAT score, length of time homeless is the next determinant. Specifically, every community will have the capacity to: Quickly identify and engage people at risk of homelessness (through outreach and the CES); Intervene to prevent the loss of housing and divert people from entering the homelessness service system; Provide immediate access to shelter and crisis services, without barriers to entry, while permanent and stable housing and appropriate supports are being secured; and, When homelessness does occur, quickly connecting people to housing assistance and services tailored to their unique needs and strengths in order to help them achieve and maintain stable housing.

**\* 3A-4. Performance Measure: Successful Permanent Housing Placement or Retention.**

**In the next two questions, CoCs must indicate the success of its projects in placing persons from its projects into permanent housing.**

**3A-4a. Exits to Permanent Housing Destinations:**

**Fill in the chart to indicate the extent to which projects exit program participants into permanent housing (subsidized or non-subsidized) or the**

**retention of program participants in CoC Program-funded permanent supportive housing.**

	Between October 1, 2014 and September 30, 2015
Universe: Persons in SSO, TH and PH-RRH who exited	311
Of the persons in the Universe above, how many of those exited to permanent destinations?	244
% Successful Exits	78.46%

**3A-4b. Exit To or Retention Of Permanent Housing:**  
**In the chart below, CoCs must indicate the number of persons who exited from any CoC funded permanent housing project, except rapid re-housing projects, to permanent housing destinations or retained their permanent housing between October 1, 2014 and September 31, 2015.**

	Between October 1, 2014 and September 30, 2015
Universe: Persons in all PH projects except PH-RRH	263
Of the persons in the Universe above, indicate how many of those remained in applicable PH projects and how many of those exited to permanent destinations?	235
% Successful Retentions/Exits	89.35%

**3A-5. Performance Measure: Returns to Homelessness: Describe the CoCs efforts to reduce the rate of individuals and families who return to homelessness. Specifically, describe strategies your CoC has implemented to identify and minimize returns to homelessness, and demonstrate the use of HMIS or a comparable database to monitor and record returns to homelessness. (limit 1000 characters)**

Our CoC has a very strong case management, education, and job training sector, so our homeless service providers utilize these services to assist their homeless adults. Additionally, our case managers educate clients on how to be a "renter," and maintain housing. With the belief that a good paying job is the best anti-homeless initiative, we encourage our homeless population to take advantage of job training programs. Housing First and harm reduction are best practices used by the CoC so that participants are not arbitrarily evicted back into homelessness. We have mental health case managers and other case managers to keep our mentally ill homeless from returning to the streets. These case managers continue to meet regularly with their clients after they have been placed into permanent housing. The use of HMIS to monitor and record returns to homelessness is done quarterly, through reports that are run in order to monitor these numbers across the CoC.

**3A-6. Performance Measure: Job and Income Growth.**  
**Performance Measure: Job and Income Growth. Describe the CoC's specific strategies to assist CoC Program-funded projects to increase program participants' cash income from employment and non-**

**employment non-cash sources.  
(limit 1000 characters)**

Our CoC Advisory Council links all of our homeless service providers to local job training programs in each geographic area, including: Goodwill Job Connection; SC Works Vocational Rehabilitation; WorkKeys; and, Adult Ed through GLEAMNS. The CoC also participates in the SC Homeless Childcare Voucher Initiative which enables homeless families to have childcare in order to increase income. Partial funding will be used for one dedicated FT SOAR Benefits Specialist in each of the four HUD CoC's in SC. This new staff person is the local SOAR lead, and works with the State Team Lead at SCDMH to further expand the SOAR initiative. Finally, some of our agencies use Benefit Bank for screening, and Charity Tracker to connect participants who are eligible to food stamps, Medicaid, TANF, and other services.

**3A-6a. Describe how the CoC is working with mainstream employment organizations to aid homeless individuals and families in increasing their income.  
(limit 1000 characters)**

Because our CoC has a very strong education and job training sector, our homeless service providers continuously utilize these services in order to assist their homeless adult clients. For example, in Greenville County, the Greenville Region Workforce Collaborative is made up of the local WIOA office, SC Works, Greenville Technical College, local non profits who specialize in job training case management (Goodwill Industries, etc.), local funders, and employers. Homeless clients (and other low income clients) go through an eligibility process which includes passing WorkKeys at the Silver Level or higher to be considered for manufacturing job training classes and employment. Manufacturing employers in our region determined the standard of Silver level in WorkKeys. For those who fall below Silver, they are assisted in other job training or employment opportunities.

**3A-7. What was the the criteria and decision-making process the CoC used to identify and exclude specific geographic areas from the CoC's unsheltered PIT count?  
(limit 1000 characters)**

Current and formerly homeless people helped the CoC to identify locations for the PIT Count. Upstate Warrior Solutions and local coordinators also helped to identify locations for pre-canvassing in early January, ahead of the PIT Count, so that if there was no activity there we did not need to revisit the area the night of the count.

**3A-7a. Did the CoC completely exclude geographic areas from the the most recent PIT count (i.e., no one counted there and, for communities using samples the area was excluded from both the sample and extrapolation) where the CoC determined that there were no unsheltered homeless people, including areas that are uninhabitable (e.g.** Yes

disasters)?

**3A-7b. Did the CoC completely exclude geographic areas from the the most recent PIT count (i.e., no one counted there and, for communities using samples the area was excluded from both the sample and extrapolation) where the CoC determined that there were no unsheltered homeless people, including areas that are uninhabitable (e.g. deserts, wilderness, etc.)?**  
**(limit 1000 characters)**

Yes.

PER FY2016, VERSION 1: E-SNAPS INSTRUCTIONAL GUIDE, CONTINUUM OF CARE APPLICATION. The factors used to determine whether there were no unsheltered homeless people in that area include: 1.) GIS mapping and pre-cavassing that was done by our partner agency Upstate Warrior Solutions and other outreach teams in the Continuum; and, 2.) We relied on input from other service providers and homeless clients about where unsheltered populations have previously been found (or not found).

**3A-8. Enter the date the CoC submitted the system performance measure data into HDX.** 08/12/2016  
**The System Performance Report generated by HDX must be attached.**  
**(mm/dd/yyyy)**

**3A-8a. If the CoC was unable to submit their System Performance Measures data to HUD via the HDX by the deadline, explain why and describe what specific steps they are taking to ensure they meet the next HDX submission deadline for System Performance Measures data.**  
**(limit 1500 characters)**

N/A.

## 3B. Continuum of Care (CoC) Performance and Strategic Planning Objectives

### Objective 1: Ending Chronic Homelessness

#### Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

To end chronic homelessness by 2017, HUD encourages three areas of focus through the implementation of Notice CPD 14-012: Prioritizing Persons Experiencing Chronic Homelessness in Permanent Supportive Housing and Recordkeeping Requirements for Documenting Chronic Homeless Status.

1. Targeting persons with the highest needs and longest histories of homelessness for existing and new permanent supportive housing;
2. Prioritizing chronically homeless individuals, youth and families who have the longest histories of homelessness; and
3. The highest needs for new and turnover units.

**3B-1.1. Compare the total number of chronically homeless persons, which includes persons in families, in the CoC as reported by the CoC for the 2016 PIT count compared to 2015 (or 2014 if an unsheltered count was not conducted in 2015).**

	2015 (for unsheltered count, most recent year conducted)	2016	Difference
Universe: Total PIT Count of sheltered and unsheltered chronically homeless persons	407	304	-103
Sheltered Count of chronically homeless persons	275	179	-96
Unsheltered Count of chronically homeless persons	132	125	-7

**3B-1.1a. Using the "Differences" calculated in question 3B-1.1 above, explain the reason(s) for any increase, or no change in the overall TOTAL number of chronically homeless persons in the CoC, as well as the change in the unsheltered count, as reported in the PIT count in 2016 compared to 2015.  
(limit 1000 characters)**

The change in the definition of Chronically Homeless was the reason for the decrease in chronically homeless persons because fewer people met the HUD established criteria. Additionally, the CoC operates Housing First Low Barrier Programs that have helped to move people into permanent housing more rapidly.

**3B-1.2. Compare the total number of PSH beds (CoC Program and non-CoC Program funded) that were identified as dedicated for use by chronically homeless persons on the 2016 Housing Inventory Count, as compared to those identified on the 2015 Housing Inventory Count.**

	2015	2016	Difference
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homeless persons identified on the HIC.	116	173	57

**3B-1.2a. Explain the reason(s) for any increase, or no change in the total number of PSH beds (CoC program funded or non-CoC Program funded) that were identified as dedicated for use by chronically homeless persons on the 2016 Housing Inventory Count compared to those identified on the 2015 Housing Inventory Count.  
(limit 1000 characters)**

Due to rollover of chronically homeless persons being served under the previous definition of chronically homeless, there was an increase in the total number of Permanent Supportive Housing beds.

**3B-1.3. Did the CoC adopt the Orders of Priority into their standards for all CoC Program funded PSH as described in Notice CPD-14-012: Prioritizing Persons Experiencing Chronic Homelessness in Permanent Supportive Housing and Recordkeeping Requirements for Documenting Chronic Homeless Status?**

Yes

**3B-1.3a. If "Yes" was selected for question 3B-1.3, attach a copy of the CoC's written standards or other evidence that clearly shows the incorporation of the Orders of Priority in Notice CPD 14-012 and indicate the page(s) for all documents where the Orders of Priority are found.**

Notice pgs. 6-9

**3B-1.4. Is the CoC on track to meet the goal of ending chronic homelessness by 2017?**

Yes



This question will not be scored.

**3B-1.4a. If the response to question 3B-1.4 was “Yes” what are the strategies that have been implemented by the CoC to maximize current resources to meet this goal? If “No” was selected, what resources or technical assistance will be implemented by the CoC to reach to goal of ending chronically homelessness by 2017? (limit 1000 characters)**

Some strategies include: A fully functioning CES that prioritizes the chronically homeless for available housing opportunities; Expansion of housing inventory (including reallocation of Transitional Beds); The Chronic Homeless Task Force that meets weekly for case management, and monthly to discuss larger issues facing our region and state with other outside providers; Hiring of a CoC Coordinator and implementation of the Planning Grant goals and objectives; and, Partnerships within our local service area ending Chronic Homelessness. Other strategies can be found in the Orders of Priority Notice CPD 14-012 pages 6-9.

## 3B. Continuum of Care (CoC) Strategic Planning Objectives

### 3B. Continuum of Care (CoC) Strategic Planning Objectives

#### Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**HUD will evaluate CoC's based on the extent to which they are making progress to achieve the goal of ending homelessness among households with children by 2020.**

#### 3B-2.1. What factors will the CoC use to prioritize households with children during the FY2016 Operating year? (Check all that apply).

Vulnerability to victimization:	<input checked="" type="checkbox"/>
Number of previous homeless episodes:	<input checked="" type="checkbox"/>
Unsheltered homelessness:	<input checked="" type="checkbox"/>
Criminal History:	<input type="checkbox"/>
Bad credit or rental history (including not having been a leaseholder):	<input type="checkbox"/>
Head of household has mental/physical disabilities:	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
N/A:	<input type="checkbox"/>

**3B-2.2. Describe the CoC's strategies including concrete steps to rapidly rehouse every household with children within 30 days of those families becoming homeless.  
(limit 1000 characters)**

The CoC works with various PHAs to exercise local preference for homeless families, uses a Housing First model, and builds relationships with businesses, religious entities, and landlords. We work with school liaisons, hospitals, etc. to identify at risk families, move clients into rapid rehousing through housing counseling, provide training and technical assistance on homelessness, and strengthen data collection tools to effectively track progress in preventing, reducing, and ending homelessness. We are strengthening outreach and engagement activities through expansion, collaboration, and sharing of resources, and continue to encourage participation in task force, advisory, chapter, and other community meetings. We are developing CoC program and community volunteer endeavors to serve and educate, improving income and healthcare access, holding job fairs, and training staff on SOAR, benefit banks, etc. The Housing Determination Committee contacts potential clients within 24 hours.

**3B-2.3. Compare the number of RRH units available to serve families from the 2015 and 2016 HIC.**

	2015	2016	Difference
RRH units available to serve families in the HIC:	16	31	15

**3B-2.4. How does the CoC ensure that emergency shelters, transitional housing, and permanent housing (PSH and RRH) providers within the CoC do not deny admission to or separate any family members from other members of their family based on age, sex, gender or disability when entering shelter or housing? (check all strategies that apply)**

CoC policies and procedures prohibit involuntary family separation:	<input checked="" type="checkbox"/>
There is a method for clients to alert CoC when involuntarily separated:	<input type="checkbox"/>
CoC holds trainings on preventing involuntary family separation, at least once a year:	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
None:	<input type="checkbox"/>

**3B-2.5. Compare the total number of homeless households with children in the CoC as reported by the CoC for the 2016 PIT count compared to 2015 (or 2014 if an unsheltered count was not conducted in 2015).**

**PIT Count of Homelessness Among Households With Children**

FY2016 CoC Application	Page 43	09/12/2016
------------------------	---------	------------

	2015 (for unsheltered count, most recent year conducted)	2016	Difference
Universe: Total PIT Count of sheltered and unsheltered homeless households with children:	196	207	11
Sheltered Count of homeless households with children:	186	198	12
Unsheltered Count of homeless households with children:	10	9	-1

**3B-2.5a. Explain the reason(s) for any increase, or no change in the total number of homeless households with children in the CoC as reported in the 2016 PIT count compared to the 2015 PIT count. (limit 1000 characters)**

There were very small differences between 2015 and 2016. A total increase of 11 sheltered and unsheltered homeless households with children, and a total increase of 12 sheltered count of homeless households with children show that our model is working and holding steady. One main reason for the increase is because South Carolina is ranked number one in the nation for domestic violence. Many single mothers and their children are fleeing from this violence.

**3B-2.6. From the list below select the strategies to the CoC uses to address the unique needs of unaccompanied homeless youth including youth under age 18, and youth ages 18-24, including the following.**

Human trafficking and other forms of exploitation?	Yes
LGBTQ youth homelessness?	Yes
Exits from foster care into homelessness?	Yes
Family reunification and community engagement?	Yes
Positive Youth Development, Trauma Informed Care, and the use of Risk and Protective Factors in assessing youth housing and service needs?	Yes
Unaccompanied minors/youth below the age of 18?	Yes

**3B-2.6a. Select all strategies that the CoC uses to address homeless youth trafficking and other forms of exploitation.**

Diversion from institutions and decriminalization of youth actions that stem from being trafficked:	<input checked="" type="checkbox"/>
Increase housing and service options for youth fleeing or attempting to flee trafficking:	<input checked="" type="checkbox"/>
Specific sampling methodology for enumerating and characterizing local youth trafficking:	<input type="checkbox"/>
Cross systems strategies to quickly identify and prevent occurrences of youth trafficking:	<input checked="" type="checkbox"/>

Community awareness training concerning youth trafficking:	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
N/A:	<input type="checkbox"/>

**3B-2.7. What factors will the CoC use to prioritize unaccompanied youth including youth under age 18, and youth ages 18-24 for housing and services during the FY 2016 operating year? (Check all that apply)**

Vulnerability to victimization:	<input checked="" type="checkbox"/>
Length of time homeless:	<input checked="" type="checkbox"/>
Unsheltered homelessness:	<input checked="" type="checkbox"/>
Lack of access to family and community support networks:	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
N/A:	<input type="checkbox"/>

**3B-2.8. Using HMIS, compare all unaccompanied youth including youth under age 18, and youth ages 18-24 served in any HMIS contributing program who were in an unsheltered situation prior to entry in FY 2014 (October 1, 2013-September 30, 2014) and FY 2015 (October 1, 2014 - September 30, 2015).**

	FY 2014 (October 1, 2013 - September 30, 2014)	FY 2015 (October 1, 2014 - September 30, 2015)	Difference
Total number of unaccompanied youth served in HMIS contributing programs who were in an unsheltered situation prior to entry:	24	53	29

**3B-2.8a. If the number of unaccompanied youth and children, and youth-headed households with children served in any HMIS contributing program who were in an unsheltered situation prior to entry in FY 2015 is lower than FY 2014 explain why.  
(limit 1000 characters)**

N/A

**3B-2.9. Compare funding for youth homelessness in the CoC's geographic area in CY 2016 and CY 2017.**

	Calendar Year 2016	Calendar Year 2017	Difference
Overall funding for youth homelessness dedicated projects (CoC Program and non-CoC Program funded):	\$199,995.00	\$199,995.00	\$0.00
CoC Program funding for youth homelessness dedicated projects:	\$0.00	\$0.00	\$0.00
Non-CoC funding for youth homelessness dedicated projects (e.g. RHY or other Federal, State and Local funding):	\$199,995.00	\$199,995.00	\$0.00

**3B-2.10. To what extent have youth services and educational representatives, and CoC representatives participated in each other's meetings between July 1, 2015 and June 30, 2016?**

Cross-Participation in Meetings	# Times
CoC meetings or planning events attended by LEA or SEA representatives:	9
LEA or SEA meetings or planning events (e.g. those about child welfare, juvenile justice or out of school time) attended by CoC representatives:	9
CoC meetings or planning events attended by youth housing and service providers (e.g. RHY providers):	12

**3B-2.10a. Based on the responses in 3B-2.10, describe in detail how the CoC collaborates with the McKinney-Vento local educational authorities and school districts.  
(limit 1000 characters)**

The McKinney Vento liaisons attend the Greenville, Anderson, Spartanburg, and GAMES chapter meetings, as well as the CoC Advisory Committee meeting. Participation varies based on chapter. These liaisons operate as access points to the CES, and for intake and referral, as well as case management. There is also representation from, and partnership with, the McKinney Vento Liaisons at the SC Coalition for the Homeless State Interagency Council, as well as partnership with the Hispanic Outreach McKinney Vento Liaison. Finally, the CoC collaborates with all McKinney Vento liaisons, state and local, in the community and in the schools, as well as on the annual PIT Count.

**3B-2.11. How does the CoC make sure that homeless individuals and families who become homeless are informed of their eligibility for and receive access to educational services? Include the policies and procedures that homeless service providers (CoC and ESG Programs) are required to follow.  
(limit 2000 characters)**

Homeless education liaisons work with various agencies within the CoC's service area to gather referrals, identify youth who are eligible, connect families with needed services, and to help meet the basic needs of those they serve. The liaison can make referrals, transport clients, and pick up goods (for the family in their absence).

Specifically, all chapters have representatives that write letters for each participant who has a child in school to go to the student support service worker (McKinney Vento liaison), letting them know that they are in the program and entitled to any McKinney Vento funds or services. These letters are funneled locally and then sent to Linda Pace at the State level. They work together on case management.

**3B-2.12. Does the CoC or any HUD-funded projects within the CoC have any written agreements with a program that services infants, toddlers, and youth children, such as Head Start; Child Care and Development Fund; Healthy Start; Maternal, Infant, Early Childhood Home Visiting programs; Public Pre-K; and others?  
(limit 1000 characters)**

All of the Chapters represented in the CoC have written agreements and/or operate programs that service infants, toddlers, and young children. SHARE operates 23 Head Start centers in 4 counties, and both GAMES and SPIHN (with their local area shelters) have written agreements with First Steps. GAMES works with GLEAMNS, and Anderson refers out to Head Start programs locally.

## 3B. Continuum of Care (CoC) Performance and Strategic Planning Objectives

### Objective 3: Ending Veterans Homelessness

#### Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**Opening Doors outlines the goal of ending Veteran homelessness by the end of 2016. The following questions focus on the various strategies that will aid communities in meeting this goal.**

**3B-3.1. Compare the total number of homeless Veterans in the CoC as reported by the CoC for the 2016 PIT count compared to 2015 (or 2014 if an unsheltered count was not conducted in 2015).**

	2015 (for unsheltered count, most recent year conducted)	2016	Difference
Universe: Total PIT count of sheltered and unsheltered homeless veterans:	101	141	40
Sheltered count of homeless veterans:	74	115	41
Unsheltered count of homeless veterans:	27	26	-1

**3B-3.1a. Explain the reason(s) for any increase, or no change in the total number of homeless veterans in the CoC as reported in the 2016 PIT count compared to the 2015 PIT count. (limit 1000 characters)**

The CoC trained PIT Count volunteers and providers on interview methodologies to get more accurate responses to Veteran status. Additionally, the CoC partnered with Upstate Warrior Solutions for the unsheltered count to interview Veteran to Veteran; where Veterans are more likely to self-identify, respond, and react to a peer. Additionally, as an increasing amount of time passes between wars and active duty tours, PTSD becomes more prominent, thus creating an increase in the homeless Veteran population.

**3B-3.2. Describe how the CoC identifies, assesses, and refers homeless veterans who are eligible for Veterean's Affairs services and housing to**

FY2016 CoC Application	Page 48	09/12/2016
------------------------	---------	------------



**appropriate resources such as HUD-VASH and SSVF.  
(limit 1000 characters)**

The CoC has a weekly review of the prioritization list as determined by the CES and VISPDAT tool. Anyone who is identified as a Veteran who scores within the range of 4-7 for transitional or rapid rehousing are automatically sent to SSVF representatives further assessment of their eligibility. The CoC has a close relationship with the Housing Authority that administers the VASH program, and created a Vets @ Home list and committee that maintains the active Veteran byname list. Local VA staff in Greenville are entering data in HMIS on their clients as well. VASH works closely with rapid rehousing programs to get Veterans housed faster (where rapid rehousing provides a deposit, and VASH covers the monthly rent).

**3B-3.3. Compare the total number of homeless Veterans in the CoC and the total number of unsheltered homeless Veterans in the CoC, as reported by the CoC for the 2016 PIT Count compared to the 2010 PIT Count (or 2009 if an unsheltered count was not conducted in 2010).**

	2010 (or 2009 if an unsheltered count was not conducted in 2010)	2016	% Difference
Total PIT Count of sheltered and unsheltered homeless veterans:	72	141	95.83%
Unsheltered Count of homeless veterans:	14	26	85.71%

**3B-3.4. Indicate from the dropdown whether you are on target to end Veteran homelessness by the end of 2016.**

No

This question will not be scored.

**3B-3.4a. If "Yes", what are the strategies being used to maximize your current resources to meet this goal? If "No" what resources or technical assistance would help you reach the goal of ending Veteran homelessness by the end of 2016?  
(limit 1000 characters)**

Resources and Technical Assistance include:

1. Receiving the Vets @ Home technical assistance;
2. Creating and monitoring an active Veteran byname list;
3. Partnering with Upstate Warrior Solutions, the Upstate Veterans Alliance Network, Alston Wilkes Society, and the biannual Operation Stand Down (held in October) and Veteran Event (held in April) to connect with Veterans in need of housing services and partner with other service providers that have Veterans as their target population.

## 4A. Accessing Mainstream Benefits

### Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**4A-1. Does the CoC systematically provide information to provider staff about mainstream benefits, including up-to-date resources on eligibility and program changes that can affect homeless clients?** Yes

**4A-2. Based on the CoC's FY 2016 new and renewal project applications, what percentage of projects have demonstrated they are assisting project participants to obtain mainstream benefits? This includes all of the following within each project: transportation assistance, use of a single application, annual follow-ups with participants, and SOAR-trained staff technical assistance to obtain SSI/SSDI?**

### FY 2016 Assistance with Mainstream Benefits

Total number of project applications in the FY 2016 competition (new and renewal):	20
Total number of renewal and new project applications that demonstrate assistance to project participants to obtain mainstream benefits (i.e. In a Renewal Project Application, "Yes" is selected for Questions 2a, 2b and 2c on Screen 4A. In a New Project Application, "Yes" is selected for Questions 5a, 5b, 5c, 6, and 6a on Screen 4A).	20
Percentage of renewal and new project applications in the FY 2016 competition that have demonstrated assistance to project participants to obtain mainstream benefits:	100%

**4A-3. List the organizations (public, private, non-profit and other) that you collaborate with to facilitate health insurance enrollment, (e.g., Medicaid, Medicare, Affordable Care Act options) for program participants. For each organization you partner with, detail the specific outcomes resulting from the partnership in the establishment of benefits. (limit 1000 characters)**

Greenville collaborators include Bon Secours St. Francis Health System, Access Health, AID Upstate (for HIV/AIDS services), New Horizons Healthcare for the Homeless Mobile Van, and the Greenville Free Medical Clinic, among others. Anderson providers include the Free Clinic, AnMed, and Well Vista eligibility with Benefit Bank. Spartanburg providers are Access Health, Benefit Bank, and Medicaid. GAMES area collaborates with Self Regional Health Care and Access Health Lakelands to facilitate health insurance enrollment for program participants, Self Regional (who outsources to Chamberlain and

Edmunds to handle Medicaid Disability claims), Well Vista for medication, and Charity Care for doctor visits, as well as referrals (during Open Enrollment) located at the Children's Center in Greenwood.

**4A-4. What are the primary ways the CoC ensures that program participants with health insurance are able to effectively utilize the healthcare benefits available to them?**

Educational materials:	<input checked="" type="checkbox"/>
In-Person Trainings:	<input type="checkbox"/>
Transportation to medical appointments:	<input checked="" type="checkbox"/>
Referrals to Health Fairs	<input checked="" type="checkbox"/>
Access to Benefit Bank	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
Not Applicable or None:	<input type="checkbox"/>

## 4B. Additional Policies

### Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

### 4B-1. Based on the CoCs FY 2016 new and renewal project applications, what percentage of Permanent Housing (PSH and RRH), Transitional Housing (TH), and SSO (non-Coordinated Entry) projects in the CoC are low barrier?

#### FY 2016 Low Barrier Designation

Total number of PH (PSH and RRH), TH and non-Coordinated Entry SSO project applications in the FY 2016 competition (new and renewal):	20
Total number of PH (PSH and RRH), TH and non-Coordinated Entry SSO renewal and new project applications that selected "low barrier" in the FY 2016 competition:	20
Percentage of PH (PSH and RRH), TH and non-Coordinated Entry SSO renewal and new project applications in the FY 2016 competition that will be designated as "low barrier":	100%

### 4B-2. What percentage of CoC Program-funded Permanent Supportive Housing (PSH), Rapid Re-Housing (RRH), SSO (non-Coordinated Entry) and Transitional Housing (TH) FY 2016 Projects have adopted a Housing First approach, meaning that the project quickly houses clients without preconditions or service participation requirements?

#### FY 2016 Projects Housing First Designation

Total number of PSH, RRH, non-Coordinated Entry SSO, and TH project applications in the FY 2016 competition (new and renewal):	20
Total number of PSH, RRH, non-Coordinated Entry SSO, and TH renewal and new project applications that selected Housing First in the FY 2016 competition:	19
Percentage of PSH, RRH, non-Coordinated Entry SSO, and TH renewal and new project applications in the FY 2016 competition that will be designated as Housing First:	95%

### 4B-3. What has the CoC done to ensure awareness of and access to housing and supportive services within the CoC's geographic area to persons that could benefit from CoC-funded programs but are not currently participating in a CoC funded program? In particular, how does the CoC reach out to for persons that are least likely to request housing or services in the absence of special outreach?

Direct outreach and marketing:	<input type="checkbox"/>
--------------------------------	--------------------------

Use of phone or internet-based services like 211:	<input checked="checked" type="checkbox"/>
Marketing in languages commonly spoken in the community:	<input checked="checked" type="checkbox"/>
Making physical and virtual locations accessible to those with disabilities:	<input checked="checked" type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
Not applicable:	<input type="checkbox"/>

**4B-4. Compare the number of RRH units available to serve populations from the 2015 and 2016 HIC.**

	2015	2016	Difference
RRH units available to serve all populations in the HIC:	16	31	15

**4B-5. Are any new proposed project applications requesting \$200,000 or more in funding for housing rehabilitation or new construction?** Yes

**4B-6. If "Yes" in Questions 4B-5, then describe the activities that the project(s) will undertake to ensure that employment, training and other economic opportunities are directed to low or very low income persons to comply with section 3 of the Housing and Urban Development Act of 1968 (12 U.S.C. 1701u) (Section 3) and HUD's implementing rules at 24 CFR part 135? (limit 1000 characters)**

The Kerns Avenue I project involves the new construction of one duplex with two units of permanent supportive housing. The project will be located in Greenville, South Carolina close to all necessary supportive services. The proposed project will be developed using program funds and will be restricted to chronically homeless families. Anticipated opening is October 2018, and the project will include supportive services.

**4B-7. Is the CoC requesting to designate one or more of its SSO or TH projects to serve families with children and youth defined as** Yes

**homeless under other Federal statutes?**

**4B-7a. If "Yes", to question 4B-7, describe how the use of grant funds to serve such persons is of equal or greater priority than serving persons defined as homeless in accordance with 24 CFR 578.89. Description must include whether or not this is listed as a priority in the Consolidated Plan(s) and its CoC strategic plan goals. CoCs must attach the list of projects that would be serving this population (up to 10 percent of CoC total award) and the applicable portions of the Consolidated Plan. (limit 2500 characters)**

There are currently no programs or services found within the Upstate Continuum of Care to help unaccompanied homeless youth. The revamped Transitions 2000 program, as part of a reallocation this year, is geared toward serving unaccompanied homeless youth through 10 available units and supportive services. This priority is listed in the Greenville County Consolidated Plan (pages 68; and 98-100), and the CoC strategic plan goals.

**4B-8. Has the project been affected by a major disaster, as declared by the President Obama under Title IV of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended (Public Law 93-288) in the 12 months prior to the opening of the FY 2016 CoC Program Competition?** No

**4B-8a. If "Yes" in Question 4B-8, describe the impact of the natural disaster on specific projects in the CoC and how this affected the CoC's ability to address homelessness and provide the necessary reporting to HUD. (limit 1500 characters)**

N/A

**4B-9. Did the CoC or any of its CoC program recipients/subrecipients request technical assistance from HUD since the submission of the FY 2015 application? This response does not affect the scoring of this application.** Yes

**4B-9a. If "Yes" to Question 4B-9, check the box(es) for which technical assistance was requested.**

This response does not affect the scoring of this application.

CoC Governance:	<input type="checkbox"/>
-----------------	--------------------------

CoC Systems Performance Measurement:	<input type="checkbox"/>
Coordinated Entry:	<input checked="" type="checkbox"/>
Data reporting and data analysis:	<input type="checkbox"/>
HMIS:	<input type="checkbox"/>
Homeless subpopulations targeted by Opening Doors: veterans, chronic, children and families, and unaccompanied youth:	<input checked="" type="checkbox"/>
Maximizing the use of mainstream resources:	<input type="checkbox"/>
Retooling transitional housing:	<input type="checkbox"/>
Rapid re-housing:	<input type="checkbox"/>
Under-performing program recipient, subrecipient or project:	<input type="checkbox"/>
	<input type="checkbox"/>
Not applicable:	<input type="checkbox"/>

**4B-9b. Indicate the type(s) of Technical Assistance that was provided, using the categories listed in 4B-9a, provide the month and year the CoC Program recipient or sub-recipient received the assistance and the value of the Technical Assistance to the CoC/recipient/sub recipient involved given the local conditions at the time, with 5 being the highest value and a 1 indicating no value.**

Type of Technical Assistance Received	Date Received	Rate the Value of the Technical Assistance
Vets @ Home	03/21/2016	5
Coordinated Entry	01/06/2016	4
Coordinated Entry	03/03/2016	4
Coordinated Entry	04/18/2016	4
Coordinated Entry	04/26/2016	4

## 4C. Attachments

### Instructions:

Multiple files may be attached as a single .zip file. For instructions on how to use .zip files, a reference document is available on the e-snaps training site:  
<https://www.hudexchange.info/resource/3118/creating-a-zip-file-and-capturing-a-screenshot-resource>

Document Type	Required?	Document Description	Date Attached
01. 2016 CoC Consolidated Application: Evidence of the CoC's communication to rejected participants	Yes	Evidence of Commu...	09/06/2016
02. 2016 CoC Consolidated Application: Public Posting Evidence	Yes	Proof of Public P...	09/07/2016
03. CoC Rating and Review Procedure (e.g. RFP)	Yes	CoC Rating and Re...	09/07/2016
04. CoC's Rating and Review Procedure: Public Posting Evidence	Yes	Ranking and Revie...	09/06/2016
05. CoCs Process for Reallocating	Yes	CoC Process for R...	09/07/2016
06. CoC's Governance Charter	Yes	CoC's Governance ...	09/06/2016
07. HMIS Policy and Procedures Manual	Yes	HMIS Policies and...	09/06/2016
08. Applicable Sections of Con Plan to Serving Persons Defined as Homeless Under Other Fed Statutes	No	Con Plans 2016	09/12/2016
09. PHA Administration Plan (Applicable Section(s) Only)	Yes	Proof of PHAs 2016	09/12/2016
10. CoC-HMIS MOU (if referenced in the CoC's Governance Charter)	No	HMIS Lead Designa...	09/07/2016
11. CoC Written Standards for Order of Priority	No		
12. Project List to Serve Persons Defined as Homeless under Other Federal Statutes (if applicable)	No		
13. HDX-system Performance Measures	Yes	HDX-System Perfor...	09/06/2016
14. Other	No	CES Policies and ...	09/07/2016
15. Other	No	Designation of Co...	09/07/2016



## **Attachment Details**

**Document Description:** Evidence of Communication to Rejected Applicants 2016

## **Attachment Details**

**Document Description:** Proof of Public Posting 2016

## **Attachment Details**

**Document Description:** CoC Rating and Review Procedure 2016

## **Attachment Details**

**Document Description:** Ranking and Review Public Notice 2016

## **Attachment Details**

**Document Description:** CoC Process for Reallocating 2016

## **Attachment Details**

**Document Description:** CoC's Governance Charter

## **Attachment Details**

**Document Description:** HMIS Policies and Procedures Manual

## **Attachment Details**

**Document Description:** Con Plans 2016

## **Attachment Details**

**Document Description:** Proof of PHAs 2016

## **Attachment Details**

**Document Description:** HMIS Lead Designation 2016

## **Attachment Details**

**Document Description:**

## **Attachment Details**

**Document Description:**

**Attachment Details**

**Document Description:** HDX-System Performance Measures 2016

**Attachment Details**

**Document Description:** CES Policies and Procedures 2016

**Attachment Details**

**Document Description:** Designation of Collaborative Applicant 2016

## Submission Summary

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

Page		Last Updated
1A. Identification		08/15/2016
1B. CoC Engagement		09/12/2016
1C. Coordination		09/12/2016
FY2016 CoC Application		Page 60
		09/12/2016

<b>1D. CoC Discharge Planning</b>	08/24/2016
<b>1E. Coordinated Assessment</b>	09/06/2016
<b>1F. Project Review</b>	09/12/2016
<b>1G. Addressing Project Capacity</b>	09/12/2016
<b>2A. HMIS Implementation</b>	08/25/2016
<b>2B. HMIS Funding Sources</b>	09/06/2016
<b>2C. HMIS Beds</b>	09/06/2016
<b>2D. HMIS Data Quality</b>	09/08/2016
<b>2E. Sheltered PIT</b>	09/06/2016
<b>2F. Sheltered Data - Methods</b>	08/31/2016
<b>2G. Sheltered Data - Quality</b>	08/30/2016
<b>2H. Unsheltered PIT</b>	08/30/2016
<b>2I. Unsheltered Data - Methods</b>	08/30/2016
<b>2J. Unsheltered Data - Quality</b>	08/30/2016
<b>3A. System Performance</b>	09/12/2016
<b>3B. Objective 1</b>	09/06/2016
<b>3B. Objective 2</b>	09/12/2016
<b>3B. Objective 3</b>	09/08/2016
<b>4A. Benefits</b>	08/31/2016
<b>4B. Additional Policies</b>	09/12/2016
<b>4C. Attachments</b>	09/12/2016
<b>Submission Summary</b>	No Input Required



August 24, 2016

Mrs. Liberty Canzater, President  
Ms. Sharon Evans, Case Manager  
Butterfly Foundation  
498 Howard Street  
Spartanburg, SC 29303

liberty@butterfly-sc.com  
sharon@butterfly-sc.com

Dear Liberty:

Your FY 2016 HUD continuum of Care renewal applications for Projects BHAP I and II have been reviewed by the CoC Ranking Committee. The committee has recommended that your applications be included in the CoC Consolidated application, however, the level of funding requested for BHAP I has been reduced, (see attached).

This year the Upstate CoC received several new applications, in addition to applications for renewal, the total funding requests exceeding the CoC's Annual Renewal Demand. All applications were reviewed, scored and ranked using the CoC's scoring tool, organization's APR's and monitoring results. CoC chapter and advisory council participation were also considered.

The funding request for BHAP I needs to be revised so that it does not exceed \$19,115. The application has been returned for amendment in eSnaps. Please make the appropriate adjustments and resubmit. In addition, required documents must be updated and current. All attachments are out of date including sub recipient information dated 2015; conflict of interest and code of conduct documents are dated 2014.

The revised application including updated documentation must be resubmitted no later than Monday, August 29, 2016 at 5:00. Please send a revised PDF of the application to [aspacil@unitedhousingconnections.org](mailto:aspacil@unitedhousingconnections.org).

Thank you for your service and commitment to ending homelessness in the upstate.

Best regards,

A handwritten signature in blue ink, appearing to read "D Cilento", written over a horizontal line.

Diane M Cilento, UHC CEO  
SC-501 Advisory Council  
Chair

A handwritten signature in blue ink, appearing to read "Candace Timmerman", written over a horizontal line.

Candace Timmerman  
SC-501 Advisory Council  
President



August 24, 2016

Ms. Angela Hurks, CEO  
Ms. Linda Wilson, Grant Administrator  
Step by Step Ministry Hope Project  
113 Mason Street  
Greenville, SC 29611

stepbystephopeproject@charter.net  
lbwilsonstepbystept@charter.net

Dear Angela:

We regret to inform you that your HUD continuum of Care application for rapid rehousing funds has been rejected by the SC 501 CoC Advisory Council for inclusion in the consolidated CoC application. This action was taken because your organization did not meet the CoC's application requirements, specifically participation in mandatory VISPDAT (prioritization tool) training required for all organizations receiving ESG or CoC grant funding. This provision is among the threshold requirements adopted by the Upstate SC-501 CoC to evaluate and rank applications.

For your convenience, we have included with this letter the HUD e-snaps Instructional Guide: The Project Application Appeal Process. We also recommend that you refer to pages 31, & 46-48 of the FY 2016 NOFA.

Thank you for your service and commitment to ending homelessness in the upstate.

Best regards,

A handwritten signature in blue ink, appearing to read 'D Cilento', is written over a horizontal line.

Diane M Cilento, UHC CEO  
SC-501 Advisory Council  
Chair

A handwritten signature in blue ink, appearing to read 'Candace Timmerman', is written over a horizontal line.

Candace Timmerman  
SC-501 Advisory Council  
President

**From:** Diane Cilento  
**Sent:** Wednesday, June 29, 2016 3:53 PM  
**To:** Brandon Blake <[bblake@unitedhousingconnections.org](mailto:bblake@unitedhousingconnections.org)>; Kristen Hegel <[khegel@unitedhousingconnections.org](mailto:khegel@unitedhousingconnections.org)>  
**Subject:** RE: The FY 2016 CoC Program Competition is Now Open  
**Importance:** High

We need to replace the 2015 NOFA info on our website with the 2016 info that was released today. Thanks!

---

**From:** Diane Cilento  
**Sent:** Wednesday, June 29, 2016 2:05 PM  
**To:** Brandon Blake <[bblake@unitedhousingconnections.org](mailto:bblake@unitedhousingconnections.org)>; 'Kristen Hegel' <[kristenhegel@icloud.com](mailto:kristenhegel@icloud.com)>  
**Subject:** FW: The FY 2016 CoC Program Competition is Now Open  
**Importance:** High

We need to post this on our website as soon as possible. Thanks!

----- Original message-----

**From:** HUD Exchange Mailing List  
**Date:** Wed, Jun 29, 2016 1:02 PM  
**To:** Diane Cilento;  
**Subject:** The FY 2016 CoC Program Competition is Now Open

Is this email not displaying correctly? [View it in your browser.](#)



## HUD Exchange Mailing List

### The FY 2016 CoC Program Competition is Now Open

The Notice of Funding Availability (NOFA) for the Fiscal Year (FY) 2016

---

**From:** Brandon Blake  
**Sent:** Wednesday, June 29, 2016 4:04 PM  
**To:** Diane Cilento <[DCilento@unitedhousingconnections.org](mailto:DCilento@unitedhousingconnections.org)>; Kristen Hegel <[khegel@unitedhousingconnections.org](mailto:khegel@unitedhousingconnections.org)>  
**Subject:** RE: The FY 2016 CoC Program Competition is Now Open

I will get it up in the morning.

Brandon Blake  
*Director of Development*  
United Housing Connections  
135 Edinburgh Court, Suite 100B  
Greenville, SC 29607  
864.908.3697  
[bblake@unitedhousingconnections.org](mailto:bblake@unitedhousingconnections.org)



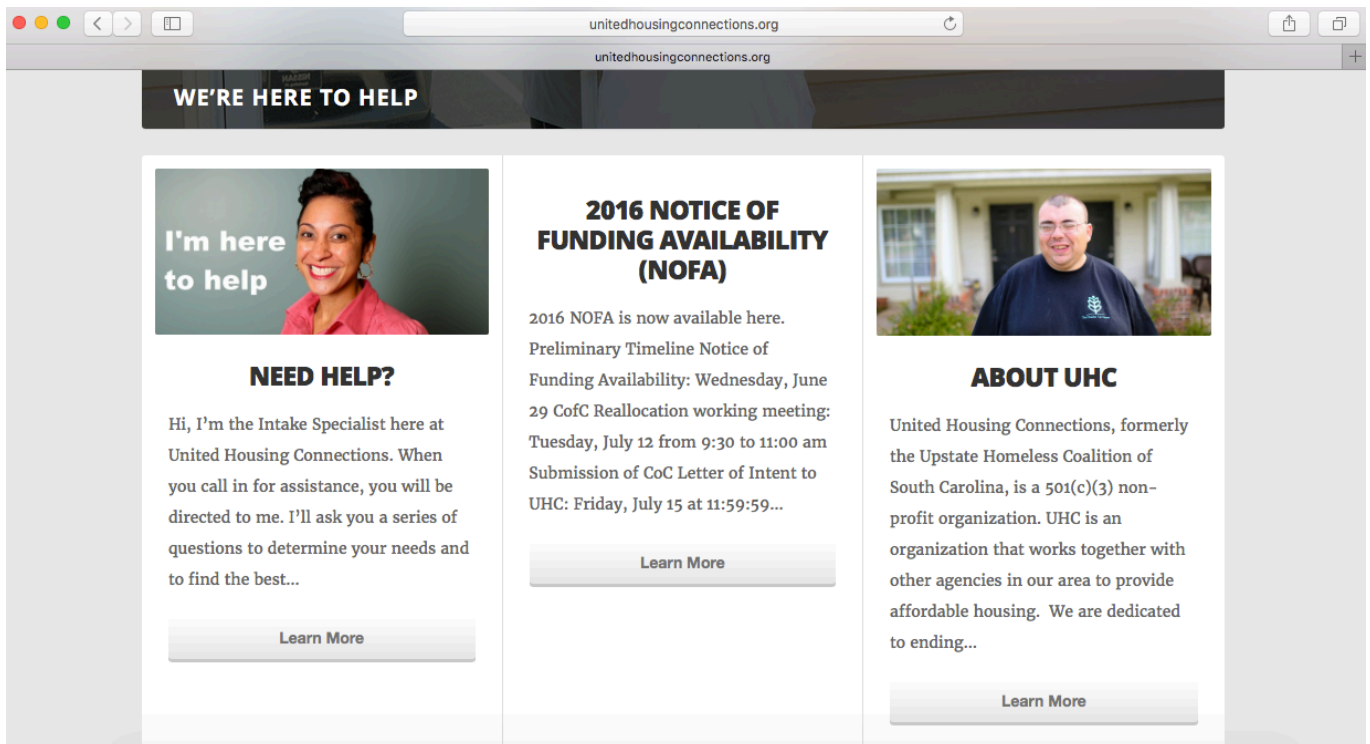
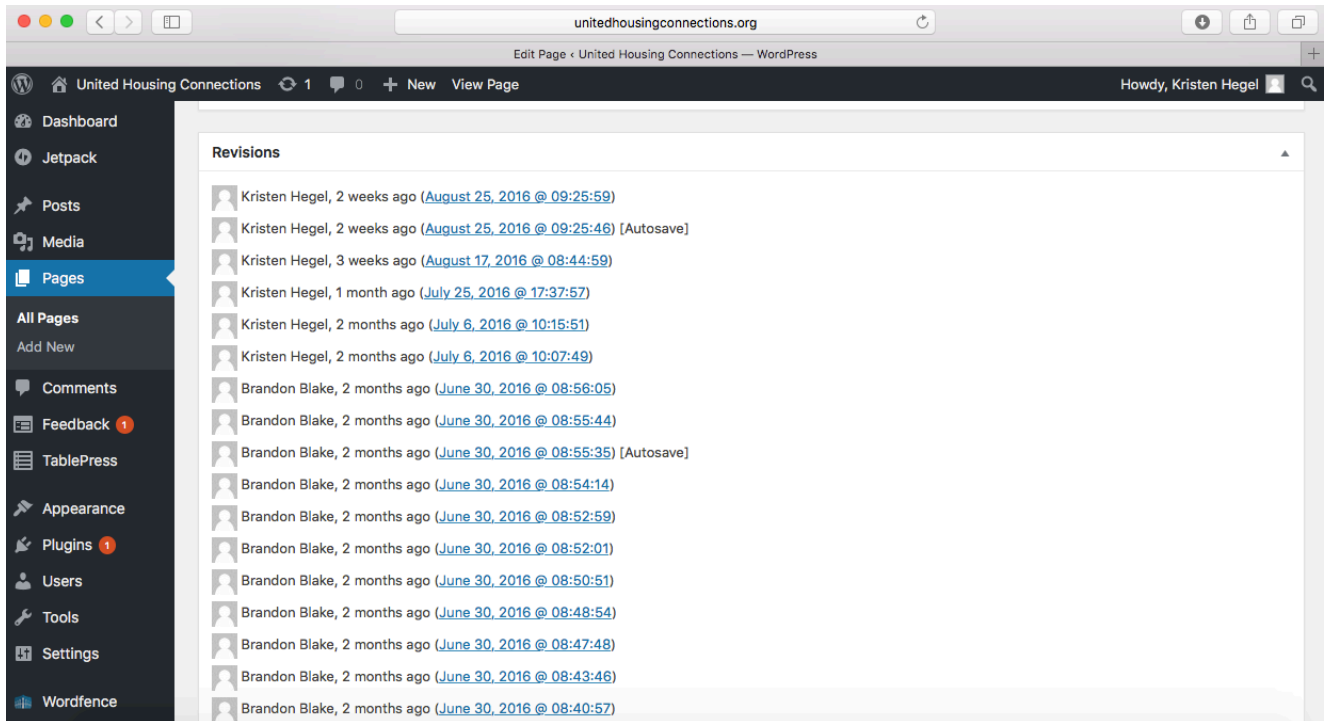
[Website](#) | [Map](#)

This message and any attachments may contain confidential or privileged information and are intended only for the use of the intended recipients of this message. If you are not the intended recipient of this message, please notify the sender by return email, and delete this and all copies of this message and any attachments from your system. Any unauthorized disclosure, use, distribution, or reproduction of this message or any attachments is prohibited and may be unlawful.

---

**From:** Diane Cilento  
**Sent:** Wednesday, June 29, 2016 3:53 PM  
**To:** Brandon Blake <[bblake@unitedhousingconnections.org](mailto:bblake@unitedhousingconnections.org)>; Kristen Hegel <[khegel@unitedhousingconnections.org](mailto:khegel@unitedhousingconnections.org)>  
**Subject:** RE: The FY 2016 CoC Program Competition is Now Open  
**Importance:** High







## **Upstate SC-501 Continuum of Care Grant Application and Ranking Procedures**

---

- All HUD Continuum of Care grantees must be members of the Upstate Homeless Coalition
- Annual Upstate SC-501 funding priorities are determined by reviewing:
  - Annual HUD Notice of Funding Availability stated priorities
  - Results of project performance evaluation
  - Agency capacity to administer grants programmatically and financially
  - Impact of grant on the Upstate Continuum of Care
  - Overall program and organization sustainability
- The Collaborative Applicant (CA) will create a timeline and Grantee requirements that adhere to the NOFA's requirements and scoring criteria.
- During the competition, Grantees must comply with stated deadlines and requirements of the CA and HUD's NOFA.
- If a ranking is required, the ranking will be determined by the CoC Advisory Council's independent Ranking committee appointed by the Advisory Council leadership.
- The CA is required to use the approved ranking in the Consolidated Application Priority Ranking Process.
- The final Ranking and Consolidated Application will be available for public review.



## **Upstate CoC SC-501 FY 2016 Reallocation Process**

### **I. Policy Statement**

- A. Under the Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 (HEARTH), the HUD reallocation process allows Continuums of Care (CoC) to fund new projects by transferring all or part of funds from any existing CoC grant which is eligible for renewal into a new project.
- B. Under HEARTH CoC Regulations and the FY2016 NOFA, a reallocation project can be funded if used to create one or more new permanent housing projects (permanent supportive housing or rapid rehousing), dedicated HMIS projects, or SSO projects specifically for Coordinated Entry. New permanent supportive housing must serve chronically homeless individuals and families. New rapid re-housing projects must serve homeless individuals and families who enter directly from the streets or emergency shelters, youth up to age 24, and persons who meet the criteria of paragraph (4) of the definition of homeless.

The CoC may reallocate partial funds or all funds from all types of projects: supportive services only, transitional housing, permanent supportive housing, rapid re-housing, and HMIS. The CoC will review all projects eligible for FY 2016 funds under the FY 2016 CoC Program NOFA and reallocate funds for those projects that are determined to be underperforming, obsolete, or ineffective.

- C. CoC program funds may be reallocated either by a voluntary process or by a competitive system transformation process.

### **II. Competitive Reallocation**

- E. If a project is deemed to be low performing by scoring poorly in the project scoring process and/or having unsatisfactory project performance outcomes or there is a lack of participation in the work of the CoC, the CoC Advisory Council leadership will initiate a process by which the low performing project works with an appointed agency or CoC Advisory Council member to develop a project and participation improvement plan. If, in the timeframe outlined in the project improvement plan, the project has not made significant changes to improve its performance and participation or meet set targets, the CoC reserves the right to reallocate funding and make it available through a competitive process.
  - F. The CoC Advisory Council Leadership may initiate a competitive system transformation process due to a renewal grantee ending a CoC program.
  - G. As part of the pre-bid process for renewal projects, applicants are required to supply information so that the CoC Advisory Council Grants Committee can determine if each renewal project will meet the minimum threshold requirements.
  - H. If the CoC Advisory Council Leadership Grants Committee determines that a renewal project does
-



not meet minimum threshold requirements, the matter is presented at a meeting of the CoC Advisory Council for discussion and to determine whether or not funds should be released for a competitive reallocation process. The following process will be followed:

1. Due to the time constraints involved in grant applications, voting may be handled via conference Call or e-mail.
2. Any member of the CoC Advisory Council whose agency receives funding through the CoC programs shall recuse him or herself from the Council deliberation process.
3. The CoC Advisory Council's Project Ranking Committee will make the final decision whether or not to reject the renewal application for any agency that does not meet the minimum threshold requirements.
4. All Advisory Council deliberations will be documented in meeting minutes.
5. If any renewal projects' application is rejected, the funds that were allocated to that project will be released as new funds and agencies will have the opportunity to apply for them.

### **III. Voluntary Reallocation Process**

- I. CoC grantees are able to self-nominate to voluntarily reallocate CoC-funded renewal funds to create new projects.
  - J. A grantee seeking the ability to reallocate funding through the Voluntary grantee-self-nominating process must do so in accordance with the timeline set by the CoC Collaborative Applicant (CA) in that year's application process and complete a new project application by the deadline set by the CoC CA in order to be eligible.
  - K. The CoC Grants Committee will review the applications and make recommendations to the Ranking Committee regarding the acceptance and ranking of the proposed project.
  - L. If the new project meets HUD's CoC funding priorities, local needs, and is an eligible reallocation project type under the NOFA, the applicant will be given the opportunity to apply to HUD for the new project.
  - M. If the new project does not meet HUD's COC priorities, local needs, is an ineligible project type, or does not request the full grant amount awarded to the existing project, the funds either in total or in part not covered by the request, will be released by the CoC Advisory Council for proposal during the COC competitive reallocation process.
-

# **GOVERNANCE CHARTER** **UPSTATE CONTINUUM OF CARE**

## **ARTICLE I**

### **NAME OF ORGANIZATION, PURPOSE, AND OFFICES**

#### **Section 1.1**

The name of the organization shall be the Upstate Continuum of Care, hereafter referred to as the “Upstate CoC” or “CoC.”

#### **Section 1.2**

The mission of the Upstate CoC is to end homelessness within our geographic jurisdiction and to encourage the community at large to assist in eliminating homelessness by providing equal access to affordable housing, adequate healthcare, employment, and education. Further, the CoC is the body that complies with the requirements for the U.S. Department of Housing and Urban Development’s annual CoC funding program, and, by and through its Collaborative Applicant that applies for said funding program for the geographic area.

#### **Section 1.3**

The known place of business of the CoC (hereinafter the “principal office”) shall be at the Corporate offices of United Housing Connections located in Greenville, South Carolina. The Board is hereby granted full power to change the principal office from one location to another within the CoC’s geographic area.

#### **Section 1.4**

The geographic area of the CoC is the counties of: Greenville, Laurens, Anderson, Oconee, Pickens, Spartanburg, Cherokee, Union, Greenwood, Abbeville, McCormick, Edgefield and Saluda and cities of Greenville, Anderson, and Spartanburg.

## **ARTICLE II**

### **MEMBERSHIP**

#### **Section 2.1**

Membership within the Upstate CoC is not restricted in any manner, Membership is open to representatives or relevant organizations within the geographic area, including nonprofit homeless assistance providers, victim service providers, faith-based organizations, governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, and organizations that serve veterans and homeless and formerly homeless individuals.

#### **Section 2.2**

To participate in and/or receive voting rights, services, and other benefits through the CoC, a member, organization/agency, or individual must attend a minimum of fifty percent (50%) of scheduled chapter meetings during the prior twelve months. Attendance at any Chapter meeting satisfies the fifty percent meeting attendance requirement. Any organization or agency will only be allowed one vote on any voting matter.

### **Section 2.3**

There will be two classes of members of the CoC, individual and organizational membership.

Individual members will represent themselves and not any particular organizations or group. The dues for an individual membership are \$25 per calendar year. Individual members not associated with an agency are voting members of the CoC.

Organizational memberships are open to any organization within the CoC geographic area. The dues for organizational membership are \$100 per calendar year. Organizational members are voting members of the CoC. Two members of the organization shall be identified by the organization as members of the CoC. Organizations have one vote to cast in any matters that require a vote.

Dues are due and payable in January of each year. Voting and applying for funding through the CoC is contingent upon the receipt of the dues payment by the CoC.

### **Section 2.4**

At least annually, CoC will make a public invitation for new members to join.

## **ARTICLE III**

### **CHAPTERS**

### **Section 3.1**

Chapters shall be composed of representatives of organizations in the geographic area which represent their area of work, concern, or residence, and of at-large members. No member shall hold membership in more than one such chapter.

### **Section 3.2**

There shall be four chapters divided by geographic area:

**Greenville Chapter**—Greenville and Laurens counties

**C-U-S**—Cherokee, Union, and Spartanburg Counties

**Tri-county**—Anderson, Oconee, and Pickens Counties

**GAMES**—Greenwood, Abbeville, McCormick, Edgefield, and Saluda Counties

### **Section 3.3**

Each chapter shall elect, appoint or select leadership to convene and lead the meetings and to keep accurate records.

**Section 3.4**

Membership in the chapters shall follow Article 2 above.

**Section 3.5**

Each chapter will determine the number of times it will meet each year. However, it must meet at least quarterly.

**Section 3.5**

Records of attendance and meeting notes must be kept for each Chapter meeting.

**ARTICLE IV**

**COC BOARD**

**Section 4.1**

The affairs of the CoC shall be managed by its Board and the Board shall act on behalf of the CoC.

**Section 4.2**

The Board must be representative of relevant organizations and of projects serving subpopulations and shall include at least one homeless or formerly homeless person.

**Section 4.3**

The number of board members shall be between Five (5) and twenty-eight (28) members and may be changed subsequently by a two-thirds vote of the Board. The term of office for any Board member is five years. Board members may serve multiple, consecutive terms.

**Section 4.4**

The initial Board shall be appointed by the CoC. Subsequently, each Chapter shall nominate and elect four (4) members to serve on the Board. The sitting members of the Board may nominate and elect additional members, not to exceed twenty-eight (28) members. All elections shall be determined by a majority vote of all present. All elections shall take place at the last meeting of the year.

**Section 4.5**

Members shall not receive compensation for their services on the Board and/or as members of committees.

**Section 4.6**

A Board member representing the CoC at any meeting that is in accordance with an approved budget of the CoC may be allowed any proper expenses incurred in attending

such meetings. Any non-budgeted expense requires advance approval of the executive committee of the Board.

**Section 4.7**

This article shall be reviewed, revised, and approved by a majority vote of the CoC at least once every five years.

**ARTICLE V**

**OFFICERS**

**Section 5.1**

The chairperson shall be the Executive Director / CEO of the United Housing Connections or a representative of the Collaborative Applicant. The Board may elect one or more vice-chairpersons, a treasurer and a secretary. With the exception of the initial officers, officers shall be elected at the January meeting each year. All officers shall serve at the pleasure of the Board for a term of one year. The Board may create such other offices as it may determine and appoint officers to fill such offices, fill vacancies in any office; delegate to one or more officers any of the duties of any officer or officers; and prescribe the duties of any officer.

**Section 5.2**

The chairperson, vice-chairperson, treasurer, and secretary shall, along with one Board member elected by the Board as a whole, make up the executive committee. When the Board is not in session, the executive committee shall have and may exercise all the powers of the Board with reference to the conduct of the business of the CoC. Expenditure of funds on behalf of the CoC must be acknowledged by signature of at least two of the four members of the executive committee.

**Section 5.3**

The Board may hire a chief executive officer. It shall create a job description, establish a search methodology, and fix the salary or compensation of the chief executive officer.

**Section 5.4**

All Officers must be members in good standing and actively involved in CoC and Chapter activities for at least one year prior to nomination to the Advisory Council.

**ARTICLE VI**

**FISCAL YEAR**

**Section 6.1**

The fiscal year of the CoC shall be January through December.

**ARTICLE VII**

**MEETINGS**



**Section 7.1**

The Board shall hold a regular meeting on the fourth (4<sup>th</sup>) Friday of each month. An agenda shall be prepared and circulated prior to each meeting.

**Section 7.2**

Special meetings of the Board may be called by the chairperson, or, in his/her absence or incapacity, by the vice-chairperson. Upon written request by any three Board members, or when ordered to do so by the executive committee, the secretary shall provide notification to members of the Board of special meetings of the Board.

**Section 7.3**

All meetings of the Board shall require a quorum of a simple majority of the total number of members.

**Section 7.4**

Regular meetings of the executive committee may be held without call or notice at such times and places as the executive committee from time to time may fix. Other meetings of the executive committee may be called by any member thereof either by oral, electronic, or written notice not later than one (1) day prior to the date set for such meeting.

**Section 7.5**

At any meeting of the executive committee three members shall constitute a quorum. Any action of the executive committee must be authorized by the affirmative vote of a majority of the members present.

**Section 7.6**

There shall be at least two meeting of the general membership of the CoC annually, with publish agenda of the meeting provided. Except as otherwise provided, written notice of each meetings of the members, annual or special, stating the place, date and hour of the meeting, and, in the case of a special meeting, the purpose or purposes for which the meeting is called, shall be given not less than ten nor more than sixty days before the date of the meeting, to each member entitled to attend such meeting. Chapter leadership will be responsible for inviting members of their chapter to each of these meetings.

**Section 7.7**

The secretary shall keep the minutes of the meetings of the Board, the executive committee and general membership and cause them to be recorded in a book kept at a designated location for that purpose. The minutes shall be presented to the Board for approval at its next regularly scheduled meeting.

**ARTICLE VIII****AMENDMENTS**

## **Section 8.1**

These rules of governing may be altered or amended by the Advisory Council at any meeting, with a fifteen day notification, by the affirmative vote of a majority of the Board. Any such alteration or amendment must be ratified by the membership of the CoC and must be consistent with the CoC Program Interim Rule, 24 CFR 578, and other HUD rules and regulations.

## **ARTICLE IX**

### **STANDING COMMITTEES**

## **Section 9.1**

The following standing committees will be established and have the following responsibilities:

#### **Peer Evaluation Committee:**

- a. Consult with recipients and subrecipients to establish performance targets appropriate for population and program type, monitor recipient and subrecipient performance, evaluate outcomes, and take action against poor performers;
- b. Evaluate outcomes of projects funded under the Emergency Solutions Grants program and the Continuum of Care program, and report to HUD.

#### **HMIS Committee**

- a. Review, revise, and approve a privacy plan, security plan, and data quality plan for the HMIS;
- b. Ensure consistent participation of recipients and subrecipients in the HMIS; and
- c. Ensure the HMIS is administered in compliance with requirements prescribed by HUD.

#### **Program Committee** – In consultation with recipients of Emergency Solutions Grants program funds within the geographic area,

- a. Establish and operate either a centralized or coordinated assessment system that provides an initial, comprehensive assessment of the needs of individuals and families for housing and services
- b. Develop a specified policy to guide the operation of the centralized or coordinated assessment system on how the system will address the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from nonvictim service providers.
- c. Ensure the system complies with any requirements established by HUD by Notice.
- d. Establish and consistently follow written standards for providing CoC assistance, which must include at minimum:

1. Policies and procedures for evaluating individuals' and families eligibility for assistance under this part;
2. Policies and procedures for determining and prioritizing which eligible individuals and families will receive transitional housing assistance;
3. Policies and procedures for determining and prioritizing which eligible individuals and families will receive rapid rehousing assistance;
4. Policies and procedures for determining and prioritizing which individuals and families will receive permanent support housing assistance;
5. Standards for determining what percentage or amount of rent each program participant must pay while receiving rapid rehousing assistance.

Planning Committee – Develop a plan that includes:

- a. Coordinating the implementation of a housing and service system within the geographic area that meets the needs of the homeless individuals and families. At minimum, the plan must include outreach, engagement and assessment, shelter, housing and support services, and prevention strategies;
- b. Conducting an annual gaps analysis of the homeless needs and services available within the geographic area;
- c. Providing information required to complete the Consolidated Plan(s) within the geographic area;
- d. Consulting with state and local Emergency Solutions Grants program recipients within the geographic area on the plan for allocating program funds and reporting on and evaluating the performance of recipients and subrecipients.

Grants Committee –

- a. Review and approve grant applications;
- b. In response to NOFA, the grants committee must:
  1. Design, operate, and follow a collaborative process for developing applications and approving the submission of applications;
  2. Establish funding priorities;
  3. Determine if one or more application will be submitted for projects

## **Section 9.2**

The Board may establish other committees as it sees fit. The Council Chair will ensure that requisite committees as required by the CoC Program Interim Rule, 24 CFR 578, or other HUD rules and regulations, are established and operational.

## **Section 9.3**

The Chair of the Board shall appoint committee chairs; the Board Chair may also appoint council members to serve on each committee. Committee chairs shall serve at the pleasure of the council chair. If the Board Chair has not made committee selections, Committee chairs will select members to the committee they chair.

#### **Section 9.4**

Each committee will develop its own charter of duties consistent with the duties outlined herein. Each committee charter of duties shall be reviewed by the Executive Board and upon approval, shall be submitted to the Council as a whole for final ratification.

### **ARTICLE X**

#### **COLLABORATIVE APPLICANT**

#### **Section 10.1**

The CoC designates the United Housing Connections as the Collaborative Applicant as defined by the CoC Program Interim Rule, 24 CFR § 578 and delegates all responsibilities associated with this role and consistent with 24 CFR §578 to United Housing Connections.

#### **Section 10.2**

The Collaborative Applicant must be familiar with the HUD CoC funding criteria, must possess the experience of working with HUD in the CoC program, have the requisite accounting and staff capacity to provide leadership to the Board and be familiar with the leadership of each of the Chapters.

#### **Section 10.3**

The duty of the Collaborative Applicant is to keep the Advisory Council informed of the provisions of the McKinney-Vento Homeless Assistance Act as amended by the HEARTH Act and the regulatory and procedural requirements for administration of CoC programs and applications. The Collaborative applicant will submit the annual consolidated application to HUD in a timely manner.

#### **Section 10.4**

The Board shall approve a Memorandum of Agreement with the Collaborative Applicant. The Memorandum of Agreement will remain in force, subject to amendment, until the Collaborative Applicant is changed.

### **ARTICLE XI**

## **HMIS LEAD**

### **Section 11.1**

The CoC designates the United Housing Connections as the HMIS Lead as defined by the CoC Program Interim Rule, 24 CFR §578 and delegates all responsibilities associated with this role and consistent with 24 CFR § 578 to United Housing Connections. United Housing Connections shall manage the Continuum's HMIS.

### **Section 11.2**

There shall be one single HMIS for the geographic area.

### **Section 11.3**

The HMIS Lead shall be responsible for planning for and conducting at least once every two years, a point-in-time count of homeless persons within the geographic area that meets the following requirements of 24 CFR §578.7c(2).

## **ARTICLE XII**

### **CoC VOTING**

### **Section 12.1**

No Board member may participate in or influence discussions or resulting decisions concerning the award of a grant or other financial benefits to the organization that the members represent.

## **ARTICLE XIII**

### **COMPLIANCE**

### **Section 13.1**

The Board will ensure that the CoC remains in compliance with standards identified in the HEARTH Act, the CoC program Interim Rule, and any other rule or regulation concerning CoC responsibilities. With the exception of reports and responsibilities delegated, in writing, to a committee or specific organization, the Board shall prepare appropriate documents that are reviewed on an annual basis, including but not limited to, CoC counts, ESG engagement, and program admission standards.

**ARTICLE XIV**  
**CONFLICTS OF INTEREST**

**Section 14.1**

No CoC Board member or committee member may participate in or influence discussions or resulting decisions concerning the award of a grant or other financial benefits to the organization that the member represents.

**Section 14.2**

- a. Interested person.** Any director, principal officer, or member of a committee with governing board delegated powers, who has a direct or indirect financial interest, as defined below, is an interested person.
- b. Financial Interest.** A person has a financial interest if the person has, directly or indirectly, through business, investment, or family:
  - 1. an ownership or investment interest in any entity with which the Organization has a transaction or arrangement;
  - 2. a compensation arrangement with the Organization or with any entity or individual with which the Organization has a transaction or arrangement; or
  - 3. a potential ownership or investment interest in, or compensation arrangement with, any entity or individual with which the Organization is negotiating a transaction or arrangement.

Compensation includes direct and indirect remuneration as well as gifts or favors that are not insubstantial.

A financial interest is not necessarily a conflict of interest. As provided herein, a person who has a financial interest may have a conflict of interest only if the appropriate governing board or committee decides that a conflict of interest exists.

**Section 14.3**

In connection with any actual or possible conflict of interest, an interested person must disclose the existence of the financial interest and be given the opportunity to disclose all material facts to the directors and members of committees with governing board delegated powers considering the proposed transaction or arrangement.

**Section 14.4**

After disclosure of the financial interest and all material facts, and after any discussion with the interested person, he/she shall leave the governing board or committee meeting while the determination of a conflict of interest is discussed and voted upon. The remaining board or committee members shall decide if a conflict of interest exists.

## **Section 14.5**

An interested person may make a presentation at the governing board or committee meeting, but after the presentation, he/she shall leave the meeting during the discussion of, and the vote on, the transaction or arrangement involving the possible conflict of interest.

The chairperson of the governing board or committee shall, if appropriate, appoint a disinterested person or committee to investigate alternatives to the proposed transaction or arrangement.

After exercising due diligence, the governing board or committee shall determine whether the CoC can obtain with reasonable efforts a more advantageous transaction or arrangement from a person or entity that would not give rise to a conflict of interest.

If a more advantageous transaction or arrangement is not reasonably possible under circumstances not producing a conflict of interest, the governing board or committee shall determine by a majority vote of the disinterested directors whether the transaction or arrangement is in the CoC's best interest, for its own benefit, and whether it is fair and reasonable. In conformity with the above determination it shall make its decision as to whether to enter into the transaction or arrangement.

## **Section 14.6**

If the governing board or committee determines a conflict of interest exists and determines to proceed with the transaction, the conflicted member shall immediately recuse himself/herself from any discussions, votes, and courses of action relating to the transaction or arrangement.

## **Section 14.7**

If the governing board or committee has reasonable cause to believe a member has failed to disclose actual or possible conflicts of interest, it shall inform the member of the basis for such belief and afford the member an opportunity to explain the alleged failure to disclose.

If, after hearing the member's response and after making further investigation as warranted by the circumstances, the governing board or committee determines the member has failed to disclose an actual or possible conflict of interest, it shall take appropriate disciplinary and corrective action.

## **Section 14.8**

The minutes of the governing board and all committees with board delegated shall contain the names of the persons who disclosed or otherwise were found to have a financial interest in connection with an actual or possible conflict of interest, the nature of

the financial interest, any action taken to determine whether a conflict of interest was present, and the governing board's or committee's decision as to whether a conflict of interest in fact existed. The minutes shall also include the names of the persons who were present for discussions and votes relating to the transaction or arrangement, the content of the discussion, including any alternatives to the proposed transaction or arrangement, and a record of any votes taken in connection with the proceedings.

#### **Section 14.9**

Each director, principal officer, and member of a committee with governing board delegated powers shall annually sign a statement which affirms such person has received a copy of the conflicts of interest policy, has read and understands the policy, and agrees to comply with the policy.

### **ARTICLE XV**

#### **CHARTER AMENDMENT**

#### **Section 15.1**

This charter may be amended at any time by a two-thirds vote of the members of the Board. Amendments must be submitted to each chapter for information and recommendations.

#### **Section 15.2**

Amendments must be circulated among chapters and members of the Board at least fifteen (15) days prior to being voted upon.

### **ARTICLE XVI**

#### **CHARTER REVIEW**

#### **Section 16.1**

In consultation with the Collaborative Applicant and HMIS Lead, this charter shall be reviewed and updated annually.



# SC-211

**South Carolina 211 HMIS**  
Homeless Management Information System

## **Policies and Procedures**

## Table of Contents

<b>1</b>	<b>ORGANIZATIONAL STRUCTURE .....</b>	<b>3</b>
<b>2</b>	<b>STEERING COMMITTEE .....</b>	<b>3</b>
<b>3</b>	<b>HMIS COMMITTEE .....</b>	<b>4</b>
<b>4</b>	<b>HMIS PARTICIPATION.....</b>	<b>4</b>
4.1	AGREEMENTS TO PARTICIPATE .....	4
4.2	TERMS OF PARTICIPATION .....	4
4.3	CONTRIBUTORY HMIS ORGANIZATION (CHO).....	5
<b>5</b>	<b>ACCESS TO HMIS .....</b>	<b>5</b>
<b>6</b>	<b>TYPES OF USERS (USER ID PRIVILEGES).....</b>	<b>6</b>
<b>7</b>	<b>DATA .....</b>	<b>7</b>
7.1	OWNERSHIP OF DATA.....	7
7.2	DATA PRIVACY .....	7
7.2.1	<i>Privacy Notice (Statement) .....</i>	<i>7</i>
7.2.2	<i>Privacy Policy.....</i>	<i>7</i>
7.2.3	<i>Acknowledgement of Receipt of Notice of HMIS Privacy Practices and Release of Information .....</i>	<i>8</i>
7.2.4	<i>Protected Personal Information (PPI).....</i>	<i>8</i>
7.3	DATA QUALITY .....	9
7.4	MERGING DUPLICATE CLIENT RECORDS .....	9
7.5	OTHER DATA.....	10
7.6	DATA INTEGRITY AND ACCURACY .....	10
7.6.1	<i>Data Timeliness .....</i>	<i>11</i>
<b>8</b>	<b>PRIVACY AND SECURITY PLAN .....</b>	<b>11</b>
8.1	DESKTOP SECURITY .....	11
8.2	DATA SECURITY .....	12
8.3	CLIENT DATA SHARING .....	12
8.4	SHARING CLIENT PROFILE (NAME, AGE, SSN, RACE AND GENDER) .....	13
8.5	CHANGING CLIENT DEMOGRAPHIC INFORMATION.....	13
8.6	SHARING ASSESSMENTS AND OTHER DATA .....	14
8.7	AGGREGATE DATA SHARING AND RELEASE .....	14
	REPORTS:.....	14
8.8	DATA EXTRACTS:.....	14
<b>9</b>	<b>TECHNICAL SUPPORT AND SYSTEM AVAILABILITY .....</b>	<b>15</b>
<b>10</b>	<b>APPENDICES .....</b>	<b>16</b>
	DATA QUALITY PLAN .....	29

This document defines the Policies and Procedures of the SC-211 Homeless Management Information System (HMIS). SC-211 HMIS encompasses the four Continua of Care in South Carolina: Eastern Carolina Homelessness Organization (ECHO), Midlands Area Consortium for the Homeless (MACH), United Housing Connections (UHC), Lowcountry Homeless Coalition (LHC), and the Statewide 2-1-1 Information and Referral line. This document has been approved by the respective organizations. All users of HMIS must be provided a copy and be familiar with this document. **Agencies may not deny services or housing to clients for failure to participate in the HMIS.**

## 1 Organizational Structure

<b>Policy:</b>	1. The primary decision making body of the Continuum of Care (CoC) is the governing body of the HMIS. The grantee, if different from the CoC, guides the implementation of the system. However, the CoC is ultimately responsible for the HMIS. The CoC ensures participation of all qualified agencies in the HMIS. The CoC, if different from the grantee, can designate the grantee to assist in ensuring MOAs are executed with all qualified <b>Contributory HMIS Organizations (CHO)</b> . The CoC ensures that the HMIS is being carried out according to the guidelines set forth in the HMIS Data Standards.
<b>Procedure:</b>	1. The CoC's HMIS lead agency's designee is the representative to the SC-211 Steering Committee.

## 2 Steering Committee

<b>Policy:</b>	1. Primary decisions regarding SC-211 that affect all <b>lead agencies (i.e., CoC, HMIS grantee)</b> are made by the Steering Committee. The HMIS sharing contract defines the Steering Committee and its responsibilities.
<b>Procedure:</b>	<p>1. As defined in the <b>Participant</b> HMIS Sharing contracts, the Steering committee is comprised of one person designated by each <b>Participant</b>. It shall meet, as needed, to make decisions regarding:</p> <ul style="list-style-type: none"> <li>• Implementation</li> <li>• Expansion</li> <li>• Project management</li> <li>• Oversight</li> <li>• Enforcement</li> <li>• Coordination</li> <li>• Contracts</li> <li>• Policies and Procedures</li> </ul> <p>2. Meetings shall be called by the Steering Committee Lead or at the request of any of the <b>Participants</b>. Meeting times and places are arranged by the Steering Committee Lead who will also chair all meetings. Meetings may be conducted by email or telephone provided all participants are in agreement.</p>

### 3 HMIS Committee

#### Oversight Committee of CoC's HMIS

<b>Policy:</b>	<p>Each CoC designates a local committee to oversee the implementation of the HMIS and establish policies governing the HMIS. Policies must adhere to the guidelines set forth in the U.S. Department of Housing and Urban Development (HUD) HMIS Data Standards. This committee makes recommendations to the Steering Committee regarding:</p> <ul style="list-style-type: none"> <li>• Implementation</li> <li>• Expansion</li> <li>• Project management</li> <li>• Policies</li> <li>• Oversight</li> <li>• Enforcement</li> <li>• Coordination</li> <li>• Contracts</li> <li>• Policies and Procedures</li> </ul>
<b>Procedure:</b>	The CoC or the authorized agency (i.e., grantee) ensures the establishment of the HMIS Committee and that its responsibilities are tracked and documented.

### 4 HMIS Participation

#### 4.1 Agreements to Participate

<b>Policy:</b>	<p>All participating agencies in the HMIS must have a signed agreement with the local CoC HMIS grantee. The HMIS grantee must execute a Memorandum of Agreement, Memorandum of Understanding or some form of an agreement with each Contributory HMIS Organization (CHO). The agreements must reference these HMIS Standards that the partner agency must follow as a condition for participation in the HMIS, including requirements for data collection, data quality, data sharing, privacy and security.</p> <p>The agreements must define the terms of participation for all parties as well as the obligations and authority of the HMIS Lead Agency.</p>
<b>Procedure:</b>	The Agreements must be signed by the CHO Executive Director and an authorized official at the grantee level.

#### 4.2 Terms of Participation

<b>Policy:</b>	All agreements will include the following terms of participation: the disclosure of universal data and additional local elements at least once annually; compliance with local, state, and federal laws with respect to data retention, transfer, use and disclosure. Defined responsibilities of all parties either explicitly or by reference to other documents.
----------------	---

<b>Procedure:</b>	The terms of participation are outlined in the MOA between all participants.
-------------------	--

### 4.3 Contributory HMIS Organization (CHO)

<b>Policy:</b>	<p>Participation will be limited to all those providing housing and/or services to the homeless and those at risk of homelessness as defined by HUD.</p> <p>Participating agencies are defined as a CHO and can operate the following programs: Contributory CoC Program, Contributory Non-CoC Program, a CoC Program (i.e., Homeless Assistance Program or Homeless Prevention Program).</p> <p>First priority for participation as determined by the HMIS Standards is: (1) Shelters, (2) permanent supportive housing, (3) service agencies targeting the homeless population, and (4) Other agencies serving at-risk populations.</p> <p>Domestic Violence shelters are prohibited by HUD from participating in HMIS.</p>
<b>Procedure:</b>	All parties seeking to participate must contact the CoC and provide information on the agency and demonstrate ability to comply with the SC-211 Policies and Procedures.

## 5 Access to HMIS

<b>Policy:</b>	<ol style="list-style-type: none"> <li>1. Access to the HMIS is restricted to those with a valid user ID and password. Only an agency that has signed the MOA with the HMIS grantee may apply for a user ID. All potential users must receive training on the HMIS before an ID and password are provided.</li> <li>2. <b>User IDs may not be shared.</b> It is one ID per user. The only exception is where the users job share, i.e., are never on the system at the same time, and only if a log is kept of when each user is logged into HMIS.</li> </ol>
<b>Procedure:</b>	<p>The steps to obtain a valid user ID and password are:</p> <ol style="list-style-type: none"> <li>1. Agency must have a signed MOA with a <b>Participant</b>. The individual accessing the HMIS must be an employee or volunteer of the <b>CHO</b>.</li> <li>2. Agency must request access to the HMIS for specific individual(s) through their coalition or <b>Participant</b>.</li> <li>3. Agency must select one or more individuals who will use HMIS and request training for those individuals. The number of users may be limited by the <b>HMIS Lead based on availability</b>. Additionally, a fee per license may be assessed based on availability or limited resources.</li> <li>4. The new user must complete training, which consists of four components: <ul style="list-style-type: none"> <li>○ ServicePoint Application</li> <li>○ Data Quality</li> <li>○ Security</li> <li>○ Privacy</li> </ul> </li> </ol>

	<ol style="list-style-type: none"> <li>5. Prior to training, each user must sign and initial the <b>Request for HMIS User ID</b> form. The form must also be signed by the user's immediate supervisor and the CHO's Executive Director. Training may be provided by the HMIS System Administrator, or other persons or organizations authorized by the System Administrator.</li> <li>6. If the CHO utilizes a subcontractor to enter client data, the CHO should provide a copy of the subcontractor agreement and a written statement of their authorization to access the system on behalf of the CHO. The HMIS User form must be signed by the CHO, Executive Director of the subcontractor agency, and system user.</li> <li>7. Each user must complete the HMIS Privacy Questionnaire.</li> <li>8. Each user must read the HMIS Privacy Policy and the HMIS Code of Ethics.</li> <li>9. <b>The CHO is responsible for informing their regional HMIS System Administrator within 24 hours when a staff member who is an HMIS user leaves their employment or for other reasons should no longer have access to HMIS.</b></li> </ol> <p>Users are required to follow the Policies and Procedures defined in this document which may be updated at any time. All users will be kept informed of changes to this document by email, and the most recent version is always available at: <a href="http://schomeless.org">http://schomeless.org</a> Failure to comply may result in the suspension or revocation of a User ID.</p>
--	---

## 6 Types of Users (User ID privileges)

<b>Policy:</b>	<p>Depending on the need and training level, HMIS users may have different access to the data and functions of the HMIS. The HMIS defines four primary levels of user access:</p> <ol style="list-style-type: none"> <li>1. <b>Volunteer</b> – Non-paid staff members of an agency may be given Volunteer User IDs. This User ID enables client data input and shelter bed check-in and check-out.</li> <li>2. <b>Case Manager</b> – Most agency users will be assigned a Case Manager User ID. This ID enables new client entry and exiting, data entry and editing of case notes and service transactions, and bedlist check-in and check-out. All case managers within an agency have complete access to all data entered by all other case managers and volunteer users within their agency as well as most data entered and shared by other agencies.  Case Managers who enter data for more than one agency must sign a Business Associates Agreement (BAA) with their <b>Participant</b>, as these users will have access to data from multiple agencies. Copies of the signed BAA should be provided to the HMIS system administrator.</li> <li>3. <b>Agency Administrator</b> – This User ID provides the same access rights as Case Manager, plus access to provider profiles. This User may assign and activate/deactivate User IDs, and reassign temporary passwords for users in their agency. Agency Administrators may also create and delete flash news articles for their agency. Each coalition and large agencies (those with more than 3 users and at the discretion of the System Administrator) may request an Agency Administrator User ID.</li> </ol>
----------------	---

	4. <b>System Administrator II</b> – This user has complete access to all data records within the HMIS and to all administrative functions within the HMIS. Each CoC has one or more System Administrator II users, and these individuals have access to provider profiles and all data entered by all individuals. They must sign a Business Associates Agreement (BAA) with the HMIS grantees or be an employee of the HMIS Grantee. This agreement specifically states that he/she will not disclose any HMIS data to any third party. A copy of the signed agreement will be available from the CoC Board.
<b>Procedure:</b>	A <b>CHO</b> must contact the System Administrator to request training for potential new HMIS users. Once trained, a user ID and password are created and provided. The Agency Administrator or HMIS System Administrator will ensure that training is consistent with the user level and need.

## 7 Data

### 7.1 Ownership of Data

<b>Policy:</b>	The CoC is the custodian of the data and each agency owns the client data they enter. If an agency is inactive in HMIS or leaves the system for six consecutive months, ownership of the client level data reverts to the CoC. However, as a partner in the CES, each agency agrees to share data with other organizations for referral and coordination of services. Data may also be shared with organizations outside of HMIS, provided no client identifiers are shared, or with the SC Revenue and Fiscal Affairs Office (RFA) for research purposes with identifiers, provided there is a signed MOU between the CoC, HMIS grantee and RFA stating client identifiers will not be released to any third party and are destroyed after a period of time.
<b>Procedure:</b>	Data is stored on a server in a secure location at Bowman Systems.

### 7.2 Data Privacy

#### 7.2.1 Privacy Notice (Statement)

<b>Policy:</b>	Each agency must post a copy of the Privacy Statement at each intake desk and/or on the agency's web page (or comparable location) that explains the reasons for collecting data and the general use and disclosure of such information.
<b>Procedure:</b>	Agencies may modify this statement or combine it with existing privacy statements; however, any modifications must be approved by the HMIS grantee.

#### 7.2.2 Privacy Policy

<b>Policy:</b>	Each agency will abide by the <b>HMIS Privacy Policy</b> which defines the privacy practices.
<b>Procedure:</b>	Each agency must have a copy of the <b>HMIS Privacy Policy</b> (included in the Appendix). The HMIS Privacy Policy must be provided to clients, if requested.

### 7.2.3 Acknowledgement of Receipt of Notice of HMIS Privacy Practices and Release of Information

<b>Policy:</b>	Clients are the real owners of the data they provide. Unless consent is provided by a client, no client data may be shared with other HMIS agencies. Agencies may use an implied consent provided no disability information (HIV/AIDS, substance abuse, mental illness or other disability whose release is covered by state or federal release regulation) is shared.
<b>Procedure:</b>	<p>Data collected is essential to the administration of local assistance programs. We recommend all agencies have clients sign the <b><i>Acknowledgement of Receipt of Notice of HMIS Privacy Practices and Release of Information</i></b>. This form has a place for the client to sign indicating they have read and understand what data is collected and how it might be used. The <i>Release of Information</i> has a separate section where the type of information released is identified and a separate signature block is available. Clients are encouraged to sign this section. The <i>Alternate Notice of Privacy and Release of Information</i> is used when a signature is not obtained, but a staff member certifies that the client was given the notice. The <b><i>Acknowledgement of Receipt of Notice of HMIS Privacy Practices and Release of Information</i></b> form is provided in the Appendix.</p> <p>This sharing practice is useful in creating unduplicated client counts and to facilitate effective client case management. All clients should be encouraged to sign. Data is only shared with other agencies that have access to the CES or as specified elsewhere in this document.</p> <p>The default setup is ALWAYS to share data with all other agencies with client's consent. The release of information initiates the sharing of information. Agencies that have sensitive data that should not be shared may request a deviation from this policy.</p> <p>The Acknowledgement of Receipt of Notice of HMIS Privacy Practices and Release of Information expire after one year and should be updated each year when the client's assessment is completed.</p> <p>After the release of information expires, the information remains in the system, but any new information added is not shared.</p> <p>Any changes to the Privacy Policy and Acknowledgement of Receipt of Notice of HMIS Privacy Practices must be approved by the HMIS grantee.</p>

### 7.2.4 Protected Personal Information (PPI)

<b>Policy:</b>	Information that uniquely identifies an individual is Protected Personal Information (PPI), and state and federal regulations restrict how such information may be released and disclosed. The Client Profile (Name, Date of birth, Social Security Number, Race and Ethnicity) are the key primary identifiers we collect.
<b>Procedure:</b>	All clients must be informed, via a posted <b>Privacy Statement</b> and/or the <b>Acknowledgement of Receipt of Notice of HMIS Privacy Practices and Release of Information</b> form that we do not release this or any other information to other users on the system or anyone else without their consent.



### 7.3 Data Quality

<b>Policy:</b>	The HUD HMIS Standards define specific data elements that must be collected and entered into HMIS. HUD defines two categories of data elements: <i>Universal</i> data elements - required to be collected from all homeless clients served by any agency, and <i>Program Specific</i> data elements - collected from all clients if agencies receive HUD grant funds (i.e., Continuum of Care, Emergency Solutions Grant, and HOPWA).
<b>Procedure:</b>	See the Appendix for the most recent HMIS Data Quality Plan.

#### 7.3.1 Data Quality Compliance

<b>Policy:</b>	All CHO's are expected to maintain a monthly data quality score of "B" (90) or greater. In order to achieve high performance on annual System Performance Measures, all participating agencies are to be held accountable to this standard.
<b>Procedure:</b>	On the first occasion that a CHO receives a monthly data quality score of "C" or lower, the CHO will be strongly encouraged to participate in additional HMIS training to improve data entry quality. CHO's will be given two months to demonstrate improvement in monthly data quality performance. If data quality does not improve after these two months, user licenses will be suspended until such time that the staff participates in additional training with an assigned System Administrator. On subsequent occasions that a CHO receives a monthly data quality score of "C" or lower, user licenses will be suspended and additional training will be required; no probationary period will be offered.

### 7.4 Merging Duplicate Client Records

<b>Policy:</b>	In order to avoid duplicate client records, system users should always search for an existing client record before creating a new client. In the event that an end user finds duplicate records for a client, the end user should submit an email request or HMIS help desk ticket to their HMIS system administrator.
<b>Procedure:</b>	<p>System administrators should merge duplicate client records whenever a merge request is received. Requests should include all duplicate client ID numbers with an indication of which client ID number has correct demographic information that should be maintained.</p> <p>In merging the client records, system administrators should maintain the correct demographic information provided by the end user. The final destination Client ID number should be the record with the most recent service in HMIS, unless the most recent record contains inaccurate information (e.g., a point-in-time count survey), in which case the system administrator should use their discretion.</p> <p>Locked records subject to unique security regulations (i.e., HIPPA, RHYMIS) should remain locked and cannot be merged. Older client records not subject to these regulations that were locked before transitioning to global visibility should be opened and merged.</p>

## 7.5 Other Data

<b>Policy:</b>	A <b>CHO</b> may enter <b>additional</b> data on each client as it feels is useful.
<b>Procedure:</b>	<p>HMIS includes a large number of assessment screens designed to collect additional data. The System Administrator creates each agency's set of assessment screens at the direction of the agency. Some of the possible assessment screens include:</p> <ul style="list-style-type: none"> <li>• Children</li> <li>• Children Immunizations</li> <li>• Client Budget and Expenses</li> <li>• Education</li> <li>• Employment</li> <li>• Insurance</li> <li>• Legal</li> <li>• Medical</li> <li>• Mental Health</li> <li>• Personal Strengths</li> <li>• Psychosocial</li> <li>• Addiction</li> <li>• Family / Residence</li> <li>• PATH (PATH grants ONLY)</li> </ul>

## 7.6 Data Integrity and Accuracy

<b>Policy:</b>	Users must make their best efforts to obtain accurate and complete information. The most important data elements to enter are the full name, date of birth and gender. Users may not intentionally enter invalid or incorrect data. Data may be entered, and corrected if necessary, within 72 hours of when the data is provided by the client. Disability information should NOT be collected or entered until after acceptance into programs.
<b>Procedure:</b>	<p>Data is reviewed periodically by Agency Administrators and the HMIS System Administrator for accuracy and completeness.</p> <p>To improve data quality, the HMIS System Administrator shall run data reports which show clients with missing <i>Universal Data</i> elements and clients with missing <i>Program Data</i> elements. These reports will generate emails to all users with data entered or updated within the last 30 days from when the report is run listing clients with missing data and the data items that are missing. Reports are to be run at least every two weeks.</p> <p>HUD CoC data quality benchmarks for null data are:</p> <ul style="list-style-type: none"> <li>• Gender – 0.3%</li> <li>• Ethnicity – 3.4%</li> <li>• Race 7.7%</li> <li>• Age 1.0%</li> <li>• Veterans Status – 7.5%</li> <li>• Disability Status – 22.0%</li> </ul>

	<ul style="list-style-type: none"> <li>• Living Arrangement Prior to Program Entry – 21.3%</li> <li>• Length of Stay - 28.9%</li> <li>• ZIP Code of last permanent Address – 27.1%</li> </ul>
--	---

### 7.6.1 Data Timeliness

The preferred method of data collection and entry is real-time with data being entered into HMIS as it is collected. When this is not possible or practical, data must be entered into HMIS within 72 hours of when the data is collected, but sooner if possible.

<b>Policy:</b>	Users must make their best efforts to enter data collected from client interviews within 72 hours.
<b>Procedure:</b>	A data timeliness reports showing number of clients with data entered more than a week after collection will be reviewed monthly, and agencies with a significant number of late entries will be notified.

## 8 Privacy and Security Plan

The privacy of client data is the utmost concern for all agencies and users of HMIS.

### 8.1 Desktop Security

<b>Policy:</b>	ServicePoint, the software used for the HMIS, is accessed via the Internet. A broadband Internet connection is necessary. To maintain security, computers used to access HMIS must be secured by firewall. Both a hardware firewall (router) and a software firewall is required, as well as anti-virus and anti-spyware applications.
<b>Procedure:</b>	<p>The following are standards to ensure desktop security:</p> <ul style="list-style-type: none"> <li>• A recent release of a browser that supports and is configured for 128-bit SSL encryption, such as Google Chrome, Internet Explorer latest version or Mozilla Firefox latest version.</li> <li>• All computers, including a single computer not on a network, must connect to the internet (usually via a cable or DSL modem) through a broadband router. A DIRECT CONNECT TO A CABLE MODEM that does NOT include a router IS NOT ALLOWED! Most cable modems supplied by cable companies DO NOT include a router/firewall and one must be placed between the modem and the computer. If the modem includes connections for more than one computer it includes a router and is ok, otherwise a router must be added.</li> <li>• If you have computers networked with wireless connections, it is recommended that you have WPA security (not WEP) and the network is password protected. MANY ROUTERS DEFAULT TO UNSECURED WIRELESS, so if your modem and/or router include wireless, you must check to ensure that you have not set-up an unsecured wireless network.</li> <li>• The computer used to access HMIS must be protected by a personal firewall as well as anti-virus and anti-spyware software. Anti-virus/anti-spyware software must include a subscription service to keep it up-to-date, and the subscription must be kept current.</li> <li>• If the computer used to access HMIS is on a network, ALL computers on the</li> </ul>

	<p>network must be protected as described above.</p> <ul style="list-style-type: none"> <li>• All desktops used for access to HMIS that are not in a locked room must use a screen saver set for 10 minutes or less and require a password to reactivate. The HMIS Systems Administrator can help set up desktop computers, if needed.</li> <li>• HMIS user passwords must <b>not</b> be written down and left near computers used to access HMIS. If they must be written down they should be carried in a wallet or purse, not left in or on your desk.</li> </ul>
--	--

## 8.2 Data Security

<b>Policy:</b>	There are a number of state and federal regulations covering the release of client identifiable data. The HUD HMIS Data and Technical Standards also specify minimum security requirements for the HMIS. Client identifiers include name, date of birth and social security number.
<b>Procedure:</b>	<ul style="list-style-type: none"> <li>• All users are issued a User ID and Password to access the system.</li> <li>• All users must sign confidentiality statements and attend training that includes information on data security.</li> <li>• Hard copies of data must be stored in a locked file cabinet.</li> <li>• Files must be disposed of appropriately in accordance with current industry standards after a minimum of 7 years.</li> <li>• When removing files from an individual computer the fields must be overwritten at least three times.</li> <li>• Computers must be set to lock after inactivity and must be protected with a screen saver.</li> <li>• Computers are not to be left alone with PPI data displayed</li> <li>• The HMIS software will lock users out after inactivity.</li> <li>• After 3 failed log-ins the User's password will be inactive.</li> <li>• All data transmitted electronically must be encrypted</li> <li>• Any data with PPI stored on a computer must be encrypted in accordance with the current industry standard.</li> </ul>

## 8.3 Client Data Sharing

<b>Policy:</b>	<p>HMIS has five types of data:</p> <ol style="list-style-type: none"> <li>1. Client Profile (as defined elsewhere in the document). If set to share in the Provider's Profile, does not require an ROI to be entered to be shared.</li> <li>2. Primary Assessment data. This data is the primary Assessment page used by the agency (provider) as well as the Household Data Sharing Assessment.</li> <li>3. Client Needs and Services provided.</li> <li>4. Goals and Case Notes</li> <li>5. Other Assessment data not included in 1.or 2. Above.</li> </ol> <p>We define three levels of data sharing:</p>
----------------	---

	<ol style="list-style-type: none"> <li>1. Not shared.</li> <li>2. Shared globally (all other users on the HMIS).</li> <li>3. Selective sharing (specified provider list for each type of data defined above for each provider).</li> </ol> <p>Typical settings:</p> <ul style="list-style-type: none"> <li>• Client Profile data is shared globally and does not require an ROI to be shared.</li> <li>• Primary Assessment, Household Data Sharing, and Needs/Services are shared globally, but require an ROI with positive Permission and active date range to be entered before data is shared.</li> <li>• All other data is closed (not shared), but agencies may request any specific Assessment or group of data defined in HMIS to be shared, either Globally or to specific agencies.</li> </ul> <p>ALL providers for mental health services or agencies whose primary clients are youths, or agencies whose primary services are for HIV/AIDS or substance abuse, are set to only share Client Profile, and this may be set to not shared if requested. (Note: Client Profile data does NOT include any information about what agency entered the data.)</p>
<b>Procedure:</b>	<p>The majority of Provider Profiles in the HMIS are set to share Globally.</p> <p>Thus, all agencies must use the Privacy Policy and Acknowledgement of Receipt of Notice of HMIS Privacy Practices and Release of Information, which explicitly states the purposes for which the agency collects data and provides places for signatures and date. Two of the stated purposes for collection of data must be: continuity of care, and research.</p> <p><b>NOTE:</b> The Systems Administrator(s) has access to ALL client data. This access is primarily used to provide technical support to users. The Systems Administrator(s) has signed a BAA agreement prohibiting release of any data to any individual or organization.</p>

#### 8.4 Sharing Client Profile (Name, Age, SSN, race and gender)

<b>Policy:</b>	Client Profile is shared by default. This data is shared if the client has signed a release form indicating that the client has agreed to share this data with all HMIS agencies or there is an implied consent.
<b>Procedure:</b>	Provide all clients with a copy of the Privacy Policy and have all clients sign the <i>Acknowledgement of Receipt of Notice of HMIS Privacy Practices and Release of Information form</i> . This should be the one provided by your HMIS System Administrator(s) or one that has been approved by the CoC. If the agency is using implied consent an agency staff member should sign the <i>Notice</i> indicating the client has been informed of the Privacy Policy and consents.

#### 8.5 Changing Client Demographic Information

<b>Policy:</b>	If an HMIS user observes incorrect demographic information in a client profile that he or
----------------	---

	she did not create, the user should send an encrypted help desk ticket or call their CoC system administrator to provide the correct information.
<b>Procedure:</b>	The HMIS administrator should correct the client demographic information after verifying that the user requesting the change has documentation of the correct information (i.e., driver's license or social security card).

## 8.6 Sharing Assessments and Other Data

<b>Policy:</b>	Agencies share additional client data with other HMIS agencies for the purposes of facilitating a referral for services or housing, only if the client has signed a release (Acknowledgement of Receipt of Notice of HMIS Privacy Practices and Release of Information) and a release of information with permission to share has been entered by the <b>user in the system</b> . Clients may not be denied housing or services based on a failure to sign a ROI. Agencies may use an implied consent if desired, but agency staff should sign the <i>Notice</i> indicating the client has been informed and consents.
<b>Procedure:</b>	<p>To Share Assessment Data:</p> <ol style="list-style-type: none"> <li>1) Have the client sign the Acknowledgement of Receipt of Notice of (HMIS) Privacy Practices And Release of Information (included in the Appendix). This includes consent to enter data into the system and consent to share additional information. Two (2) signatures are required. The <i>Release</i> document may also be used for implied consent and only the agency staff needs to sign.</li> <li>2) There are certain agencies that do not share data globally. These include agencies whose primary function is to serve those with mental health conditions and HIV/AIDS.</li> </ol>

## Aggregate Data Sharing and Release Reports:

<b>Policy:</b>	Reports generated by any <b>CHO</b> or the HMIS Systems Administrator may be made public and/or shared with other agencies and organizations PROVIDED the report contains NO CLIENT IDENTIFIERS. Client level data will be used by the HMIS Grantee/CoC for research and CoC planning purposes.
<b>Procedure:</b>	Any reports that include a client's name, date of birth and/or social security number MAY NOT BE shared outside of your agency with the exception of RFA as elsewhere noted in this document.

## 8.7 Data Extracts:

<b>Policy:</b>	<p>General extracts (Excel worksheets, CSV or any other format) of data in HMIS may not be shared with any other agency or organization if it contains any client identifiers (name, data-of-birth, and/or social security number).</p> <p>The exception to this policy is that extracted data with client identifiers may be shared with another organization for research purposes PROVIDED there is an agreement in place between the <b>CoC</b> and HMIS Lead Agency and the third party. The agreement must include a provision that restricts use of client identifiers to creating a unique id for the client record for the purpose of matching this client with clients with the same identifier from other data sources. However, the data with client identifiers cannot be reproduced</p>
----------------	---

	in any form, and it must be deleted once its purpose of data matching is complete. The CoC and HMIS Lead Agency must review research findings and authorize release of findings based on HMIS data.
<b>Procedure:</b>	To share data with a third party for the purpose of research and aggregate reports with data matched from other data sources, the <b>Participant</b> must have a signed Memorandum of Agreement (or contract) with the third party explicitly detailing the constraints of access to, reproduction of, and distribution of the data as outlined above. The MOA must be reviewed by the HMIS System Administrator prior to signing.

## 9 Technical Support and System Availability

<b>Policy:</b>	The System Administrator(s), Agency Administrators, or the designated technical assistance contact for the CoC shall provide technical support as needed.
<b>Procedure:</b>	<p>Users should call or send an email to the HMIS System Administrator or the designated technical assistance contact for the CoC.</p> <p>In addition, a ‘Toolbox Checklist’ of HMIS Requirements, Response (compliance), Assessment and Action Items is included in the Appendix. This document should be used by the CHO to ensure compliance with the Policies and Procedures. The CoC designated HMIS person may periodically review agency compliance with Policies and Procedures and assist, where practical, with technical support to help agencies comply.</p>

## **10 Appendices**

Included in the Appendix are copies of a number of forms used by each coalition. Those included in these Appendices are representative examples of those forms which may be different for each coalition. Electronic copies of the latest version of your coalitions current forms are available online – contact your HMIS System Administrator for access and be sure that you are using the most recent forms, as these may change from time to time.

**Appendix A: Definition of Terms**

**Appendix B: Confidentiality Guidelines**

**Appendix C: Request for User Account**

**Appendix D: Acknowledgement of Receipt of Notice of (HMIS) Privacy Practices and Release of Information**

**Appendix E: Privacy Policy**

**Appendix F: Privacy Statement**

**Appendix G: HMIS Code of Ethics**

**Appendix H: Complete HMIS Intake Form**

**Appendix I: Universal Intake Form**

**Appendix J: Data Quality Plan**

**Appendix K: Agency/Site Data Standards Compliance Checklist**

**Please contact your HMIS System Administrator for electronic versions of these documents.**



### Definition of terms

**Business Associates Agreement (BAA)** – An agreement signed between the authorized entity providing oversight for the HMIS and the individual that manages data for multiple agencies participating in the HMIS, if applicable.

**Client Profile** – Primary client identifiers in the HMIS: name, date of birth, social security number, race and gender.

**Continuum of Care (CoC)** – The primary decision making entity defined in the funding application to HUD as the official body representing a community plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximum self-sufficiency.

**CoC Program** – A program identified by the CoC as part of its service system, whose primary purpose is to meet the specific needs of people who are experiencing a housing crisis. Continuum of Care Programs may include:

**Homeless Assistance Program** – A program whose primary purpose is to meet the specific needs of people who are literally homeless. These programs include outreach, emergency shelter, transitional housing, rapid re-housing, permanent housing and permanent supportive housing; and

**Homelessness Prevention Program** – A program whose primary purpose is to meet the specific needs of people who are at risk of homelessness. These programs include those funded by HPRP and other homelessness prevention programs identified by the CoC as part of its service system.

**Contributory HMIS Organization (CHO)** – An organization that operates a contributory homeless assistance program or homelessness prevention program or contributory non-homeless assistance program. Programs can be part of a CHO or an organization can operate programs independent of a CHO. These programs can include a CoC Program, Contributory CoC Program, and/or a Contributory Non-CoC Program

**Contributory CoC Program** – A homeless assistance program or homelessness prevention program that contributes Protected Personal Information (PPI) or other client level data to an HMIS.

**Contributory Non-CoC Program** – A program that is neither a homeless assistance program nor a homelessness prevention program that contributes PPI or other client-level data to an HMIS.

**End User (Users)** – An employee, volunteer, affiliate, associate, and any other individual acting on behalf of the CHO or HMIS Lead agency who uses or enters data into the HMIS or another administrative database from which data are periodically uploaded to the HMIS; anyone with a valid user ID and password to HMIS.

**Grantee** – This is an agency receiving funds from the federal government (in this case the Department of Housing and Urban Development [HUD]). In some cases, the grantee is also the project sponsor, and the fiscal agency for the grant.

**Homeless Management Information System (HMIS)** - The information system designated by a CoC to process Protected Personal Information (PPI) and other data in order to create an unduplicated accounting of homelessness within the CoC. HMIS may provide other functions beyond unduplicated accounting. The HMIS database includes information on client records, services needed and provided, shelter bed stays, case notes, and case plans.

**Department of Housing and Urban Development (HUD)** - The Department of Housing and Urban Development is a part of the U.S. federal government that is responsible for policies that relate to providing housing.

**HMIS CoC Administrator** – Each CoC may have an HMIS Administrator who may add and remove users and providers to the HMIS and has less authority than the HMIS System Administrators in that they are not authorized to perform functions or make changes to the HMIS that would affect users in other CoC's, nor can they share data with outside entities.

**HMIS Lead Agency** – An organization designated by a CoC to operate the CoC's HMIS on its behalf. In the case of the CAS an organization in partnership with the CoC with a written agreement.<sup>1</sup>

**HMIS Lead Systems Administrator** – Has complete control and access to all functions of the HMIS. All changes to the system that affect all users on the system are coordinated and agreed upon by the HMIS Steering Committee and made by the HMIS Lead System Administrator.

**HUD HMIS Data and Technical Standards** – The federal notice with guidelines governing an HMIS. All CHO's using an HMIS must comply with these standards. *HMIS Data Standards, Version 2.1, August, 2014; US Department of Housing and Urban Development, Office of Community Planning and Development*;

**Participant** – A South Carolina coalition or 2-1-1 call center that has signed the HMIS Sharing Agreement. .

**Privacy Policy and Acknowledgement of Receipt of Notice of (HMIS) Privacy Practices and Release of Information** – A document detailing the HMIS Privacy Policy similar to standard HIPAA consent forms. The document addresses the client's confidentiality rights; information rights; information security; benefits of agency information sharing; risk in sharing information and questions; and risk you should consider. The standard Acknowledgement of Receipt of Notice of (HMIS) Privacy Practices form includes a place to sign indicating the client has been informed of the agency's policy and a place to sign the consent to release information with all agencies participating in the HMIS.

**MOA**– A Memorandum of Agreement (MOA) must be executed between the grantee and all participating agencies. The documents must be signed by the Executive Director of the CHO.

**Protected Personal Information (PPI)** – Any information maintained by or for an organization about a client or homeless individual that: (1) Identifies, either directly or indirectly, a specific individual; (2) can be manipulated by a reasonable foreseeable method to identify a specific individual; or (3) can be linked with other available data to identify a specific individual. The HUD HMIS Standards lists: Name, SSN, Date of Birth (DOB), and Zip Code of last permanent address, program entry and exit dates, and any unique internal identification number generated from any of these items as PPI. PPI must have special protections to ensure that casual observers do not have access to this data.

**Privacy Statement** – A notice that must be placed at the point of intake and posted on the CHO's website. When posted, consent of the individual may be inferred from the circumstances of the collection of data. Thus, client information can be entered but not shared without the signed consent forms.

**Privacy Training Questionnaire** – A questionnaire developed to ensure users are aware of and comply with the privacy standards of the HMIS. All users must complete privacy training and the questionnaire prior to accessing the system.

**ServicePoint** – The HMIS application used by HMIS. It is licensed from Bowman Internet Services, LLC (BIS). ServicePoint meets HIPAA security requirements.

**South Carolina Coordinated Entry System HMIS Code of Ethics** – A set of guiding principles for agencies and users of the HMIS.

## CONFIDENTIALITY GUIDELINES

The CHO agrees to abide by all present and future federal and state laws and regulations relating to the collection, storage, retrieval, and dissemination of client information for South Carolina Homeless Management Information System. The CHO will only release general client information (NOT including alcohol or drug abuse, HIV/AIDS, or mental health) with implied consent where client has been informed of the HMIS Privacy Policy and has been offered a copy. CHO will only release client confidential information that includes alcohol or drug abuse, HIV/AIDS or mental health issues with **written** consent of the client. Federal laws include, but are not limited to, the federal confidentiality regulations as contained in the Code of Federal Regulations, 42 CFR Part 2., regarding the disclosure of alcohol and/or drug abuse record: the Health Insurance Portability and Accountability Act of 1996 (HIPAA), when applicable.

1. The CHO will only collect Protected Personal Information that is relevant to the HMIS and to their program operation and to comply with the regulations governing the HMIS.
2. The CHO will provide a verbal explanation of the HMIS to clients and arrange, when possible, for a qualified interpreter, and/or make responsible accommodations for persons with disabilities to include sign language, Braille, audio or larger type. **Note: This obligation does not apply to CHO's who do not receive federal financial assistance and who are also exempt from the requirements of Title III of the Americans with Disabilities Act because they qualify as "religious entities" under that Act.**
3. The CHO will make a copy of the HMIS Privacy Statement, available to any client requesting a copy.
4. The CHO agrees to limit access to information furnished by the HMIS to its own employees specifically for the purpose of inputting or verifying client data and/or entering into the system records of services provided.
5. The CHO agrees to use due diligence and care in assigning staff to use HMIS. All such employees will be required to sign a statement of confidentiality, which includes a pledge of compliance (**Attachment B**). Each statement of confidentiality will be forwarded to and maintained by the System Administrator. The User ID of the person who is entering information is a part of the computer record. The CHO will verify that the person is authorized to enter data into the system.
6. The CHO shall be responsible for the maintenance, accuracy, and security of all of its homeless assistance records and terminal sites and for the training of agency personnel regarding confidentiality.
7. The CHO Executive Director must accept responsibility for the validity of all records entered by their agency. The Executive Director may designate an immediate subordinate staff member with supervisory responsibilities for verifying the accuracy of information.

**REQUEST FOR HMIS (ServicePoint) USER ACCOUNT**

South Carolina HMIS Account Type  
(check one):

(To be determined by the System Admin.)

☐ **Case Manager**

☐ **Volunteer**

☐ **Agency Administrator**

This request/certification must be completed by all users and existing users on an annual basis. If you have any questions, please contact the HMIS Systems Administrator:

Natalie Worley, HMIS System Administrator  
email: [nworley@unitedhousingconnections.org](mailto:nworley@unitedhousingconnections.org)  
office: (864) 241-0462  
direct: (864) 770-0710

**Agency Administrator** users have full access to all aspects of ServicePoint for their agency, and in addition, can update their agency profile, change user access rights and use passwords, and delete client records.

**Case Manager** users have full access to all aspects of ServicePoint for their agency, but have no administrative rights.

**Volunteer** users can enter data, assign beds, and refer clients, but can only view name, date of birth, and SSN of client data for their agency.

**Please complete the following:**

Agency Name: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Employee Email Address: \_\_\_\_\_

Employee Contact Number: \_\_\_\_\_

**USERS RESPONSIBILITIES/PROCEDURES**

- Except in job-sharing situations, each user requires a unique username and private password. Use of another user's username and/or password or account is grounds for immediate termination of participation in the HMIS (removal of all access for all users).
- A User ID will be assigned and emailed to the user. Upon receipt the user should call the HMIS System Administrator for their temporary password.
- All End Users must obtain and review a copy of the HMIS Policies and Procedure to include Privacy Statement, Security, and Data Quality sections.
- After reviewing the Confidentiality Guidelines (**Attachment A**) please sign the Confidentiality and Responsibility Certification (**next page**).

**HMIS USER  
CONFIDENTIALITY AND RESPONSIBILITY CERTIFICATION**

I have read the Confidentiality Guidelines and I agree to maintain strict confidentiality of information obtained through the SC-211 Homeless Management Information System (HMIS). This information will be used only for legitimate client service and administration of the above named agency. Any breach of confidentiality will result in immediate termination of participation in the HMIS.

**Initial each item**

- \_\_\_\_\_ I understand that my username and password are for my use only (or HMIS Administrator approved job-sharing counterpart).
- \_\_\_\_\_ I understand that I must take all reasonable means to keep my password physically secure. Specifically, passwords are not to be left on or near the computer or my desk.
- \_\_\_\_\_ I understand that the only individuals who can view data within the HMIS are authorized users and the clients to whom the information pertains.
- \_\_\_\_\_ I understand that I may only view, obtain, disclose, or use the database information that is relevant and necessary in performing my job.
- \_\_\_\_\_ I understand that these rules apply to all users of HMIS whatever their role or position.
- \_\_\_\_\_ I understand that hard copies of HMIS data must be kept in a secure file.
- \_\_\_\_\_ I understand that once hard copies of HMIS data are no longer needed, they must be properly destroyed to maintain confidentiality.
- \_\_\_\_\_ I understand that if I notice or suspect a security breach I must immediately notify the System Administrator (see below).
- \_\_\_\_\_ I understand that I may not intentionally enter incorrect data.
- \_\_\_\_\_ I will notify the appropriate parties within 24 hours of termination of employment.
- \_\_\_\_\_ I have completed the HMIS Privacy Questionnaire.
- \_\_\_\_\_ I have read and understand the HMIS Confidentiality Guidelines.
- \_\_\_\_\_ I have read and understood the HMIS Privacy Policy.
- \_\_\_\_\_ I have read and understood the HMIS Code of Ethics.

I understand and agree to the above statements.

Employee's Signature \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor's Signature \_\_\_\_\_ Date: \_\_\_\_\_

Executive Director's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Sys Admins Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Acknowledgement of Receipt of Notice of  
SC-211 Homeless Management Information System (HMIS)  
Privacy Practices and Release of Information**

**Notice of Privacy**

I, (Client Name) \_\_\_\_\_, have received the Notice  
Print Client Name

of Privacy Practices from an HMIS participating agency.

X \_\_\_\_\_ Date: \_\_\_\_\_  
Client/Parent/Guardian Signature

**Release of Information**

Type of information to be released is may include:

- |  |   |
|--|---|
| - <b>Profile and Assessments</b>           | - <b>Financial/Work-History/Residential Information</b> |
| - <b>Mental Health Assessment/Progress</b> | - <b>Substance Abuse Assessment/Progress</b>            |
| - <b>Medical / Health Information</b>      | - <b>Needs and Services Provided</b>                    |

**This information is to be released for the purpose of continuity of care/case management and or client advocacy and is valid for one year unless otherwise specified.**

X \_\_\_\_\_ Date: \_\_\_\_\_  
Client/Parent/Guardian Signature

**Alternate Notice of Privacy and Release of Information** (not to be used if client information to share includes: alcohol or drug abuse, HIV/AIDS, or mental health diagnosis or treatment)

\*In lieu of client signature, I \_\_\_\_\_, a staff member of an HMIS  
Print Staff Name

participating agency, state that \_\_\_\_\_, has been given our current  
Print Client Name

Notice of Privacy Practices.

\_\_\_\_\_ Date: \_\_\_\_\_  
Staff Signature

## SC-211 Homeless Management Information System (HMIS) Privacy Policy

This Privacy Policy guides the operation of HMIS and all of its users. All users should be familiar with this policy and must be provided a copy prior to receiving a user ID and access to HMIS. The Privacy Statement (APPENDIX E) is to be posted at intake/assessment station where clients can see it, must be described to each new client, and a copy must be offered to each new client.

The HMIS was developed to meet a data collection requirement made by the United States Congress to the Department of Housing and Urban Development (HUD). Congress passed this requirement to obtain a more accurate count of individuals who are homeless and to identify the need for and use of different services by those individuals and families. To provide documentation toward improving homelessness, Congress implemented the collection of statistical information on clients who access services documenting that information in a central data collection system.

Partner agencies in the state of South Carolina also use the HMIS to keep computerized case records. With the client's permission, most agencies share information with other agencies on the HMIS. The information that you agree to allow HMIS to collect and share includes demographic and assessment information and services provided. Sharing information with the HMIS and other agencies helps to better understand the number of individuals who need services from more than one agency. This assists us in meeting your needs and the needs of others in the community by allowing HMIS and its partner agencies to develop new and/or more efficient programs. Sharing information through HMIS also helps making referrals easier, often with less paperwork for you.

Maintaining the privacy and safety of those using the services of HMIS and its partner agencies is very important. Information gathered about you is personal and private. **We collect information only when appropriate to provide services, to manage our organization, for research, or as required by law.** Your record will be shared only if you give your permission. Depending on your individual situation, there may be benefits and/or risks which you should consider carefully before you decide whether or not to consent to release of any identifying information to another agency. You cannot and will not be denied services that you would otherwise qualify for if you choose not to share information.

Please note, even if you do not want your information shared with other agencies or your actual name entered into the system, we must still report some information to the central data collection system. This system contains provisions to protect your name and privacy.

### CONFIDENTIALITY RIGHTS

*The partner agency* has a confidentiality policy that has been approved by its Board of Director. The policy follows all HUD and HIPAA confidentiality regulations that are applicable to the agency, including those covering programs that receive HUD funding for homeless services (HMIS Data Standards (August, 2014)). The HIPAA privacy and security rules govern confidential health information, such as the diagnosis or treatment of a mental health disorder, a drug or alcohol disorder and AIDS/HIV condition or domestic violence situation. Even if you choose to allow us to share information with other agencies, records about substance abuse, physical and mental health, HIV and domestic violence will **not** be shared without your specific written release of information.

This agency is restricted to using or disclosing personal information from the HMIS only in the following circumstances:

- To provide or coordinate services to an individual
- For functions related to payment or reimbursement for services
- To carry out administrative functions including, but not limited to, legal, audit, personnel, planning, oversight and management functions.



- Contractual research where privacy conditions are met and prior written approval has been obtained from the HMIS Grantee and CoC. Research findings must be reviewed by the HMIS Grantee and CoC and written approval granted prior to release of findings.
- Where a disclosure is required by law and disclosure complies with and is limited to the requirements of the law. Instances in which this might occur are during a medical emergency, to report a crime against Agency staff, or to avert a serious threat to health or safety

## INFORMATION RIGHTS

As a client receiving services at this agency, you have the following rights:

- Access to your record. You have the right to review your HMIS record. At your request, we will assist you in viewing the record within 7 working days.  
An agency may deny you the right to inspect or copy your personal information for the following reasons: (1) information is compiled in reasonable anticipation of litigation or comparable proceedings; (2) information about an individual other than the agency staff would be disclosed; (3) information was obtained under a promise of confidentiality other than a promise from this provider and disclosure would reveal the source of the information; or (4) disclosure of information would be reasonably likely to endanger the life or physical safety of an individual.
- Corrections to your record. You have the right to request to have your record corrected so that information is current and accurate to ensure accuracy. You have 45 days from the date the information is entered to request a correction.
- Refusal. You have the right to refuse consent to share your information with other agencies. You cannot be denied services that you would otherwise qualify for if you refuse to share information. Please note, that if you refuse this permission, information will still be entered into the system for statistical purposes.
- End of Consent and Withdrawal of the Release of Information. You have the right to change your mind about consent or release of information that you have already granted. You have 45 days from the date you signed the consent or release to revoke it.
- Harassment. The agency reserves the right to reject repeated or harassing requests for access or correction. However, if the agency denies your request for access or correction, you will be provided written documentation regarding your request and the reason for denial. A copy of that documentation will also be included in your client record.
- Grievance. You have the right to be heard if you feel that your confidentiality rights have been violated, if you have been denied access to your personal records, or you have been harmed or put at personal risk. Send a written statement to the local Continuum of Care lead agency within 7 business days of an incident.
- Note: HMIS is not used to share any personally identifiable information collected with law enforcement agencies, except by court order or subpoena.

## INFORMATION SECURITY

Protecting the safety and privacy of individuals receiving services and the confidentiality of their records is of paramount importance to us. Through training, policies and procedures, and software we have taken many steps to ensure your information is kept secure.

- The computer program we use has the highest degree of security protection available.
- Only trained and authorized individuals will enter or view your personal information.
- Your name and other identifying information will not be contained in local reports.
- Employees receive training in privacy protection and agree to follow strict confidentiality guidelines.
- The server/database/software allows only authorized individuals access to the information.

- The server/database will communicate using 128-bit encryption – an Internet technology intended to keep information private while transporting data. Furthermore, identifying data stored on the server is also encrypted or coded.
- The System Administrator(s) supports the daily operation of the database. Administration of the database is governed by agreements that limit the use of personal information to providing administrative support and generating reports.

### **BENEFITS OF AGENCY INFORMATION SHARING**

Information you provide us is important to the ability of all agencies to continue to provide the services that you and others in our community are requesting.

Allowing us to share your real information results in a more accurate count of individuals and services used and helps us to:

- Better demonstrate the need for services and the specific types of assistance needed in our area
- Obtain more funds and other resources to provide services
- Plan and deliver quality services to you and your family
- Assist the agency to improve its work with families and individuals who are homeless
- Keep required statistics for state and federal funders

You may choose to share additional information with other agencies in order to:

- Promote coordination of services so your needs are better met.
- Make referrals easier by reducing paperwork.
- Avoid having to repeat information to get assistance from other agencies using the CAS.

### **RISKS IN SHARING INFORMATION**

While this system is secure and promotes better service delivery to the homeless or those at-risk of becoming homeless, there are risks that may lead clients to choose to do the following:

- Allow only your name, age, date of birth, social security and services to be shared with other agencies. All other information kept confidential.
- Allow some statistical or demographic information to be shared to include assessment information.
- Allow demographic information and services, but not assessment information to include mental health, drug/alcohol use/history and domestic violence information.
- Close all information and only the System Administrator(s) can see the information.

### **QUESTIONS AND RISKS YOU SHOULD CONSIDER**

- Could there be physical harm or other negative consequences to you or members of your family if someone knew that they could find you from the information shared with other participating agencies?
- Could there be physical harm or other negative consequences to you or members of your family if someone found out you were provided with help, especially if you or your child has experienced domestic violence, sexual assault, stalking or child abuse?

*Privacy Notice Amendments: The policies covered under this Privacy Notice may be amended over time and those amendments may affect information obtained by the agency before the date of the change. All amendments to the Privacy Notice must be consistent with the requirements of the Federal Standards that protect privacy of consumers and guide the implementation and operation.*

## Privacy Statement

**Please read the following statements (or ask to have someone it read to you), and make sure you have had an opportunity to have your questions answered.**

\_\_\_\_\_ is a participant in the South Carolina Homeless Management Information System (HMIS), which is used by provider agencies to record information about clients they serve. This information helps the agencies to plan for and provide services to clients. It also allows for the sharing of information among agencies to improve coordination and delivery of services to you. We wish to notify you of the following information regarding data collection and storage in a client information system.

We collect personal information directly from you to coordinate services and continuity of care. We may be required to collect some personal information by law or by organizations that provide funds to operate this program. Other personal information we collect is important to operate our programs, to improve services to you, and to better understand the needs of persons experiencing homelessness. We only collect information considered to be appropriate.

Only summary information **without** your name or other personal identifiers will be reported to offices and organizations that plan and fund homeless services. We do not share any personally identifiable information collected with law enforcement agencies or any other organizations outside of HMIS without your written consent, except as provided herein or by court order or subpoena. **You cannot be denied housing or services for failure to provide written consent to share your information.**

Any information about the **diagnosis or treatment of a mental health, drug or alcohol disorder, HIV/AIDS, or domestic violence, or any medical information will not be disclosed without your written, informed consent.**

Besides coordinating services and continuity of care, information collected about you may be used and disclosed to:

- Improve the quality and care of services provided.
- Administer programs.
- Comply with legal requirements.
- Protect victims of abuse and neglect.
- Participate in research.
- Avert serious threat to health/safety.

We will take reasonable precautions to protect personal information in the system from unauthorized modification, use, and disclosure.

# SC-211 Homeless Management Information System Code of Ethics

As a participating member/CHO of the SC-211 Homeless Management Information System (HMIS) I will:

- Agree to abide by all policies and procedures of the HMIS.
- Agree to abide by all present and future federal and state laws and regulations relating to the collection, storage, retrieval and dissemination of client information for the HMIS.
- Agree to only collect Protected Personal Information that is relevant to the HMIS and to comply with the policies and procedures governing the Homeless Management Information System (HMIS).
- Agree to limit access to information furnished by the HMIS to its own employees specifically for the purpose of inputting or verifying client data and/or entering into the system records of services provided.
- Agree to be responsible for the maintenance, accuracy, validity and security of all of the homeless assistance records and terminal sites utilized for the purpose of inputting and/or updating information into the HMIS.
- Agree to immediately notify the HMIS System Administrator of any suspected security breach.
- Agree to make a copy of the HMIS Privacy Statement, available to any client requesting a copy.
- Agree to complete and provide updates of all required documents for system use.
- Agree to ensure information entered is valid to the best of my knowledge.
- Agree to declare conflicts of interest in relation to the HMIS and take appropriate action.
- Agree to not discuss information entered into the HMIS in none business settings outside of the agency.

*HMIS grantees reserve the right to immediately suspend HMIS usage and agreements when any terms of this Code of Ethics are violated or are suspected to be violated. Upon receipt of satisfactory assurances that such violations did not occur or that such violations have been fully corrected or eliminated, HMIS grantees in their discretion may resume usage and agreements*

**HMIS DATA QUALITY PLAN****HMIS Quality Assurance (QA) Plan Overview**

The following are policies and procedures the CoC will implement to ensure the data integrity of agencies/programs.

**Policy:** CHO will provide the following levels of data accuracy, completeness and timeliness:

- All names will be accurate
- Blanks or 'unknown' entries in required data fields will not exceed 5% per month
- All users should AIM to have 0 % of null data
- All services provided will be compatible with the services actually provided by the program
- In all reports of shelter provided for a client, the client must be eligible to receive shelter services from the listed provider

**Procedure:** The HMIS System Administrator(s) will perform regular data integrity checks on the HMIS system. Any patterns of error at a CHO will be reported to the Agency Administrator. When patterns of error have been discovered, users will be required to correct data entry and will be monitored for compliance.

- 1.) The HMIS System Administrator(s) shall generate data reports showing clients with missing *Universal Data* elements and clients with missing *Program Data* elements.
- 2.) The HMIS System Administrator(s) will generate Data Completeness reports, and submit to Agency Administrator with findings and timelines for correction.
- 3.) The HMIS System Administrator(s) reports (i.e., Missing Universal and Program Data elements) will generate emails to all users with data entered or updated within the last 30 days from when the report is run, with a list of clients with missing data and the elements that are absent.
- 4.) The HMIS System Administrator(s) can also generate custom report for funded programs filtered on required fields for program types.
- 5.) The HMIS System Administrator(s) can rerun reports for errant agencies/programs and follow up with Agency Administrator, if necessary
- 6.) The data is to be corrected within 14 calendar days and reviewed to make sure corrections are made appropriately.
- 7.) The Users can monitor their own data by running Entry/Exit Reports, APR Reports, Clients Served Reports or Daily Bed Reports to ensure, that they do not have any "null" or missing data in both the *Universal* and *Program* elements.

## **HMIS Quality Assurance Plan Details**

**Purpose:** *Establish minimum client tracking & QA standards for connecting agencies to collect and maintain records for every client receiving services and assure the accuracy and completeness of such records in the HMIS.*

### **A. CHO Responsibilities:**

The CHO agree to:

1. Assure the accuracy of information entered into the system. Any updates in information, error or inaccuracy that comes to the attention of the CHO will be corrected by such agency.
2. Perform routine Quality Assurance (QA) procedures to monitor data quality and promptly correct inaccuracies.
3. Run data quality reports frequently.

### **B. Confidentiality Responsibilities:**

1. The CHO agrees to abide by all present and future federal and state laws.
2. The CHO Agency Administrators must accept responsibility for the validity of all records entered by his/her agency. The Executive Director may designate an immediate subordinate staff member with supervisory responsibilities for verifying the accuracy of information. The CHO will provide the HMIS System Administrator with the name(s) and title(s) of the staff member(s) authorized to supervise data entry personnel.
3. As a partner in the SC-211, each agency agrees to share data with other organizations, including organizations outside of HMIS users, provided no client identifiers are shared.
4. To facilitate an unduplicated count of persons accessing services through the community's homeless services network the CoC recommends that agencies enter all clients served into the database and encourage clients to sign a Consent and Release of Information form<sup>2</sup> to facilitate the sharing of the name, date of birth, partial social security number, and services received. The only expectation would be if entering the client will cause danger to the client or a family member.
5. In adherence to the regulations governing the HMIS, a Privacy Notice is posted at: [www.schomeless.org](http://www.schomeless.org) and should also be posted on-site at each agency. However, the posting of this notice only implies the consent of the individual for data collection and is inferred from the circumstances of the collection. This means that the client's information can be entered, but not shared.

### **C. Data Tracking of Client Services:**

1. The agency implements a written plan for delivery of services and tracking of clients that includes the process for determining and recording outcome/exits.
2. The agency implements a written intake and client record keeping procedures and files that include:
  - ✓ Intake interview
  - ✓ Record of services provided.

---

<sup>2</sup> See Appendix of the HMIS Policies and Procedures

3. Shelter and supportive housing programs maintain an up-to-date residence list that includes, at least, the name of each person residing in the program.
4. To meet HUD requirements, the mandatory data that **MUST** be captured and entered for ALL clients that are identified as homeless and seen by an agency are:

**Note: Use the key to determine when information is collected (the corresponding number(s) are listed to the left of the standard):**

- (1) This information collected at every program entry on all clients.
- (2) This information is collected during client assessment and near program entry.
- (3) This information is collect at least once annually during program enrollment (only if the period between the program entry and exit exceeds one year).
- (4) This information is collected at least once every 3 months (only if the period between the program entry/exit exceeds 3 months).
- (5) This information is collected at every program exit.
- (6) Every contact.
- (7) Every instance of financial assistance.
- (8) When services provided<sup>3</sup>.

- Name (1)
- Social Security Number (last 6 digits of SSN are acceptable) (1)
- Date of Birth (and date of birth data quality) (1)
- Race (1)
- Ethnicity (Hispanic/Latino) (1)
- Gender (1)
- Housing Status (1)(5)
- Disabling Condition (Yes/No) (1)(2)
- Program Entry Date (1)
- Program Exit Date (5)
- Personal Identification Number (generated by ServicePoint when user creates a client) (1)
- Household identification number of household (generated by ServicePoint when user creates a household) (1)

**On Program Entry Only Adults**

- Veterans Status (yes/no) (All Adults)

**On Program Entry Only Adults and Unaccompanied Youth**

- Residence Prior to Program Entry (type and length of stay)
- Zip code of last permanent address (and zip data quality)

5. **Participating Agencies** that have HUD grants (HPRP, SHP, Shelter Plus Care, Section 8, SRO, or HOPWA) must also complete the *Program Data Elements*. The *required Program Data Elements* are the *Universal Data Elements*, plus:

---

<sup>3</sup> HMIS Data Standards, March 2010

- Income and source (COC/HUD Competitive Programs, HPRP Programs, HOPWA Homeless Programs) **(1)(2)(3)**
- Non-cash benefits (COC/HUD Competitive Programs, HPRP Programs, HOPWA Homeless Programs) **(1)(2)(3)**
- Physical Disability details (type or types and start/end dates) (COC/HUD Competitive Programs, HOPWA Homeless Programs) **(1)(2)(3)**
- Developmental Disability (COC/HUD Competitive Programs, HOPWA Homeless Programs) **(1)(2)(3)**
- Chronic Health Condition (COC/HUD Competitive Programs, HOPWA Homeless Programs) **(1)(2)(3)**
- HIV/AIDS (COC/HUD Competitive Programs, HOPWA Homeless Programs) **(1)(2)(3)**
- Mental Health (COC/HUD Competitive Programs, HOPWA Homeless Programs) **(1)(2)(3)**
- Substance Abuse (COC/HUD Competitive Programs, HOPWA Homeless Programs) **(1)(2)(3)**
- Victim of domestic violence (COC/HUD Competitive Programs, HOPWA Homeless Programs) **(Adults and Unaccompanied Youth)**
- Destination (COC/HUD Competitive Programs, HPRP Programs, HOPWA Homeless Programs) **(5)**
- Date of Contact (COC/HUD Street Outreach) **(6)**
- Date of Engagement (COC/HUD Street Outreach Programs) **(2)**
- Financial Assistance provided (HPRP Programs) **(3)**
- Housing Relocation and Stabilization Services provided (HPRP Programs) **(3)(5)**

Additional Program Specific Data Elements: Optional Data Elements (For all CoC Programs)

- Employment (All Clients, All Adults and unaccompanied youth) **(1)(3)**
  - Education (All Clients, All Adults and unaccompanied youth) **(1)(3)**
  - General Health (All Clients, All Adults and unaccompanied youth) **(1)(3)**
  - Pregnancy Status (All Females of child-bearing age) **(1)**
  - Veteran's Information (only All Veterans) **(1)**
  - Children's Education (only All Children) **(1)**
  - Reason for Leaving **(5)**
  - Services Provided **(8)**
6. In addition to the data items defined in HUD's HMIS Standards, HUD requires all coalitions to create and file a *Comprehensive Housing Affordability Strategy/Consolidated Plan*. Thus, the following data elements are required to support this effort.
- Extent of Homelessness
  - Date of Present Homelessness (this episode)
  - Homelessness Primary Reason
  - Homelessness Secondary Reason
  - Actual or Pending Eviction (and date if true)
7. The UHC CoC requires agencies to collect all universal and program data elements and services that are appropriate and relevant for Continuum of Care reporting in addition to data on:



- City and State of Birth
- Marital Status

#### **D. Reporting Submission Deadlines:**

1. Emergency Shelters only: Clients who stayed in shelter must be entered into HMIS by 5:00 p.m. the next day.
2. Other shelters and supportive service agencies: Clients must be entered into HMIS within 3 business days of first being served by the program.
3. Services, updates and corrections for all clients served during a calendar month must be entered into HMIS by the fifth working day of the following month (e.g., Data for the month of April must be entered into HMIS by the fifth working day of May).

#### **E. Data Accuracy:** *Data collecting is essential to the administration of local assistance programs.*

1. All clients have unique ID numbers (system-generated ID<sup>4</sup>).
2. Missing/unknown data in HMIS is **less than 3% per month in required variable fields**.  

For example, if the data for the variable veteran is unknown for less than 3% of clients during the month, the data is accurate. If unknown is greater than or equal to 3%, the data is inaccurate. The **only** data variable exception to accuracy, with respect to 'Unknown' is the variable Destination. Except in the case of emergency shelters
3. No data incompatible with program in HMIS.  

For example, a family cannot be entered at a single men's shelter or a women's shelter.
4. Data in HMIS must accurately reflect client data recorded in the agency's client file and known information about the client and services provided to the client. For example, 'Exit Date' on the Worksheet should be the date the client physically exited the shelter.

---

<sup>4</sup> If the client elects to remain anonymous, the data entry staff person must record the system-generated ID number on the paper client file and enter subsequent data in the appropriate system record so that all services are attached to the correct record in the HMIS

**F. Data Quality Assurance**

1. CHOs have minimum data quality assurance policies and procedures to assure quality data collection, entry, and reporting.

2. Agency Site Administrators should assure the following:

<b>Task</b>	<b>If annual number of households served &lt; 200</b>	<b>If annual number of households served &gt; 200</b>
1. Run report for each program. Review number of open cases – verify that equals number of actually open cases. ✓ Exit cases that should be closed. ✓ Enter cases that should be open	Monthly	Weekly
2. Review report for each program – verify that missing data for required data does not exceed 3%. ✓ Correct missing data to be < 3%	Monthly	Weekly
3. If shelter, check Bed List to verify the number of open cases on Daily Bed report equals number of households on Bed List.	Monthly	Weekly
4. Issue QA report to program direct on status of QA check.	Monthly	Weekly

3. HMIS System Administrator(s) should assure the following:

1. Data Incongruity Locator (220)	Monthly	Monthly
2. Data Completeness Report Card (252)	Monthly	Monthly
3. HUD CoC APR Detail Quality/Completeness (260)	Monthly	Monthly
4. HUD CoC APR Detail (631)	Quarterly	Quarterly

References: SC-211 Policies and Procedures, HMIS System Administrator Self-Assessment Tool, Sample Data Quality Plan Community Shelter Board, Columbus, Ohio, MACH CAS Demographic Report, MACH Data Completeness Report, MACH NOFA Data Completeness Report, MACH HMIS Service Agreement, and HUD's HMIS Data Standards, March 2010.

Requirement	Notice Ref #	Description	Response	Assessment	Action Needed:
<b>Policies &amp; Procedures</b>		Does the agency have a copy of the latest Policies & Procedures manual, with all amendments?	Yes	Agency has hard copy readily available to users.	
			No	Hard copy is not available.	
<b>Data Collection</b>	2	Does the agency have a data collection form and/or protocol that captures universal and program specific (where applicable) data elements?	Yes	Data collection form or protocol <input type="checkbox"/> Yes <input type="checkbox"/> No Agency is capturing universal data on all clients <input type="checkbox"/> Yes <input type="checkbox"/> No Agency is capturing program data as required <input type="checkbox"/> Yes <input type="checkbox"/> No Users have been trained on revised protocol <input type="checkbox"/> Yes <input type="checkbox"/> No Agency monitor data quality <input type="checkbox"/> Yes <input type="checkbox"/> No Special population considerations: _____ _____ _____ _____	
			No	No updated data collection protocol.	
<b>Privacy: Posted Notice</b>	4.2.1	Does the agency have the Privacy Notice posted at each intake desk?	Yes	Location(s): _____ Includes purpose for data collection <input type="checkbox"/> Yes <input type="checkbox"/> No Copy available: <input type="checkbox"/> Yes <input type="checkbox"/> No	
			No	No posted sign at intake desk	

Requirement	Notice Ref #	Description	Response	Assessment	Action Needed:
<b>Privacy: Privacy Policy</b>	4.2.3 4.2.4	Does the agency have a privacy policy?	Yes	Last date amended: ____/____/____ Specifies purpose for collection of PPI <input type="checkbox"/> Yes <input type="checkbox"/> No Defines uses and disclosures <input type="checkbox"/> Yes <input type="checkbox"/> No Includes: <ul style="list-style-type: none"> <li>Statement that the policy is subject to amendment <input type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>Client right to copy/inspect/correct <input type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>Client compliant procedure <input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul> Reasonable accommodations: <ul style="list-style-type: none"> <li>Available in multiple languages <input type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>Available in Braille or audio <input type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>Available in large print <input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul> Signed receipt of compliance for staff <input type="checkbox"/> Yes <input type="checkbox"/> No Posted at: www._____ Copy available: <input type="checkbox"/> Yes <input type="checkbox"/> No	
			No	No privacy notice available	
<b>User Authentication</b>	4.3.1.	Does the agency abide by the HMIS policies for unique user names and password?	Yes	Agency abides by HMIS policy <input type="checkbox"/> Yes <input type="checkbox"/> No Users know not to share user name and passwords <input type="checkbox"/> Yes <input type="checkbox"/> No Users are aware not to keep username and password in public location (i.e., no sticky notes on monitor) <input type="checkbox"/> Yes <input type="checkbox"/> No	
			No	Agency does not abide by HMIS user authentication policy	

Requirement	Notice Ref #	Description	Response	Assessment	Action Needed:
<b>Hard Copy Data</b>	4.3.2	Does agency have procedures in place to protect hard copy PPI information generated from or for the HMIS?	Yes	Has procedure that includes: 1) security of hard copy files <ul style="list-style-type: none"> <li>Locked drawer/file cabinet <input type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>Locked office <input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul> 2) procedure for client data generated from HMIS <ul style="list-style-type: none"> <li>Printed screen shots <input type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>HMIS client reports <input type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>Downloaded data (i.e., to excel) <input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul> Copy of policy/procedure available <input type="checkbox"/> Yes <input type="checkbox"/> No Agency staff have received training on hard copy data protections <input type="checkbox"/> Yes <input type="checkbox"/> No	
			No	No procedure available	
<b>PPI Storage</b>	4.2.2	Does the agency dispose of or remove identifiers from a client record after a specified period of time? (Minimum standard: 7 years after PPI was last changed if record is not in current use.)	Yes	Has procedure? <input type="checkbox"/> Yes <input type="checkbox"/> No Describe procedure: _____ _____ _____	
			No	Does not have procedure.	
<b>Virus Protection</b>	4.3.1.	Do all computers have virus protection with automatic update?	Yes	Spot check several computers: Virus software and version: _____ Auto-update turned on: _____ Date last updated: ____/____/____ Person responsible for monitoring/updating: _____	
			No	No Virus protection installed.	

Requirement	Notice Ref #	Description	Response	Assessment	Action Needed:
<b>Firewall</b>	4.3.1.	Does the agency have a firewall on the PC, network and/or workstation(s) to protect the HMIS systems from outside intrusion?	Yes	Single computer agencies: Individual workstation <input type="checkbox"/> Yes <input type="checkbox"/> No Version: _____ Networked (multiple computer agencies): Network firewall <input type="checkbox"/> Yes <input type="checkbox"/> No Version: _____	
			No	Individual workstation or network firewall not active.	
<b>Workstation Authentication (PKI)</b>	4.3.1.	Does the HMIS utilize certificates, filter by IP, or another PKI model to control access to designated workstations?	Yes	PKI Utilized: <input type="checkbox"/> Yes <input type="checkbox"/> No Model (describe): _____ _____ _____ _____	
			No	PKI not active	
<b>Physical Access</b>	4.3.1.	Are all HMIS workstations in secure locations or are they manned at all times if they are in publicly accessible locations?	Yes	All workstations are in secure locations (i.e., locked offices) <input type="checkbox"/> Yes <input type="checkbox"/> No All workstations are manned at all times <input type="checkbox"/> Yes <input type="checkbox"/> No All workstations have password protected workstations with password protected screen saver set at 10 min or less <input type="checkbox"/> Yes <input type="checkbox"/> No	
			No	Not all workstations are manned at all times or in secure locations.	
<b>Data Disposal</b>	4.3.1.	Does the agency have policies and procedures to dispose of hard copy PPI or electronic media?	Yes	The agency shreds all hardcopy PPI before disposal <input type="checkbox"/> Yes <input type="checkbox"/> No The agency reformats before disposal: • Disks <input type="checkbox"/> Yes <input type="checkbox"/> No • CD's <input type="checkbox"/> Yes <input type="checkbox"/> No • Computer hard-drives <input type="checkbox"/> Yes <input type="checkbox"/> No • Other media (tapes, jump drives, etc.) <input type="checkbox"/> Yes <input type="checkbox"/> No	
			No	The agency does not have policies and procedures for data disposal.	



# **2013-2017 FIVE YEAR CONSOLIDATED PLAN**

## **2013 ANNUAL ACTION PLAN**

---

**SPARTANBURG COUNTY  
COMMUNITY DEVELOPMENT**

9039 Fairforest Road  
Spartanburg, SC 29302  
864-595-5300

# SPARTANURG COUNTY – COMMUNITY DEVELOPMENT 2013 – 2017 CONSOLIDATED PLAN & 2013 ANNUAL ACTION PLAN TABLE OF CONTENTS

## **Executive Summary Page**

ES-05 Executive Summary	4
-------------------------	---

## **The Process**

PR-05 Lead & Responsible Agencies	8
PR-10 Consultation	9
PR-15 Citizen Participation	19

## **Needs Assessment**

NA-05 Overview	24
NA-10 Housing Needs Assessment	25
NA-15 Disproportionately Greater Need: Housing Problems	34
NA-20 Disproportionately Greater Need: Severe Housing Problems	37
NA-25 Disproportionately Greater Need: Housing Cost Burdens	40
NA-30 Disproportionately Greater Need: Discussion	42
NA-35 Public Housing	44
NA-40 Homeless Needs Assessment	49
NA-45 Non-Homeless Special Needs Assessment	53
NA-50 Non-Housing Community Development Needs	58

## **Market Analysis**

MA-05 Overview	61
MA-10 Number of Housing Units	62
MA-15 Cost of Housing	65
MA-20 Condition of Housing	68
MA-25 Public and Assisted Housing	71
MA-30 Homeless Facilities	74
MA-35 Special Needs Facilities and Services	77
MA-40 Barriers to Affordable Housing	78
MA-45 Non-Housing Community Development Assets	80
MA-50 Needs and Market Analysis Discussion	86

## **Strategic Plan**

SP-05 Overview	88
SP-10 Geographic Priorities	89
SP-25 Priority Needs	92
SP-30 Influence of Market Conditions	95
SP-35 Anticipated Resources	96
SP-40 Institutional Delivery Structure	99
SP-45 Goals	105
SP-50 Public Housing Accessibility and Involvement	108
SP-55 Barriers to affordable housing	109
SP-60 Homelessness Strategy	111



SP-65 Lead based paint Hazards	114
SP-70 Anti-Poverty Strategy	116
SP-80 Monitoring	117

## **Annual Action Plan**

AP-15 Expected Resources	118
AP-20 Annual Goals and Objectives	121
AP-38 Project Summary	123
AP-35 Projects	125
AP-50 Geographic Distribution	127
AP-55 Affordable Housing	128
AP-60 Public Housing	129
AP-65 Homeless and Other Special Needs Activities	130
AP-75 Barriers to Affordable Housing	133
AP-85 Other Actions	134
AP-90 Program Specific Requirements	136

## **Appendices**

- Appendix A – Recapture Plan 138
- Appendix B – SF424 and Certifications
- Appendix C – Citizens Participation

# Executive Summary

## ES-05 Executive Summary

### 1. Introduction

Title I of the National Affordable Housing Act (the Act) established the requirement that local governments, applying for direct assistance under certain federal programs, prepare and adopt a Consolidated Plan according to regulations and guidelines promulgated by the US Department of Housing and Urban Development (HUD). The overall goal of this process is to develop viable urban communities by providing decent housing and a suitable living environment and expanding economic opportunities principally for low-and moderate-income persons.

The Consolidated Plan is a comprehensive planning document that identifies a jurisdiction's overall needs for affordable housing and non-housing community development, outlining a strategy to address those needs. The Act requires each local jurisdiction to describe its housing needs and market conditions, set out a five-year strategy that establishes priorities for meeting those needs, identify resources anticipated to be available to address the priority needs, and establish a one-year action plan that outlines the intended uses of the resources.

Spartanburg County carries out federal programs administered by HUD. The Consolidated Plan is the document that Spartanburg County submits to the U.S. Department of Housing and Urban Development (HUD) as an application for funding for the following programs:

- HOME Investment Partnership Program (HOME)
- Community Development Block Grant Program (CDBG)

The lead agency responsible for the development of the County's Consolidated Plan is the Spartanburg County Community Development Department.

The Consolidated Plan is intended to coordinate the County's community development activities with those of other public agencies, private non-profit affordable housing providers and non-housing service providers. Both housing and non-housing needs are addressed in the Plan using various funding sources but primarily relying on HOME and Community Development Block Grant funds allocated to the County by the federal government.

The Consolidated Plan establishes a unified, coordinated vision for community development actions for the upcoming five years.

## **2. Summary of the objectives and outcomes identified in the Plan Needs Assessment Overview**

The Strategic Plan outlines major priority needs based on the Needs Assessment and Market Analysis. These include:

**Affordable Housing** - Increase and improve housing affordability through the development of new affordable rental housing, first time homebuyers program, and housing counseling for beneficiaries of housing services.

**Public Facilities and Improvements** - Support the use of CDBG funding for public facilities and improvements such as road improvements and water/sewer improvements.

**Public Services - Non Homeless** - Support the use of CDBG Public Service funds for activities that benefit and address seniors, at risk youth, after school programs, and supportive services that provide long term meaningful change for their participants through education and training.

**Public Services - Homeless** - Support the use of CDBG public service funds for activities that benefit and address the issues of housing, homelessness, and homeless prevention.

**Economic Development** - Improve coordination and use of economic development programs and activities available through the CDBG Program.

**Housing Rehabilitation** - Provide housing rehabilitation assistance for low income residents living in substandard housing; and reconstruction when deemed necessary.

The table below outlines the projected use of funding for FY 2013 - 2017, as well as the National Objectives and Outcomes and proposed outcomes that will be met by each project.

<b>Project Name</b>	<b>Goal</b>	<b>Objective</b>	<b>Outcome</b>	<b>Source</b>	<b>Funding</b>	<b>Goal Indicator</b>
New Housing Construction	Housing	Decent Housing	Sustainability	HOME	\$1,316,662	14 Housing Units
CHDO	Housing	Decent Housing	Availability/ Accessibility	HOME	\$375,001	12 Housing Units
Lead-Based Paint and Asbestos Evaluation and Abatement	Housing	Suitable Living Environment	Availability/ Accessibility	CDBG	\$105,000	*50 Housing Units

The Haven Homeless Shelter	Housing	Suitable Living Environment	Availability/ Accessibility	CDBG	\$80,000	1000 People Assisted
Housing Rehabilitation	Housing	Suitable Living Environment	Decent Affordable Housing	CDBG	\$900,000	35 Housing Units
Public Services	Quality of Life Improvements	Suitable Living Environment	Availability/ Accessibility	CDBG	\$756,000	1150 People
Water/Sewer	Quality of Life Improvements	Suitable Living Environment	Sustainability	CDBG	\$614,658	500 People
Infrastructure	Quality of Life Improvements	Suitable Living Environment	Sustainability	CDBG	\$750,000	1000 People
Facility Rehabilitation/ Construction	Quality of Life Improvements	Suitable Living Environment	Sustainability	CDBG	\$1,258,000	500 People
Community Improvements	Community Revitalization	Suitable Living Environment	Sustainability	CDBG	\$65,000	2000 People
Administration	Administration	N/A	N/A	HOME	\$187,963	N/A
Administration	Administration	N/A	N/A	CDBG	\$1,262,165	N/A

**Table 1 - Objectives and Outcomes Summary**

### **3. Evaluation of past performance**

Spartanburg County completed their 2012 Consolidated Annual Performance and Evaluation Report (CAPER), which was submitted to HUD on September 28, 2012. This document evaluates and provides details on the Community Development Departments performance as outlined in the 2008-2012 Consolidated Plan as well as all Annual Action Plans submitted prior to Fiscal Year 2012.

The Community Development Department was successful at meeting most of the goals set in the 2008-2012 Consolidated Plan. There were significant unanticipated funding cuts during the past Consolidated Plan period which had a direct affect on the department's ability to reach some of their goals.

### **4. Summary of citizen participation process and consultation process**

The Community Development Department conducts several public hearings throughout Spartanburg County prior to the start of the Consolidated Plan process. These public hearing are held in order to allow citizens to share what the issues are in their community that need to be addressed.

The Community Development staff contacts various service providers in the Spartanburg County service area to determine what needs they are aware of and what needs are addressed by their organization. This is done not only to increase the department's ability to assess the needs, but also to ensure less duplication in services.

## **5. Summary of public comments**

The majority of the public comments received involved the need for housing repairs and water/sewer.

Comments received included:

County-wide Housing Rehab, Mobile Home Rehab, Water in Pacolet, Sewer in Campobello, Sr. Center in Pacolet, more fire hydrants, more after school programs, case management, emergency repairs and sidewalks.

The Community Development Department also takes calls on an ongoing basis to receive comments and concerns from the citizens of Spartanburg County. The majority of these callers are in need of rental assistance, utility assistance and mortgage assistance.

## **6. Summary of comments or views not accepted and the reasons for not accepting them**

There were no comments not accepted. All are taken into consideration as staff utilizes these comments to compile a listing of common and recurring themes to assist in establishing priorities and goals for the Consolidated Plan.

## **7. Summary**

The Spartanburg County Community Development Department will continue to carry out the CDBG and HOME programs to ensure the greatest benefit to the citizens of the County. Through the completion of the Needs Assessment as well as the Market Analysis the Community Development staff was able to focus projects in those areas of greatest need. All projects and activities chosen for fiscal years 2013 - 2017 will meet the goals established in this plan: Housing, Quality of Life Improvements, or Community Revitalization. The County has also identified 6 major priority needs that will assist in guiding funding throughout this period, those priorities are: Affordable Housing, Public Facilities and Improvements, Public Services - Non Homeless and Homeless, Economic Development, and Housing Rehabilitation.

## The Process

### PR-05 Lead & Responsible Agencies

#### 1. Agency/entity responsible for preparing/administering the Consolidated Plan

The following are the agencies/entities responsible for preparing the Consolidated Plan and those responsible for administration of each grant program and funding source.

Agency Role	Name	Department/Agency
Lead Agency	SPARTANBURG COUNTY	

Table 1 – Responsible Agencies

#### Consolidated Plan Public Contact Information

Kathy Rivers, Director

Spartanburg County Community Development Department

9039 Fairforest Road, Spartanburg, SC 29301

[krivers@spartanburgcounty.org](mailto:krivers@spartanburgcounty.org), 864-595-5300

Jamie Steed, Fiscal Coordinator

Spartanburg County Community Development Department

9039 Fairforest Road, Spartanburg, SC 29301

[jsteed@spartanburgcounty.org](mailto:jsteed@spartanburgcounty.org), 864-595-5300

## **PR-10 Consultation**

### **1. Introduction**

Spartanburg County conducts a significant number of consultations with citizens, non-profit agencies, public housing agencies, economic development officials, government agencies, and various other organizations in preparing the Consolidated Plan. The County held eleven public hearings prior to the development of the Plan to receive citizens input, and all meetings are summarized in the Citizen Participation Section.

#### **Summary of the jurisdiction's activities to enhance coordination between public and assisted housing providers and private and governmental health, mental health and service agencies**

The Community Development Department contacts various agencies from the public and private sectors, including Department of Social Services (DSS), the Council of Governments, and non-profit agencies which provide services in Spartanburg County. Each business/organization is contacted by a Community Development staff member, through telephone and e-mail correspondence, to gather information on the needs of the citizens and the services provided.

#### **Describe coordination with the Continuum of Care and efforts to address the needs of homeless persons (particularly chronically homeless individuals and families, families with children, veterans, and unaccompanied youth) and persons at risk of homelessness**

Spartanburg County's Continuum of Care is led by the Upstate Homeless Coalition (UHC). The Community Development Department has partnered with the Upstate Homeless Coalition on various projects through both the CDBG and HOME programs. This partnership will continue in FY13 through the Transitions program which provides transitional housing and case management for up to 2 years to homeless persons and persons at risk of homelessness.

**Describe consultation with the Continuum(s) of Care that serves the jurisdiction's area in determining how to allocate ESG funds, develop performance standards and evaluate outcomes, and develop funding, policies and procedures for the administration of HMIS**

Spartanburg County does not receive ESG funding, and does not participate in the administration of HMIS. The UHC is the responsible agency for the HMIS data for Spartanburg County.

**2. Agencies, groups, organizations and others who participated in the process and consultations**

<b>Agency/Group/Organization</b>	<b>Agency/Group/Organization Type</b>	<b>What section of the Plan was addressed by Consultation?</b>	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>
Middle Tyger Community Center	Services-Children Services-Health Services-Education	Economic Development	The Middle Tyger Community Center provides the following services in Spartanburg County: Adolescent Family Life Program, Family Literacy Program, This Is My Child (Childcare), Adult Education: GED, Literacy, ESOL (English for Speakers of Other Languages), Counseling: Family Therapists, Child Find Developmental Screening, Crisis Intervention including food pantry, Case Management/Career Development, Resource Referral, ReGenesis Health Care (Full-Service Health Care Clinic), District Five Family Ministries. The immediate needs of the organization are funds for Childcare and Development personnel, operating expenses, and facilities upgrades and supplies for the babies.
Inman-Campobello Water District	Water District	Quality of Life	The Inman-Campobello Water District provides water services to residential and commercial properties in the northwestern parts of Spartanburg County and southeastern portion of Polk County by contract. Their



Agency/Group/Organization	Agency/Group/Organization Type	What section of the Plan was addressed by Consultation?	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?
			needs for the next 5 year period is to construct a 4 million dollar intake facility to allow for services to properties located along frontage and extremely rural roads that may never receive water without an industry coming to that area.
Meansville-Riley Road Water Company	Water District	Quality of Life	The agency was contacted by the Community Development Department staff to gather information about their organizations needs as well as what they see as the need for the community. The Meansville Riley Water District provides water services to Spartanburg and Union Counties. The water district is currently writing an application for an SRF loan to add two connections with the Roebuck Water District.
Appalachian Council of Government	Services-Elderly Persons Regional organization Planning organization Community Development Financial Institution	Housing Need Assessment Economic Development	The Appalachian Council of Government (Appalachian Development Corporation) is organized for the primary purpose of furthering the economic development and social welfare of 6 counties in the upstate, including Spartanburg County, and their environs with specific emphasis on the area by promoting and assisting the growth and development of business concerns; including small business concerns. Their Grants Services Department assist local governments in identifying, securing, and administering funds for a wide range of community and economic development activities including water and sewer facilities, road improvements, housing rehabilitation, community centers, and senior centers. Services include

Agency/Group/Organization	Agency/Group/Organization Type	What section of the Plan was addressed by Consultation?	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?
			application preparation and packaging, and all aspects of grants administration such as start-up, environmental review, procurement and contracting, right-of-way acquisition, labor standards, and financial management. Spartanburg County often partners with the Appalachian Council of Governments to assist municipalities that serve residents in the unincorporated area of the county.
Arch Ministries	Services-Children Services-Education Neighborhood Organization	Economic Development	Arch Ministries provides an after school program to children in District Six Arcadia Elementary School. The organization provides educational activities, recreation, food and enrichment opportunities in a nurturing environment. In the next 5 years they would like to implement Voyager, an accelerated reading program, into the services offered to the children. Arch Ministries is in need of funding for salaries, payroll preparation, housekeeping, food, and supplies.
Carolina Miracle League	Services-Children Services-Elderly Persons Services-Persons with Disabilities	Non-Homeless Special Needs	Carolina Miracle League provides an opportunity for adults and children with mental and or physical disabilities to participate in a baseball league twice a year. This organization is in need of funding for the Director salary as well as volunteer staff for the 2 seasons.
Charles Lea Center	Services-Children Services-Elderly Persons Services-Persons with Disabilities	Non-Homeless Special Needs Economic Development	The Charles Lea Center provides vital services to people with disabilities and special needs. The center offers a wide variety of programs and services to more than 1,400 individuals - newborns to seniors, and their

<b>Agency/Group/Organization</b>	<b>Agency/Group/Organization Type</b>	<b>What section of the Plan was addressed by Consultation?</b>	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>
	Services-Employment Foundation		families. Their services cover areas from housing and education, to workforce training.
Christmas In Action	Housing Services-Elderly Persons Services-Persons with Disabilities	Housing Need Assessment	Christmas in Action (CIA) is a non-profit organization that rehabilitates the houses of elderly, disabled, and otherwise disadvantaged homeowners, to provide for their continued safety and independence. The Community Development Department has provided funding for the operational costs of this organization in an effort to better serve the needs of emergency housing rehabilitation. However, this organization is still in need of additional funding each year for better software, additional staff, and materials for completing the repairs. CIA is also continually seeking new teams of volunteers to assist with home repairs on the Rebuild Days as well as throughout the year for emergency cases.
Department of Social Services - Spartanburg	Services-Children Services-Elderly Persons Services-Persons with Disabilities Services-Victims of Domestic Violence Child Welfare Agency Other government - State	Non-Homeless Special Needs Anti-poverty Strategy	The mission of the South Carolina Department of Social Services is to efficiently and effectively serve the citizens of South Carolina by ensuring the safety of children and adults who cannot protect themselves and assisting families to achieve stability through child support, child care, financial and other temporary benefits while transitioning to employment.
Piedmont Care Inc.	Services-Persons with HIV/AIDS	HOPWA Strategy	Piedmont Care, Inc. was contacted in regards to the HIV/AIDS Committee. The HIV/AIDS Committee's purpose is to focus attention on the issue of HIV/AIDS

Agency/Group/Organization	Agency/Group/Organization Type	What section of the Plan was addressed by Consultation?	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?
			in our community with a county perspective and to coordinate and advocate for the needs of those affected by HIV/AIDS and their families. This committee focuses on the needs to increase education and awareness, testing, lifesaving medications, and access to comprehensive care, including mental health. The HIV/AIDS population also suffers from a lack of transportation to quality healthcare and support services; as well as affordable, stable and safe housing.
Liberty Chesnee Fingerville Water District	Water District	Water District	Liberty-Chesnee-Fingerville Water District (LCF) provides water services to residential, commercial and school properties in northern Spartanburg County.
Piedmont Community Action Agency	Housing Services-Children Service-Fair Housing Community Development Financial Institution	Economic Development	Piedmont Community Actions (PCA) is a private non-profit agency that provides a nurturing environment where low-income families can seek assistance that helps them become less dependent upon government assistance. Their Community Services Block Grant (CSBG) creates strategic programs which provide a continuum of services to assist low-income individuals & families in becoming more financially independent. The CSBG offices provide community direct and case management services in Spartanburg County. Their CSBG Employment Training is an Employment Training Program that offers a variety of services and classes designed to provide their clients with adequate training to overcome barriers to self-sufficiency. Their goal is to identify and build on each individual's

Agency/Group/Organization	Agency/Group/Organization Type	What section of the Plan was addressed by Consultation?	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?
			strengths while providing the necessary training to enhance needed skills for gainful employment. They attempt to find employment for their clients that will pay a salary above minimum wage and provide benefits necessary for self-sufficiency. The Low Income Energy Assistance Program (LIHEAP) has been designed to assist low-income families in Spartanburg County with their energy costs. This program is available both in the winter and summer to help with heating and cooling needs. The Emergency Program is available to low income families who may find themselves without heat or in danger of having their heat disconnected, and are without funds to pay their energy bill. Emergency assistance may be available for cooling if medically necessary. Because this assistance is treated as an emergency families are served the same day their application is completed.
SC Legal Services	Legal Services	Legal Services	South Carolina Legal Services is a statewide law firm that provides civil legal services to protect the rights and represent the interests of low income citizens. The Spartanburg County Community Development Department has partnered with SC Legal Services for many years to provide free legal services to qualified clients in the targeted areas of Arkwright and Startex.
Spartanburg County Foundation	Services-Children Services-Health Services-Education	Economic Development	The Spartanburg County Foundation supports a wide variety of projects which clearly provide innovative responses to address the goals and/or priorities set

<b>Agency/Group/Organization</b>	<b>Agency/Group/Organization Type</b>	<b>What section of the Plan was addressed by Consultation?</b>	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>
	Foundation		forth by the Spartanburg Community Indicators Project, specifically in the areas of education, arts and culture, environment and historic preservation, health and human services, and recreation and youth.
Spartanburg County Parks Department	Services-Children Services-Elderly Persons Other government - County	Community Needs	Spartanburg County Parks Department operates and maintains the public parks owned or managed by Spartanburg County. The Parks Department is also responsible for the management of park enhancement projects and the development of outdoor recreation infrastructure, including greenways and blueways development, in cooperation with other public and private entities. One of the major needs is the renovation of existing parks and construction of new parks. The Parks Department also provides recreation programs for youth, adults, and seniors.
Spartanburg County Planning Department	Other government - County Grantee Department	Housing Need Assessment Market Analysis	The Planning Department is responsible for planning comprehensively for the orderly growth and harmonious development of Spartanburg County. The services provided include, but are not limited to, land development, long range planning/monitoring, transportation planning, and addressing.
Spartanburg County Health Department	Services-Children Services-Elderly Persons Services-Health Health Agency	Health and Environment Services	The Spartanburg County Health Department promotes and protects the health of the Public and the Environment. The services provided are Adult (WIC, family planning, immunization, sexually transmitted diseases, tuberculosis), Child (WIC, immunizations, children's rehabilitative services, newborn visits),

Agency/Group/Organization	Agency/Group/Organization Type	What section of the Plan was addressed by Consultation?	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?
			Environmental Health (food protection, on-site sewage, rabies, inspection of public facilities), Home Health (skilled nursing, physical therapy, occupational therapy, speech therapy, social workers, public health assistance, wound nurses, diabetes educators), Public Health preparedness (health education, nursing, nutrition, epidemiology), and Vital Records (birth & death certificates).
Spartanburg Sanitary Water & Sewer	Water District	Housing Need Assessment	Spartanburg Sanitary Water & Sewer provides water and wastewater services to their region (Spartanburg County and small areas of Greenville & Cherokee counties) in a reliable manner.

**Table 2 – Agencies, groups, organizations who participated**

### **Identify any Agency Types not consulted and provide rationale for not consulting**

The Community Development Department compiles an extensive list and conducted outreach to various organizations that cover a wide range of services for Spartanburg County. No organizations, agencies, or individuals were deliberately omitted from the process.

**Other local/regional/state/federal planning efforts considered when preparing the Plan**

<b>Name of Plan</b>	<b>Lead Organization</b>	<b>How do the goals of your Strategic Plan overlap with the goals of each plan?</b>
Continuum of Care	Upstate Homeless Coalition	Working with non-profits and community partners to develop affordable housing and provide supportive services to low-income individuals and families.
Analysis of Impediments to Fair Housing	Spartanburg County Community Development Department	Ensure all citizens of Spartanburg County have equal access to the housing of their choice.

**Table 3 – Other local / regional / federal planning efforts**

**Describe cooperation and coordination with other public entities, including the State and any adjacent units of general local government, in the implementation of the Consolidated Plan (91.215(l))**

The Community Development Department collected information from multiple Spartanburg County departments, as well as other regional and local organizations to help establish priorities for the Consolidated Plan. These efforts included the Spartanburg County Planning Department, Public Works Department, Environmental Enforcement Department, as well as County appointed Committees for HIV/AIDS, Elder Abuse, and Disabilities and Special Needs Board.



**2016 – 2020**

**South Carolina State Consolidated Plan for  
Housing & Community Development**

April 1, 2016 – March 31, 2020

DRAFT

Community Development Block Grants  
HOME Investment Partnerships  
Emergency Solutions Grants  
Housing Opportunities for Persons with AIDs

## **Executive Summary**

### **ES-05 Executive Summary - 91.300(c), 91.320(b)**

#### **1. Introduction**

The 2016-2020 South Carolina State Consolidated Plan encompasses four programs funded by the US Department of Housing and Urban Development (HUD): the Community Development Block Grant Program (CDBG), the HOME Investment Partnerships (HOME) Program, the Emergency Solutions Grants (ESG) Program, and the Housing Opportunities for Persons with AIDS (HOPWA) Program. If 2015 HUD funding is representative during the upcoming Plan period, April 1, 2016 through March 31, 2020, South Carolina will receive approximately \$25 million annually. This Plan identifies which of HUD's eligible activities have been prioritized as best able to serve the needs of South Carolina, using HUD funds available during the Plan period.

The South Carolina Department of Commerce (DOC) administers the CDBG Program; the State Housing Finance and Development Authority (SHFDA) administers the HOME Program; the South Carolina Governor's Office for Economic Opportunity (OEO) administers the ESG Program; and the South Carolina Department of Health and Environmental Control (DHEC) administers the HOPWA Program. All four State agencies collaborated to complete the Plan, along with extensive input from other state agencies, stakeholders, advocates, and community members. The State Department of Commerce is the lead agency for the Plan's development.

The Plan format is dictated by the federal online HUD IDIS system, through which all states and direct local government recipients of HUD Con Plan funds must create Consolidated Plans and annual Action Plans after the initial year of each Con Plan, create projects and activities to be funded under the plan, submit requests for funding to disperse funds to recipients, report on accomplishments, and create a Consolidated Annual Performance and Evaluation Report (CAPER) each year. The entire process must be created in the federal IDIS system, using prescribed formats and including HUD-provided and state added content. This Con Plan is downloaded from IDIS and, per IDIS requirements, consists of five main sections. The first is the Process Section, which describes the public input process. The second is the Needs Assessment Section, which outlines levels of relative need in the areas of affordable housing, homelessness, special needs populations, and community development. Information was gathered through consultation with local agencies, public outreach, and demographic and economic datasets. The third section, Market Analysis, focuses on economic forces, as well as the current condition and availability of housing and community development resources. The data provided in the Needs Assessment and Market Analysis sections inform the Strategic Plan, which details how the State will address its priority needs over a five-year period. The strategies reflect the condition of the market, expected availability of funds, and local capacity to administer the Plan. The Strategic Plan is used as a basis for the final section: the One Year Action Plan, which will be updated annually during the Plan period.

## **2. Summary of the objectives and outcomes identified in the Plan Needs Assessment Overview**

HUD allows a broad range of activities for CDBG, HOME, ESG, and HOPWA. CDBG provides resources for community development, which may include construction public infrastructure, public facilities and public improvements; public services; activities relating to energy conservation and renewable energy resources; and assistance to local governments to help locate new or expand existing business and industry and create or retain jobs. HOME is used for single-family and multifamily housing activities, which may include providing homeownership and rental assistance; building or rehabilitating housing for rent or ownership for eligible households; and tenant-based rental assistance to subsidize rent for low-income persons. ESG funds projects which may include supportive services to homeless individuals and families, outreach to unsheltered homeless, emergency shelter/transitional housing, homelessness prevention and re-housing assistance to those who have become homeless. HOPWA is dedicated to the housing and supportive service needs of people living with HIV/AIDS and their families, which may include operational support for community-based housing facilities operations; tenant based rental assistance; short-term payments for rent, mortgage and utilities; and supportive services such as case management, substance abuse and mental health treatment, job training and placement assistance, and assistance with daily living.

Annual objectives and outcomes undertaken annually may include any of the following:

- New Affordable Rental Housing
- Operating Funds for Facility-Based Housing Units
- Homeownership & Rental Assistance
- Tenant-based Rental Assistance
- Short-Term Rent, Mortgage & Utility Assistance
- Homeless Prevention & Rapid Re-Housing
- Preserve Existing Affordable Housing
- New or Upgraded Public Infrastructure & Facilities
- Homeless Shelter, Services & Outreach
- Supportive Services for People with HIV/AIDs
- Neighborhood Revitalization
- Community and Regional Planning
- Support New or Retention of Existing Jobs
- Community Economic Development

### **3. Evaluation of past performance**

The State is currently implementing the Annual Plan for Program Year 2015, which is the final year of the 2011-2015 Consolidated Plan period. Actual accomplishments for 2015 will be reported in June 2016, but past accomplishments are available for prior plan years. For 2014, the CDBG, HOME, ESG and HOPWA programs committed a total of \$35.9 million to recipients which, in addition to other available resources, was used to address the state's priority needs and objectives. Distribution of funds was in accordance with each program's annual action plan. The state's success in achieving its goals and objectives using the funds available for program year 2014 is analyzed in detail in the state's Consolidated Annual Performance and Evaluation Report (CAPER), which is available online at <http://www.cdbgSC.com>. Significant accomplishments were achieved by each program, in spite of funding reductions that have made it difficult to address all needs and achieve objectives. Below are highlights of performance and accomplishments for 2014.

- Affordable rent or home purchase for 107 LMI households.
- 163 new affordable rental units for LMI households.
- 29 units of transitional or supportive housing units for special needs households.
- 258 existing affordable housing units more sustainable as a result of connections to public water and/or sewer or rehabilitation as part of affordable housing development projects.
- Tenant-based rental assistance for 131 and short-term emergency rent, mortgage and utility assistance for 214 people living with HIV/AIDS.
- Homeless prevention or rapid re-housing assistance for 1,324 people at risk or recently homeless.
- Emergency or transitional shelter or assistance for 9,751 homeless persons. 1,166 people living with HIV/AIDS served with supportive case management, employment and other services.
- Better living conditions for residents of 24 rural communities as a result of new or upgraded public infrastructure.
- 12,564 residents of 24 rural communities will benefit from new or upgraded public infrastructure or flood and drainage improvements and a resulting safer and healthier living environment.
- 4,166 residents of six small, rural communities will benefit from comprehensive neighborhood revitalization to create or maintain a suitable living environment.
- A total of nine rural communities where downtown areas will be revitalized, dilapidated structures demolished or public health facilities improved to benefit 35,389 residents, including 20,072 who are LMI.

#### 4. Summary of citizen participation process and consultation process

The State certifies that it has adopted and is following a Citizen Participation (CP) Plan. The CP Plan sets forth the State's policies and procedures for citizen participation. The Plan provides for and encourages citizens to participate in the development of the Consolidated Plan, of any substantial amendments to the Consolidated Plan, and of the Consolidated Annual Performance Report.

Specific emphasis is placed on the participation of low and moderate income persons, including minorities, non-English speaking persons, persons with Limited English Language Proficiency (LEP), and persons with disabilities, and particularly on those living in slum and blighted areas and in areas where CDBG funds are proposed to be used, and by residents of predominantly low and moderate income neighborhoods.

The State is required to keep appropriate records, such as newspaper notices of hearings, minutes of those public hearings, and responses to inquiries, to demonstrate that the CP Plan is being followed. Specifically:

- Prior to the publication of the Consolidated Plan, the State will provide for local government and citizen participation in the determination of community development and housing needs and the Consolidated Plan for addressing these needs, through a variety of means including one or more public hearings and by making the proposed plan available for public review. At the public hearing, the State will furnish citizens, local governments, public agencies, and other interested parties information on the following: amount of assistance the State expects to receive; the range of activities which may be undertaken, including the estimated amount that will benefit low and moderate income persons; and the plans to minimize displacement of persons and to assist any persons displaced. ***The State has complied with its consultation requirement by meeting with or conducting online surveys with each program's constituents and interested parties, as described in the Consultation Section, and will hold its public hearing on January 21, 2016.***
- The State will notify citizens about the dates of the Consolidated Plan public comment period in at least one newspaper of general circulation in the state and utilize additional means of notification, as appropriate and using technology that may be available, including fax or email notifications and internet/web posting of notices. The advertised public notice and any other notices will identify the means by which copies can be downloaded or otherwise obtained and for review, and email and physical addresses for submitting comments. ***The State has provided public notice using three of the state's newspapers of general circulation and by email and newsletter notification. Notices provided by all means included the availability of the Plan and each Program's documents, as well as the date and location of the public hearing, as well as the timing of the 30-day public comment period and where to send written comments regarding the Plan.***

## **5. Summary of public comments**

During the public comment period, which will run from January 4, 2016 to February 2, 2016, the State will make the draft plan available to the public for review. The State will also hold a public hearing on January 21, 2016. Notice of the availability of the draft plan and the public hearing was published in The State, the Charleston Post & Courier and the Greenville News on January 4, 2016, and it was also posted on [www.cdbgSC.com](http://www.cdbgSC.com). The notice provided instructions on how to provide comments regarding the Plan, and this was also discussed during the public hearing.

## **6. Summary of comments or views not accepted and the reasons for not accepting them**

A summary of comments received will be included in the final version of the Plan when submitted to HUD.

## **7. Summary**

## The Process

### PR-05 Lead & Responsible Agencies 24 CFR 91.300(b)

#### 1. Describe agency/entity responsible for preparing the Consolidated Plan and those responsible for administration of each grant program and funding source

The following are the agencies/entities responsible for preparing the Consolidated Plan and those responsible for administration of each grant program and funding source.

Agency Role	Name	Department/Agency
Lead Agency	SOUTH CAROLINA	
CDBG Administrator	SOUTH CAROLINA	SC Department of Commerce
HOPWA Administrator	SOUTH CAROLINA	SC Dept of Health & Environmental Control (DHEC)
HOME Administrator	SOUTH CAROLINA	SC Housing Finance & Development Authority
ESG Administrator	SOUTH CAROLINA	Office of Economic Opportunity (OEO)
HOPWA-C Administrator		

Table 1– Responsible Agencies

#### Narrative

#### Consolidated Plan Public Contact Information

General questions about the Consolidated Plan should be directed to the SC Department of Commerce, which acts as the lead agency for the State. The SC Department of Commerce is located at 1201 Main Street, Suite 1600, Columbia, SC 29201. Phone (803) 734-0452 or email [jstraiter@sccommerce.com](mailto:jstraiter@sccommerce.com).

For questions about the Housing Market Analysis or housing related sections of the Needs Assessment, Strategic Plan or Action, contact the SC State Housing Finance & Development Authority. Phone (803) 898-0650 or email [leanne.johnson@schousing.com](mailto:leanne.johnson@schousing.com).

For questions about homeless related sections the Plan, contact the SC Office of Economic Opportunity. Phone at (803) 734-2454 or email [gregg.mcconkey@admin.sc.gov](mailto:gregg.mcconkey@admin.sc.gov). And for special needs housing and HIV/AIDs questions, contact the SC Department of Health and Environmental Control HIV/STD Division. Phone (803) 898-0650 or email [odenl@dhec.sc.gov](mailto:odenl@dhec.sc.gov).

## **PR-10 Consultation - 91.110, 91.300(b); 91.315(l)**

### **1. Introduction**

This plan integrates and coordinates the efforts of various state agencies, citizens and other organizations. It is a comprehensive report, spanning multiple cross-jurisdictional areas of need, and involving multiple agencies, programs and funding sources. As such, no single entity or person can effectively develop the plan. Instead, the cooperation and expertise of other agencies is necessary to develop a plan which is based on accurate and pertinent data, effectively identifies goals, needs and strategies, and can serve as an umbrella under which the state can undertake HUD-funded housing and community development in South Carolina.

In addition to the Consolidated Plan partner agencies identified above, numerous other state agencies, non-profit organizations, public housing authorities, and continuums of care contributed to the development of the plan.

### **Provide a concise summary of the state's activities to enhance coordination between public and assisted housing providers and private and governmental health, mental health and service agencies (91.215(l))**

SC Department of Health and Environmental Control staff responsible for administering the HOPWA Program also administer the Ryan White Care Act for the State, and Ryan White Care Act providers represent the entire spectrum of special needs housing, case management, health and mental health and other supportive services providers for people living with HIV/AIDs. Having the same entities manage programs and services funded by both HOPWA and Ryan White ensures a coordinated and seamless approach to service delivery.

### **Describe coordination with the Continuum of Care and efforts to address the needs of homeless persons (particularly chronically homeless individuals and families, families with children, veterans, and unaccompanied youth) and persons at risk of homelessness**

SC Office of Economic Opportunity staff responsible for the State Emergency Solutions Program meet regularly with the State Continuums of Care to discuss homeless needs and strategies, as well as upcoming Annual Plans when appropriate, funding allocations between homeless services including outreach, shelter and transitional housing facilities and operations, homeless prevention and re-housing, and HMIS, as well as to align objectives and policies to achieve a more coordinated approach to addressing homeless needs in South Carolina.

### **Describe consultation with the Continuum(s) of Care that serves the state in determining how to allocate ESG funds, develop performance standards and evaluate outcomes, and develop funding, policies and procedures for the administration of HMIS**



SC Office of Economic Opportunity staff responsible for the State Emergency Solutions Program meet regularly with the State Continuums of Care to discuss homeless needs and strategies, as well as upcoming Annual Plans when appropriate, funding allocations between homeless services including outreach, shelter and transitional housing facilities and operations, homeless prevention and re-housing, and HMIS, as well as to align objectives and policies to achieve a more coordinated approach to addressing homeless needs in South Carolina.

**2. Describe Agencies, groups, organizations and others who participated in the process and describe the jurisdictions consultations with housing, social service agencies and other entities**

*See Table 2, below*

**Table 2– Agencies, groups, organizations who participated**

1	<b>Agency/Group/Organization</b>	Appalachian Council of Government
	<b>Agency/Group/Organization Type</b>	Regional organization Planning organization
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Need Assessment Homelessness Strategy Non-Homeless Special Needs Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	CDBG met with the COGs to discuss 2016 and the upcoming 5-year plan programs and activities
2	<b>Agency/Group/Organization</b>	Upper Savannah Council of Governments
	<b>Agency/Group/Organization Type</b>	Regional organization Planning organization
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Need Assessment Homelessness Strategy Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	CDBG met with the COGs to discuss 2016 and the upcoming 5-year plan programs and activities
3	<b>Agency/Group/Organization</b>	Catawba Regional Council of Governments
	<b>Agency/Group/Organization Type</b>	Regional organization Planning organization
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Need Assessment Homelessness Strategy Non-Homeless Special Needs Economic Development Market Analysis Community Development

	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	CDBG met with the COGs to discuss 2016 and the upcoming 5-year plan programs and activities
4	<b>Agency/Group/Organization</b>	Central Midlands Council of Governments
	<b>Agency/Group/Organization Type</b>	Regional organization Planning organization
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Need Assessment Homelessness Strategy Non-Homeless Special Needs Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	CDBG met with the COGs to discuss 2016 and the upcoming 5-year plan programs and activities
5	<b>Agency/Group/Organization</b>	Lower Savannah Council of Governments
	<b>Agency/Group/Organization Type</b>	Regional organization Planning organization
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Need Assessment Homelessness Strategy Non-Homeless Special Needs Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	CDBG met with the COGs to discuss 2016 and the upcoming 5-year plan programs and activities
6	<b>Agency/Group/Organization</b>	Santee-Lynches Regional Council of Governments
	<b>Agency/Group/Organization Type</b>	Regional organization Planning organization

	<b>What section of the Plan was addressed by Consultation?</b>	Housing Need Assessment Homelessness Strategy Non-Homeless Special Needs Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	CDBG met with the COGs to discuss 2016 and the upcoming 5-year plan programs and activities
7	<b>Agency/Group/Organization</b>	Pee Dee Council of Governments
	<b>Agency/Group/Organization Type</b>	Regional organization Planning organization
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Need Assessment Homelessness Strategy Non-Homeless Special Needs Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	CDBG met with the COGs to discuss 2016 and the upcoming 5-year plan programs and activities
8	<b>Agency/Group/Organization</b>	Waccamaw Regional Council of Governments
	<b>Agency/Group/Organization Type</b>	Regional organization Planning organization
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Need Assessment Homelessness Strategy Non-Homeless Special Needs Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	CDBG met with the COGs to discuss 2016 and the upcoming 5-year plan programs and activities

9	<b>Agency/Group/Organization</b>	Berkeley-Charleston-Dorchester Council of Governments (BCDCOG)
	<b>Agency/Group/Organization Type</b>	Regional organization Planning organization
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Need Assessment Homelessness Strategy Non-Homeless Special Needs Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	CDBG met with the COGs to discuss 2016 and the upcoming 5-year plan programs and activities
10	<b>Agency/Group/Organization</b>	Lowcountry Council of Governments
	<b>Agency/Group/Organization Type</b>	Regional organization Planning organization
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Need Assessment Homelessness Strategy Non-Homeless Special Needs Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	CDBG met with the COGs to discuss 2016 and the upcoming 5-year plan programs and activities
11	<b>Agency/Group/Organization</b>	Beaufort County Human Services Alliance
	<b>Agency/Group/Organization Type</b>	Regional organization Planning organization Business Leaders Civic Leaders Business and Civic Leaders
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development

	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
12	<b>Agency/Group/Organization</b>	BEAUFORT HOUSING AUTHORITY
	<b>Agency/Group/Organization Type</b>	Housing PHA Services - Housing
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Need Assessment Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
13	<b>Agency/Group/Organization</b>	BEAUFORT JASPER WATER SEWER AUTHORITY
	<b>Agency/Group/Organization Type</b>	Water/Sewer Authority
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
14	<b>Agency/Group/Organization</b>	HILTON HEAD HABITAT FOR HUMANITY
	<b>Agency/Group/Organization Type</b>	Housing Non-Profit
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Need Assessment Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
15	<b>Agency/Group/Organization</b>	Palmetto Electric Cooperative, Inc.
	<b>Agency/Group/Organization Type</b>	Utility

	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
16	<b>Agency/Group/Organization</b>	SOUTHERN CAROLINA ALLIANCE
	<b>Agency/Group/Organization Type</b>	Regional organization Business Leaders Economic Development Organization Major Employer
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
17	<b>Agency/Group/Organization</b>	EASLEY COMBINED UTILITIES
	<b>Agency/Group/Organization Type</b>	Other government - Local Utility
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
18	<b>Agency/Group/Organization</b>	Economic Futures Group
	<b>Agency/Group/Organization Type</b>	Regional organization Planning organization Civic Leaders Business and Civic Leaders Economic Development Organization Major Employer
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development

	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
19	<b>Agency/Group/Organization</b>	Gaffney Board of Public Works
	<b>Agency/Group/Organization Type</b>	Other government - Local Utility
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
20	<b>Agency/Group/Organization</b>	Oconee Economic Alliance
	<b>Agency/Group/Organization Type</b>	Regional organization Business and Civic Leaders Economic Development Organization Major Employer
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
21	<b>Agency/Group/Organization</b>	Oconee Sewer Authority
	<b>Agency/Group/Organization Type</b>	Other government - County Utility
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
22	<b>Agency/Group/Organization</b>	Alliance Pickens
	<b>Agency/Group/Organization Type</b>	Business and Civic Leaders Economic Development Organization Major Employer



	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
23	<b>Agency/Group/Organization</b>	Tri-County Technical College
	<b>Agency/Group/Organization Type</b>	Services-Education Other government - State Business and Civic Leaders Workforce Development
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
24	<b>Agency/Group/Organization</b>	Clemson University, Sumter County Extension Office
	<b>Agency/Group/Organization Type</b>	Services-Education Other government - State Business and Civic Leaders Cooperative Extension
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
25	<b>Agency/Group/Organization</b>	Sumter Police Department
	<b>Agency/Group/Organization Type</b>	Other government - Local Civic Leaders Public Safety
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development

	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
26	<b>Agency/Group/Organization</b>	Howard High Alumni Association
	<b>Agency/Group/Organization Type</b>	Services-Education Civic Leaders
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
27	<b>Agency/Group/Organization</b>	West End Citizens Council
	<b>Agency/Group/Organization Type</b>	Civic Leaders Neighborhood Organization
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
28	<b>Agency/Group/Organization</b>	Citizens for Progress of Georgetown
	<b>Agency/Group/Organization Type</b>	Civic Leaders Neighborhood Organization
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
29	<b>Agency/Group/Organization</b>	Berkeley County Water and Sanitation
	<b>Agency/Group/Organization Type</b>	Other government - County Utility
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development

	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
30	<b>Agency/Group/Organization</b>	TriCounty Link
	<b>Agency/Group/Organization Type</b>	Regional organization Transportation
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
31	<b>Agency/Group/Organization</b>	TRINITY HOUSING CORPORATION
	<b>Agency/Group/Organization Type</b>	Housing Services - Housing Services-Children Services-homeless
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
32	<b>Agency/Group/Organization</b>	UNITED WAY OF THE MIDLANDS
	<b>Agency/Group/Organization Type</b>	Housing Services - Housing Services-Children Services-homeless Services-Health Services-Education Services-Employment Civic Leaders Business and Civic Leaders
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development

	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
33	<b>Agency/Group/Organization</b>	United Way of Sumter, Clarendon, and Lee Counties
	<b>Agency/Group/Organization Type</b>	Services-Children Services-Education Civic Leaders Business and Civic Leaders
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
34	<b>Agency/Group/Organization</b>	USDA Rural Development
	<b>Agency/Group/Organization Type</b>	Housing Other government - Federal Federal Funding & Lending
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
35	<b>Agency/Group/Organization</b>	City of Columbia Police Department
	<b>Agency/Group/Organization Type</b>	Other government - Local Public Safety
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs

36	<b>Agency/Group/Organization</b>	Anderson County Office of Economic Development
	<b>Agency/Group/Organization Type</b>	Other government - County Economic Development County Office
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
37	<b>Agency/Group/Organization</b>	Cherokee County Development Board
	<b>Agency/Group/Organization Type</b>	Other government - County Economic Development County Office
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
38	<b>Agency/Group/Organization</b>	EDGEFIELD COUNTY WATER AND SEWER AUTHORITY
	<b>Agency/Group/Organization Type</b>	Other government - County Utility
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
39	<b>Agency/Group/Organization</b>	GREENWOOD METROPOLITAN DISTRICT
	<b>Agency/Group/Organization Type</b>	Utility
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development

	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
40	<b>Agency/Group/Organization</b>	Economic Development Partnership
	<b>Agency/Group/Organization Type</b>	Regional organization Business and Civic Leaders Economic Development Organization
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
41	<b>Agency/Group/Organization</b>	SouthernCarolina Alliance
	<b>Agency/Group/Organization Type</b>	Regional organization Business and Civic Leaders Economic Development Organization Major Employer
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
42	<b>Agency/Group/Organization</b>	Orangeburg County Development Commission
	<b>Agency/Group/Organization Type</b>	Regional organization Business and Civic Leaders Economic Development Organization Major Employer
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs

43	<b>Agency/Group/Organization</b>	Dorchester County Economic Development
	<b>Agency/Group/Organization Type</b>	Other government - County Economic Development Organization
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
44	<b>Agency/Group/Organization</b>	Lancaster County Economic Development Corporation
	<b>Agency/Group/Organization Type</b>	Regional organization Economic Development Organization
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
45	<b>Agency/Group/Organization</b>	Chester Metropolitan Water District
	<b>Agency/Group/Organization Type</b>	Other government - Local Utility
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
46	<b>Agency/Group/Organization</b>	ResCare
	<b>Agency/Group/Organization Type</b>	Services-Employment
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development Market Analysis Community Development

	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended one of the 10 regional forums conducted by the COGs
47	<b>Agency/Group/Organization</b>	Eastern Carolina Homelessness Organization
	<b>Agency/Group/Organization Type</b>	Services-homeless Regional organization Homeless CoC
	<b>What section of the Plan was addressed by Consultation?</b>	Homelessness Strategy Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended meetings with ESG staff
48	<b>Agency/Group/Organization</b>	Lowcountry Homeless Coalition
	<b>Agency/Group/Organization Type</b>	Services-homeless Homeless CoC
	<b>What section of the Plan was addressed by Consultation?</b>	Homelessness Strategy Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended meetings with ESG staff
49	<b>Agency/Group/Organization</b>	Midlands Area Consortium for the Homeless
	<b>Agency/Group/Organization Type</b>	Services-homeless Homeless CoC



	<b>What section of the Plan was addressed by Consultation?</b>	Homelessness Strategy Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended meetings with ESG staff
50	<b>Agency/Group/Organization</b>	United Housing Connections
	<b>Agency/Group/Organization Type</b>	Services-Children Services-Elderly Persons Services-Persons with Disabilities Services-Persons with HIV/AIDS Services-Victims of Domestic Violence Services-homeless Services-Health Services - Victims Regional organization Homeless CoC
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Need Assessment Homelessness Strategy Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth Market Analysis
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended meetings with ESG staff

51	<b>Agency/Group/Organization</b>	AID Upstate
	<b>Agency/Group/Organization Type</b>	Housing Services - Housing Services-Persons with Disabilities Services-Persons with HIV/AIDS Services-Health
	<b>What section of the Plan was addressed by Consultation?</b>	Non-Homeless Special Needs HOPWA Strategy
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended meetings with HOPWA staff
52	<b>Agency/Group/Organization</b>	Piedmont Care Inc.
	<b>Agency/Group/Organization Type</b>	Services - Housing Services-Persons with Disabilities Services-Persons with HIV/AIDS Services-Health
	<b>What section of the Plan was addressed by Consultation?</b>	Non-Homeless Special Needs HOPWA Strategy
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	One or more representatives from this entity attended meetings with HOPWA staff

### Identify any Agency Types not consulted and provide rationale for not consulting

Additional organizations, representing additional agency types were consulted with during the development of the Plan. However, IDIS limits the number of organizations that can be input into this section. HOPWA consulted with all Ryan White Care Act providers, in addition to the two IDIS allowed us to enter above, via a public meeting focused on special needs housing. HOME also created an online survey to better identify affordable housing needs and assess how to best allocate available resources. An invitation to participate in the survey was emailed to over 1,600 affordable housing advocates.

**Other local/regional/state/federal planning efforts considered when preparing the Plan**

Name of Plan	Lead Organization	How do the goals of your Strategic Plan overlap with the goals of each plan?
Continuum of Care	United Housing Connections	

**Table 3 - Other local / regional / federal planning efforts****Describe cooperation and coordination among the State and any units of general local government, in the implementation of the Consolidated Plan (91.315(l))**

CDBG consulted with the ten regional Councils of Government in the State and sponsored, through the COGs, ten regional meetings to which all local governments in the region were invited, as well as public utilities personnel, housing and homeless services providers, non-profits, community leaders, and business leaders. The organizations listed above are those that attended and provided input into the needs of communities and low and moderate income residents in the areas they live and/or serve. In addition, CDBG created an online survey to assess community and economic development needs and emailed invitations to participate in the survey via an online link to all local governments in the State. This survey also included a set of questions regarding homeless needs, and ESG separately emailed homeless organizations a link to another survey focusing exclusively on homeless needs.

**Narrative (optional):**



**Anderson County, SC  
Twenty Year Vision Plan  
2006 - 2026**

## Table of Contents

	Page(s)
Executive Summary	3 - 5
Implementation	6 - 8
Overview	
Invitation to be a Vision Partner	8
Benchmarks	9 - 22
Growth Management	9 - 12
Education	12
Economic Development	13 - 17
Health and Human Services	18 - 22
Vision Plan	23 - 33
Growth Management	22 - 25
Education	25 - 27
Economic Development	27 - 29
Health and Human Services	30 - 32
Leisure and Recreation	32 - 33
Appendix 1 Steering Committee Members	34 - 35
Appendix 2 Vision Investors	36
Appendix 3 Community Impact Agenda	37 - 86

## Executive Summary

Anderson County, South Carolina's Vision Plan – *Imagine Anderson – Creating A Plan For Our County* – will serve as a catalyst for improving Anderson County over the next twenty years. In 2026, Anderson County will be celebrating its Bicentennial. This plan is being developed as part of the foundation for a great community. Anderson County is taking charge of its own destiny and creating a road map to its historic Bicentennial. This plan was developed by citizens throughout the county under the guidance of the Anderson Area Chamber of Commerce and its steering committee. A special note of thanks is extended to the steering committee members and to the vision investors. Members are listed in appendix 1 on pages 34 - 35. Vision investors are listed in appendix 2 on page 36. Carpe Diem Community Solutions, Inc. from Florida served as the consultant for this visioning process.

Through a nine-step process, this vision plan stands ready to support community-building in five goal areas in Anderson County. The five goal areas are:

- Growth Management
- Education
- Economic Development
- Health and Human Services
- Leisure and Recreation

The goal areas were developed from the Vision Input Process (VIP), step number four, which consisted of twelve individual interviews, eighteen focus group sessions, seven town hall meetings, mail-in citizen input forms, and online-based input. The goals and their corresponding objectives are presented in priority order based on the number of times the topic was mentioned. The public input process began in August 2006 with the kickoff, which featured visioning facilitation. Following the kickoff, individual interviews were conducted. The individuals interviewed represented the diversity within the county. An integral part of the VIP process was to meet with experts in areas targeted as essential to the county's growth and prosperity.

While *Imagine Anderson - Creating A Plan For Our County* is citizen-based, the dialogue among those who have an intimate stake and passion in their fields provided a pulse of the county and provided areas in which to probe deeper during the town hall meetings. The fact that these professionals were willing to meet for ninety minutes is evidence of their commitment to make *Imagine Anderson* a success. The focus group sessions followed the same format as the town hall meetings with one exception: after discussing "what needs to be done," the attendees broke out into smaller groups to discuss the five prioritized items regarding "how to facilitate the completion of the top five

prioritized items.” The steering committee established the following focus group topics:

- Arts & Culture
- Business
- Diversity/Unity
- Economic Development/Planning
- Education
- Environment/Natural Resources
- Emergency Management
- Faith
- Government/Public Facilities
- Health Care
- High School Students
- Human Services
- Law Enforcement/Courts
- Minority Communities
- Senior Adults
- Sense of Place
- Young Professionals
- Youth & Recreation

In order to carry the vision process to the people and to keep the town hall meetings in easily accessible locations, meetings were hosted in area high schools and recreation facilities in all five districts throughout the county. The town hall meetings gave citizens an opportunity to express their aspirations, dreams, and vision for the next twenty years. The format of the town hall meetings consisted of discussions about what should be done to make Anderson County a better place to live. After listing all aspects brought forward, each participant was given five sticker dots to prioritize all responses. After determining the two most prioritized items, the discussion moved toward how the two prioritized items could be accomplished, including listing stakeholders, existing resources, and obstacles.

The prioritized objectives information will be given to the Implementation Leadership Team to use in developing Vision Partnerships and Vision Alliances, and in supporting the implementation of the *Imagine Anderson* Vision Plan.

At the conclusion of each interaction with Anderson County citizens, they were asked if there was anything left unsaid. Those attending and those unable to attend still had a chance to contribute to this dynamic process by using the citizen input forms distributed throughout the county, or they were able to go to [www.imagineanderson.com](http://www.imagineanderson.com) to have their voices heard.

Thousands of comments were received from area residents. Based on these comments, 102 objectives were created within the five goal areas.

Idealistic? Absolutely, but it is the capturing of the people's ideals, developing them into a working plan of action, with an accuracy and clarity that best describes the purpose of *Imagine Anderson – Creating A Plan For Our County*.

Occurring simultaneously with the Vision Input Process, the United Way of Anderson County, under the direction of SE Consulting, Inc. from Simpsonville, SC, was leading the county through the development of a *Community Impact Agenda*, which is designed to support the United Way as it moves forward in improving the lives of the citizens of Anderson County. The *Community Impact Agenda* and its goals complement the Anderson County Vision Plan. As with the Vision Plan, the *Community Impact Agenda* was developed by the citizens of Anderson County for the people of Anderson County. The *Community Impact Agenda* is attached – see Appendix 3 on pages 37 - 86.

A crucial portion of the work has been completed, but another has only just begun. The initiative must now move forward to the implementation phase. The implementation phase is outlined on pages 6 - 8.

The visioning process has given the citizens of Anderson County a vehicle for their voices to be heard regarding shaping the future of the community and a vehicle to make it happen. The pages that follow provide benchmarks for the five goals areas, a vision statement for each goal area, and objectives to support each goal area in priority order.



## Health and Human Services:

*The citizens of Anderson County recognize the central importance of key protective services and an effective healthcare system as fundamental to building safe and healthy lives. Much of the vision of the future is predicated on human vitality, and Anderson County residents are eager to find ways to bring healthcare to those who are without, to fill in present gaps in the network, to improve healthcare resources, and to provide human services for people of all ages.*

- HHS1      Increase affordable home ownership rates and increase rental housing development. Upgrade substandard housing, providing transitional and special needs housing. Eliminate vacant substandard condemnable, per codes, houses.
- HHS2      Maintain and, where possible, expand accessible healthcare with 24-hour availability to healthcare providers. Promote widely accessible dental care and mental health. Work throughout Anderson County to help citizens promote wellness and healthy lifestyle while addressing their healthcare needs, e.g., medical, dental, and mental health.
- HHS3      Focus on improved methods to decrease drug use and gang violence. Establish a juvenile justice center. Provide a drug treatment center for youth. Address drug problems through education and appropriate legal system intervention.
- HHS4      Promote preventive healthcare through education, governmental support, and strengthening of the primary healthcare system, educating families to get them to move from health survival to healthy lifestyle choices.
- HHS5      Develop a comprehensive list of medical and health-related organizations and resources available to local citizens.
- HHS6      As the county population changes, adapt to citizens' needs, specifically the senior population and senior adult needs, e.g., in-home care, affordable assisted living, quality compassionate healthcare, supplemental activities that are mentally and physically stimulating. Promote community understanding of end-of-life issues.
- HHS7      Encourage affordable healthcare countywide. Decrease healthcare disparities.
- HHS8      Reduce teen pregnancy, illegal drug use, domestic violence, and crime through education and firm enforcement measures.
- HHS9      Anderson County's excellent health, wellness, and recreational facilities need to be sustained and protected while making them more accessible, affordable, and community oriented.

- HHS10 Secure adequate funding to improve public safety and emergency services for disaster preparedness and response to include a community-wide EMS system, a joint training center, an interoperability 800MHz communication system, and public safety education. Pool current and future public/private resources in Anderson County to support public safety and emergency services.
- HHS11 Provide improved services to the communities of Eastside, Westside, Southside, and Morningside. Establish a revitalization partnership with these communities and the City of Anderson and Anderson County to bring new opportunities. Particularly needed are improved police services, a library, road improvements, recreational facilities, small businesses, greater access to healthcare, and a blighted buildings renewal project.
- HHS12 Expand the hours and services of Westside Community Center and Jim Rice Center, including the availability of services for youth.
- HHS13 Take stock of, and strengthen, the availability of services, including police, EMS, and fire protection, to all areas of the county.
- HHS14 Provide a community network—a safety net—that protects children against abuse and neglect.
- HHS15 Promote school readiness, healthy nutrition, and the nurturing of children.
- HHS16 Guarantee that the disabled have access to healthcare, transportation, and human services.
- HHS17 Increase affordable independent living for the aging through modern facilities and good home health care.
- HHS18 Address community needs with the faith community so that churches create Beacon Resource Centers, each with unique, non-duplicated services.
- HHS19 Provide children with more access to preventative healthcare programs, utilizing all community resources.
- HHS20 Ensure stable and adequate future funding for police agencies.
- HHS21 Develop a comprehensive synergistic plan with all homeless and hunger service providers. The plan should strive to eliminate homelessness and hunger in Anderson County in ten years.
- HHS22 Create a smoke-free environment in public facilities and restaurants.

HHS23 Promote the fair treatment of, and care for, animals, including the enforcement of animal registration and animal treatment laws.

## **Leisure and Recreation:**

*Closely related to education, healthcare, and economic development are the considerations and appreciations that the citizens of Anderson County bring to leisure and recreation. Citizens want to protect the quality of life for all. A balanced life in Anderson County includes plentiful opportunities for recreation, relaxation, and the stimulation that comes with experience of culture and art.*

- LR1 Collaborate and coordinate entertainment and recreation programs and services; centralize facilities; and share facilities among diverse, committed groups, churches organizations, and communities.
- LR2 Create a countywide greenway plan that increases the number and quality of green spaces, natural areas, parks with themes, walkable communities, urban-to-rural trails to connect cities within the county, and safe places for leisure.
- LR3 Expand nightlife through a variety of cultural and entertainment activities. Promote use of existing facilities and utilize underused facilities, e.g., the amphitheater and the civic center, to support different types of entertainment events.
- LR4 Improve quality of, and access to, outlying areas' park and recreation venues for families, e.g., ball fields available more in evenings and on weekends, family life centers, and resource centers. Evaluate and centralize recreational services and create more local community centers.
- LR5 Continue to develop the potential of Lake Hartwell as a major recreational asset for the county and guarantee accessibility for all. Considerations for growth should include a resort area, a golf course, beaches, playgrounds, picnic areas, camping facilities, and a water park.
- LR6 Support existing public activities, festivals, and entertainment events in order to provide other events. Seek sponsorship of entertainment activities.
- LR7 Have a variety of recreation available in all communities—more recreation, more entertainment, including plays, concerts, festivals, and large venue events.
- LR8 Increase number and variety of recreational options for all ages: biking, equestrian, walking, and running paths; public gardens; zoo and aquarium; skateboarding park; BMX course; summer youth camps; art and music events.



## **Executive Summary**

### **ES-05 Executive Summary - 24 CFR 91.200(c), 91.220(b)**

#### **1. Introduction**

The City of Spartanburg's Neighborhood Services Division is the lead agency responsible for preparing the Consolidated Plan. Spartanburg administers Community Development Block Grant (CDBG) and HOME Investment Partnerships Program funding from the US Department of Housing and Urban Development (HUD). The Neighborhood Services Department is the housing redevelopment arm of the City of Spartanburg. Its mission is to stop blight in underserved and neglected neighborhoods and to bring housing redevelopment efforts that will ultimately bring back new investments. This is done in a variety of ways that include partnerships with public and private funders, both federal and local, as well as partnerships with corporations, non-profits, and public institutions. The most important partnership however is always with the community and its leaders.

## **PR-10 Consultation - 91.100, 91.200(b), 91.215(I)**

### **1. Introduction**

The City of Spartanburg is engaged in ongoing efforts to increase coordination amongst the complex network of public, private, and non-profit organizations that deliver housing and social services to the community. As the administrators of the City's CDBG and HOME programs, the the Neighborhood Services Division acts as a hub for community development in the area. Open lines of communication are maintained between the City and the area's many non-profit and social service agencies.

### **Provide a concise summary of the jurisdiction's activities to enhance coordination between public and assisted housing providers and private and governmental health, mental health and service agencies (91.215(I)).**

The City maintains an open door policy and open lines of communications with the area's many agencies and service providers. The City continues to work with affordable housing and social services organizations such as Habitat for Humanity, Operation Restoration, the Spartanburg Department of Social Services, the Urban League of Spartanburg, the United Way, and other organizations that assist in providing affordable housing and community services. To overcome additional gaps, the City will continue to provide opportunities for public, private, and governmental organizations to come together and share information, advocate for issues of concern, leverage resources, and address barriers associated with providing more affordable housing. These agencies and organizations are invited to community development public meetings and hearings in order to gain insight into social service needs.

### **Describe coordination with the Continuum of Care and efforts to address the needs of homeless persons (particularly chronically homeless individuals and families, families with children, veterans, and unaccompanied youth) and persons at risk of homelessness**

The NSD director maintains open communication and works well with United Housing Connections (UHC), the community's Continuum of Care organization. UHC provides the City with homeless data from the Homeless Management Information System (HMIS), and that information is used annually in the City's AAP and for informational purposes. The City has funded UHC as a Public Service for many years, and also works with and funds the area's non-profits dedicated to providing services to vulnerable populations such as the homeless, veterans, and families with children.

The City acknowledges that the amount of services currently being offered for special needs populations could benefit from improvements. These include outreach and education services for children, women, the homeless population, elderly, persons with disabilities (mental, physical, and developmental), persons with addictions requiring supportive services, and persons with HIV/AIDS and their families. These populations are underserved, particularly in the areas of mental health, alcoholism, and substance abuse. The City funds these types of services where possible, and when additional funds

become available, the City will apply for competitive grant funds to service the special needs of its residents.

**Describe consultation with the Continuum(s) of Care that serves the jurisdiction's area in determining how to allocate ESG funds, develop performance standards and evaluate outcomes, and develop funding, policies and procedures for the administration of HMIS**

No ESG funds currently received.

**2. Describe Agencies, groups, organizations and others who participated in the process and describe the jurisdictions consultations with housing, social service agencies and other entities**

5	<b>Agency/Group/Organization</b>	United Housing Connections
	<b>Agency/Group/Organization Type</b>	Services-homeless
	<b>What section of the Plan was addressed by Consultation?</b>	Homelessness Strategy Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	United Housing Connections (formerly Upstate Homeless Coalition of South Carolina) is a private, non-profit organization. UHCSC is a collaborative organization dedicated to ending homelessness through programming, advocacy, and building safe and affordable housing. UHCSC coordinates the Continuum of Care throughout a 13 county area, helping to find gaps in services for homeless people and develop strategies to close the gaps. UHC takes a holistic approach to help homeless people build new lives.
6	<b>Agency/Group/Organization</b>	SC LEGAL SERVICES
	<b>Agency/Group/Organization Type</b>	Services-Legal
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Need Assessment Non-Homeless Special Needs Market Analysis Anti-poverty Strategy
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	South Carolina Legal Services (SCLS) provides free legal assistance in a wide variety of civil (non-criminal) legal matters to eligible low income residents of South Carolina. SCLS is a non-profit corporation, funded by grants from the federally funded Legal Services Corporation, the South Carolina Bar Foundation, local United Ways, state court filing fees, and other federal, state and local funding. Amongst its many services, SCLS provides foreclosure prevention and other forms of housing related legal assistance, putting them in a unique position to understand the myriad of housing problems faced by low income families.

# 2016-2017 ANNUAL ACTION PLAN

## CITY OF GREENVILLE, SC





## **AP-10 Consultation – 91.100, 91.200(b), 91.215(I)**

### **1. Introduction**

**Provide a concise summary of the jurisdiction’s activities to enhance coordination between public and assisted housing providers and private and governmental health, mental health and service agencies (91.215(I))**

The City of Greenville’s Community Development Division coordinates the planning and administration of Community Development Block Grant (CDBG), HOME Investment Partnership Funds and Housing Opportunities for Persons with AIDS (HOPWA). As an entitlement community and a participating jurisdiction, the City of Greenville provides structure and shapes programmatic services for low-to-moderate income households. In order to meet local capacity, the Community Development Division partners with nonprofits, Community Housing Development Organizations (CHDOs), Community Development Corporations (CDC), City departments, contractors, and charities. Community Development connects employment, housing, education, and training into a network of resources to redevelop and revitalize Greenville’s lower income neighborhoods. The Community Development division is an active partner with many of the housing and service providers in the City.

The City also partners with the Greenville Housing Authority on many projects and the community development staff play a key role of support in performing environmental reviews and guiding projects through the development approval process. Likewise, we have many partners that help us create affordable housing and/or provide key services to the community. City staff communicate with its partners throughout the fiscal year to ensure that housing, economic development and quality of life issues are being met.

**Describe coordination with the Continuum of Care and efforts to address the needs of homeless persons (particularly chronically homeless individuals and families, families with children, veterans, and unaccompanied youth) and persons at risk of homelessness.**

The City works closely with the United Housing Connections (UHC), formerly the Upstate Homeless Coalition of South Carolina. UHC is an organization that works together with other agencies in our area to provide affordable housing. UHC is dedicated to ending homelessness through programming, advocacy, and building safe, decent, and affordable housing for homeless or at-risk families and individuals. Their goal is to help fill the gaps in services for homeless and at-risk persons. UHC coordinates the Continuum of Care throughout a 13 county area in Upstate South Carolina. The Continuum of Care is a community plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximum self-sufficiency. It includes action steps to end homelessness and prevent a return to homelessness.

**Describe consultation with the Continuum(s) of Care that serves the jurisdiction's area in determining how to allocate ESG funds, develop performance standards for and evaluate outcomes of projects and activities assisted by ESG funds, and develop funding, policies and procedures for the operation and administration of HMIS**

The City is engaged with those entities involved in addressing the needs of the homeless population. The City will continue to work with the Ending Chronic Homelessness Task Force in helping them to continue their work in addressing homelessness in Greenville County. Community Development staff are also members of the Upstate Homeless Coalition of the Upstate and attend monthly meetings.

**2. Describe Agencies, groups, organizations and others who participated in the process and describe the jurisdiction's consultations with housing, social service agencies and other entities**

**Table 2 – Agencies, groups, organizations who participated**

1	<b>Agency/Group/Organization</b>	United Housing Connections
	<b>Agency/Group/Organization Type</b>	Housing Services-homeless Regional organization Planning organization
	<b>What section of the Plan was addressed by Consultation?</b>	Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans
	<b>Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Ongoing discussions with United Housing Connections to address the needs of homeless individuals and families.
2	<b>Agency/Group/Organization</b>	GENESIS HOMES
	<b>Agency/Group/Organization Type</b>	Housing
	<b>What section of the Plan was addressed by Consultation?</b>	Public Housing Needs
	<b>Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Ongoing discussions with Genesis Homes to address the needs affordable housing development.
3	<b>Agency/Group/Organization</b>	ALLEN TEMPLE CEDC
	<b>Agency/Group/Organization Type</b>	Housing
	<b>What section of the Plan was addressed by Consultation?</b>	Public Housing Needs
	<b>Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Ongoing discussions with Allen Temple Homes to address the needs of affordable housing development.

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
6	Assist in the creation of special needs housing	2016	2017	Non-Homeless Special Needs	Special Emphasis Neighborhoods Greenville, Anderson, and Pickens counties. Laurens county	Decent, safe, and affordable housing	HOPWA: \$357,698	
7	End chronic homelessness	2016	2017	Homeless	Special Emphasis Neighborhoods	Decent, safe, and affordable housing		
8	Engage in planning, education, and advocacy	2016	2017	Affordable Housing Homeless Non-Housing Community Development	Special Emphasis Neighborhoods	Decent, safe, and affordable housing		
9	Address neighborhood infrastructure needs	2016	2017	Non-Housing Community Development	Special Emphasis Neighborhoods	A suitable living environment		
10	Support safety and crime prevention	2016	2017	Non-Housing Community Development	Special Emphasis Neighborhoods	A suitable living environment		
11	Support code enforcement and demolition of blight	2016	2017	Affordable Housing blight removal	Special Emphasis Neighborhoods	A suitable living environment		
12	Support the After School Tutorial Initiative	2016	2017	Non-Housing Community Development	Special Emphasis Neighborhoods	A suitable living environment	CDBG: \$20,000	Other: 175 Other

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
13	Support and advocate for Fair Housing	2016	2017	Affordable Housing Fair Housing education	Special Emphasis Neighborhoods	A suitable living environment	CDBG: \$10,000	Public service activities other than Low/Moderate Income Housing Benefit: 150 Persons Assisted
14	Develop and enhance recreational opportunities	2016	2017	Non-Housing Community Development	Special Emphasis Neighborhoods	A suitable living environment		
15	Provide employment training	2016	2017	Non-Housing Community Development	Special Emphasis Neighborhoods	Economic development opportunities		
16	Creation and retention of businesses	2016	2017	Non-Housing Community Development	Special Emphasis Neighborhoods	Economic development opportunities		
17	Ensure residents have transportation options	2016	2017	Non-Housing Community Development	Special Emphasis Neighborhoods	Economic development opportunities		
18	Support healthy communities	2016	2017	Non-Housing Community Development	Special Emphasis Neighborhoods	Economic development opportunities	HOME: \$30,000	Other: 1 Other
19	Support for neighborhood residents	2016	2017	Non-Housing Community Development	Special Emphasis Neighborhoods	Economic development opportunities	CDBG: \$20,000	

**Table 6 – Goals Summary**

## Goal Descriptions

2015-2019

# Greenville County Consolidated Plan



Prepared  
Greenville County Redevelopment  
Authority  
May 2015



## **Executive Summary**

### **ES-05 Executive Summary - 24 CFR 91.200(c), 91.220(b)**

#### **1. Introduction**

The Greenville County is an Urban County, which carries out federal programs administered by the U.S. Department of Housing and Urban Development (HUD). Federal regulations require states, cities, and counties to submit a Consolidated Plan every five years for the following programs: HOME Investment Partnership Program (HOME), Community Development Block Grant Program (CDBG) and Emergency Solutions Grant (ESG).

The Greenville County has prepared its Five Year Consolidated Plan (CP) for the period of FY 2015, beginning July 1, 2015, through FY 2019, ending June 30, 2019. The Consolidated Plan is a strategic plan, addressing how to implement Federal programs on housing, homelessness, non-housing and community development activities within the County of Greenville and how the proposed activities will principally benefit low- and moderate-income individuals. This document contains the County's FY 2015 – 2019 Consolidated Plan and its FY 2015 Annual Action Plan. The County's Analysis of Impediments to Fair Housing Choice (AI) updated in 2012 are also referenced.

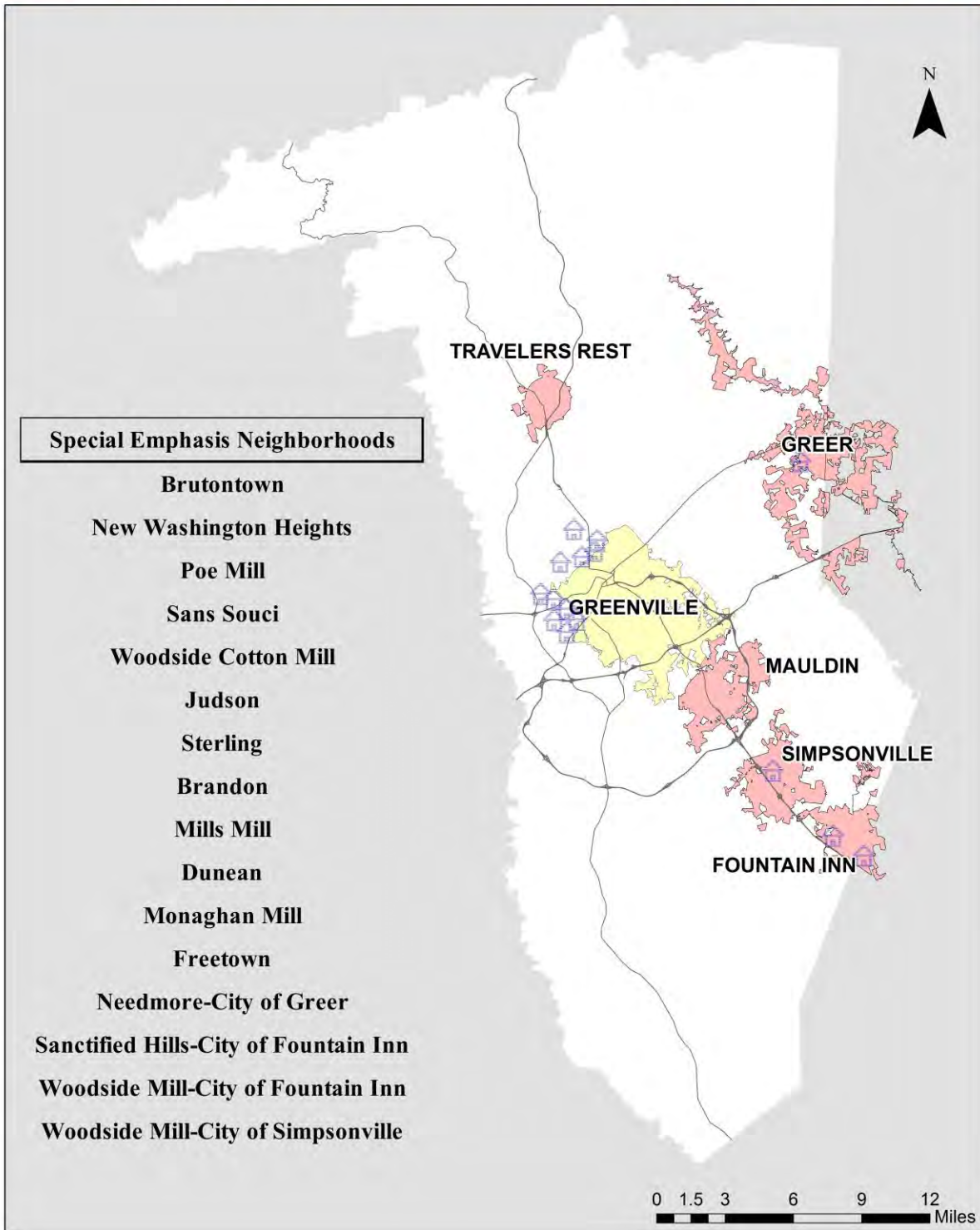
The Greenville County Redevelopment Authority (GCRA) is responsible for administering the County's entitlement funds on HOME, CDBG and ESG grants. This designation was established via a cooperative agreement between the County of Greenville and the five participating municipalities, namely Fountain Inn, Greer, Mauldin, Simpsonville and Travelers Rest every three years designating GCRA as the administrator of the entitlement funds. The most recent Cooperative Agreement was adopted in September 2014 for Fiscal years 2015 – 2018. GCRA is therefore responsible for the preparation of the consolidated plan, Annual Action Plan and Consolidated Annual Performance Evaluation Report to HUD for approval. The 2015– 2019

Greenville County Consolidated Plan covers all unincorporated county areas and the five cooperating municipalities. The City of Greenville is also an entitlement community and a HUD grantee, is therefore, not included in the Greenville County Consolidated Plan. The Consolidated Plan establishes a unified, coordinated vision for community development actions for the upcoming five years.

The County's 2015-2019 Consolidated plan focuses on four major goal categories which are consistent with HUD requirement. The goal categories are namely - provide decent Housing, provide suitable living condition, provide economic development opportunities and promote neighborhood revitalization. These goal categories were identified as a result of needs assessments and market analysis obtained from the public and various partners agencies during the public participating and planning process. The plan also contains various strategies and activities to be carried addressing the goal categories.



## GREENVILLE COUNTY, SC & PARTICIPATING MUNICIPALITIES



### Countywide Map Municipalities

## **2. Summary of the objectives and outcomes identified in the Plan Needs Assessment Overview**

The goal categories focus on addressing the following five priority needs: housing, homelessness, special needs, community development, slum and blight, economic development and neighborhood revitalization.

### **Housing Priority**

The housing priority focuses on addressing the following measurable goals:

To provide homeownership opportunities – provide decent and affordable housing for low and moderate income residents of Greenville County.

To provide rental housing: provide decent and affordable housing rental opportunities for low and moderate income residents.

To provide housing for special needs population consisting of elderly, veterans, people living with disabilities, victims of domestic violence

To provide housing for homeless individuals or households that are at risk of homelessness or literally homeless.

### **Community Development Priority**

To address infrastructure needs in low and moderate income communities.

To address and support community development needs in low and moderate income households.

To support and address public facilities opportunities in low and moderate income community

To support public service opportunities to low and moderate income households.

### **Economic Development Priority**

To promote job training opportunities

To address and support economic development activities and projects and programs.

To provide economic development and revolving loans to small business owners in the Cities of Fountain Inn, Greer, Mauldin, Simpsonville, Travelers Rest and the unincorporated commercial corridors.

To provide façade improvement funds to business or property owners of commercial buildings in the Central Business Districts of the five participating municipalities.

### **Neighborhood Revitalization Priority**

To support, develop and address neighborhood revitalization plans and prioritize plan activities.

To encourage capacity building opportunities/ability for Neighborhood Associations.

To support master planning process for the County's redevelopment/special emphasis neighborhoods.

### **3. Evaluation of past performance**

Greenville County has good performance record with HUD. Consistently for the past four years of the Consolidated Annual Performance Report for the Consolidated Plan of FY 2010 – 2014, the County has ensured that approximately eighty-five (85) percent of the CDBG funds are used to benefit the targeted low and moderate income households and families. All of the HOME funded housing projects were occupied by low and moderate income households. No more than ten percent of HOME funds were used for administration. The CDBG fund used for administration has consistently averaged 15 percent of the funds. The Emergency Solution Grant, previously known as the Emergency Shelter fund is administered consistently as HUD requirement.

As reported in 2013 Consolidated Annual Performance Evaluation Report, the County reported an excess of \$6,338,173 of HOME match fund. Additionally, FY 2013 CAPER indicated that the County expended 88.15 percent of all CDBG funds to benefit low and moderate income persons. The County expended 14.92 percent of the its CDBG grant for planning and administration costs. The regulations at 24 CFR part 570.900 allow an entitlement grantee to expend up to 20 percent of each grant (plus program income). Additionally, the County expended 8.21% of the funds for public service activities.

An analysis of the County's accomplishments from FY 2010 – FY 2013 CAPER, indicates that a total of 719 housing units were completed, comprising of 260 rental and 459 homeownership units. A total of 194 units or 27 percent of the housing units were from production of new units. A total of 264 units were as a result of rehabilitation of existing housing units. The homeless

households or individual occupied 142 units or 20 percent of the total housing. Twenty-two (22%) percent or 158 units were occupied by special needs household or individual. A total of 108 units were specifically for homebuyer program, providing financial assistance to first time home buyers.

Furthermore, for the same FY 2010 – 2013, the County provided assistance to a total of 10,266 homeless individuals through outreach, shelter and casemangement support services. Additionally, a total of 39,060 individuals benefitted from the public service activities and approximately 5,000 individuals were assisted with Fair housing activities. These services and activities were provided to the public through the GCRA's partners and Subrecipient and with the use of Emergency solution grant (homeless population) and Community Development Block Grant.

Additionally, some of the community development activities in relation to infrastructural improvement projects consist of the followings:

1. Sterling – Minus Street –Sewer and Road Improvement
2. Poe Mill Site – Clean-up and remediation
3. Piedmont Sewer improvements on Hammett Street - Main & lateral lines
4. Brutontown – Sanitary sewer and street improvements – Phase I, II, & III
5. Travelers Rest – Tolar Street Sewer improvement
6. Fountain Inn – Lake View and Thrift Streets
- 7.. Greer – Needmore – Tremont and Canteen street improvement
8. Simpsonville – Boyd-Morton Street project
9. Greer - Creekside – Redevelopment – New Roads and housing development
10. Façade Improvement Program - Business properties improvements
11. Mauldin & Greer senior centers – facilities improvements

Furthermore, the County initiated economic development revolving loan program for startup and existing businesses, providing up to \$25,000 for the businesses, a total 5 business owners have utilized the program. The emergency rehabilitation program continues to assist seniors and persons leaving with disability, consistently, the County has been assisting approximately 50 clients per year. The GCRA partners with several agencies and organizations to leverage the County's entitlement funds. The leveraged funds help in successful completion and

accomplishment of the various projects and programs involving infrastructure improvement, housing development and emergency solutions grant. Some of the Partners are Greenville County Legislative Delegation Committee and County office for infrastructure improvements. Some of the housing partners consist of Homes of Hope, United Housing Connections, Allen Temple CEDC, Greenville Housing Futures, Community Works Carolina and Cone Development.

#### **4. Summary of citizen participation process and consultation process**

In preparation for the Greenville County 2015-2019 Consolidated Plan and Annual Action Plan, the GCRA ensures that there are multiple opportunities to engage community stakeholders and gather input and comments from residents regarding the community's needs, priorities, and target areas for addressing affordable housing, homelessness and community development. The outreach reach approach included target mailings to special emphasis neighborhoods, newspaper public notices, website and Facebook announcements and email notices to focus groups, residents and community stakeholders. An initial Kick-off public meeting was held on November 28, 2014 to discuss the Consolidated Plan, types and amounts of federal block grants affected by the process, accomplishments under the previous Consolidated Plan period, and the process and schedule for public involvement.

#### **5. Summary of public comments**

Several meetings were conducted throughout the county. Various options were made available to the public for public inputs and comments. See attached meeting dates and summary of comments.

#### **6. Summary of comments or views not accepted and the reasons for not accepting them**

NA

#### **7. Summary**

NA

## **PR-10 Consultation - 91.100, 91.200(b), 91.215(l)**

### **1. Introduction**

The Greenville County Redevelopment Authority (GCRA) is the lead agency, responsible for the preparation and implementation of the Consolidated and Annual Action Plan. The Greenville County Redevelopment Authority is governed by a twelve member board, representing each of the County Districts and appointed by the County Council. GCRA administers the County's CDBG, HOME and ESG programs. GCRA also works closely and provides technical assistance to the five cooperating municipalities participating in the Greenville County urban county program. GCRA partners with various development partners (non-profit and for profit agencies) and as well as other public agencies, leveraging funds and resources to successfully accomplish the Consolidated and Annual Action.

GCRA develops programs for and administers the Community Development Block Grant, HOME Investment Partnerships grant, and Emergency Solutions Grant programs. GCRA recommends and seeks funding sources for housing and public works projects to leverage funds in order to successfully accomplish the established goals and objectives.

GCRA staff coordinates resources and functions with other County agencies to ensure correlation of resources to the communities served. The Greenville County Planning Department administers the County's zoning and subdivision regulations, and is responsible for comprehensive and specialized planning efforts, including the County General Development Plan. The Planning Department Commission staff also administers zoning ordinances and prepares plans for the Cities of Greenville, Fountain Inn, Greer, Mauldin, Simpsonville and Travelers Rest, including elements related to land use and housing. The County Priority Investment Area (PIA) 3 consists of majority of the County's Redevelopment Area. The PIA promotes and encourages coordination of public services and resources. Additionally, the County's Planning Department has completed several master plans for the County's Redevelopment Area, e.g. Judson, Dunearn, New Washington Heights etc.

**Provide a concise summary of the jurisdiction's activities to enhance coordination between public and assisted housing providers and private and governmental health, mental health and service agencies (91.215(l)).**

Additionally, GCRA works closely and partners with several non-profits and for profit organizations as well as public agencies that assist in the implementation of the goals and strategies identified the Consolidated Plan. This provides opportunities to access resources and leverage funds on projects and programs in the County. The partners involved are housing providers, homeless service providers, public and public services agencies and Subrecipients. GCRA gap funds housing partners' homeownership and rental housing projects. The Homeless providers, which are also members of the Continuum of Care, are provided with ESG funds to address homeless issues, such as outreach, shelter and case management services.

The partners include but are not limited to Homes of Hope, Upstate Homeless Coalition, Nehemiah Community Revitalization Corporation, Habitat for Humanity, Neighborhood Housing Corporation, Parker Sewer, Greenville County Roads and Bridges, Greenville County Planning Department, County Transportation Commission, SHARE, Greenville County Human Relations Commission, Gateway House, SC Department of health and Environmental Commission, City of Greenville Saint Francis Hospital, the Greenville County Recreation District, etc. GCRA shall continue to foster on the partnership relations with these mentioned and others agencies

**Describe coordination with the Continuum of Care and efforts to address the needs of homeless persons (particularly chronically homeless individuals and families, families with children, veterans, and unaccompanied youth) and persons at risk of homelessness**

The GCRA is in partnership with the Greenville Continuum of care members. The members focus on addressing homelessness in the County, through coordinated support services and transitional and permanent housing. Some of policies being implemented are as follows:

- A. Prevent recurrent homelessness through changing discharge policies, retention programs to assist the formerly homeless to remain housed, creation of a 2-1-1 information/referral system, transportation improvements, and identification of additional resources to implement these goals. Efforts are under way to establish 'homeless courts' and prepare educational tools to broaden local support for new homeless relief strategies.
- B. Improve services to homeless families/individuals through improved cooperation with law enforcement and justice system actors, broader evaluation of homeless service providers, added outreach programs, and investigation of possible special needs shelters.
- C. Make more affordable housing available through proposal of a local housing trust fund and collaborations between homeless service providers and developers. The Plan also established an ongoing task force to End Homelessness. The coalition meets monthly to discuss homelessness issues and discharge coordination at the Greenville Memorial Hospital and the County LEC Detention Center, and responses to panhandling in certain downtown Greenville and Laurens areas.

The CoC members meet monthly to discuss the progress of their individual programs and as well how to continually and collaborating address the homeless issues and concerns. Some of the CoC members address chronically homeless clients, families with children, veterans and unaccompanied youth. Information or programs conducted by CoC members are shared and coordinated efforts amongst the members are shared. The members also reach out to outside partners to further assist to address specific homeless needs, e.g. the Tent City issue in Greenville. Other public agencies working closely with CoC members through coordinated efforts and resources were able to address the tent city homeless and community issues. Public agencies, such as staff from GCRA, Greenville County offices, City of Greenville, Greenville Housing Authority etc. also attend the monthly CoC meetings.

**Describe consultation with the Continuum(s) of Care that serves the jurisdiction's area in determining how to allocate ESG funds, develop performance standards and evaluate outcomes, and develop funding, policies and procedures for the administration of HMIS**

Annually the County's Emergency Solutions Grant fund is made available via a proposal format to the agencies all CoC members in the County and as well as any nonprofit agencies that focuses on addressing homeless needs. The Greenville County Redevelopment Authority publishes funding availability notice on the local newspapers, the County and GCRA websites. Training session regarding the ESG program and eligibility activities are presented to the public. Applicants are given 2 months from the date of notice of funding availability to complete and submit their applications with appropriate backup required information. The funds are provided to successful homeless providers/applicants and are used for ESG eligibility items, addressing outreach, shelter and transitional housing needs. All approved Subrecipient funds are required to show Matching funds for their programs. Funds are made also available for casemangement services and financial assistance to address homeless prevention and rapid rehousing for individuals or households, that are at risk of homelessness or literally homeless. All of Greenville County's CoC members are required to enter clients' data in the County's HMIS. The HMIS is administered and coordinated by the United Housing Connection. Fund for HMIS licenses are made available through the ESG fund to agencies funded by the County.

The CoC members were solicited for comments for the preparation of the Consolidated Plan.

**2. Describe Agencies, groups, organizations and others who participated in the process and describe the jurisdictions consultations with housing, social service agencies and other entities**



**Table 2 – Agencies, groups, organizations who participated**

1	<b>Agency/Group/Organization</b>	United Housing Connections
	<b>Agency/Group/Organization Type</b>	Housing Services - Housing Services-homeless
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Need Assessment Homelessness Strategy Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Partner meeting and survey
2	<b>Agency/Group/Organization</b>	SHARE
	<b>Agency/Group/Organization Type</b>	Housing Services - Housing Services-Victims of Domestic Violence Services-homeless
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Need Assessment Homelessness Strategy Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Partner meetings and survey
3	<b>Agency/Group/Organization</b>	United Ministries
	<b>Agency/Group/Organization Type</b>	Services-homeless
	<b>What section of the Plan was addressed by Consultation?</b>	Homelessness Strategy Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs – Veterans

	<p><b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b></p>	<p>In order to provide a picture of homelessness, housing, social service and community development needs in Greenville County, the GCRA solicited data from local continuum of care partners, housing providers, non-profit agencies serving children, adults and seniors, neighborhood associations. GCRA employees attended a regional homelessness coalition meeting to explain the Consolidated Plan process and to ask for the providers support in collecting this information. Additionally, community meetings and public hearings were conducted throughout the County to solicit for input and comments from private, non-profit and public agencies. The GCRA created a Survey Monkey account and e-mailed survey links to all local agencies requesting their participation. The results of the survey and comments received throughout the public participation process were used to identify needs assessment, specific strategies and priorities for the Five Year Plan.</p>
--	---	--

**Identify any Agency Types not consulted and provide rationale for not consulting**

**Other local/regional/state/federal planning efforts considered when preparing the Plan**

Name of Plan	Lead Organization	How do the goals of your Strategic Plan overlap with the goals of each plan?
Continuum of Care	United Housing Connections	

**Table 3 – Other local / regional / federal planning efforts**

**Describe cooperation and coordination with other public entities, including the State and any adjacent units of general local government, in the implementation of the Consolidated Plan (91.215(I))**

**Narrative (optional):**

## **PR-15 Citizen Participation**

### **1. Summary of citizen participation process/Efforts made to broaden citizen participation Summarize citizen participation process and how it impacted goal-setting**

In preparation for the Greenville County 2015-2019 Consolidated Plan and Annual Action Plan, the GCRA ensures that there are multiple opportunities to engage community stakeholders and gather input and comments from residents regarding the community's needs, priorities, and target areas for addressing affordable housing, homelessness and community development. The outreach reach approach included target mailings to special emphasis/redevelopment neighborhoods, newspaper public notices, website and Facebook announcements and email notices to focus groups, residents and community stakeholders. An initial Kick-off public meeting was held on November 28, 2014 to discuss the Consolidated Plan, types and amounts of federal block grants affected by the process, accomplishments under the previous Consolidated Plan period, and the process and schedule for public involvement. Below is a synopsis of the public participation, solicitation and approval process conducted for the plan.

## **What are the most common housing problems?**

The most common housing problem in Greenville County is affordability. Renters and homeowners experience similar cost burdens related to housing affordability. 43 percent of renters and almost half of all homeowners spend more than 30 percent of their income on housing. However, extremely low income renters face affordability and overcrowding issues. These issues are further exasperated for large families that need decent rental housing. Housing affordability is not just an issue for low-moderate income households. Approximately 30 percent of households with incomes between 80-100% AMI are cost burdened by 30 percent or more.

According to County Records and citizen input, the availability of decent housing is also a common housing problem. Most occupied housing structures in Greenville County were built between the years 2000 and 2009. However, there is a concentration of old homes located within the western and central portion of the County known as the “Mill Crescent” where the majority of (HUD) Qualified Census Tracts (QCT) reside. HUD Qualified Census Tracts are defined as census tract where 50 percent or more of its householders have incomes below 60 percent of the area median household income. Based on the concentration of LMI populations and aged housing in the north western portion of the County, it is also likely that LMI homeowners and renters are living in substandard housing conditions. Consequently, there is a need for aggressive rehabilitation of the housing stock and new construction homeownership opportunities. The median age of homes in the Mill Crescent range between 1955-1968.

## **Are any populations/household types more affected than others by these problems?**

Seniors that are on a fixed income are disproportionately affected by high housing costs amongst homeowners in Greenville County. Seniors comprise 28 percent of all households. However, 35 percent of all LMI homeowners that pay more than 30 percent of their income on housing are seniors.

**Describe the characteristics and needs of Low-income individuals and families with children (especially extremely low-income) who are currently housed but are at imminent risk of either residing in shelters or becoming unsheltered 91.205(c)/91.305(c)). Also discuss the needs of formerly homeless families and individuals who are receiving rapid re-housing assistance and are nearing the termination of that assistance**

The populations at imminent risk of either residing in shelters or becoming unsheltered are the working poor, ex-offenders, seniors/elderly, special needs/disabled, and minorities. The specific needs of the extremely low-income include: job and life skills training, affordable housing, personal/adequate public transportation, subsidized child care, and transitional housing with supportive services for the homeless population, individuals with a criminal background, substance abuse, as well as, mental and physical disabilities.

**If a jurisdiction provides estimates of the at-risk population(s), it should also include a description of the operational definition of the at-risk group and the methodology used to generate the estimates:**

Not applicable.

**Specify particular housing characteristics that have been linked with instability and an increased risk of homelessness**

The housing development market is costly and difficult as it relates to the production of affordable housing for moderate and low-income working people. Increasingly, households are not able to afford the homes they are in and renters also are facing increasing challenges in meeting their monthly housing costs. Utilities, real estate taxes, and insurance rates are increasing – costs that are passed on to renters in increased rents. The lack of affordable housing for lower income households of 50% percentage and below of the AMI creates instability and an increased risk of homelessness such that people are not able to meet all of their financial obligations or save for a rainy day, deposit requirement for rent and utilities, etc. are therefore forced into substandard living conditions. There is also a lack of support services need to assist individuals who need enhanced care/supervision to continue to stay or maintain their existing homes. Consequently, collaboration amongst the private, public development community, nonprofit organizations, using innovative affordable housing policies are necessary to address the inherent housing needs in Greenville County.

## **Discussion**

NA

## **NA-15 Disproportionately Greater Need: Housing Problems – 91.205 (b)(2)**

Assess the need of any racial or ethnic group that has disproportionately greater need in comparison to the needs of that category of need as a whole.

### **Introduction**

During the planning process for the preparation of Greenville County's Five Year Consolidated Plan, an evaluation and comparison was made to determine if any racial or ethnic group is disproportionately affected by housing problems in the County. According to the 2007-2011 American Community Survey (ACS), the majority or 71 percent of the population in Greenville County is white with a minority population of 29 percent comprised largely of blacks and Hispanics. Nationally, minority households hold significantly lower net wealth, lower incomes, and lower rates of homeownership than white households. For example, the Economic Policy Institute reports that in 2010 the median wealth of white families was \$97,000 compared with \$1,300 for Latino families and \$4,900 for black families. Furthermore, while in 2011 73.8 percent of white households were homeowners, only 46.9 percent of Hispanics and 44.9 percent of Blacks owned homes. These disparities are also present in Greenville County.

According to the 2007-2011 American Community Survey (ACS), 73.7 percent of white households were homeowners, but only 44.7 percent of black households and 41.5 percent of Hispanic households owned their homes. Areas with high rates of renter occupied property and areas where there is a concentration of poverty tend to experience a greater number of neighborhood problems, such as police and fire calls, vandalism, declining property values, and declining occupancy rates, than areas with high homeownership rates and economically diverse neighborhoods. Census tracts with high minority concentrations may experience a greater proportion of neighborhood problems than census tracts that are more integrated (William Julius Wilson 1996).

Currently, there are 27 HUD Qualified Census Tracts in Greenville County that directly qualify for federal block grant funding (i.e. CDBG, ESG & HOME). These qualifying census tracts are predominately located within the north western portion of the County where minority LMI populations and aged housing are concentrated. Based on the concentration of LMI minorities and aged housing in these areas, it is likely that blacks and Hispanics are disproportionately affected by housing problems. According to the 2007-2011 ACS, blacks comprise 18 percent of the total population and Hispanics 8 percent. However, the majority of HUD Qualified Census Tracts have populations that are well over 40 percent minority.

## 0%-30% of Area Median Income

Housing Problems	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	11,434	3,145	1,790
White	6,495	2,165	965
Black / African American	3,514	920	569
Asian	130	10	30
American Indian, Alaska Native	39	0	0
Pacific Islander	15	0	0
Hispanic	1,103	50	175

**Table 13 - Disproportionally Greater Need 0 - 30% AMI**

Data Source: 2007-2011 CHAS

\*The four housing problems are:

1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than one person per room, 4. Cost Burden greater than 30%

<b>HUD Qualified Census Tracts</b>	<b>Percent Black</b>	<b>Percent Hispanic</b>
Census Tract 4	30%	0%
Census Tract 5	84%	1%
Census Tract 7	84%	1%
Census Tract 8	83%	1%
Census Tract 9	83%	1%
Census Tract 12.05	33%	3%
Census Tract 15.02	89%	0%
Census Tract 17	8%	25%
Census Tract 20.01	86%	1%
Census Tract 20.03	46%	27%
Census Tract 21.04	44%	2%
Census Tract 21.05	59%	12%
Census Tract 21.06	24%	18%
Census Tract 21.07	35%	17%
Census Tract 21.08	56%	4%
Census Tract 22.01	14%	33%
Census Tract 22.02	21%	27%
Census Tract 23.02	23%	19%
Census Tract 23.03	21%	24%
Census Tract 23.04	54%	9%
Census Tract 25.05	13%	23%
Census Tract 35	49%	3%
Census Tract 36.01	24%	16%
Census Tract 36.02	51%	29%
Census Tract 37.04	21%	34%
Census Tract 37.06	18%	23%
Census Tract 43	83%	5%

#### **HUD Qualified Census Tracts ý Minority Population**

#### **30%-50% of Area Median Income**

<b>Housing Problems</b>	<b>Has one or more of four housing problems</b>	<b>Has none of the four housing problems</b>	<b>Household has no/negative income, but none of the other housing problems</b>
Jurisdiction as a whole	10,329	7,065	0
White	5,798	5,438	0
Black / African American	2,865	1,109	0
Asian	75	95	0
American Indian, Alaska Native	20	4	0



Housing Problems	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Pacific Islander	0	0	0
Hispanic	1,414	398	0

**Table 14 - Disproportionally Greater Need 30 - 50% AMI**

Data Source: 2007-2011 CHAS

\*The four housing problems are:

1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than one person per room, 4. Cost Burden greater than 30%

### 50%-80% of Area Median Income

Housing Problems	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	9,139	14,434	0
White	6,290	10,634	0
Black / African American	1,779	2,450	0
Asian	69	115	0
American Indian, Alaska Native	14	18	0
Pacific Islander	15	0	0
Hispanic	838	1,142	0

**Table 15 - Disproportionally Greater Need 50 - 80% AMI**

Data Source: 2007-2011 CHAS

\*The four housing problems are:

1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than one person per room, 4. Cost Burden greater than 30%

### 80%-100% of Area Median Income

Housing Problems	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	3,074	11,550	0
White	2,619	8,024	0
Black / African American	275	2,519	0

<b>Housing Problems</b>	<b>Has one or more of four housing problems</b>	<b>Has none of the four housing problems</b>	<b>Household has no/negative income, but none of the other housing problems</b>
Asian	15	160	0
American Indian, Alaska Native	0	24	0
Pacific Islander	0	0	0
Hispanic	150	746	0

**Table 16 - Disproportionally Greater Need 80 - 100% AMI**

**Data Source:** 2007-2011 CHAS

\*The four housing problems are:

1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than one person per room, 4. Cost Burden greater than 30%

HUD Qualified Census Tracts	Percent Black	Percent Hispanic
Census Tract 4	30%	0%
Census Tract 5	84%	1%
Census Tract 7	84%	1%
Census Tract 8	83%	1%
Census Tract 9	83%	1%
Census Tract 12.05	33%	3%
Census Tract 15.02	89%	0%
Census Tract 17	8%	25%
Census Tract 20.01	86%	1%
Census Tract 20.03	46%	27%
Census Tract 21.04	44%	2%
Census Tract 21.05	59%	12%
Census Tract 21.06	24%	18%
Census Tract 21.07	35%	17%
Census Tract 21.08	56%	4%
Census Tract 22.01	14%	33%
Census Tract 22.02	21%	27%
Census Tract 23.02	23%	19%
Census Tract 23.03	21%	24%
Census Tract 23.04	54%	9%
Census Tract 25.05	13%	23%
Census Tract 35	49%	3%
Census Tract 36.01	24%	16%
Census Tract 36.02	51%	29%
Census Tract 37.04	21%	34%
Census Tract 37.06	18%	23%
Census Tract 43	83%	5%

#### HUD Qualified Census Tracts: Predominately Minority Populations

#### Discussion

Disproportionately greater need is defined as a group having at least 10 percentage points higher than the percentage of persons as a whole. The sample size for the whole jurisdiction with one or more housing problems with household incomes at 0-30% AMI is 16,369. Based on the jurisdiction sample size, 70 percent of all households at 0-30% AMI have one or more housing problems. Of the total population of Hispanics (1,328), 83 percent or 1,103 of Hispanic households at 0-30% AMI has one or more housing problems. Based on this analysis and comparison, extremely low-income Hispanics are disproportionately affected by housing problems in Greenville County. Amongst low-income households, however, both blacks and Hispanics are disproportionately affected by one or more housing problems. 72 percent of

blacks and 78 percent of Hispanics at 30-50% AMI has one or more housing problems compared to 59 percent of the jurisdiction as a whole.

## NA-20 Disproportionately Greater Need: Severe Housing Problems – 91.205 (b)(2)

Assess the need of any racial or ethnic group that has disproportionately greater need in comparison to the needs of that category of need as a whole.

### Introduction

NA

### 0%-30% of Area Median Income

Severe Housing Problems*	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	9,448	5,144	1,790
White	5,279	3,395	965
Black / African American	2,945	1,499	569
Asian	120	25	30
American Indian, Alaska Native	39	0	0
Pacific Islander	15	0	0
Hispanic	963	184	175

**Table 17 – Severe Housing Problems 0 - 30% AMI**

Data Source: 2007-2011 CHAS

\*The four severe housing problems are:

1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than 1.5 persons per room, 4. Cost Burden over 50%

### 30%-50% of Area Median Income

Severe Housing Problems*	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	4,560	12,820	0
White	2,797	8,430	0
Black / African American	1,180	2,790	0
Asian	25	145	0
American Indian, Alaska Native	10	14	0
Pacific Islander	0	0	0

<b>Severe Housing Problems*</b>	<b>Has one or more of four housing problems</b>	<b>Has none of the four housing problems</b>	<b>Household has no/negative income, but none of the other housing problems</b>
Hispanic	508	1,303	0

**Table 18 – Severe Housing Problems 30 - 50% AMI**

Data Source: 2007-2011 CHAS

\*The four severe housing problems are:

1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than 1.5 persons per room, 4. Cost Burden over 50%

### 50%-80% of Area Median Income

<b>Severe Housing Problems*</b>	<b>Has one or more of four housing problems</b>	<b>Has none of the four housing problems</b>	<b>Household has no/negative income, but none of the other housing problems</b>
Jurisdiction as a whole	2,488	21,075	0
White	1,822	15,124	0
Black / African American	280	3,944	0
Asian	55	129	0
American Indian, Alaska Native	0	38	0
Pacific Islander	0	15	0
Hispanic	320	1,657	0

**Table 19 – Severe Housing Problems 50 - 80% AMI**

Data Source: 2007-2011 CHAS

\*The four severe housing problems are:

1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than 1.5 persons per room, 4. Cost Burden over 50%

### 80%-100% of Area Median Income

<b>Severe Housing Problems*</b>	<b>Has one or more of four housing problems</b>	<b>Has none of the four housing problems</b>	<b>Household has no/negative income, but none of the other housing problems</b>
Jurisdiction as a whole	580	14,070	0
White	480	10,169	0
Black / African American	84	2,704	0

<b>Severe Housing Problems*</b>	<b>Has one or more of four housing problems</b>	<b>Has none of the four housing problems</b>	<b>Household has no/negative income, but none of the other housing problems</b>
Asian	0	175	0
American Indian, Alaska Native	0	24	0
Pacific Islander	0	0	0
Hispanic	10	887	0

**Table 20 – Severe Housing Problems 80 - 100% AMI**

**Data Source:** 2007-2011 CHAS

\*The four severe housing problems are:

1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than 1.5 persons per room, 4. Cost Burden over 50%

## Discussion

The sample size for the whole jurisdiction with severe housing problems of households at 0-30% AMI is 16,382. Based on the jurisdiction sample size, 58 percent of all households at 0-30% AMI have one or more severe housing problems. Of the total population of Hispanics (1,322), 73 percent or 963 Hispanic households at 0-30% AMI has one or more severe housing problems. Based on this analysis and comparison, extremely low-income Hispanics are disproportionately affected by severe housing problems in Greenville County.

## NA-25 Disproportionately Greater Need: Housing Cost Burdens – 91.205 (b)(2)

Assess the need of any racial or ethnic group that has disproportionately greater need in comparison to the needs of that category of need as a whole.

### Introduction:

See reports.

### Housing Cost Burden

Housing Cost Burden	<=30%	30-50%	>50%	No / negative income (not computed)
Jurisdiction as a whole	105,508	22,051	15,970	1,875
White	84,425	14,774	9,930	990
Black / African American	13,815	4,744	4,210	573
Asian	1,785	214	185	30
American Indian, Alaska Native	163	34	39	0
Pacific Islander	25	25	15	0
Hispanic	4,669	2,010	1,434	235

**Table 21 – Greater Need: Housing Cost Burdens AMI**

Data Source: 2007-2011 CHAS

### Discussion:

Affordable housing is an issue across the board for many segments of the population, not just the working poor. However, extremely low-income blacks and Hispanics are disproportionately burdened by housing costs. Only 11 percent of the population pays more than 50 percent of their income on housing. However, approximately 20 percent of blacks and Hispanics pay more than 50 percent of their income on housing.



### **NA-30 Disproportionately Greater Need: Discussion – 91.205(b)(2)**

**Are there any Income categories in which a racial or ethnic group has disproportionately greater need than the needs of that income category as a whole?**

See discussion above.

**If they have needs not identified above, what are those needs?**

See discussion above.

**Are any of those racial or ethnic groups located in specific areas or neighborhoods in your community?**

See discussion above.

## NA-35 Public Housing – 91.205(b)

### Introduction

#### Totals in Use

	Program Type								
	Certificate	Mod-Rehab	Public Housing	Vouchers					
				Total	Project - based	Tenant - based	Special Purpose Voucher		
							Veterans Affairs Supportive Housing	Family Unification Program	Disabled *
# of units vouchers in use	0	0	923	2,453	65	2,332	47	0	0

**Table 22 - Public Housing by Program Type**

\*includes Non-Elderly Disabled, Mainstream One-Year, Mainstream Five-year, and Nursing Home Transition

Data Source: PIC (PIH Information Center)

#### Characteristics of Residents

	Program Type								
	Certificate	Mod-Rehab	Public Housing	Vouchers					
				Total	Project - based	Tenant - based	Special Purpose Voucher		
							Veterans Affairs Supportive Housing	Family Unification Program	
# Homeless at admission	0	0	4	1	0	1	0		0
# of Elderly Program Participants (>62)	0	0	302	438	12	421	2		0
# of Disabled Families	0	0	171	632	7	596	26		0

	Program Type							
	Certificate	Mod-Rehab	Public Housing	Vouchers				
				Total	Project - based	Tenant - based	Special Purpose Voucher	
							Veterans Affairs Supportive Housing	Family Unification Program
# of Families requesting accessibility features	0	0	923	2,453	65	2,332	47	0
# of HIV/AIDS program participants	0	0	0	0	0	0	0	0
# of DV victims	0	0	0	0	0	0	0	0

**Table 23 – Characteristics of Public Housing Residents by Program Type**

**Data Source:** PIC (PIH Information Center)

## Race of Residents

Race	Program Type								
	Certificate	Mod-Rehab	Public Housing	Vouchers					
				Total	Project - based	Tenant - based	Special Purpose Voucher		
							Veterans Affairs Supportive Housing	Family Unification Program	Disabled *
White	0	0	172	505	1	492	10	0	0
Black/African American	0	0	746	1,941	63	1,834	37	0	0
Asian	0	0	5	2	0	2	0	0	0
American Indian/Alaska Native	0	0	0	4	1	3	0	0	0
Pacific Islander	0	0	0	1	0	1	0	0	0
Other	0	0	0	0	0	0	0	0	0

**\*includes Non-Elderly Disabled, Mainstream One-Year, Mainstream Five-year, and Nursing Home Transition**

**Table 24 – Race of Public Housing Residents by Program Type**

**Data Source:** PIC (PIH Information Center)

## Ethnicity of Residents

Ethnicity	Certificate	Mod-Rehab	Public Housing	Program Type					
				Vouchers			Special Purpose Voucher		
				Total	Project - based	Tenant - based	Veterans Affairs Supportive Housing	Family Unification Program	Disabled *
Hispanic	0	0	20	315	3	311	0	0	0
Not Hispanic	0	0	903	2,138	62	2,021	47	0	0

**\*includes Non-Elderly Disabled, Mainstream One-Year, Mainstream Five-year, and Nursing Home Transition**

**Table 25 – Ethnicity of Public Housing Residents by Program Type**

**Data Source:** PIC (PIH Information Center)

## **NA-40 Homeless Needs Assessment – 91.205(c)**

### **Introduction:**

The GCRA supports Greenville’s homeless population through a combination of direct assistance (in the form of transitional housing renovations and rental assistance), indirect assistance through the agency’s Subrecipients, and fair housing activities. For fiscal years 2010-2013, the GCRA expected to serve approximately 17,000 homeless individuals both directly and indirectly; in reality, the agency assisted 54,000 individuals, greatly exceeding its goal.

In order to provide a picture of homelessness in Greenville County, the GCRA solicited data from local continuum of care partners. GCRA employees attended a regional homelessness coalition meeting to explain the Consolidated Plan process and to ask for the providers’ support in collecting this information. The GCRA then created a Survey Monkey account and e-mailed survey links to all local agencies requesting their participation. The following estimates reflect the aggregated survey data.

The data demonstrate that the largest overall homeless category in Greenville County is “persons in households with adults and children.” This category exhibits the longest average length of homelessness, other than the chronically homeless. In addition, more than half of the families in this category are unsheltered. The second largest group is “persons in households with only adults.” These individuals report a relatively short average length of homelessness, but nearly half of them are unsheltered. Across the board, local agencies estimate that the number of persons exiting homelessness each year is either equal to or greater than the number entering homelessness.

**If data is not available for the categories "number of persons becoming and exiting homelessness each year," and "number of days that persons experience homelessness," describe these categories for each homeless population type (including chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth):**

According to the data received from the Continuum of Care Agencies, on any given night over 1500 – 1612 people are homeless and 20 percent of the homeless people are unsheltered and live on the streets. The Point in Time Count conducted in 2014 and 2015 indicate a total of 1624 and 1961 homeless persons in the Upstate.

**Nature and Extent of Homelessness: (Optional)**

<b>Race:</b>	<b>Sheltered:</b>	<b>Unsheltered (optional)</b>
White	360	460
Black or African American	455	640
Asian	2	0
American Indian or Alaska Native	7	0
Pacific Islander	8	0
<b>Ethnicity:</b>	<b>Sheltered:</b>	<b>Unsheltered (optional)</b>
Hispanic	25	30
Not Hispanic	1,425	1,035

**Alternate Data Source Name:**

Greenville County Monkey Survey

**Data Source****Comments:****Estimate the number and type of families in need of housing assistance for families with children and the families of veterans.**

Families with children make up the largest category of unsheltered residents in Greenville County, and of the 470 residents included in this category, approximately 61% are unsheltered. A 2015 Homeless Services Prioritization report included a slightly higher number, estimating that 600 children in Greenville County schools are homeless. Compared to other categories of homelessness, families with children are second only to chronically homeless individuals in terms of the average length of homelessness. The same Homeless Services Prioritization Meeting with local agencies identified the expansion of family shelters as Greenville County's 4th priority, although the data suggest that this category is shrinking by approximately 30 families per year. There are relatively few homeless veterans in Greenville County, but nearly 40% of this category is unsheltered. There is an agency that provides rapid rehousing and prevention money for veterans and families of veterans in Greenville County, however. They helped 93 individuals and 31 families in 2014 and the number of VASH vouchers increased from 85 to 123 in 2014.

### **Describe the Nature and Extent of Homelessness by Racial and Ethnic Group.**

The vast majority of homeless persons in Greenville County are either African American or White, followed by the Hispanic population. However, the vast majority of homeless persons in Greenville County are not Hispanic. According to the 2013 ACS 5-year estimate, Greenville County's population is approximately 70% White, 18% Black or African American, and 8% Hispanic. These agency estimates suggest that the local homeless population is 41% White, 55% Black or African American, and 2% Hispanic. Although these numbers reflect the general racial and ethnic breakdown of the county, they indicate that the local Black or African American population is disproportionately homeless.

### **Describe the Nature and Extent of Unsheltered and Sheltered Homelessness.**

According to local agencies' estimates, Greenville County shelters are able to service about half of the homeless population. African Americans constitute the largest group of homeless persons in terms of both the sheltered and unsheltered categories. Overall there are an estimated 1,095 African American homeless persons, of which 455 are sheltered and 640 are unsheltered. Whites are the second largest group of homeless persons in terms of both the sheltered and unsheltered categories.

The county's most recent homeless count was conducted on January 23, 2014. This effort identified 928 homeless individuals, of which 19% were unsheltered. The remaining individuals were staying in either transitional housing or emergency shelters. According to this estimation of homelessness, the shortfall in shelter options is less pronounced.

### **Discussion:**

The GCRA works with numerous local partners to provide services to the county's homeless population, including transitional housing, low-income housing renovations, rental assistance, and case management. Over the past several years the agency has surpassed its goals in all of these areas, but there is more work to be done. A collaborative White Paper on Homelessness in Greenville from March of 2015 has identified five priorities to further reduce homelessness in the county. These priorities include the establishment of a homeless czar to coordinate local efforts and more shelter beds and permanent housing, both of which should target vulnerable populations with programming and supportive services.



## **NA-45 Non-Homeless Special Needs Assessment - 91.205 (b,d)**

### **Introduction:**

The special needs population consist of  
Elderly persons (age 62 years and older)

Frail elderly

Persons with mental, physical and/or developmental disabilities

Persons with alcohol or other drug additions

Persons with HIV/AIDS and their families

Victims of domestic violence, dating violence, sexual assault, and stalking

According to the ACS survey, 41 percent of single family households are seniors and 21 percent of disabled persons live below the poverty level. These category of the population with limited or fixed income suffer high cost burden on housing and majority of the houses have more than problem. Housing units for target population can be achieved through the use of HOME, CDBG and ESG funds. The examples of such programs are the County's Emergency Home repairs, which is a grant fund for up to \$10,000 to repair the homes, addressing some code violation, plumbing, roofing, handicapped ramps kitchen etc. for the targeted population. Additionally, through the partnership of our partners, such as Greenville Housing Futures and the United Housing Connections affordable rental housing for the elderly or persons living with disabilities are developed. Additionally, GAIHN provides transitional housing for families with children, particularly domestic violence victims with their children.

### **Describe the characteristics of special needs populations in your community:**

Special needs population in Greenville County includes elderly, persons living with disabilities, victims of domestic violence.

**What are the housing and supportive service needs of these populations and how are these needs determined?**

There is a need for elderly housing throughout the County.

Need for housing with ADA abilities.

Public service programs for young adult and youths.

Permanent Housing units with supportive services.

Housing Rehabilitation grant program for homeowners to maintain the existing units and age in place.

**Discuss the size and characteristics of the population with HIV/AIDS and their families within the Eligible Metropolitan Statistical Area:**

**Discussion:**

**NA**

## MA-30 Homeless Facilities and Services – 91.210(c)

### Introduction

A group of homeless service providers and key community leaders closest to the situation came together in late 2014 to work collectively toward more long-term coordinated strategies. A detailed analysis of strengths, weakness, opportunities and threats helped inform the identification and ranking of gaps in the current service network for the homeless. This homelessness leadership task force offers the following prioritized recommendations to strengthen Greenville’s homeless response system:

1. Permanent housing with supportive services for mentally ill and other vulnerable adults that is affordable, decent and safe
2. Homeless czar to organize outreach, coordinate services, and help develop housing
3. More shelter beds for homeless families
4. Additional housing units for SRO (single room occupancy), Housing First, and permanent supportive housing
5. Medical respite beds for people who are too sick for shelters but not sick enough to justify hospitalization
6. Housing First model for chronically homeless.

### Facilities and Housing Targeted to Homeless Households

	Emergency Shelter Beds		Transitional Housing Beds	Permanent Supportive Housing Beds	
	Year Round Beds (Current & New)	Voucher / Seasonal / Overflow Beds	Current & New	Current & New	Under Development
Households with Adult(s) and Child(ren)	0	0	0	0	0
Households with Only Adults	0	0	0	0	0
Chronically Homeless Households	0	0	0	0	0
Veterans	0	0	0	0	0
Unaccompanied Youth	0	0	0	0	0

**Table 38 - Facilities and Housing Targeted to Homeless Households**

Data Source Comments:

### Existing Services in Greenville County

A survey facilitated by Greenville Forward in October 2014 helped develop a comprehensive picture of current housing services available to the homeless.

	Shelter Beds*	Cold Weather Overflow	Addiction Recovery**	Transitional Beds	Supportive Housing
G.A.I.H.N.	21			80	
Salvation Army	112	25	46		
Miracle Hill Ministries	218	115	105	61	
Serenity Place			16	9	
Turning Point			160		
Reedy Place					23
Greenville Area Mental Health					57
Homes of Hope				8	
SHARE				145	
United Housing Connections				32	26
Project Care	7				24
<b>Total Per Category</b>	<b>368</b>	<b>140</b>	<b>327</b>	<b>278</b>	<b>130</b>

\*Shelter beds include the following available for families: Salvation Army - 8, Miracle Hill Ministries - 20, Greenville Area Interfaith Hospitality Network - 21. Of beds provided by SHARE, 145 are available for families. *Details of Shelter, Transitional Housing and Supportive Housing with Case Management are provided in Appendix 3.*

\*\* This category includes both homeless and non-homeless residents.

### Describe mainstream services, such as health, mental health, and employment services to the extent those services are used to complement services targeted to homeless persons

The task force has identified three areas that demand broad and diverse advocacy:

1. A robust Greenville City/County public transportation system with longer routes, better hours, more frequent buses
2. A state-funded transitional housing solution for released prisoners
3. Higher levels of funding for the S.C. Mental Health System, with adequate resources given to intervention, treatment and supportive housing with case management for the mentally ill.
4. More ABC Childcare vouchers to make day care accessible so that homeless parents can become employed.

**List and describe services and facilities that meet the needs of homeless persons, particularly chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth. If the services and facilities are listed on screen SP-40 Institutional Delivery Structure or screen MA-35 Special Needs Facilities and Services, describe how these facilities and services specifically address the needs of these populations.**

The following services and agencies identified in the 2015 Homelessness White Paper for Greenville County, meet the needs of homeless persons in the County.

#### **Regular Shelter Beds**

- **Salvation Army.** Shelter beds available for men, women, and women with children. Availability can be checked either by phone or by walk-in (must be literally homeless by one of the 4 categories identified by HUD). If there is space available, individual will complete intake paperwork and is welcomed into the refuge. Cost is \$56 per week for single individuals, \$25 per week for women with children. There is no minimum or maximum length of stay.
- **Greenville Area Interfaith Hospitality Network (G.A.I.H.N.).** 24 congregations host the guest families for a week at a time, about four times a year on a rotating schedule, and/or provide transitional housing for families. Shelter, meals, and hospitality provided. Services accessed by an initial phone call and interview. Shelter beds available for intact families and single parents with children. Victims of domestic violence and those with mental illness or substance abuse problems excluded. No cost for staying. No minimum or maximum length of stay.
- **Miracle Hill Rescue Mission.** Shelter beds available for men and five units available for intact families or fathers with children. New clients admitted daily beginning at 1 p.m. No cost for staying until resident receives income. He can move out without anything or continue to stay for \$55 weekly. Maximum length of stay 90 days unless circumstances warrant longer. Attendance at devotions required.
- **Miracle Hill Shepherds Gate.** Shelter beds available for women and women with children—girls of all ages and boys through age 11. New clients admitted daily beginning at 2 p.m. No cost for staying until resident receives income. She can move out without owing anything or continue to stay for \$55 weekly. Maximum length of stay 90 days unless circumstances warrant longer. Attendance at devotions required.
- **Stephen's House (Project Care).** Access service by calling for an intake interview. Individuals must be HIV-positive, homeless, and physically and mentally able to care for themselves.
- **Cold Weather Shelters**
  - **Miracle Hill Rescue Mission and Shepherd's Gate.** Cold weather overflow opens every night at 9:00 p.m. when the temperature is predicted to be below 40°. Sobriety not required. Attendance at devotions not required.
  - **Salvation Army.** Cold weather overflow opens beginning in January on exceptionally cold nights or at 32° or less. Sobriety not required. Attendance at devotions not required.

### Addiction Recovery Beds

- **Miracle Hill Overcomers Center.** Six-month residential recovery program for men. Suggested contribution upon entry is \$85 registration and/or book fee. (Entry fee may be waived for indigent clients.) No cost for going through the program. Participants must be detoxed before entry. Certain prescription drugs not allowed. Program is Christian and participants must attend devotions and religious instruction. However, Christian beliefs are not required for entry or for completion of program.
- **Miracle Hill Renewal Center.** Six-month residential recovery program for women. Suggested contribution upon entry is \$85 registration and/or book fee. (Entry fee may be waived for indigent clients.) No cost for going through the program. Participants must be detoxed before entry. Certain prescription drugs not allowed. Program is Christian and participants must attend devotions and religious instruction. However, Christian beliefs are not required for entry or for completion of program.
- **Salvation Army Men's Recovery Center.** Individuals access services by walk-in or phone call. Individuals who are accepted after being interviewed may have to spend time in shelter until a bed in program is available.
- **Serenity Place.** Available to females with a substance abuse disorder, pregnant and accompanied by one or two children under the age of 7 (due to space limitations, two-child maximum). Transitional housing available for graduates of the program. Therapeutic services provided for children exposed to substance abuse with environmental delays. Therapeutic services and childcare covered by ABC voucher.
- **Turning Point.** Addiction recovery residential program for men. Initial 90-day program with extended programs available. Safe, sober living environment with housing, employment assistance, transportation to and from work, shopping, doctor appointments. Daily Twelve Step meetings. Program fees are \$165 per week with no initial financial requirements. Program fees are paid once a resident is working.

### Transitional Housing/SRO Occupancy Beds<sup>1</sup>

- **Miracle Hill men's & women's transitional beds.** With the exception of one six-bed unit for men, all other beds are available only to graduates of MHM's recovery programs. Units are supervised with some case management. Cost is \$95 per resident per week and includes furnished unit, all utilities except phone service.
- **SHARE.** Three housing units available for single homeless men and women (three beds). The remaining 46 housing units (142 beds) reserved for homeless families, including two-parent households, single mothers and single fathers. All eligible applicants must be in an emergency shelter, have verifiable income (this does not include non-cash sources) and have no felony charges/convictions within the past three years. All applicants must be able to gain/maintain employment while participating in the program. SHARE housing units are furnished and utilities

---

<sup>1</sup> There are other smaller or more specialized providers of transitional beds. Step-by-Step has six beds and Kingdom Come has eight beds. Transitional beds for prisoners include Soteria House, eight beds, and Band of Brothers, 20 beds.

are provided at no cost to the participant. All participants must pay an occupancy charge that is calculated based on 30% of total household cash income sources.

**Supportive Housing with Case Management**

- **Reedy Place I and II.** A partnership among United Housing Connection, Department of Mental Health and Greenville Mental Health Center. Individuals must meet HUD definition of chronically homeless and have documentation of homelessness. Individuals must also have a disability.
- **Project Care (Pride House).** Permanent, supportive housing for HIV-positive individuals who are chronically homeless and have a source of income.
- **Greenville Area Mental Health.** Eighty total beds, including 23 Single Room Occupancy apartments located at Reedy Place. Nine beds located at Tindal House for individuals with severe, persistent mental illness. Individuals do not have to be homeless but must have income.

## **MA-35 Special Needs Facilities and Services – 91.210(d)**

### **Introduction**

Greenville County Special Needs are the elderly, frail elderly, persons with disabilities, persons with alcohol or other drug addictions, persons with HIV/AIDS and their families, and public housing residents.

**Including the elderly, frail elderly, persons with disabilities (mental, physical, developmental), persons with alcohol or other drug addictions, persons with HIV/AIDS and their families, public housing residents and any other categories the jurisdiction may specify, and describe their supportive housing needs**

.Elderly Persons – Accessible housing units plus supportive services, for example, transportation to health services and recreation opportunities.

Frail Elderly – Accessible housing units plus supportive services, for example, transportation to health services and recreation opportunities.

Mentally, Physically Disabled – Accessible housing/permanent supportive housing, using the Housing First model to avoid transitional housing, plus supportive services such as PATH (Project for Assistance in Transition from Homelessness) and SOAR (SSI/SSDI Outreach, Access, and Recovery) case management for those suffering from mental illness, substance abuse, or coexisting disorders, education and job training, financial counseling, and access to health care services.

Alcohol & Drug Addicts – Permanent supportive housing, using the Housing First model to avoid transitional housing, plus supportive services, case management for those suffering from mental illness, substance abuse, or coexisting disorders, education and job training, financial counseling, and access to health services and substance abuse counseling.

HIV/AIDS Persons – Permanent supportive housing plus supportive services such as case management and continued access to health services and counseling.

Victims of Domestic Violence – Permanent supportive housing, using the Housing First model to avoid transitional housing, plus supportive services such as case management, education and job training, financial counseling, and access to victims counseling. The Child Mentor Program and parenting skills and helps kids with homework.

**Describe programs for ensuring that persons returning from mental and physical health institutions receive appropriate supportive housing**

Coordinated efforts with the SC Department of Mental Health, Greenville Area Mental Health, Greenville County Disability Board and the St Francis Health System to ensure that persons returning from mental and physical health institutions have an individual supportive services



plan. This includes housing, training/educational, employment and other supportive services needed for a smooth transition back into community

**Specify the activities that the jurisdiction plans to undertake during the next year to address the housing and supportive services needs identified in accordance with 91.215(e) with respect to persons who are not homeless but have other special needs. Link to one-year goals. 91.315(e)**

The County through its partners (Greenville Housing Futures), Upstate Warrior and United Housing Connections are proposing rental housing development throughout the County for the elderly. The County shall continue to provide emergency rehab programs, assisting elderly homeowners or persons living with disability to repair their homes and stay in place. This is a grant program for the special needs population.

**For entitlement/consortia grantees: Specify the activities that the jurisdiction plans to undertake during the next year to address the housing and supportive services needs identified in accordance with 91.215(e) with respect to persons who are not homeless but have other special needs. Link to one-year goals. (91.220(2))**

Meals on Wheels: Provides extra weekend meals to homebound and physically or mentally challenged individuals..

Greenville Free medical Services providing prescription drugs.

Greenville Senior Action: provide transportation to senior and senior activities.

Senior Centers in Simpsonville, Greer and Fountain Inn – provide activities for the senior.

Provide Emergency Rehab Program to repair homes for the elderly and persons living with disability.

Rental Housing development through Greenville Housing Futures for elderly.

## **MA-40 Barriers to Affordable Housing – 91.210(e)**

### **Negative Effects of Public Policies on Affordable Housing and Residential Investment**

The Greenville County Human Relations Commission administers the County's Fair Housing and Employment activities, investigate complaints of discrimination, make referrals, and conducts educational programs on these and other issues relating to housing, including substandard housing and landlord-tenant relations. In 2012 a new Analysis of Impediments was prepared for the County and City of Greenville. The following were established as barriers.

#### **Economic barriers**

The consequences of the national recession have impacted City of Greenville and Greenville County agencies and residents. It has impacted the funding of affordable housing construction and the funding availability for needed services. The recession has been associated with an increase in unemployment and a loss of assets, including homes and automobiles. Poverty remained an issue for many residents and many residents continue to be cost burdened by housing expenses. Unemployment and transportation were top concerns among agencies surveyed regarding residents' quality of life.

**Regulatory barriers:** Regulatory barriers in the City and the County may affect fair housing choice. Zoning may impede the access to fair housing. Informants expressed the need for rental inspections regulations in an effort to provide safe rental housing to residents.

**Education Barriers:** Education barriers are four fold. This includes low educational attainment of citizens, a lack of financial literacy for those seeking to obtain housing, many landlords and condo/homeowners associations have not been educated of their obligations under fair housing law. In addition, many residents lack knowledge of fair housing rights.

**A lack of data:** No known studies have been conducted in the city to gauge the incidence or the extent of racial steering by real estate agents in the jurisdictions, despite the fact that racial steering has been found to be a factor in racial segregation.

**Possible and Perceived Discrimination:** HMDA data suggested there is a discrepancy between loan origination for white loan applicants and loan origination for African Americans. National data suggested that the minorities were twice as likely to be affected by the foreclosure crisis.

**Nimbyism:** Nimbyism impeded the availability of fair and affordable housing in both the City of Greenville and Greenville County. Respondents were particularly concerned with NIMBYism and the effect it may have on housing for those that are low-income, minority, or disabled.

# Strategic Plan

## SP-05 Overview

### Strategic Plan Overview

The Greenville County Five Year Consolidated Plan is a guide for the County to carry out housing, community development, economic development and homelessness programs using its entitlement funds from the U.S. Department of Housing and Urban Development (HUD). Federal regulations require states, cities, and counties to submit a Consolidated Plan every five years for the following programs: HOME Investment Partnership Program (HOME), Community Development Block Grant Program (CDBG) and Emergency Solutions Grant (ESG).

The Strategic Plan portion of the five year Consolidated Plan establishes the County's priorities and goals, addressing its need for housing, homelessness, special needs, community development, economic development, neighborhood revitalization strategies, Administration, Planning, and Management. These strategies have been developed as the result of meetings with several special interest groups, housing partners, agencies/organizations, public hearings, community meetings, resident surveys, agency/organization surveys, and consultations. The strategies identified were based on results from needs assessment and market analysis as well as data obtained.

The Greenville County Redevelopment Agency is the administrator of the County's entitlement funds and is responsible for preparation and implementation of the Consolidated Plan. The Greenville County 2015 – 2019 Consolidated Plan shall be used to continue to revitalize the County's identified redevelopment communities and the five participating Municipalities, namely, Fountain Inn, Greer, Mauldin, Simpsonville and Travelers Rest. The goals of the plan are to provide decent affordable housing, promote suitable living environment, expand economic opportunities, and address homelessness and neighborhood revitalization strategies. The primary purpose of the plan and use of funds are to serve primarily low and moderate income households and persons in the Greenville County. The Strategic plan priority areas consist of housing need, community development need, homeless needs, special needs and neighborhood revitalization.

The **HOME** funds will be used to expand the supply of decent and affordable rental and homeownership housing for low- and very low-income families and households.

For Homeowner Rehabilitation Activities to be used with the HOME funds shall include Rental Development, homeownership units – Rehabilitation and New Construction development, acquisition/rehabilitation, Homebuyer activities, Lease purchase, CHDO projects and administration of housing projects. These funds will be targeted to low-income persons and projects designed to provide affordable housing to low-income persons and are located in low- and moderate-income areas.

The **Emergency Solution Grant** shall be used to address homelessness issues. The Emergency Solutions Grant shall be used for the following items: Street outreach – literally homeless or fleeing (living in streets or places not meant for human habitation)

Emergency shelter – literally homeless or at risk (shelters, group homes and transitional houses) and the Homelessness prevention – Imminent risk of homelessness (HH income must be below 30% of AMI)

Rapid re-housing – Literally homeless or Fleeing

Data collection – Homeless Management Information System (HMIS)

Sixty percent of the ESG funds shall be used to address Street Outreach and Shelter activities. The Subrecipients of ESG funds must have matching funds.

## SP-25 Priority Needs - 91.215(a)(2)

### Priority Needs

Table 47 – Priority Needs Summary

1	<b>Priority Need Name</b>	Housing Need
	<b>Priority Level</b>	High
	<b>Population</b>	Extremely Low Low Moderate Middle Large Families Families with Children Elderly Public Housing Residents Chronic Homelessness Individuals Families with Children Mentally Ill Chronic Substance Abuse veterans Persons with HIV/AIDS Victims of Domestic Violence Unaccompanied Youth Elderly Frail Elderly Persons with Mental Disabilities Persons with Physical Disabilities Persons with Developmental Disabilities Persons with Alcohol or Other Addictions Persons with HIV/AIDS and their Families Victims of Domestic Violence

	<b>Geographic Areas Affected</b>	POE JUDSON COMMUNITY MONAGHAN BRANDON/FREETOWN COMMUNITY VICTOR BRUTONTOWN COMMUNITY GREER NEEDMORE BRANDON WEST BRANDON FOUNTAIN INN SANCTIFIED HILL STERLING NEW WASHINGTON HEIGHTS MAULDIN SIMPSONVILLE TRAVELERS REST
	<b>Associated Goals</b>	DH-1 Homeownership DH-2 Rentals DH-3 Homebuyers DH-4 Special Needs - Housing DH-7 Homelessness - Transitional SL-7 Relocation SL-10 Fair Housing SL-11 Housing Counseling ED-3 Mortgages - Homebuyers PA-1 Project Management
	<b>Description</b>	To promote the production and supply of affordable housing in the County. Ensuring availability and accessibility of affordable housing in the County of Greenville.
	<b>Basis for Relative Priority</b>	
<b>2</b>	<b>Priority Need Name</b>	Homeless Need
	<b>Priority Level</b>	High

	<b>Population</b>	Public Housing Residents Chronic Homelessness Individuals Families with Children Mentally Ill Chronic Substance Abuse veterans Persons with HIV/AIDS Victims of Domestic Violence Unaccompanied Youth
	<b>Geographic Areas Affected</b>	Countywide
	<b>Associated Goals</b>	DH-5 Homelessness - At Risk DH-6 Homelessness - Rehousing SL-6 Homelessness Services
	<b>Description</b>	Provide housing opportunities, outreach, shelter and or other support services for homeless population.
	<b>Basis for Relative Priority</b>	
<b>3</b>	<b>Priority Need Name</b>	Community Development Needs
	<b>Priority Level</b>	Low
	<b>Population</b>	Extremely Low Low Moderate Middle Large Families Families with Children Elderly Non-housing Community Development
	<b>Geographic Areas Affected</b>	Municipality Municipality MUNICIPALITY MUNICIPALITY MUNICIPALITY COUNTYWIDE

## SP-30 Influence of Market Conditions – 91.215 (b)

### Influence of Market Conditions

Affordable Housing Type	Market Characteristics that will influence the use of funds available for housing type
Tenant Based Rental Assistance (TBRA)	The County does not use any of its HOME funds for TBRA. However, the Greenville Housing Authority uses its Housing vouchers for TBRA.
TBRA for Non-Homeless Special Needs	The County reported 1200 adults and 270 households with children enter homelessness each year and average length of homeless is 162 to 250 days. ESG funds are used to assist homeless clients with deposits and rent payment for permanent housing for short term. The County plans to assist approximately
New Unit Production	A total of 34% of the County's household pay more than 30% or 50% of their income on either rent or mortgage. The County is need of over 7,000 new homeownerships and over 5,000 rental units to meet the indigenous need of affordable housing, The County uses its HOME fund to gap finance housing partners' affordable housing project. Additionally, GCRA develops new homeownership and rental housing units. CDBG fund is also used in the Brutontown community, for new housing production. The County is planning to develop approximately 100 new homeownership units and 250 new rental units developed through Greenville County partners and as well as GCRA in the next five years using its current available resources and partners.
Rehabilitation	46% of the households live in houses with 1-4 recognized housing problem, e.g. lacks kitchen, complete plumbing etc. As a result of the aged housing stock, cost burden of homeowners, housing with severe housing problem, there is a need for rehabilitation program, available to homeowners and special needs population to improvement to upgrade their homes. Additionally, GCRA and housing partners are also able to rehab homes for sale or rental to income eligible households. The County continues to use its CDBG and HOME funds to rehab owner-occupied houses units. Emergency rehab are available to elderly and people living with disability. This program is available County wide. The is proposing to assist approximately 300 seniors and households living with disability to rehab their home with the County's emergency rehab program.



## SP-40 Institutional Delivery Structure – 91.215(k)

Explain the institutional structure through which the jurisdiction will carry out its consolidated plan including private industry, non-profit organizations, and public institutions.

Responsible Entity	Responsible Entity Type	Role	Geographic Area Served
GREENVILLE COUNTY REDEVELOPMENT AUTHORITY	GOVERNMENT	PLANNING AND ADMINISTRATION	COUNTYWIDE
GREENVILLE HOUSING AUTHORITY	PUBLIC HOUSING	Housing authority administration	
HABITAT FOR HUMANITY OF GREENVILLE COUNTY	CHDO	Ownership	
NEIGHBORHOOD HOUSING CORP OF GREENVILLE	CHDO	Rental	
Greenville Area Interfaith Hospitality Network, Inc.	Subrecipient	Homelessness	
United Ministries	Subrecipient	Homelessness	
SHARE	Subrecipient	Homelessness	
Step by Step Ministry Hope Project	Subrecipient	Homelessness	
United Housing Connections	Subrecipient	Homelessness	
GREENVILLE COUNTY HUMAN RELATIONS COMMISSION	Departments and agencies	Homelessness Non-homeless special needs	
Community Works Carolina	Subrecipient	Ownership	
GREENVILLE HOUSING FUTURES, INC	Subrecipient	Rental	
GREENVILLE FREE MEDICAL CLINIC	Subrecipient	public services	
MEALS ON WHEELS OF GREENVILLE, INC.	Subrecipient	public services	
Upstate Circle of Friends	Subrecipient	public services	
Communities in Schools of Greenville	Subrecipient	public services	
Senior Action	Subrecipient	public services	

Responsible Entity	Responsible Entity Type	Role	Geographic Area Served
Upstate Warrior	Subrecipient	Homelessness public services	

Table 50 - Institutional Delivery Structure

## Assess of Strengths and Gaps in the Institutional Delivery System

### Availability of services targeted to homeless persons and persons with HIV and mainstream services

Homelessness Prevention Services	Available in the Community	Targeted to Homeless	Targeted to People with HIV
<b>Homelessness Prevention Services</b>			
Counseling/Advocacy		X	
Legal Assistance	X		
Mortgage Assistance	x		
Rental Assistance		X	
Utilities Assistance	x	X	
<b>Street Outreach Services</b>			
Law Enforcement	X		
Mobile Clinics	X		
Other Street Outreach Services	X	X	
<b>Supportive Services</b>			
Alcohol & Drug Abuse	X	X	
Child Care		X	
Education	X		
Employment and Employment Training		X	
Healthcare	X		
HIV/AIDS			
Life Skills		X	
Mental Health Counseling		X	
Transportation	X	X	
<b>Other</b>			

Table 51 - Homeless Prevention Services Summary

**Describe how the service delivery system including, but not limited to, the services listed above meet the needs of homeless persons (particularly chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth)**

The services identified above are either available to the Community or homeless or the community. The Homeless providers or case managers with the Various Continuum of Care Agencies, ensure availability to clients.

**Describe the strengths and gaps of the service delivery system for special needs population and persons experiencing homelessness, including, but not limited to, the services listed above**

There is a strong network of Continuum Care agencies/providers within the County that operate programs for homeless persons. These providers part of or have developed relationships with mainstream providers of health, mental health and employment services and refer homeless persons to these providers on a regular basis for needed services.

Strengths include excellent providers of mental health and drug and alcohol services , utility assistance is another particular area of strength with services provided by SHARE and Greer Community Ministries, Catholic Charities, etc. Additionally, three agencies in the County, GCRA, SHARE, Salvation Army and the United Housing Connections have access to prevention and rapid rehousing funds to assist homeless or at risk homeless clients.

Areas of weaknesses would include Legal Assistance and job training, where services are limited.

**Provide a summary of the strategy for overcoming gaps in the institutional structure and service delivery system for carrying out a strategy to address priority needs**

NA

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
4	DH-4 Special Needs - Housing	2015	2019	Non-Homeless Special Needs	POE JUDSON COMMUNITY MONAGHAN BRANDON/FREETOWN COMMUNITY VICTOR BRUTONTOWN COMMUNITY GREER NEEDMORE BRANDON WEST BRANDON FOUNTAIN INN SANCTIFIED HILL STERLING NEW WASHINGTON HEIGHTS Simpsonville Travelers Rest MAULDIN GREER FOUNTAIN INN GREENVILLE COUNTY - UNINCORPORATED Conestee Belle Meade Dunean	Housing Need Special needs	CDBG: \$1,506,200	Rental units rehabilitated: 30124 Household Housing Unit  Other: 20 Other

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
5	DH-5 Homelessness - At Risk	2015	2019	Homeless	POE JUDSON COMMUNITY MONAGHAN BRANDON/FREETOWN COMMUNITY VICTOR BRUTONTOWN COMMUNITY GREER NEEDMORE BRANDON WEST BRANDON FOUNTAIN INN SANCTIFIED HILL STERLING NEW WASHINGTON HEIGHTS Simpsonville Travelers Rest MAULDIN GREER FOUNTAIN INN GREENVILLE COUNTY - UNINCORPORATED Conestee Belle Meade Dunean	Homeless Need	ESG: \$188,638	Homelessness Prevention: 250 Persons Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
6	DH-6 Homelessness - Rehousing	2015	2019	Homeless	POE JUDSON COMMUNITY MONAGHAN BRANDON/FREETOWN COMMUNITY VICTOR BRUTONTOWN COMMUNITY GREER NEEDMORE BRANDON WEST BRANDON FOUNTAIN INN SANCTIFIED HILL STERLING NEW WASHINGTON HEIGHTS Simpsonville Travelers Rest MAULDIN GREER FOUNTAIN INN GREENVILLE COUNTY - UNINCORPORATED Conestee Belle Meade Dunean	Homeless Need	ESG: \$318,588	Tenant-based rental assistance / Rapid Rehousing: 300 Households Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
7	DH-7 Homelessness - Transitional	2015	2019	Affordable Housing Homeless	POE JUDSON COMMUNITY MONAGHAN BRANDON/FREETOWN COMMUNITY VICTOR BRUTONTOWN COMMUNITY GREER NEEDMORE BRANDON WEST BRANDON FOUNTAIN INN SANCTIFIED HILL STERLING NEW WASHINGTON HEIGHTS Simpsonville Travelers Rest MAULDIN GREER FOUNTAIN INN GREENVILLE COUNTY - UNINCORPORATED	Housing Need	ESG: \$318,588	Homelessness Prevention: 4430 Persons Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
8	SL-1 Blight Elimination	2015	2019	Affordable Housing	POE JUDSON COMMUNITY MONAGHAN BRANDON/FREETOWN COMMUNITY VICTOR BRUTONTOWN COMMUNITY GREER NEEDMORE BRANDON WEST BRANDON FOUNTAIN INN SANCTIFIED HILL STERLING NEW WASHINGTON HEIGHTS Simpsonville Travelers Rest MAULDIN GREER FOUNTAIN INN GREENVILLE COUNTY - UNINCORPORATED	Slum and blight elimination	CDBG: \$1,018,900	Buildings Demolished: 175 Buildings



Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
9	SL-2 Public Safety	2015	2019	Non-Housing Community Development	POE JUDSON COMMUNITY MONAGHAN BRANDON/FREETOWN COMMUNITY VICTOR BRUTONTOWN COMMUNITY GREER NEEDMORE BRANDON WEST BRANDON FOUNTAIN INN SANCTIFIED HILL STERLING NEW WASHINGTON HEIGHTS Simpsonville Travelers Rest MAULDIN GREER FOUNTAIN INN GREENVILLE COUNTY - UNINCORPORATED	Infrastructure improvement needs		Other: 20 Other

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
10	SL-3 Public Facilities	2015	2019	Non-Housing Community Development	POE JUDSON COMMUNITY MONAGHAN BRANDON/FREETOWN COMMUNITY VICTOR BRUTONTOWN COMMUNITY GREER NEEDMORE BRANDON WEST BRANDON FOUNTAIN INN SANCTIFIED HILL STERLING NEW WASHINGTON HEIGHTS Simpsonville Travelers Rest MAULDIN GREER FOUNTAIN INN GREENVILLE COUNTY - UNINCORPORATED	Community Development Needs	CDBG: \$520,525	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 20000 Persons Assisted  Other: 1 Other

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
11	SL-4 Public Services	2015	2019	Non-Housing Community Development	POE JUDSON COMMUNITY MONAGHAN BRANDON/FREETOWN COMMUNITY VICTOR BRUTONTOWN COMMUNITY GREER NEEDMORE BRANDON WEST BRANDON FOUNTAIN INN SANCTIFIED HILL STERLING NEW WASHINGTON HEIGHTS Simpsonville Travelers Rest MAULDIN GREER FOUNTAIN INN GREENVILLE COUNTY - UNINCORPORATED Conestee Belle Meade Dunean	Community Development Needs	CDBG: \$568,701	Public service activities other than Low/Moderate Income Housing Benefit: 20000 Persons Assisted  Public service activities for Low/Moderate Income Housing Benefit: 475 Households Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
12	SL-5 Infrastructure Improvements	2015	2019	Non-Housing Community Development	POE JUDSON COMMUNITY MONAGHAN BRANDON/FREETOWN COMMUNITY VICTOR BRUTONTOWN COMMUNITY GREER NEEDMORE BRANDON WEST BRANDON FOUNTAIN INN SANCTIFIED HILL STERLING NEW WASHINGTON HEIGHTS Simpsonville Travelers Rest MAULDIN GREER FOUNTAIN INN GREENVILLE COUNTY - UNINCORPORATED Conestee Belle Meade Dunean	Infrastructure improvement needs	CDBG: \$2,637,365	Other: 30 Other

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
13	SL-6 Homelessness Services	2015	2019	Homeless	POE JUDSON COMMUNITY MONAGHAN BRANDON/FREETOWN COMMUNITY VICTOR BRUTONTOWN COMMUNITY GREER NEEDMORE BRANDON WEST BRANDON FOUNTAIN INN SANCTIFIED HILL STERLING NEW WASHINGTON HEIGHTS Simpsonville Travelers Rest MAULDIN GREER FOUNTAIN INN GREENVILLE COUNTY - UNINCORPORATED Conestee Belle Meade Dunean	Homeless Need	ESG: \$157,699	Homelessness Prevention: 2200 Persons Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
14	SL-7 Relocation	2015	2019	Affordable Housing	POE JUDSON COMMUNITY MONAGHAN BRANDON/FREETOWN COMMUNITY VICTOR BRUTONTOWN COMMUNITY GREER NEEDMORE BRANDON WEST BRANDON FOUNTAIN INN SANCTIFIED HILL STERLING NEW WASHINGTON HEIGHTS Simpsonville Travelers Rest MAULDIN GREER FOUNTAIN INN GREENVILLE COUNTY - UNINCORPORATED Conestee Belle Meade Dunean	Housing Need		Other: 5 Other

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
15	SL-8 Brownfield Assessment and Cleanup	2015	2019	Non-Housing Community Development	POE JUDSON COMMUNITY MONAGHAN BRANDON/FREETOWN COMMUNITY VICTOR BRUTONTOWN COMMUNITY GREER NEEDMORE BRANDON WEST BRANDON FOUNTAIN INN SANCTIFIED HILL STERLING NEW WASHINGTON HEIGHTS Simpsonville Travelers Rest MAULDIN GREER FOUNTAIN INN GREENVILLE COUNTY - UNINCORPORATED Conestee Belle Meade Dunean	Community Development Needs	CDBG: \$160,000	Brownfield acres remediated: 2 Acre

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
16	SL-9 Tree Planting	2015	2019	Non-Housing Community Development	POE JUDSON COMMUNITY MONAGHAN BRANDON/FREETOWN COMMUNITY VICTOR BRUTONTOWN COMMUNITY GREER NEEDMORE BRANDON WEST BRANDON FOUNTAIN INN SANCTIFIED HILL STERLING NEW WASHINGTON HEIGHTS Simpsonville Travelers Rest MAULDIN GREER FOUNTAIN INN GREENVILLE COUNTY - UNINCORPORATED Conestee Belle Meade Dunean	Infrastructure improvement needs		Other: 600 Other



Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
17	SL-10 Fair Housing	2015	2019	Affordable Housing	POE JUDSON COMMUNITY MONAGHAN BRANDON/FREETOWN COMMUNITY VICTOR BRUTONTOWN COMMUNITY GREER NEEDMORE BRANDON WEST BRANDON FOUNTAIN INN SANCTIFIED HILL STERLING NEW WASHINGTON HEIGHTS Simpsonville Travelers Rest MAULDIN GREER FOUNTAIN INN GREENVILLE COUNTY - UNINCORPORATED Conestee Belle Meade Dunean	Housing Need	ESG: \$77,525	Other: 886 Other

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
18	SL-11 Housing Counseling	2015	2019	Affordable Housing	POE JUDSON COMMUNITY MONAGHAN BRANDON/FREETOWN COMMUNITY VICTOR BRUTONTOWN COMMUNITY GREER NEEDMORE BRANDON WEST BRANDON FOUNTAIN INN SANCTIFIED HILL STERLING NEW WASHINGTON HEIGHTS Simpsonville Travelers Rest MAULDIN GREER FOUNTAIN INN GREENVILLE COUNTY - UNINCORPORATED Conestee Belle Meade Dunean	Housing Need	ESG: \$77,525	Other: 886 Other

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
19	ED-1 Job Training	2015	2019	Homeless	POE JUDSON COMMUNITY MONAGHAN BRANDON/FREETOWN COMMUNITY VICTOR BRUTONTOWN COMMUNITY GREER NEEDMORE BRANDON WEST BRANDON FOUNTAIN INN SANCTIFIED HILL STERLING NEW WASHINGTON HEIGHTS Simpsonville Travelers Rest MAULDIN GREER FOUNTAIN INN GREENVILLE COUNTY - UNINCORPORATED Conestee Belle Meade Dunean	Economic development need		Jobs created/retained: 133 Jobs

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
25	PA-1 Project Management	2015	2019	Affordable Housing	POE JUDSON COMMUNITY MONAGHAN BRANDON/FREETOWN COMMUNITY VICTOR BRUTONTOWN COMMUNITY GREER NEEDMORE BRANDON WEST BRANDON FOUNTAIN INN SANCTIFIED HILL STERLING NEW WASHINGTON HEIGHTS Simpsonville Travelers Rest MAULDIN GREER FOUNTAIN INN GREENVILLE COUNTY - UNINCORPORATED Conestee Belle Meade Dunean	Housing Need	CDBG: \$4,389,988 HOME: \$1,671,151	Other: 5 Other

**Table 52 – Goals Summary**

## Goal Descriptions

1	<b>Goal Name</b>	DH-1 Homeownership
	<b>Goal Description</b>	Develop affordable, safe and sustainable homeownership units in target communities. Support the development of affordable homeownership units through housing partners by providing funding opportunities and technical assistance. Acquire or encourage the acquisition of properties for redevelopment of housing units for resale. Administer the County-wide rehabilitation programs for eligible homeowners. Acquire and rehabilitate existing housing units for resale
2	<b>Goal Name</b>	DH-2 Rentals
	<b>Goal Description</b>	Develop new rental housing units throughout the County with housing partners. Develop new rental housing units in the County through GCRA initiatives.
3	<b>Goal Name</b>	DH-3 Homebuyers
	<b>Goal Description</b>	Provide direct homebuyers assistance to ensure purchase of affordable housing through the provision of down payment.
4	<b>Goal Name</b>	DH-4 Special Needs - Housing
	<b>Goal Description</b>	Support the development of rental housing units for the elderly. Support the development of housing units for families living with disabilities. Provide Emergency rehabs to owner-occupied housing units of the elderly and persons with disability. Provide Emergency rehabs to owner-occupied housing units of the elderly and persons with disability. Construct new rental units to serve the veteran population.
5	<b>Goal Name</b>	DH-5 Homelessness - At Risk
	<b>Goal Description</b>	Financial assistance to persons who are at risk of homelessness.

6	<b>Goal Name</b>	DH-6 Homelessness - Rehousing
	<b>Goal Description</b>	Financial assistance to persons who are literally homeless
7	<b>Goal Name</b>	DH-7 Homelessness - Transitional
	<b>Goal Description</b>	Provide financial assistance to homeless providers for case management and other support services to the homeless population including street outreach
8	<b>Goal Name</b>	SL-1 Blight Elimination
	<b>Goal Description</b>	Demolish substandard housing units to eliminate blights in the municipalities and unincorporated neighborhoods.
9	<b>Goal Name</b>	SL-2 Public Safety
	<b>Goal Description</b>	Improve substandard and antiquated sewer system to eliminate potential health hazards and provide sufficient capacity for the houses in the Communities.
10	<b>Goal Name</b>	SL-3 Public Facilities
	<b>Goal Description</b>	Engineering design of regional storm water system in the Sterling Community.
11	<b>Goal Name</b>	SL-4 Public Services
	<b>Goal Description</b>	Continue to provide financial assistance to municipalities and other non-profit recipients for services to the elderly and disabled including recreational, medical, meals and other essential services. Continue to provide financial assistance to municipalities and other non-profit recipients for services to low and moderate income families for youth afterschool programs, prescriptions, mentoring and case management services for at-risk students.
12	<b>Goal Name</b>	SL-5 Infrastructure Improvements
	<b>Goal Description</b>	Infrastructure improvement, consisting of but not limited to sidewalk, curbs, handicap ramps, gutter and road pavement in Greer, Simpsonville, Mauldin, Travelers Rest, and unincorporated special emphasis communities in the County.

13	<b>Goal Name</b>	SL-6 Homelessness Services
	<b>Goal Description</b>	Assists congregations to share hospitality in the form of emergency shelter, meals, transitional housing, case management, and transportation for the homeless families with children.
14	<b>Goal Name</b>	SL-7 Relocation
	<b>Goal Description</b>	Provide relocation opportunities to households living in substandard or housing targeted for redevelopment.
15	<b>Goal Name</b>	SL-8 Brownfield Assessment and Cleanup
	<b>Goal Description</b>	Assessment and Clean-up/Remediation of brownfield site for redevelopment opportunities in the County. Site assessment of eligible brownfield properties along Poinsett District and county.
16	<b>Goal Name</b>	SL-9 Tree Planting
	<b>Goal Description</b>	Continue to plant trees in the communities – Trees Greenville.
17	<b>Goal Name</b>	SL-10 Fair Housing
	<b>Goal Description</b>	Provide fair housing activities, educational training through workshops, seminars
18	<b>Goal Name</b>	SL-11 Housing Counseling
	<b>Goal Description</b>	Provides one-on-one counseling, family counseling, and group counseling
19	<b>Goal Name</b>	ED-1 Job Training
	<b>Goal Description</b>	Offers adult education and employment readiness training.
20	<b>Goal Name</b>	ED-2 Business Establishment
	<b>Goal Description</b>	Provide Economic Development and Revolving loans to small business owners.

## **SP-60 Homelessness Strategy – 91.215(d)**

### **Reaching out to homeless persons (especially unsheltered persons) and assessing their individual needs**

The CoC members meet monthly to discuss the progress of their individual programs and as well how to continually collaborate to address the homeless issues and concerns. Some of the CoC members address chronically homeless clients, families with children, veterans and unaccompanied youth. Information or programs conducted by CoC members are shared and coordinated efforts amongst the members are shared. The members also reach out to outside partners to further assist to address specific homeless needs, e.g. the Tent City issue in Greenville. Other public agencies working closely with CoC members through coordinated efforts and resources were able to address the tent city homeless and community issues. Public agencies, such as staff from GCRA, Greenville County offices, City of Greenville, Greenville Housing Authority etc. also attend the monthly CoC meetings.

### **Addressing the emergency and transitional housing needs of homeless persons**

The Greenville County ESG funds are used to fund homeless providers' Subrecipients. These agencies also members of the Continuum of Care members. All of the Continuum of Care agencies coordinate their programs and with support services with each other. The CoC agencies provide emergency shelters, transitional housing combined with support services, such as job training, housekeeping and financial literacy and educational training services to help address clients' needs with the goal eventual independent living opportunities.

**Helping homeless persons (especially chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth) make the transition to permanent housing and independent living, including shortening the period of time that individuals and families experience homelessness, facilitating access for homeless individuals and families to affordable housing units, and preventing individuals and families who were recently homeless from becoming homeless again.**

The GCRA is in partnership with the Greenville Continuum of care members focus on addressing homelessness in the County, through coordinated support services and transitional and permanent housing. Some of policies being implemented are as follows:

A. Prevent recurrent homelessness through changing discharge policies, retention programs to assist the formerly homeless to remain housed, creation of a 2-1-1 information/referral system, transportation improvements, and identification of additional resources to implement these goals. Efforts are under way to establish 'homeless courts' and prepare educational tools to broaden local support for new homeless relief strategies.



B. Improve services to homeless families/individuals through improved cooperation with law enforcement and justice system actors, broader evaluation of homeless service providers, added outreach programs, and investigation of possible special needs shelters.

C. Make more affordable housing available through proposal of a local housing trust Fund and collaborations between homeless service providers and developers. The Plan also established an ongoing task force to End Homelessness. The coalition meets monthly to discuss homelessness issues and discharge coordination at the Greenville Memorial Hospital and the County LEC Detention Center, and responses to panhandling in certain downtown Greenville and Laurens areas.

**Help low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families who are likely to become homeless after being discharged from a publicly funded institution or system of care, or who are receiving assistance from public and private agencies that address housing, health, social services, employment, education or youth needs**

The County uses ESG funds to assist families or individuals at risk of homeless or literally homeless with rent assistance, deposit or utility payment for a short tem up to 3 months. The CoC members, who are also the case managers of the assisted client assist with other support services to help them avoid future homelessness situation.

## **SP-70 Anti-Poverty Strategy – 91.215(j)**

### **Jurisdiction Goals, Programs and Policies for reducing the number of Poverty-Level Families**

The GCRA in partnership with the Cities of Greer and Fountain Inn are developing affordable housing in the Needmore, Creekside, Woodside and Sanctified Hill communities. The communities will focus its use of resources to alleviate inequities in public facilities and housing which may contribute to family impoverishment. There is also expected to be a mitigation of poverty through the various homeownership assistance programs in place for lower income buyers, through activation of partnerships for construction and management of affordable rental housing, through support of efforts to end chronic homelessness, to prevent evictions, to modify unwise or ineffective discharge policies for those at risk of homelessness, and to support homeless shelters and services. Additionally, five more redevelopment neighborhood have completed master plan, with identified need of affordable housing and job training. GCRA is partnership with Goodwill will seek for youth build funding to help with job training and GED attainment. Additionally, some of the Subrecipients have programs specifically that will help with job training and transitional housing with casemanagent services to assist and empower their clients.

### **How are the Jurisdiction poverty reducing goals, programs, and policies coordinated with this affordable housing plan**

GCRA also works to reduce poverty through its programs to reduce homelessness, and through its new focus on the creation of affordable rental programs. Such programs will allow households to secure stable housing at a reasonable cost, leaving more available income to pay for other needs, such as food and health care. GCRA believes that through addressing the housing needs and living conditions of a community it is effectively and efficiently addressing one aspect of poverty.

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
4	DH-4 Special Needs - Housing	2015	2019	Non-Homeless Special Needs	POE JUDSON COMMUNITY MONAGHAN BRANDON/FREETOWN COMMUNITY VICTOR BRUTONTOWN COMMUNITY GREER NEEDMORE BRANDON WEST BRANDON FOUNTAIN INN SANCTIFIED HILL STERLING NEW WASHINGTON HEIGHTS Simpsonville Travelers Rest MAULDIN GREER FOUNTAIN INN GREENVILLE COUNTY - UNINCORPORATED Conestee Belle Meade Dunean	Housing Need Special needs	CDBG: \$340,000	Rental units constructed: 68 Household Housing Unit Other: 5 Other

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
5	DH-5 Homelessness - At Risk	2015	2019	Homeless	POE JUDSON COMMUNITY MONAGHAN BRANDON/FREETOWN COMMUNITY VICTOR BRUTONTOWN COMMUNITY GREER NEEDMORE BRANDON WEST BRANDON FOUNTAIN INN SANCTIFIED HILL STERLING NEW WASHINGTON HEIGHTS Simpsonville Travelers Rest MAULDIN GREER FOUNTAIN INN GREENVILLE COUNTY - UNINCORPORATED Conestee Belle Meade Dunean	Homeless Need	ESG: \$42,582	Homelessness Prevention: 563 Persons Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
6	DH-6 Homelessness - Rehousing	2015	2019	Homeless	POE JUDSON COMMUNITY MONAGHAN BRANDON/FREETOWN COMMUNITY VICTOR BRUTONTOWN COMMUNITY GREER NEEDMORE BRANDON WEST BRANDON FOUNTAIN INN SANCTIFIED HILL STERLING NEW WASHINGTON HEIGHTS Simpsonville Travelers Rest MAULDIN GREER FOUNTAIN INN GREENVILLE COUNTY - UNINCORPORATED Conestee Belle Meade Dunean	Homeless Need	ESG: \$71,916	Tenant-based rental assistance / Rapid Rehousing: 60 Households Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
7	DH-7 Homelessness - Transitional	2015	2019	Affordable Housing Homeless	POE JUDSON COMMUNITY MONAGHAN BRANDON/FREETOWN COMMUNITY VICTOR BRUTONTOWN COMMUNITY GREER NEEDMORE BRANDON WEST BRANDON FOUNTAIN INN SANCTIFIED HILL STERLING NEW WASHINGTON HEIGHTS Simpsonville Travelers Rest MAULDIN GREER FOUNTAIN INN GREENVILLE COUNTY - UNINCORPORATED Conestee Belle Meade Dunean	Homeless Need Slum and blight elimination	ESG: \$71,916	Homelessness Prevention: 1005 Persons Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
13	SL-6 Homelessness Services	2015	2019	Homeless	POE JUDSON COMMUNITY MONAGHAN BRANDON/FREETOWN COMMUNITY VICTOR BRUTONTOWN COMMUNITY GREER NEEDMORE BRANDON WEST BRANDON FOUNTAIN INN SANCTIFIED HILL STERLING NEW WASHINGTON HEIGHTS Simpsonville Travelers Rest MAULDIN GREER FOUNTAIN INN GREENVILLE COUNTY - UNINCORPORATED Conestee Belle Meade Dunean	Homeless Need	ESG: \$35,958	Homelessness Prevention: 500 Persons Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
19	ED-1 Job Training	2015	2019	Homeless	POE JUDSON COMMUNITY MONAGHAN BRANDON/FREETOWN COMMUNITY VICTOR BRUTONTOWN COMMUNITY GREER NEEDMORE BRANDON WEST BRANDON FOUNTAIN INN SANCTIFIED HILL STERLING NEW WASHINGTON HEIGHTS Simpsonville Travelers Rest MAULDIN GREER FOUNTAIN INN GREENVILLE COUNTY - UNINCORPORATED Conestee Belle Meade Dunean	Economic development need		Jobs created/retained: 30 Jobs



Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
25	PA-1 Project Management	2015	2019	Affordable Housing	POE JUDSON COMMUNITY MONAGHAN BRANDON/FREETOWN COMMUNITY VICTOR BRUTONTOWN COMMUNITY GREER NEEDMORE BRANDON WEST BRANDON FOUNTAIN INN SANCTIFIED HILL STERLING NEW WASHINGTON HEIGHTS Simpsonville Travelers Rest MAULDIN GREER FOUNTAIN INN GREENVILLE COUNTY - UNINCORPORATED Conestee Belle Meade Dunean	Housing Need Homeless Need Community Development Needs Infrastructure improvement needs Economic development need Neighborhood Revitalization Special needs Slum and blight elimination	CDBG: \$990,968 HOME: \$377,235	Other: 1 Other

**Table 54 – Goals Summary**

## Goal Descriptions

1	Goal Name	DH-1 Homeownership
	Goal Description	
2	Goal Name	DH-2 Rentals
	Goal Description	
3	Goal Name	DH-3 Homebuyers
	Goal Description	
4	Goal Name	DH-4 Special Needs - Housing
	Goal Description	
5	Goal Name	DH-5 Homelessness - At Risk
	Goal Description	
6	Goal Name	DH-6 Homelessness - Rehousing
	Goal Description	GCRA provides permanent housing for homeless families or individuals that are literally homeless.
7	Goal Name	DH-7 Homelessness - Transitional
	Goal Description	
8	Goal Name	SL-1 Blight Elimination
	Goal Description	
9	Goal Name	SL-2 Public Safety
	Goal Description	

10	Goal Name	SL-3 Public Facilities
	Goal Description	
11	Goal Name	SL-4 Public Services
	Goal Description	
12	Goal Name	SL-5 Infrastructure Improvements
	Goal Description	
13	Goal Name	SL-6 Homelessness Services
	Goal Description	
14	Goal Name	SL-7 Relocation
	Goal Description	
15	Goal Name	SL-8 Brownfield Assessment and Cleanup
	Goal Description	
16	Goal Name	SL-9 Tree Planting
	Goal Description	
17	Goal Name	SL-10 Fair Housing
	Goal Description	
18	Goal Name	SL-11 Housing Counseling
	Goal Description	
19	Goal Name	ED-1 Job Training
	Goal Description	
20	Goal Name	ED-2 Business Establishment
	Goal Description	

	<b>Location Description</b>	All unincorporated areas in Greenville County are eligible.
	<b>Planned Activities</b>	Activities include the upkeep of properties, lawn maintenance, legal proceedings and marketing.
<b>4</b>	<b>Project Name</b>	HESG15 - Emergency Solution Grant
	<b>Target Area</b>	GREENVILLE COUNTY - UNINCORPORATED
	<b>Goals Supported</b>	DH-5 Homelessness - At Risk DH-6 Homelessness - Rehousing DH-7 Homelessness - Transitional SL-6 Homelessness Services
	<b>Needs Addressed</b>	Homeless Need
	<b>Funding</b>	ESG: \$215,747
	<b>Description</b>	Emergency Solution Grant for shelter, street outreach, rapid rehousing and homeless prevention activities.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Approximately 3000 people will be served in shelters, street outreach, homeless prevention and rapid rehousing.
	<b>Location Description</b>	All areas in unincorporated Greenville county are eligible.
	<b>Planned Activities</b>	Emergency Solution Grant will be used for shelter, street outreach, rapid rehousing and homeless prevention activities.
<b>5</b>	<b>Project Name</b>	Fountain Inn/Emergency Rehabilitation
	<b>Target Area</b>	FOUNTAIN INN
	<b>Goals Supported</b>	DH-4 Special Needs - Housing
	<b>Needs Addressed</b>	Housing Need
	<b>Funding</b>	CDBG: \$10,000

	<b>Description</b>	Make limited repairs to low income owner-occupied elderly housing in Fountain Inn.
	<b>Target Date</b>	6/30/3016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Up to 2 low income owner-occupied households can benefit from this activity.
	<b>Location Description</b>	The rehab work will be done in Fountain Inn.
	<b>Planned Activities</b>	Up to 2 low income owner-occupied elderly households wil receive limited repairs in Fountain Inn.
<b>6</b>	<b>Project Name</b>	Fountain Inn/Sanctified Hill Infrastructure
	<b>Target Area</b>	FOUNTAIN INN SANCTIFIED HILL
	<b>Goals Supported</b>	SL-5 Infrastructure Improvements
	<b>Needs Addressed</b>	Infrastructure improvement needs
	<b>Funding</b>	CDBG: \$48,371
	<b>Description</b>	Improve public infrastructure in the Sanctified Hill Area.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Those families living on or near where the infrastructure improvements are made will benefit.
	<b>Location Description</b>	The infrastructure improvements will occur in the Sanctified Hill neighborhood in Fountain Inn.
	<b>Planned Activities</b>	Improve public infrastructure including streets, sewers or sidewalks, in the Sanctified Hill neighborhood in Fountain Inn.

7	<b>Project Name</b>	Fountain Inn/Demolition
	<b>Target Area</b>	FOUNTAIN INN
	<b>Goals Supported</b>	SL-1 Blight Elimination
	<b>Needs Addressed</b>	Slum and blight elimination
	<b>Funding</b>	CDBG: \$10,000
	<b>Description</b>	Demolish buildings determined to be blighted by the city.
	<b>Target Date</b>	6/30/0016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Up to 2 blighted properties could be demolished.
	<b>Location Description</b>	Blighted properties will be in the city of Fountain Inn.
	<b>Planned Activities</b>	Demolish up to two buildings determined to be blighted by the city of Fountain Inn.
8	<b>Project Name</b>	Fountain Inn/Subrecipient-Parks and Recreation
	<b>Target Area</b>	FOUNTAIN INN
	<b>Goals Supported</b>	SL-4 Public Services
	<b>Needs Addressed</b>	Special needs
	<b>Funding</b>	CDBG: \$5,000
	<b>Description</b>	Assistance for recreation/fitness instructor salary.
	<b>Target Date</b>	9/30/2016

	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Estimated 400 seniors will benefit.
	<b>Location Description</b>	The activities occur at the Fountain Inn Senior Center.
	<b>Planned Activities</b>	Activities include recreation/fitness activities for the seniors in Fountain Inn.
<b>9</b>	<b>Project Name</b>	Fountain Inn/New Construction
	<b>Target Area</b>	FOUNTAIN INN SANCTIFIED HILL
	<b>Goals Supported</b>	DH-1 Homeownership
	<b>Needs Addressed</b>	Housing Need
	<b>Funding</b>	HOME: \$52,592
	<b>Description</b>	New Construction of affordable housing units in the Woodside and Sanctified Hill communities.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	One family will benefit from the construction of affordable housing.
	<b>Location Description</b>	New Construction of an affordable housing unit in the Woodside or Sanctified Hill community in Fountain Inn.
	<b>Planned Activities</b>	New Construction of one affordable housing unit in the Woodside or Sanctified Hill community in Fountain Inn.
<b>10</b>	<b>Project Name</b>	Fountain Inn/Subrecipient/Center for Community Services
	<b>Target Area</b>	FOUNTAIN INN
	<b>Goals Supported</b>	SL-4 Public Services

	<b>Needs Addressed</b>	Community Development Needs
	<b>Funding</b>	CDBG: \$5,000
	<b>Description</b>	Provides case management, referrals and asset attainment counseling.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Estimate 225 people will be served.
	<b>Location Description</b>	Provides case management and counseling occur at the Center for Community Services.
	<b>Planned Activities</b>	Provides case management, referrals and asset attainment counseling at the Center for Community Services for residents of Fountain Inn.
<b>11</b>	<b>Project Name</b>	General Program Administration
	<b>Target Area</b>	GREENVILLE COUNTY - UNINCORPORATED
	<b>Goals Supported</b>	PA-1 Project Management
	<b>Needs Addressed</b>	
	<b>Funding</b>	CDBG: \$540,528 HOME: \$150,894
	<b>Description</b>	Funds for the administration of the CDBG, HOME and ESG programs at the county level.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	All projects administered by GCRA will benefit.
	<b>Location Description</b>	Program administered by GCRA in Greenville, SC.



	<b>Planned Activities</b>	Funds for the administration of the CDBG, HOME and ESG programs at the county level.
<b>12</b>	<b>Project Name</b>	Greer Disposition
	<b>Target Area</b>	GREER
	<b>Goals Supported</b>	DH-1 Homeownership
	<b>Needs Addressed</b>	
	<b>Funding</b>	:
	<b>Description</b>	Upkeep and marketing of properties acquired wit CDBG, or are HOME funded, that are to be sold or transferred for affordable housing or another eligible use.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Up to 30 properties will benefit.
	<b>Location Description</b>	All properties will be located in the City of Greer.
	<b>Planned Activities</b>	Activities include the upkeep of properties, lawn maintenance, legal proceedings and marketing.
<b>13</b>	<b>Project Name</b>	Greer/New Construction
	<b>Target Area</b>	GREER
	<b>Goals Supported</b>	DH-1 Homeownership
	<b>Needs Addressed</b>	Housing Need
	<b>Funding</b>	HOME: \$260,584
	<b>Description</b>	Develop affordable housing units in the City of Greer.
	<b>Target Date</b>	6/30/2015

	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Up to 3 affordable housing units will be constructed in the City of Greer.
	<b>Location Description</b>	Affordable housing units will be located in the City of Greer.
	<b>Planned Activities</b>	Up to 3 affordable housing units will be constructed in the City of Greer.
<b>14</b>	<b>Project Name</b>	Greer/Demolition
	<b>Target Area</b>	GREER
	<b>Goals Supported</b>	SL-1 Blight Elimination
	<b>Needs Addressed</b>	Slum and blight elimination
	<b>Funding</b>	CDBG: \$20,000
	<b>Description</b>	Demolish buildings determined to be blighted by the city.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Up to 4 blighted properties could be demolished.
	<b>Location Description</b>	Blighted properties will be in the city of Greer.
	<b>Planned Activities</b>	Demolish up to four buildings determined to be blighted by the city of Greer.
<b>15</b>	<b>Project Name</b>	Greer/Housing Rehabilitation
	<b>Target Area</b>	GREER
	<b>Goals Supported</b>	DH-1 Homeownership
	<b>Needs Addressed</b>	Housing Need

	<b>Funding</b>	:
	<b>Description</b>	Rehabilitate the houses of income-qualified owner-occupants throughout the city.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Several income-qualified owner-occupants in Greer will benefit.
	<b>Location Description</b>	The houses of income-qualified owner-occupants will be in the city of Greer.
	<b>Planned Activities</b>	Rehabilitate the houses of income-qualified owner-occupants living in the city of Greer.
	<b>Planned Activities</b>	Rehabilitate the houses of income-qualified owner-occupants living in the city of Greer.
<b>16</b>	<b>Project Name</b>	Greer/Emergency Rehabilitation
	<b>Target Area</b>	GREER
	<b>Goals Supported</b>	DH-4 Special Needs - Housing
	<b>Needs Addressed</b>	Housing Need
	<b>Funding</b>	CDBG: \$30,000
	<b>Description</b>	Make limited repairs to low income owner-occupied elderly and disabled persons.
	<b>Target Date</b>	
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Up to 6 low income owner-occupied elderly and disabled households can benefit from this activity.
	<b>Location Description</b>	The rehab work will be done in the city of Greer.
	<b>Planned Activities</b>	Make limited repairs to low income owner-occupied elderly and disabled persons in the City of Greer.
<b>17</b>	<b>Project Name</b>	Greer/Infrastructure Improvements

	<b>Target Area</b>	GREER NEEDMORE
	<b>Goals Supported</b>	SL-5 Infrastructure Improvements
	<b>Needs Addressed</b>	Infrastructure improvement needs
	<b>Funding</b>	CDBG: \$246,713
	<b>Description</b>	Improve streets, public utilities and sidewalks in the Needmore and Creekside areas.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Those families living in or near the Needmore and Creekside neighborhoods.
	<b>Location Description</b>	The infrastructure improvements will occur in the Needmore and Creekside neighborhoods.
	<b>Planned Activities</b>	Improve public infrastructure including streets, public utilities and sidewalks in the Needmore and Creekside areas.
18	<b>Project Name</b>	Greer/Planning
	<b>Target Area</b>	GREER NEEDMORE
	<b>Goals Supported</b>	NR-1 Neighborhood planning
	<b>Needs Addressed</b>	Community Development Needs
	<b>Funding</b>	CDBG: \$25,000
	<b>Description</b>	Conceptual Park Planning initiative for Tennis Court in Needmore community
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Families in the Needmore community will benefit.

	<b>Location Description</b>	Benefits will be recognized by the Needmore community.
	<b>Planned Activities</b>	Neighborhood planning and Conceptual Park Planning initiative for Tennis Court in Needmore community.
<b>19</b>	<b>Project Name</b>	Greer/Acquisition
	<b>Target Area</b>	GREER NEEDMORE
	<b>Goals Supported</b>	DH-1 Homeownership
	<b>Needs Addressed</b>	Housing Need
	<b>Funding</b>	CDBG: \$50,000
	<b>Description</b>	Acquire properties in the Needmore community for redevelopment purposes.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Up to 2 properties may be acquired in the Needmore community.
	<b>Location Description</b>	They properties being acquired will be in the Needmore community.
	<b>Planned Activities</b>	Acquire properties in the Needmore community for redevelopment purposes.
<b>20</b>	<b>Project Name</b>	Greer/Subrecipient/Brushy Creek - Helping Hands Ministry
	<b>Target Area</b>	GREER
	<b>Goals Supported</b>	SL-4 Public Services
	<b>Needs Addressed</b>	Community Development Needs
	<b>Funding</b>	CDBG: \$2,000
	<b>Description</b>	Planned activities include Senior Food Relief Program, Weekly Food Program, Low Income Infants Program and Care Fair.

	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Approximately 2700 persons from low income households will benefit from this activity.
	<b>Location Description</b>	Activities will be undertaken at Helping Hands Ministry, in Greer, SC.
	<b>Planned Activities</b>	Planned activities include Senior Food Relief Program, Weekly Food Program, Low Income Infants Program and Care Fair. The Senior program distributed 1153 govt. food boxes. The Weekly food program will hand out enough food for over 5300 individuals. The Infant program helps about 400 needy mothers with diapers
21	<b>Project Name</b>	Greer/Subrecipient/Creative Advancement Centers
	<b>Target Area</b>	GREER
	<b>Goals Supported</b>	SL-4 Public Services
	<b>Needs Addressed</b>	Special needs
	<b>Funding</b>	CDBG: \$8,000
	<b>Description</b>	BENEFIT DISADVANTAGED CHILDREN FROM LOW AND MODERATE INCOME HOUSEHOLDS
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Expected to serve 200 children from low and moderate income households.
	<b>Location Description</b>	Activities will be undertaken at the Creative Advancement Center, Greer, SC.

	<b>Planned Activities</b>	PROVIDE A FREE AFTER-SCHOOL PROGRAM WITH TUTORING FOR GRADES 4-9, FOLLOWED BY ACTIVITIES SUCH AS DANCE, MUSIC, ART AND COMMUNICATIONS. PROVIDES DAILY MEALS, PHYSICAL FITNESS ACTIVITIES AND RELATED ARTS AND CRAFT SUPPLIES. BENEFIT DISADVANTAGED CHILDREN FROM LOW AND MODERATE INCOME HOUSEHOLDS.
<b>22</b>	<b>Project Name</b>	Greer/Subrecipient/Greer Community Ministries
	<b>Target Area</b>	GREER
	<b>Goals Supported</b>	SL-4 Public Services
	<b>Needs Addressed</b>	Special needs
	<b>Funding</b>	CDBG: \$14,000
	<b>Description</b>	Mobile Meals for homebound, elderly and disadvantaged individuals.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Approximately 354 elderly and disabled persons will benefit.
	<b>Location Description</b>	Activity will be at Greer Community Ministries, Greer, SC.
	<b>Planned Activities</b>	Mobile Meals for homebound, elderly and disadvantaged individuals are provided.
<b>23</b>	<b>Project Name</b>	Greer/Subrecipient/Parks and Recreation(Needmore Center)
	<b>Target Area</b>	GREER NEEDMORE
	<b>Goals Supported</b>	SL-4 Public Services
	<b>Needs Addressed</b>	Special needs
	<b>Funding</b>	CDBG: \$7,000

	<b>Description</b>	Provide summer activities, salaries and supplies/uniforms.
	<b>Target Date</b>	9/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Expected to serve 51 children for the Needmore neighborhood.
	<b>Location Description</b>	Activities will be undertaken at the Needmore Center, Greer, SC.
	<b>Planned Activities</b>	Provide summer activities and supplies/uniforms at summer camps for children from the Needmore Community.
<b>24</b>	<b>Project Name</b>	Greer/Subrecipient/Parks and Recreation (Cannon Senior Center)
	<b>Target Area</b>	GREER
	<b>Goals Supported</b>	SL-4 Public Services
	<b>Needs Addressed</b>	Special needs
	<b>Funding</b>	CDBG: \$3,000
	<b>Description</b>	Salary for computer instructor.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Expected to serve 40 Seniors in the Greer Community.
	<b>Location Description</b>	The activity will be undertaken at the Cannon Center in Greer, SC.
	<b>Planned Activities</b>	Provides compute resources at the community center for seniors in the Greer Community.



25	<b>Project Name</b>	Greer/Subrecipient/Greer Relief and Resources Agency
	<b>Target Area</b>	GREER
	<b>Goals Supported</b>	SL-4 Public Services
	<b>Needs Addressed</b>	Community Development Needs
	<b>Funding</b>	CDBG: \$6,000
	<b>Description</b>	Emergency assistance for utilities, rent, and mortgages.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Expected to serve 66 households in the Greer community.
	<b>Location Description</b>	Activities will be undertaken at Greer Relief and Resource Agency.
	<b>Planned Activities</b>	Activities provided included emergency assistance for utilities, rent, and mortgages for income qualifying households.
26	<b>Project Name</b>	Mauldin/New Construction
	<b>Target Area</b>	MAULDIN
	<b>Goals Supported</b>	DH-2 Rentals
	<b>Needs Addressed</b>	Housing Need
	<b>Funding</b>	HOME: \$58,146
	<b>Description</b>	Build rental housing units as part of the Miller Rd. project.
	<b>Target Date</b>	6/30/2016

	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Part a multi-unit rental construction project.
	<b>Location Description</b>	The rental housing construction will be on Miller Rd. in the City of Mauldin.
	<b>Planned Activities</b>	The affordable rental housing construction project will be on Miller Rd. in the City of Mauldin.
<b>27</b>	<b>Project Name</b>	Mauldin/Infrastructure Improvement
	<b>Target Area</b>	MAULDIN
	<b>Goals Supported</b>	SL-5 Infrastructure Improvements
	<b>Needs Addressed</b>	Infrastructure improvement needs
	<b>Funding</b>	CDBG: \$137,872
	<b>Description</b>	Improve streets, public utilities, curbs and sidewalk in an income qualified area.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Those families living in or near where the infrastructure improvements are made will benefit.
	<b>Location Description</b>	The infrastructure improvements will occur in an income qualified area.
	<b>Planned Activities</b>	Improve public infrastructure including streets, public utilities, curbs and sidewalk in an income qualified area.
<b>28</b>	<b>Project Name</b>	Mauldin Foundation Senior Program
	<b>Target Area</b>	MAULDIN
	<b>Goals Supported</b>	SL-4 Public Services
	<b>Needs Addressed</b>	Special needs

	<b>Funding</b>	CDBG: \$10,000
	<b>Description</b>	Provide printing newspaper, postage and sound equipment.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Expected to serve 400 seniors in Mauldin.
	<b>Location Description</b>	The activities will be undertaken at the Mauldin Senior Center.
	<b>Planned Activities</b>	Activities to support the senior center in Mauldin including printing a newspaper, postage and improving sound equipment.
29	<b>Project Name</b>	Mauldin Foundation Challenger Program
	<b>Target Area</b>	MAULDIN
	<b>Goals Supported</b>	SL-4 Public Services
	<b>Needs Addressed</b>	Special needs
	<b>Funding</b>	CDBG: \$500
	<b>Description</b>	Provide uniforms and equipment for handicapped adults to play softball.
	<b>Target Date</b>	9/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Expected to serve 30 handicapped individuals.
	<b>Location Description</b>	The activities will be undertaken at the Maudlin Community Center.
	<b>Planned Activities</b>	Activities wil be to provide uniforms and equipment for handicapped adults to play softball in Mauldin.

<b>30</b>	<b>Project Name</b>	Mauldin/Subrecipient/Center for Community Services
	<b>Target Area</b>	MAULDIN
	<b>Goals Supported</b>	SL-4 Public Services
	<b>Needs Addressed</b>	Community Development Needs
	<b>Funding</b>	CDBG: \$5,000
	<b>Description</b>	Provide funding for case management, referrals, assets attainment counseling.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Expected to serve 23 individuals.
	<b>Location Description</b>	The case management and counseling occur at the Center for Community Services.
	<b>Planned Activities</b>	Provides case management, referrals and asset attainment counseling at the Center for Community Services for residents of Mauldin.
<b>31</b>	<b>Project Name</b>	Mortgage Loan Fund
	<b>Target Area</b>	GREENVILLE COUNTY - UNINCORPORATED
	<b>Goals Supported</b>	DH-1 Homeownership ED-3 Mortgages - Homebuyers
	<b>Needs Addressed</b>	Housing Need
	<b>Funding</b>	:
	<b>Description</b>	Provide homeownership opportunities through direct mortgage loans for low-income buyers of decent housing and construction of housing units.

	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Income eligible households will benefit.
	<b>Location Description</b>	Households in Greenville county are eligible.
	<b>Planned Activities</b>	Provide homeownership opportunities through direct mortgage loans for low-income buyers of decent housing and construction of housing units.
32	<b>Project Name</b>	Operatons Delivery Cost
	<b>Target Area</b>	GREENVILLE COUNTY - UNINCORPORATED
	<b>Goals Supported</b>	PA-1 Project Management
	<b>Needs Addressed</b>	
	<b>Funding</b>	CDBG: \$450,440 HOME: \$226,341
	<b>Description</b>	Funds for direct costs associated with affordable housing development, inspection for properties and infrastructure costs incurred by GCRA.
	<b>Target Date</b>	6/30/2015
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	All projects requiring operations costs by GCRA will benefit.
	<b>Location Description</b>	Greenville County (GCRA)
	<b>Planned Activities</b>	Funds for direct costs associated with affordable housing development, inspection for properties and infrastructure costs incurred by GCRA.

<b>33</b>	<b>Project Name</b>	Simpsonville/Demolition
	<b>Target Area</b>	Simpsonville
	<b>Goals Supported</b>	SL-1 Blight Elimination
	<b>Needs Addressed</b>	Slum and blight elimination
	<b>Funding</b>	CDBG: \$30,000
	<b>Description</b>	Demolish unsafe structures to eliminate slum and blight.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Up to 4 blighted properties could be demolished.
	<b>Location Description</b>	Blighted properties will be in the city of Simpsonville.
	<b>Planned Activities</b>	Demolish up to four properties determined to be blighted by the city of Simpsonville.
<b>34</b>	<b>Project Name</b>	Simpsonville/Home Ownership/Development Finance
	<b>Target Area</b>	Simpsonville
	<b>Goals Supported</b>	DH-3 Homebuyers
	<b>Needs Addressed</b>	Housing Need
	<b>Funding</b>	HOME: \$77,610
	<b>Description</b>	Affordable housing development benefitting low and moderate income home buyers in the City.
	<b>Target Date</b>	6/30/2016

	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Up to 2 affordable housing units will be developed.
	<b>Location Description</b>	The affordable housing will be in the city of Simpsonville.
	<b>Planned Activities</b>	Affordable housing development benefitting low and moderate income home buyers in the city of Simpsonville.
<b>35</b>	<b>Project Name</b>	Simpsonville/Infrastructure Improvements
	<b>Target Area</b>	Simpsonville
	<b>Goals Supported</b>	SL-5 Infrastructure Improvements
	<b>Needs Addressed</b>	Infrastructure improvement needs
	<b>Funding</b>	CDBG: \$111,623
	<b>Description</b>	Make eligible improvements to public infrastructure in the city.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Those families living on or near where the public infrastructure improvements are made will benefit.
	<b>Location Description</b>	The infrastructure improvements will occur in low-mod qualifying areas in the city of Simpsonville.
	<b>Planned Activities</b>	Improve public infrastructure including streets, sewers or sidewalk in the city of Simpsonville.
<b>36</b>	<b>Project Name</b>	Simpsonville/Parks and Recreation/Youth Services
	<b>Target Area</b>	Simpsonville
	<b>Goals Supported</b>	SL-4 Public Services

	<b>Needs Addressed</b>	Special needs
	<b>Funding</b>	CDBG: \$6,000
	<b>Description</b>	Provide funding towards registration fees for low income youth to attend summer camp.
	<b>Target Date</b>	9/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Expected to serve 10 children from low-mod households.
	<b>Location Description</b>	The activities will be undertaken at the Simpsonville Recreation Center.
	<b>Planned Activities</b>	Provide funding towards registration fees for low income youth to attend summer camp.
<b>37</b>	<b>Project Name</b>	Simpsonville/Parks and Recreation/Senior Services
	<b>Target Area</b>	Simpsonville
	<b>Goals Supported</b>	SL-4 Public Services
	<b>Needs Addressed</b>	Special needs
	<b>Funding</b>	CDBG: \$8,500
	<b>Description</b>	Provide funding towards transportation, activities, and equipment for seniors to participate in activities and programs.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Expected to serve 600 seniors.
	<b>Location Description</b>	The activites will be undertake at the Simpsonville Senior Center.



	<b>Planned Activities</b>	Provide funding towards transportation, activities, and equipment for seniors to participate in activities and programs.
<b>38</b>	<b>Project Name</b>	Simpsonville/Subrecipient/Center for Community Services
	<b>Target Area</b>	Simpsonville
	<b>Goals Supported</b>	SL-4 Public Services
	<b>Needs Addressed</b>	Community Development Needs
	<b>Funding</b>	CDBG: \$7,500
	<b>Description</b>	Provide funding towards case management, referrals and asset attainment counseling.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Expected to serve 300 individuals.
	<b>Location Description</b>	The case management and counseling occur at the Center for Community Services.
	<b>Planned Activities</b>	Provides case management, referrals and asset attainment counseling at the Center for Community Services for residents of Simpsonville.
<b>39</b>	<b>Project Name</b>	Travelers Rest/Demolition
	<b>Target Area</b>	Travelers Rest
	<b>Goals Supported</b>	SL-1 Blight Elimination
	<b>Needs Addressed</b>	Slum and blight elimination
	<b>Funding</b>	CDBG: \$20,000
	<b>Description</b>	Demolish unsafe structures to eliminate slum and blight.

	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Up to 3 blighted properties could be demolished.
	<b>Location Description</b>	Blighted properties will be in the city of Travelers Rest.
	<b>Planned Activities</b>	Demolish up to three properties determined to be blighted in the city of Travelers Rest.
<b>40</b>	<b>Project Name</b>	Travelers Rest/Infrastructure
	<b>Target Area</b>	Travelers Rest
	<b>Goals Supported</b>	SL-5 Infrastructure Improvements
	<b>Needs Addressed</b>	Infrastructure improvement needs
	<b>Funding</b>	CDBG: \$35,747
	<b>Description</b>	Infrastructure improvements in the City.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Those households living on or near where the infrastructure improvements are made will benefit.
	<b>Location Description</b>	The infrastructure improvements will occur in low-mod qualifying areas in the city of Travelers Rest.
	<b>Planned Activities</b>	Improve public infrastructure including streets, sewers or sidewalks in qualifying areas in Travelers Rest.
<b>41</b>	<b>Project Name</b>	Travelers Rest/Housing Rehabilitation
	<b>Target Area</b>	Travelers Rest
	<b>Goals Supported</b>	DH-1 Homeownership

	<b>Needs Addressed</b>	Housing Need
	<b>Funding</b>	HOME: \$17,165
	<b>Description</b>	Rehab one or more homes to code standard for lower income residents or buyers.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	One low income owner occupied household can benefit from this activity.
	<b>Location Description</b>	The rehab work will be done in the city of Travelers Rest.
	<b>Planned Activities</b>	Rehab one owner occupied home to code standard for lower income residents.
42	<b>Project Name</b>	Unincorporated/Brutontown Acquisition
	<b>Target Area</b>	BRUTONTOWN COMMUNITY
	<b>Goals Supported</b>	DH-1 Homeownership
	<b>Needs Addressed</b>	Housing Need
	<b>Funding</b>	CDBG: \$25,847
	<b>Description</b>	Acquire approximately 4 properties in the neighborhood for future construction of housing for income-eligible persons.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Up to 4 income eligible households could benefit.
	<b>Location Description</b>	This activity will be undertaken in Brutontown, our strategy neighborhood.

	<b>Planned Activities</b>	Acquire approximately 4 properties in the Brutontown neighborhood for future construction of housing for income-eligible persons.
<b>43</b>	<b>Project Name</b>	Unincorporated/Brutontown Infrastructure
	<b>Target Area</b>	BRUTONTOWN COMMUNITY
	<b>Goals Supported</b>	SL-5 Infrastructure Improvements
	<b>Needs Addressed</b>	Infrastructure improvement needs
	<b>Funding</b>	CDBG: \$100,000
	<b>Description</b>	Funds for infrastructure improvements for phase 4 of the Brutontown Revitalization Area.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Those families living in the Brutontown area will benefit from the activity.
	<b>Location Description</b>	The infrastructure improvements will occur in the Brutontown neighborhood.
	<b>Planned Activities</b>	Infrastructure improvements for phase 4 of the Brutontown Revitalization Area.
<b>44</b>	<b>Project Name</b>	Unincorporated/Brutontown New Construction
	<b>Target Area</b>	BRUTONTOWN COMMUNITY
	<b>Goals Supported</b>	DH-2 Rentals
	<b>Needs Addressed</b>	Housing Need
	<b>Funding</b>	HOME: \$173,267
	<b>Description</b>	Fund the construction of new rental homes in the Brutontown community for families.
	<b>Target Date</b>	6/30/2016

	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Expected to benefit up to 10 families.
	<b>Location Description</b>	The construction will occur on Marie St. in the Brutontown neighborhood.
	<b>Planned Activities</b>	Construction of 5 duplex rental homes in the Brutontown community for income qualified households.
45	<b>Project Name</b>	Unincorporated/Emergency Home Repairs
	<b>Target Area</b>	GREENVILLE COUNTY - UNINCORPORATED
	<b>Goals Supported</b>	DH-4 Special Needs - Housing
	<b>Needs Addressed</b>	Housing Need
	<b>Funding</b>	CDBG: \$300,000
	<b>Description</b>	Make limited repairs to low income owner occupied elderly housing in county unincorporated areas.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Up to 60 households could benefit from this activity.
	<b>Location Description</b>	The rehab work will be done in unincorporated Greenville county.
	<b>Planned Activities</b>	Make limited repairs to low income owner occupied elderly housing in county unincorporated areas.
46	<b>Project Name</b>	Unincorporated/New Construction
	<b>Target Area</b>	GREENVILLE COUNTY - UNINCORPORATED
	<b>Goals Supported</b>	DH-2 Rentals
	<b>Needs Addressed</b>	Housing Need

	<b>Funding</b>	HOME: \$145,838
	<b>Description</b>	Fund the construction of 2 new rental units in unincorporated area.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Expected to benefit up to two low-mod families.
	<b>Location Description</b>	The construction will be undertaken in unincorporated Greenville county.
	<b>Planned Activities</b>	Fund the construction of 2 new rental units in unincorporated areas of Greenville County.
<b>47</b>	<b>Project Name</b>	Unincorporated/Demolition
	<b>Target Area</b>	GREENVILLE COUNTY - UNINCORPORATED
	<b>Goals Supported</b>	SL-1 Blight Elimination
	<b>Needs Addressed</b>	Slum and blight elimination
	<b>Funding</b>	CDBG: \$140,000
	<b>Description</b>	Demolition of substandard properties.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Up to 12 blighted properties could be demolished.
	<b>Location Description</b>	Blighted properties will be in unincorporated areas of Greenville County.
	<b>Planned Activities</b>	Demolish buildings determined to be blighted by the county.
<b>48</b>	<b>Project Name</b>	Unincorporated/Rehabilitation

	<b>Target Area</b>	GREENVILLE COUNTY - UNINCORPORATED
	<b>Goals Supported</b>	DH-1 Homeownership
	<b>Needs Addressed</b>	Housing Need
	<b>Funding</b>	CDBG: \$75,000
	<b>Description</b>	Rehabilitate homes of income-qualified residents in unincorporated areas.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Up to 2 income qualified households
	<b>Location Description</b>	The rehab work will be done in unincorporated areas of the county.
	<b>Planned Activities</b>	Rehabilitate up to two homes of income-qualified residents in unincorporated areas of Greenville County.
49	<b>Project Name</b>	Unincorporated/Infrastructure
	<b>Target Area</b>	STERLING
	<b>Goals Supported</b>	SL-5 Infrastructure Improvements
	<b>Needs Addressed</b>	Infrastructure improvement needs
	<b>Funding</b>	CDBG: \$100,000
	<b>Description</b>	Upgrade and improve substandard utility or street improvement in the Piedmont and Sterling communities.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Those families living in the Piedmont and Sterling communities will benefit.

	<b>Location Description</b>	The infrastructure improvements will occur in the Piedmont and Sterling communities.
	<b>Planned Activities</b>	Upgrade and improve substandard utility or street improvement in the Piedmont and Sterling communities.
<b>50</b>	<b>Project Name</b>	Unincorporated/Subrecipient/Senior Action
	<b>Target Area</b>	GREENVILLE COUNTY - UNINCORPORATED
	<b>Goals Supported</b>	SL-4 Public Services
	<b>Needs Addressed</b>	Special needs
	<b>Funding</b>	CDBG: \$6,500
	<b>Description</b>	Provide funding toward transportation for group travel to social, cultural and medical events/programs.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Expected to serve 1500 seniors.
	<b>Location Description</b>	This activity will be undertaken at Senior Action.
	<b>Planned Activities</b>	Provide funding toward transporting seniors for group travel to social, cultural and medical events/programs.
<b>51</b>	<b>Project Name</b>	Unincorporated/Subrecipient/Greenville Free Medical Clinic
	<b>Target Area</b>	GREENVILLE COUNTY - UNINCORPORATED
	<b>Goals Supported</b>	SL-4 Public Services
	<b>Needs Addressed</b>	Special needs
	<b>Funding</b>	CDBG: \$65,000
	<b>Description</b>	Provide prescription drug assistance for elderly and low income persons.
	<b>Target Date</b>	6/30/2016



	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Expected to serve 1000 elderly individuals.
	<b>Location Description</b>	This activity will be undertaken at the Greenville Free Medical Clinic.
	<b>Planned Activities</b>	Provide prescription drug assistance for elderly and low income persons at the Greenville Free Medical Clinic.
<b>52</b>	<b>Project Name</b>	Unincorporated/Subrecipient/Human Relations
	<b>Target Area</b>	GREENVILLE COUNTY - UNINCORPORATED
	<b>Goals Supported</b>	SL-10 Fair Housing SL-11 Housing Counseling
	<b>Needs Addressed</b>	Community Development Needs
	<b>Funding</b>	CDBG: \$35,000
	<b>Description</b>	Fund fair housing case management for fair housing activities, education training through workshops, seminars and counseling.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Expected to serve 800 individuals.
	<b>Location Description</b>	This activity will be undertaken at the Human Relations office in Greenville County.
	<b>Planned Activities</b>	Fair housing case management for fair housing activities, education training through workshops, seminars and counseling at the Human Relations office in Greenville County.
<b>53</b>	<b>Project Name</b>	Unincorporated/Subrecipient/Meals on Wheels
	<b>Target Area</b>	GREENVILLE COUNTY - UNINCORPORATED

	<b>Goals Supported</b>	SL-4 Public Services
	<b>Needs Addressed</b>	Special needs
	<b>Funding</b>	CDBG: \$50,000
	<b>Description</b>	Provides extra meals for weekends to homebound physically or mentally challenged individuals and elderly.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Expected to serve 325 physically or mentally challenged individuals.
	<b>Location Description</b>	The activity will be undertaken by Meals on Wheels in Greenville County.
	<b>Planned Activities</b>	Provides extra meals for weekends to homebound physically or mentally challenged individuals and elderly in Greenville County.
54	<b>Project Name</b>	Unincorporated/Subrecipient/Step by Step Ministry Project
	<b>Target Area</b>	GREENVILLE COUNTY - UNINCORPORATED
	<b>Goals Supported</b>	DH-4 Special Needs - Housing DH-7 Homelessness - Transitional SL-4 Public Services
	<b>Needs Addressed</b>	Special needs
	<b>Funding</b>	CDBG: \$5,000
	<b>Description</b>	Provides funding towards case management and transportation for transitional housing, support and advocacy for women seeking recovery from uses associated with incarceration and substance abuse.
	<b>Target Date</b>	6/30/2016

	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Expected to serve 15 individuals.
	<b>Location Description</b>	Step by Step is located at 402 Tamps St, Greenville.
	<b>Planned Activities</b>	Provides funding towards case management and transportation for transitional housing, support and advocacy for women seeking recovery from uses associated with incarceration and substance abuse.
55	<b>Project Name</b>	Unincorporated/Subrecipient/Upstate Circle of Friends
	<b>Target Area</b>	GREENVILLE COUNTY - UNINCORPORATED
	<b>Goals Supported</b>	SL-4 Public Services
	<b>Needs Addressed</b>	Special needs
	<b>Funding</b>	CDBG: \$10,750
	<b>Description</b>	Provide special needs afterschool and summer program, tutoring, GED program and funding to assist with upgrading the bathrooms to comply with ADA, installation of handicap ramp.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Expected to serve 375 children.
	<b>Location Description</b>	The activities will be undertaken at Upstate Circle of Friends, Greenville.
	<b>Planned Activities</b>	Provide afterschool and summer program for special needs children, tutoring, GED program and funding to assist with upgrading the bathrooms to comply with ADA, installation of handicap ramp.
56	<b>Project Name</b>	Unincorporated/Subrecipient/Communities in School

	<b>Target Area</b>	GREENVILLE COUNTY - UNINCORPORATED
	<b>Goals Supported</b>	SL-4 Public Services
	<b>Needs Addressed</b>	Community Development Needs
	<b>Funding</b>	CDBG: \$14,500
	<b>Description</b>	Provides funding toward programming ranging from physical and mental well-being, to those addressing scholastic achievement, to family and community support networks. Also, towards the salary for a part-time director.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Expected to serve 1967 individuals.
	<b>Location Description</b>	The activities will be undertaken at Communities in School.
	<b>Planned Activities</b>	Provides funding toward programming ranging from physical and mental well-being, to those addressing scholastic achievement, to family and community support networks. Also, towards the salary for a part-time director.
57	<b>Project Name</b>	Unincorporated - Poe Mill Clean UP
	<b>Target Area</b>	POE
	<b>Goals Supported</b>	SL-8 Brownfield Assessment and Cleanup
	<b>Needs Addressed</b>	Neighborhood Revitalization
	<b>Funding</b>	CDBG: \$83,291
	<b>Description</b>	Brownfield site.
	<b>Target Date</b>	6/30/2016

	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Those families living in the Poe Mill community will benefit.
	<b>Location Description</b>	The activity will be undertaken at the Poe Mill site, Greenville.
	<b>Planned Activities</b>	Brownfield site cleanup at the Poe Mill.
58	<b>Project Name</b>	Unincorporated/Subrecipient/Community Works Carolina
	<b>Target Area</b>	GREENVILLE COUNTY - UNINCORPORATED
	<b>Goals Supported</b>	DH-3 Homebuyers
	<b>Needs Addressed</b>	Housing Need
	<b>Funding</b>	HOME: \$115,000
	<b>Description</b>	Provide down payment assistance to 20 homebuyers in the County.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Expected to serve 20 first time home-owners.
	<b>Location Description</b>	Homebuyers in Greenville County are eligible.
	<b>Planned Activities</b>	Provide down payment assistance to 20 homebuyers in the unincorporate Greenville County.
59	<b>Project Name</b>	Unincorporated - Housing Partner - Greenville Housing Futures
	<b>Target Area</b>	JUDSON COMMUNITY
	<b>Goals Supported</b>	DH-2 Rentals
	<b>Needs Addressed</b>	Housing Need

	<b>Funding</b>	HOME: \$50,000
	<b>Description</b>	Develop 2 affordable rental housing unit in Judson and San Soucci communities.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Expected to serve 2 families.
	<b>Location Description</b>	Rental housing will be constructed in the Judson and San Soucci communities.
	<b>Planned Activities</b>	Develop 2 affordable rental housing units in the Judson and San Soucci communities.
	<b>Planned Activities</b>	Develop 2 affordable rental housing units in the Judson and San Soucci communities.
60	<b>Project Name</b>	Unincorporated/Subrecipient/Upstate Warrior
	<b>Target Area</b>	GREENVILLE COUNTY - UNINCORPORATED
	<b>Goals Supported</b>	DH-5 Homelessness - At Risk SL-4 Public Services
	<b>Needs Addressed</b>	Homeless Need Special needs
	<b>Funding</b>	CDBG: \$13,250
	<b>Description</b>	Funding for social work case coordination and resource development for Greenville low income/homeless/at-risk for homelessness veterans.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Expected to serve 145 veterans.
	<b>Location Description</b>	Activity will be undertaken at Upstate Warrior.

	<b>Planned Activities</b>	Funding for social work case coordination and resource development for Greenville low income/homeless/at-risk for homelessness veterans.
<b>61</b>	<b>Project Name</b>	Unincorporated/Acquisition
	<b>Target Area</b>	GREENVILLE COUNTY - UNINCORPORATED
	<b>Goals Supported</b>	DH-1 Homeownership DH-2 Rentals
	<b>Needs Addressed</b>	Housing Need
	<b>Funding</b>	:
	<b>Description</b>	Acquire properties for future housing for income-eligible persons.
	<b>Target Date</b>	6/30/2016
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Income-eligible households will benefit.
	<b>Location Description</b>	Activity will be undertaken on eligible properties in unincorporated Greenville County.
	<b>Planned Activities</b>	Acquire properties in unincorporated Greenville County for future construction of housing for income-eligible persons.

## Affordable Housing

### AP-55 Affordable Housing – 91.220(g)

#### Introduction

To promote the production, supply and accessibility of affordable housing to the residents. The housing units will be available to homeless individuals and households, families, elderly, persons living with disability and veterans. The housing units will be a combination of homeownership, rental, and transitional units. The houses will be made to the public through GCRA direct projects, housing partner housing development projects and homeless providers. Some of the County's housing and homeless providers consist of Habitat for Humanity, Neighborhood Housing Corporation, Greenville Housing Futures, United Housing Connections, SHARE, GAIHN etc. Additionally, homeless individual and households who are at risk of homeless or literally homeless will also be assisted with permanent housing through the ESG prevention and Rapid housing programs.

One Year Goals for the Number of Households to be Supported	
Homeless	40
Non-Homeless	65
Special-Needs	60
Total	165

**Table 58 - One Year Goals for Affordable Housing by Support Requirement**

One Year Goals for the Number of Households Supported Through	
Rental Assistance	30
The Production of New Units	34
Rehab of Existing Units	68
Acquisition of Existing Units	33
Total	165

**Table 59 - One Year Goals for Affordable Housing by Support Type**  
**Discussion**

The GCRA is planning to develop 28 rental housing units, of which 10 units shall be located in Brutontown and 18 units in Mauldin. Greenville Housing Future shall complete three rental units for the elderly. Habitat for Humanity is proposing to develop 5 homeownership units in scattered sites. GCRA shall develop 8 homeownership units. Community Works Carolina shall assist approximately 25 homeowners with financial assistance for down payment and closing cost towards the purchase of their first home. GCRA shall continue to provide emergency rehab



program for up to 60 elderly and persons living with disabilities. Homeless population shall be assist with prevention and rapid rehousing program, ensuring access to permanent housing.

## AP-60 Public Housing – 91.220(h)

### Introduction

#### Actions planned during the next year to address the needs to public housing

- **Housing Needs.** Based on information provided by the applicable Consolidated Plan, information provided by HUD, and other generally available data, make a reasonable effort to identify the housing needs of the low-income, very low-income, and extremely low-income families who reside in the jurisdiction served by the PHA, including elderly families, families with disabilities, and households of various races and ethnic groups, and other families who are on the public housing and Section 8 tenant-based assistance waiting lists. The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location.
- **Strategy** - The Housing Authority has an aggressive development plan as detailed below, which will result in the preservation of exiting affordable housing resources and construction of new affordable housing resources. In addition, the Housing Authority will closely monitor Housing Choice Voucher funding to maximize utilization, assisting the greatest number of households possible with available resources.
- **Westview Homes & Brookhaven** – TGHA secured a development partner for the redevelopment of these sites. The overall redevelopment plan will include four components:
  - **Phase I – The Manor at West Greenville:** 55 unit new construction senior building.
  - **Phase II – The Harbor at West Greenville:** Substantial rehabilitation of 57 multi-family units which includes the existing 55 units and 2 units currently used as the Resident Services Office; rehabilitation of the former Head Start Building for leasing; community space and Resident Services Offices.
  - **Phase III – The Haven at West Greenville:** 42 unit new construction senior building and a new leasing and community building.
  - **Phase IV – The Gallery at West Greenville:** demolition of 7 existing units; conversion of 18 one bedroom units to 12 units with art studios; and rehabilitation of the remaining 66 units.
- **Heritage** – This site is the remaining land on the former JJT HOPE VI Project. TGHA has selected a development partner and received approval to amend the City approved PUD 2011 amendment to develop sixty (60) Senior units in a new construction 3-story building consisting of forty-eight (48) 1 and 2 bedroom units, as well as twelve (12) 2-bedroom senior cottages. TGHA's development partner has submitted a 2015 LIHTC application for this senior development. In addition and separately, approximately twenty-five (25) single-family houses are planned.

- **Scott Towers/Garden Apartments** – TGHA will complete a Master Plan for the site to include the redevelopment of Garden apartments. A new development partner will be procured to redevelop the site as a Mixed Income property in accordance with the Master Plan. The existing Garden units will be converted from Public Housing to Project Based Voucher units under the RAD Program.
- **Scattered Sites** – Of the existing 129 scattered site units (single-family), 17 are infeasible for repositioning and will be disposed of through Public Sale or demolished. The remaining 112 units will be substantially rehabilitated and converted to Project Based Vouchers under the RAD Program.
- **Ridgeway Apartments** – This 8-unit senior property will be converted from Public Housing to Project Based Vouchers under the RAD program.
- **VIOLENCE AGAINST WOMEN:** To protect the rights of victims of domestic violence, dating violence, and stalking to secure and maintain housing without being victimized a second time by being denied housing or losing housing because of the criminally violent acts perpetrated against them.

#### **Actions to encourage public housing residents to become more involved in management and participate in homeownership**

- Host and/or ensure an active presence in housing related events (April – Fair Housing Month, June – Homeownership Month).
  - **RESIDENT STRATEGIES:** Assist residents in gaining access to education, employment opportunities and homeownership opportunities.
1. Maintain Arcadia and other identified communities as stabilized homeownership communities.
  2. Expand homeownership opportunities through the sale of feasible units.
  3. Expand homeownership opportunities through the Section 8 Homeownership Program.
  4. Partner in an active advocacy role with local schools and colleges to facilitate access to educational opportunities for tenants.
  5. Ensure compliance with Section 3 in ensuring to the greatest extent possible, job training, employment, and contract opportunities are made available to low- or very-low income residents in connection with projects and activities in the neighborhoods where HUD funds are expended.

**If the PHA is designated as troubled, describe the manner in which financial assistance will be provided or other assistance**

**NA**

**Discussion**

## **AP-65 Homeless and Other Special Needs Activities – 91.220(i)**

### **Introduction**

The following seven sub-recipients will receive funding from the FY 2014 Emergency Solutions

**A Place of Hope** (United Ministries) (Street Outreach category) located at 600 Pendleton St in the City of Greenville; see <http://www.united-ministries.org/> shall use program funds to case manage the homeless.

**Greenville Area Interfaith Hospitality Network**, (Shelter category) a rotating family shelter drawing on 25 congregations. Office is located at 1100 South Main St. Proposes to rehab five existing transitional housing units. See [www.gaighn.org](http://www.gaighn.org).

**United Housing Connections, previously known as Upstate Homeless Coalition**, (Shelter) a transitional housing program with office located at 122 Edgeworth Street, Greenville. Funds will be used to maintain eleven supported housing units in the Judson Mill, Poe Mill, City View and Brandon neighborhoods, north and west of the City of Greenville on both sides of US Hwy 123 and north to Poe on Old Buncombe Rd.

**SHARE Homeless Services WE CARE**, an outreach and transitional residence program for families and individuals with offices at Crossroads Apartments, Cleveland St, shall use program funds for outreach services and maintenance and repair .Greenville. See [www.sharesc.org](http://www.sharesc.org)

**Human Relations Commission**, will provide housing relocation and Stabilization services and case management to approximately 30 households that are literally and/or chronically homeless and persons who are at imminent risk of homelessness.

**Step by Step Ministry Hope Project** – (shelter) a transitional housing facility shall provide support services to women exiting correctional facilities.

Upstate Warrior: providing housing and support services to the veterans. .

### **Describe the jurisdictions one-year goals and actions for reducing and ending homelessness including**

- Assist up to 30 homeless individuals or households with permanent housing.
- Continue to fund shelter and transitional housing operational activities.
- Continue to fund the homeless providers' programs on outreach and shelter activities
- Continue to develop transitional housing units.

## **Reaching out to homeless persons (especially unsheltered persons) and assessing their individual needs**

Reaching out to homeless persons (especially unsheltered persons) and assessing their individual needs addressing the emergency shelter and transitional housing needs of homeless persons. Helping homeless persons (especially chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth) make the transition to permanent housing and independent living, including shortening the period of time that individuals and families experience homelessness, facilitating access for homeless individuals and families to affordable housing units, and preventing individuals and families who were recently homeless from becoming homeless again. Helping low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families and those who are: being discharged from publicly funded institutions and systems of care (such as health care facilities, mental health facilities, foster care and other youth facilities, and corrections programs and institutions); or, receiving assistance from public or private agencies that address housing, health, social services, employment, education, or youth needs.

## **Addressing the emergency shelter and transitional housing needs of homeless persons**

The County's Continuum of care members working in partnership with the County and City developed the following plans to help end homelessness

1. 35 Permanent housing with supportive services for mentally ill and other vulnerable adults that is affordable, decent and safe
2. Homeless czar to organize outreach, coordinate services, and help develop housing
3. A 15 family shelter beds for homeless families
4. 50 or more low cost SRO (single room occupancy), Housing First, and permanent supportive housing.
5. 25 units in the Housing first model for the chronically homeless.
6. 15 Medical respite beds for people who are too sick for shelters but not sick enough to justify hospitalization

**Helping homeless persons (especially chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth) make the transition to permanent housing and independent living, including shortening the period of time that individuals and families experience homelessness, facilitating access for homeless individuals and families to affordable housing units, and preventing individuals and families who were recently homeless from becoming homeless again**

The Greenville County Continuum members of which the Subrecipients are members have programs addressing these needs for homeless individuals and households.

**Helping low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families and those who are: being discharged from publicly funded institutions and systems of care (such as health care facilities, mental health facilities, foster care and other youth facilities, and corrections programs and institutions); or, receiving assistance from public or private agencies that address housing, health, social services, employment, education, or youth needs**

The Greenville County Continuum members of which the Subrecipients are members have programs addressing these needs for homeless individuals and households

## **Discussion**

## **AP-75 Barriers to affordable housing – 91.220(j)**

### **Introduction:**

The Greenville County Human Relations Commission administers the County's Fair Housing and Employment activities, investigate complaints of discrimination, make referrals, and conducts educational programs on these and other issues relating to housing, including substandard housing and landlord-tenant relations. In 2012 a new Analysis of Impediments was prepared for the County and City of Greenville. The following were established as barriers.

### **Economic barriers**

The consequences of the national recession have impacted City of Greenville and Greenville County agencies and residents. It has impacted the funding of affordable housing construction and the funding availability for needed services. The recession has been associated with an increase in unemployment and a loss of assets, including homes and automobiles. Poverty remained an issue for many residents and many residents continue to be cost burdened by housing expenses. Unemployment and transportation were top concerns among agencies surveyed regarding residents' quality of life.

**Regulatory barriers:** Regulatory barriers in the City and the County may affect fair housing choice. Zoning may impede the access to fair housing. Informants expressed the need for rental inspections regulations in an effort to provide safe rental housing to residents.

**Education Barriers:** Education barriers are four fold. This includes low educational attainment of citizens, a lack of financial literacy for those seeking to obtain housing, many landlords and condo/homeowners associations have not been educated of their obligations under fair housing law. In addition, many residents lack knowledge of fair housing rights.

**A lack of data:** No known studies have been conducted in the city to gauge the incidence or the extent of racial steering by real estate agents in the jurisdictions, despite the fact that racial steering has been found to be a factor in racial segregation.

**Possible and Perceived Discrimination:** HMDA data suggested there is a discrepancy between loan origination for white loan applicants and loan origination for African Americans. National data suggested that the minorities were twice as likely to be affected by the foreclosure crisis.

**Nimbyism:** Nimbyism impeded the availability of fair and affordable housing in both the City of Greenville and Greenville County. Respondents were particularly concerned with NIMBYism and the effect it may have on housing for those that are low-income, minority, or disabled.

**Actions it planned to remove or ameliorate the negative effects of public policies that serve as barriers to affordable housing such as land use controls, tax policies affecting land, zoning ordinances, building codes, fees and charges, growth limitations, and policies affecting the return on residential investment**

- Promote Awareness of Fair Housing Rights



- Enhance fair housing outreach activities through brochures, flyers, and other methods. Brainstorm creative ways in which to spread awareness
- Continue providing financial literacy programs
- Promote credit counseling, first-time homebuyer programs, and other financial literacy programs available in the City and the County Target underserved and minority populations
- Conduct symposiums to educate landlords, condominium associations and homeowners associations
- Promote the completion of secondary education
- Collect data on the incidence and extent of racial steering in the City and the County
- Prioritization of Fair Housing at the local government level
- Facilitate conventional loan services and other banking services in underserved areas
- Encourage minority homeownership and bilingual banking services
- Support diversity training programs in needed areas
- Prioritization of Fair Housing at the local government level
- Integrate and promote fair housing into housing strategies and comprehensive planning efforts
- Facilitate conventional loan services and other banking services in underserved areas
- Encourage minority homeownership and bilingual banking services
- Support diversity training programs in needed areas
- Involve residents of proposed construction from the initial phases
- Create guidelines or have developers create their own guidelines to preemptively deal with housing construction for protected classes
- Educate residents about fair housing law and proposed construction
- Research successful construction of housing for groups that may be met with opposition and focus on beneficial consequences of construction

**Discussion:**

## **AP-85 Other Actions – 91.220(k)**

### **Introduction:**

see reports below.

### **Actions planned to address obstacles to meeting underserved needs**

The GCRA is in partnership with the Continuum of care agencies to address homelessness in the County. Measures are identified in the Homeless White paper prepared in March 2015.

GCRA shall continue to provide Emergency rehab program for the elderly and persons living with disability. This program provides up to \$10,000 in grant fund to improve the housing units, address and code issues and ensure that the homeowners are given the opportunity to age in place.

GCRA with other housing provider have implemented the Charity tracker system, which helps to coordinate efforts between all partners to ensure that the clients are able as much assistance available to them.

Prevent recurrent homelessness through changing discharge policies, retention programs to assist the formerly homeless to remain housed, creation of a 2-1-1 information/referral system, transportation improvements, and identification of additional resources to implement these goals.

B. Improve services to homeless families/individuals through improved cooperation with law enforcement and justice system actors, broader evaluation of homeless service providers, added outreach programs, and investigation of possible special needs shelters.

### **Actions planned to foster and maintain affordable housing**

County partners with partners to develop affordable housing. These projects are gap funded with County HOME funds. all projects have affordability period stipulations as required by HUD.

### **Actions planned to reduce lead-based paint hazards**

The Greenville County Redevelopment Authority will continue to test (for presence of lead-based paint) all units older than 1978 which proposed for rehabilitation or work under the Owner-Occupied Rehab and Rehabilitation-Affordable Resale programs that exceed \$5,000. All units less than \$5,000 will be repaired using safe work practices. In the case of Affordable Resale houses, all such units will have all elements with lead-based paint content will be repaired using interim control practices or the hazard abated. LBP testing is not done under the Emergency Rehab program except for roof repairs. The GCRA will continue to inform residents or potential residents of any affected homes of the known and potential hazards of lead-based paint generally and that it may affect units they use or occupy

Policy and procedures are documented in GCRA's General construction specifications, operating

guidelines and contract documents between homeowners and contractors. The actions above help identify and mitigate the effects of lead based paint hazards in pre 1978 housing stock.

### **Actions planned to reduce the number of poverty-level families**

The GCRA in partnership with the Cities of Greer and Fountain Inn are developing affordable housing in the Needmore, Creekside, Woodside and Sanctified Hill communities. The communities will focus its use of resources to alleviate inequities in public facilities and housing which may contribute to family impoverishment. There is also expected to be a mitigation of poverty through the various homeownership assistance programs in place for lower income buyers, through activation of partnerships for construction and management of affordable rental housing, through support of efforts to end chronic homelessness, to prevent evictions, to modify unwise or ineffective discharge policies for those at risk of homelessness, and to support homeless shelters and services. Additionally, five more redevelopment neighborhood have completed master plan, with identified need of affordable housing and job training. GCRA is also partnering with Goodwill to apply for youth build funding to help with job training and GED attainment. Additionally, some of the Subrecipients have programs specifically that will help with job training and transitional housing with casemanagent services to assist and empower their clients.

### **Actions planned to develop institutional structure**

The Greenville County Redevelopment Authority (GCRA) is the lead agency, responsible for the preparation and implementation of the Consolidated and Annual Action Plan. The Greenville County Redevelopment Authority is governed by a twelve member board, representing each of the County Districts and appointed by the County Council. GCRA administers the County's CDBG, HOME and ESG programs. GCRA also works closely and provides technical assistance to the five cooperating municipalities participating in the Greenville County urban county program. GCRA partners with various development partners (non-profit and for profit agencies) and as well as other public agencies, leveraging funds and resources to successfully accomplish the Consolidated and Annual Action. GCRA partners with the CoC group to address homelessness in the County and currently working with the Greenville Housing Authority with the Section 8 housing opportunities and inspections of the units.

GCRA continues to recommend housing and infrastructure improvement projects and activities, seek funding from other public agencies to leverage resources and accomplish the goals and objectives for the County Council.

4. Plans for using HOME funds to refinance existing debt secured by multifamily housing that is rehabilitated with HOME funds along with a description of the refinancing guidelines required that will be used under 24 CFR 92.206(b), are as follows:

Not applicable.

**Emergency Solutions Grant (ESG)  
Reference 91.220(l)(4)**

1. Include written standards for providing ESG assistance (may include as attachment)

GCRA uses the ESG and HEARTH definition of homelessness to assist clients and allocate funds to Subrecipients. SEE Attachment - GCRA ESG Policy guideline

2. If the Continuum of Care has established centralized or coordinated assessment system that meets HUD requirements, describe that centralized or coordinated assessment system.

County CoC have a coordinated approach, they meet monthly to share and discuss issues and programs.

3. Identify the process for making sub-awards and describe how the ESG allocation available to private nonprofit organizations (including community and faith-based organizations).

The selection of projects and programs for the fiscal year to be conducted by Sub-recipients and housing partners are selected through a Request for Proposal (RFP) process. The RFP's were announced and advertised in the early part of December. Training sessions are conducted by program staff. Proposals for programs and projects from the public were due the second week in February 2013. All proposals are reviewed, ranked and recommendations made to the Administrative Committee and respective municipalities for approval. The GCRA Board makes the final approval for County Council for adoption. Public Hearings on the funds, Programs and projects are conducted throughout the County between the months of February and March of each year.

4. If the jurisdiction is unable to meet the homeless participation requirement in 24 CFR 576.405(a), the jurisdiction must specify its plan for reaching out to and consulting with homeless or formerly homeless individuals in considering policies and funding decisions regarding facilities and services funded under ESG.

The CoC has establishment a Homeless Whitepaper which indicates plans to address homeless activities and issues in Greenville County.

5. Describe performance standards for evaluating ESG.

All ESG subrecipient report all activities in the HMIS system. They also provide GCRA with bi-annual and annual reports. All are monitored annually.

**Discussion:**

NA

# Attachments

1. Homelessness White Paper – March 2015
2. SF 424
3. Certifications
4. Greenville County, SC FY 2015 Detailed Project-Program sheet
5. Citizen Participation – meeting dates and comments
6. GCRA Recapture – Resale Policy
7. GCRA – ESG Policy guideline



# Homelessness White Paper

A Collective Approach to Reduce Homelessness in Greenville County

March 2015

## Table of Contents

Executive Summary.....	1
Background Information	
• Comparison of South Carolina's Major Metropolitan Areas .....	4
• Existing Services .....	5
Current System	
• Strengths .....	6
• Weaknesses .....	7
• Opportunities.....	8
• Threats .....	9
Priorities and Recommendations.....	9
Advocacy .....	11
Appendices.....	13
1. The Costs of Homelessness	
2. The Power of Collaboration: Tent City Case Study	
3. Details of Shelter, Transitional Housing and Supportive Housing with Case Management	
4. Homelessness Leadership Task Force Members	



# Homelessness White Paper

## A Collective Approach to Reduce Homelessness in Greenville County

### **EXECUTIVE SUMMARY**

Greenville's system for addressing homelessness is strong and generally effective. Greenville County has more resources and better cooperation on homeless issues than any other county in South Carolina. However, there are still gaps in the service network. This White Paper outlines the current situation, identifies the major weaknesses in our system, and recommends a series of actions to close those gaps.

#### **Current Situation**

In Greenville County on January 23, 2014, 938 individuals were counted as homeless, with 81% in some type of provider shelter on the night of the count. However, it's known that there are more uncounted people "sleeping rough," without shelter.

Greenville County has 368 regular crisis shelter beds, 140 cold weather/overflow shelter beds, 278 transitional/single room occupancy beds, and 130 housing first/long term supportive housing beds. However, although the front doors for those needing temporary shelter are wide open, more long-term solutions are needed for people leaving the shelters and for those who are chronically homeless.

#### **Closing the Gaps in Key Areas**

A group of homeless service providers and key community leaders closest to the situation came together in late 2014 to work collectively toward more long-term coordinated strategies. A detailed analysis of strengths, weakness, opportunities and threats helped inform the identification and ranking of gaps in the current service network for the homeless. This homelessness leadership task force offers the following prioritized recommendations to strengthen Greenville's homeless response system:

1. Permanent housing with supportive services for mentally ill and other vulnerable adults that is affordable, decent and safe
2. Homeless czar to organize outreach, coordinate services, and help develop housing
3. More shelter beds for homeless families
4. Additional housing units for SRO (single room occupancy), Housing First, and permanent supportive housing
5. Medical respite beds for people who are too sick for shelters but not sick enough to justify hospitalization

This task force is prepared to work collectively to address each of these gaps, beginning with specific recommendations and paths for action. It is important to be strategic in designing next steps. A community has two ways to take care of chronically homeless people: through emergency room visits, incarcerations, hospitalizations, and community agency crisis services OR by providing resources for long-term solutions. Either way, the community funds the solution. For example, the cost to incarcerate someone for one year in South Carolina is more than \$19,000 a year. A visit to a hospital emergency room averages \$2,122 *per visit*. These are very expensive "services" for people who are chronically homeless, and these expenditures provide no long-term solutions.

DRAFT - 3.8.2015

Because the homeless population is mobile across geographic boundaries, we know that Greenville could provide an additional 500 general shelter beds this year and fill them all. However, there would still be people sleeping outdoors. The question our task force asked was not *How many spaces can we create for the homeless?* but rather *What is the right number and right configuration for Greenville's needs?* The follow-up question is *How can we challenge and help empower other areas of the state to create their own healthy solutions for homelessness?* This White Paper begins to address both questions.

### **The Power of Advocacy**

In addition to focusing programs and resources to close these identified gaps in our local homeless services, Greenville's homelessness stakeholders have a crucial role to play in advocating for the broader system-level changes that must occur if conditions are truly going to improve for the chronically homeless. The power of voices coming together for common cause cannot be overstated.

The task force has identified three areas that demand broad and diverse advocacy:

1. A robust Greenville City/County public transportation system with longer routes, better hours, more frequent buses
2. A state-funded transitional housing solution for released prisoners
3. Higher levels of funding for the S.C. Mental Health System, with adequate resources given to intervention, treatment and supportive housing with case management for the mentally ill.

Homelessness is not an issue that can be "cured." There will always be people who, for a variety of reasons and due to a variety of circumstances, choose not to pursue a conventional shelter or support system. The shared aim of Greenville County's homeless service providers is to strengthen the system for those who want to move out of homelessness but who aren't in a position to sign a long-term lease. We want to plug the gaps through which too many of them fall either once or repeatedly.

This document provides a strategic focus on Greenville's key needs for the homeless. The resources and the will to strengthen our system exist in our community. We are confident that Greenville will continue to invest in its most vulnerable citizens.

DRAFT - 3.8.2015

## **BACKGROUND INFORMATION**

There are many definitions of homelessness, and all who are homeless have valid needs. Those doubled up with family and friends need additional help, but for the purpose of this White Paper, homeless is defined as those sleeping outdoors, or if inside, housed by the kindness of strangers.<sup>1</sup>

Compared to other regions of South Carolina, Greenville County has a strong and robust system to address homelessness in the state. Additionally there are reasonable numbers of shelter beds in nearby Anderson, Spartanburg and Cherokee counties.

Homeless people are a fluid and constantly changing population. They are frequently called “transients,” and they flow easily across geographic lines. The chronically homeless are defined as four episodes of homelessness within three years or those who have been homeless for more than a year. Though a minority, this subgroup has been well documented to be frequent users of our emergency rooms and to fill up our detention centers. Others become homeless in any given year for a variety of reasons. However, if shelter, case management and other supportive services are available, most of the newly homeless bounce back and move rapidly into employment and housing.

Occasionally the number of homeless in a specific location may spike, as in the 2014 case of Tent City under the Pete Hollis Bridge. Because of publicity and the generosity of the people of Greenville County, some homeless people believed they had a better opportunity “under the bridge” for a shelter bed, free stuff, a job, or even an interesting new experience and so moved into Tent City. From November 2013 to January 2014, the population of Tent City swelled from 30 people to well over 100, some coming from other counties. *(For details, see Appendix 3, a Tent City case study.)*

The service providers, government leaders, funders and community leaders who came together to develop and implement an innovative solution to the untenable and unhealthy Tent City situation were encouraged by the success of that collective approach to regroup around a more systematic and long-term approach to reducing chronic homelessness. That work produced this White Paper.

### **Comparison of Major South Carolina Metropolitan Areas**

At the “point in time” count on January 23, 2014, the counties with the largest aggregate numbers of homeless were Richland, Greenville, Horry, and Charleston. Horry County had the most unsheltered with 575 unsheltered. Richland County had 279. There were 176 unsheltered people counted in Greenville County out of a total homeless count of 938. Important note: Not all homeless can be located to include in the count; we know that the number of unsheltered homeless in Greenville County to be under reported and the total estimated Greenville County homeless population is between 1,150 and 1,450.

Of the 938 counted in Greenville County:

- 176 were unsheltered – many under the Pete Hollis Bridge.
- 386 were in emergency shelters or cold weather overflow shelters operated by Miracle Hill Ministries, the Salvation Army, and Greenville Area Interfaith Hospitality Network.

<sup>1</sup> Part of HUD’s Definition is *Individuals and families who lack a fixed, regular, and adequate nighttime residence and includes a subset for an individual who resided in an emergency shelter or a place not meant for human habitation and who is exiting an institution where he or she temporarily resided*. This paper modifies this definition by clarifying that those staying with friends or family have not yet reached the level of homelessness addressed by members of our task force.

DRAFT - 3.8.2015

- 376 were in transitional housing, which by definition meant they were on their way to leaving homelessness.

Homeless Count, 1/23/2014	Greenville	Richland	Charleston	Horry
Total of Counted Homeless	938	1014	425	827
Total Homeless in Shelter Beds	386	536	167	107
Total Homeless in Transitional Beds	376	209	149	145
<b>Percent housed</b>	<b>81%</b>	<b>73%</b>	<b>74%</b>	<b>30%</b>

#### Existing Services in Greenville County

A survey facilitated by Greenville Forward in October 2014 helped develop a comprehensive picture of current housing services available to the homeless.

	Shelter Beds*	Cold Weather Overflow	Addiction Recovery**	Transitional Beds	Supportive Housing
G.A.I.H.N.	21			80	
Salvation Army	112	25	46		
Miracle Hill Ministries	218	115	105	61	
Serenity Place			16	9	
Turning Point			160		
Reedy Place					23
Greenville Area Mental Health					57
Homes of Hope				8	
SHARE				145	
United Housing Connections				32	26
Project Care	7				24
<b>Total Per Category</b>	<b>368</b>	<b>140</b>	<b>327</b>	<b>278</b>	<b>130</b>

\*Shelter beds include the following available for families: Salvation Army - 8, Miracle Hill Ministries - 20, Greenville Area Interfaith Hospitality Network - 21. Of beds provided by SHARE, 145 are available for families. *Details of Shelter, Transitional Housing and Supportive Housing with Case Management are provided in Appendix 3.*

\*\* This category includes both homeless and non-homeless residents.

While most of the data in the body and appendices of this paper focuses on shelter/housing availability and housing needs for the homeless, it would be a mistake to minimize the vital services other than housing that complete the continuum of Greenville's services. United Ministries, Triune Mercy Center, Project Host, and others play a vital role on the front lines in providing what is many times the first

DRAFT - 3.8.2015

healthy engagement, offering critical services to those sleeping outside, and offering hope, encouragement, community, case management, and referrals to other services early in the process.

### **CURRENT SYSTEM: A SWOT ANALYSIS**

Greenville County has a tremendous continuum of care for the homeless that we should not take for granted. Similar continuums don't exist in many counties in South Carolina. Homeless people are able to step in and out of various agencies' services as needed. No agency is responsible for "all," and all agencies are responsible for "part."

Like every system, the homeless continuum of care in Greenville County has room for improvement. As a first step toward identifying and prioritizing specific improvements, each member of the homelessness leadership task force was asked to submit an assessment of this continuum of care by outlining perceived strengths, weaknesses, opportunities, and threats. The observations below represent the aggregation of these individual assessments. Although the concerns that appear here reflect the differing perspectives within the task force, and indeed, may sometimes be in tension with each other, the conversation generated enabled the group to arrive at a consensus regarding the priorities for improvement detailed in this paper.

#### **STRENGTHS**

**Diversity and quality of services available.** Greenville County's continuum of care functions better than that in any other county in the state. Greenville County has more year-round crisis shelter beds than any other county in South Carolina, despite having a smaller population base. There are many services provided – shelters, outreach, transitional housing, and permanent supportive housing – and several options to support different subpopulations of the homeless – mentally ill, substance abuse, HIV, families. With many agencies serving the homeless and a variety of funding sources, there is a rich diversity and high quality of services provided to people who are homeless.

**Diversity of viewpoints.** Greenville's homeless service provider community is populated by agencies with diverse agendas, missions and viewpoints. This diversity is of immense value, increasing the chance that tough issues are looked at from a variety of perspectives and therefore will have more considered responses.

**Committed and knowledgeable staffs.** Those serving in the system are passionate and committed to reducing the number of the homeless, including the front-line workers. Organizations providing homeless services have strong leadership and innovative spirits. There are many resources available to solve the problems, especially when agencies combine their strengths.

**A willingness to cooperate.** Agencies have a willingness to work together. Major providers are well connected, talk to each other and respect one another. There is cooperation and coordination among providers. There are good working relationships among front-line staff of different agencies. The Tent City coalition proved that the providers have and can work together and bend rules when necessary.

*Collective impact has certain key components—the most important being a "backbone" organization that holds the entire impact effort together. I think Greenville could benefit from rallying around one "backbone".*

Don Oglesby, Homes of Hope

DRAFT - 3.8.2015



**Existing partnerships, coalitions and groups.** Many homeless providers have worked together and have met on a weekly basis for at least 10 years. For example, Greenville Mental Health has a partnership and collaboration with United Housing Connections and Homes of Hope and a solid partnership with Greenville Rescue Mission, Shepherd's Gate and Salvation Army. Each month, service providers, law enforcement, and community members meet in two separate meetings: a community-level meeting that builds on the 2005 Blueprint to End Chronic Homelessness in Greenville County, and a service provider/law enforcement meeting that discusses what is happening on the ground level. The Greenville Chapter of the Upstate Homeless Coalition includes those organizations listed in the appendix as well as additional government representatives including Greenville Housing Authority, city and county law enforcement, and Greenville County School District. These agencies are the experts, and their continuous conversation is crucial.

*One of the greatest strengths right now is that collaboration is at its highest point ever, and certainly awareness in the community is too.*

Don Oglesby, Homes of Hope

**Supportive funders.** There is a variety of funders supporting the efforts of ending homelessness in our community – faith-based, federal government, private and corporate foundations.

**Size.** We are small enough to be able to get our arms around the homelessness problem, and large enough to have access to resources, talent and influence to tackle it.

## WEAKNESSES

**Lack of shared vision and approach.** There is a lack of systemic and deep (as opposed to sporadic and situational) collaboration. Cooperative efforts exist, but in response to an urgent need rather than as an operating norm. Committees and task forces meet frequently, but sometimes lack focus and actual achievement. Efforts lack a definitive approach for a common goal or common solution that can keep a multi-part group focused and committed, and that can also be communicated to the general public in a unified way.

*When we tear down blighted housing, we often eliminate housing for those people who cannot afford anything better or who cannot sign a long-term lease due to a criminal record, poor credit, or mental health issues. We have got to begin replacing demolished units one for one AND provide case management for those who get some of the new housing.*

Beth Templeton, Our Eyes Were Opened

**Lack of shelter space year-round.** The system is often full, and that lack of space may mean – at least in warm weather – that someone may not be able to get into shelter quickly. More low-cost transitional beds/or SRO beds are needed – provided in a drug-free environment. There is limited capacity to accommodate specialized populations (single mothers with older sons, couples without children, older individuals, non-English-speaking people, unaccompanied youth, etc.).

**Lack of affordable housing options.** There is a lack of affordable, decent, safe housing in the \$300-\$400 a month range. There is a lack of housing programs designed for individuals who need enhanced care/supervision. There are inadequate resources to pay rent deposits and utility deposits to help families move into new housing.

**Shrinking funding for mental health and addiction treatment.** Decreases in mental health funding and deteriorating funding for addiction treatment services mean there are major gaps in addiction and

DRAFT - 3.8.2015

mental health treatment services. More low-income mental health beds with supportive case management are needed.

**Lack of a formal Homeless Court.** Homeless individuals with misdemeanor charges often have difficulty accessing housing, employment, and accessing other community services. A beneficial informal understanding currently exists among homeless service providers, the City Municipal Judge, some magistrates, and the Solicitor's Office to assist the homeless with such charges. Providers have a Homeless Court Application which they can fill out and send to the court, asking judges to consider allowing the defendants to continue partnering with the homeless provider instead of sending them to jail. However, a formal Homeless Court with scheduled meetings, staff, outcomes, and procedures does not yet exist.

**Inadequate dental services.** Men and women attending a drug and alcohol recovery program are often hindered from securing employment due to dental issues arising from their former addictions. Providing dental care and making false teeth are services that are needed and costly.

## OPPORTUNITIES

**Leverage an inherently giving community.** We can build on the strengths of the Tent City joint venture, which increased and demonstrated unity among agencies. We can work with media to re-energize and re-focus, if necessary, support for homeless service providers and engage the larger community in developing solutions to the issue. We can challenge volunteers and donors to provide assistance and funds for needs that are strategic rather than "feel good" projects. We can continue to promote collective impact among key donors, engendering public awareness and goodwill.

**Expand Housing First.** We can become a Housing First community to augment the services already provided in our community. Housing First is a research-based approach built on the belief that homeless individuals can more effectively deal with other issues such as addiction, employment and physical or mental health once they have housing.

**Work with landlords and Greenville Housing Authority.** With new leadership in place at Greenville Housing Authority, we can strongly support creating a Local Preference to reserve a percentage of Section 8 Housing Choice Vouchers for homeless individuals or families. We can develop strong relationships with landlords to be able to house more homeless individuals/families.

**Build relationships with the business community.** We can challenge businesses to modify their policies about criminal backgrounds so more people can be employed in a safe way for both the employer and employees.

## THREATS

**"Toxic charity."** When people respond to a perceived need without partnering with an experienced provider to help create the solution, their well-intended efforts may actually trap homeless people in dependence.

**Downtown development.** As Greenville grows and improves, the homeless are being moved farther away from the downtown (where many homeless service providers are located) and thus are having

DRAFT - 3.8.2015

difficulty getting connected to services. Increased downtown development could geographically decentralize the Greenville system, disrupting or scattering critical services for homeless individuals.

**Community perceptions.** People have difficulty seeing the long-term benefits of aggressively and humanely addressing the needs of people who are homeless. People who are homeless are blamed for their situations rather than being helped to address root causes. Our structure and legislative actions often create or exacerbate the situations in which people find themselves. There is impatience with the change process required for people who are homeless.

**Barriers to work.** The current system does not provide adequate infrastructure for employment. There aren't enough employment opportunities – especially for persons with a criminal background. With a lack of affordable housing options in Greenville, inadequate public transportation, inadequate subsidized child care, and limited financial resources, getting and keeping a job is a challenge. Homeless people who succeed in finding employment often find themselves a victim of the “cliff effect”: when a low-wage worker who receives subsidies for housing, child care, food stamps, etc. loses all or some of those subsidies when their wages increase.

*A job is the best anti-homeless program around. We need the business community to relax their policies around criminal backgrounds so people who have served their time and made changes in their lives can obtain a job.*

Bruce Forbes, SHARE

## **PRIORITIES AND RECOMMENDATIONS**

The homelessness leadership task force provided data used in this document, and the group also met three times in late 2014 and early 2015 to set priorities and discuss recommendations. Below are the task force's key priorities and recommendations for addressing homelessness in Greenville County<sup>2</sup>:

1. **35 beds – permanent housing with supportive case services for mentally ill and other vulnerable adults that is affordable, decent and safe.** This is for individuals with mental illness or low IQs but not those whose IQs are so low that they fall under the jurisdiction of the Greenville County Disabilities Board. These people need additional support to function effectively with structured living and an active case manager working with them to help set goals and create plans for attaining them. A compassionate community will ensure they are not taken advantage of and that they live in housing that is safe and affordable.
2. **Homeless czar.** A strong, neutral leader is needed to coordinate Greenville County's response to homelessness. This strong leader is charged with working effectively with city and county leaders, Greenville Partnership for Philanthropy, United Way, and local agencies to plan effectively for current and long-term needs. The ideal locus for this position would be a jointly funded city/county position, neutral with regard to local agencies, and able to bring key leaders together so that homeless efforts are as effective as possible.

<sup>2</sup> The task force identified a second tier of needs, slightly lower than the priority of the top five:

- SROs in which those in active addiction can stay at an affordable rate
- 25 additional Housing First beds
- Long-term transitional housing for families
- Housing for couples without children

DRAFT - 3.8.2015



3. **Family shelter for 15 families.** This housing allows families to remain intact, including mothers with teenage boys, fathers with children, and two-parent families with children. Most current family housing serves parents, and children come with them. In this shelter, there would be child-directed programming as well. (While housing for spouses without children is needed, it is not envisioned as a part of this family shelter.)
4. **Additional beds/housing units for Single Room Occupancy, Housing First, and permanent supportive housing.**
  - a. **25 Housing First beds.** There are currently 23 beds available through Reedy Place 1 & 2. Another 25 beds are needed for the long-term chronically homeless: those who are homeless, mentally ill, or chronically addicted and are not able to take the steps needed to become whole without intervention. These beds would be in a safe, structured environment, affordable and accompanied by supportive case management.
  - b. **At least 50 Single Room Occupancy (SRO) beds for transitional and permanent housing** in an environment that is alcohol and drug free. These are first available for persons leaving shelters. Currently many people remain in shelters for months because there are few SROs available. Therefore, having more SROs will make more shelter beds available for those in crisis. Occupants will be expected to be employed or have an income in order to pay a modest rent, less than \$350 per month. While the coalition would also like to see SRO beds in which consumption of substances is tolerated, those beds are prioritized lower on the list.
  - c. **Other transitional housing.** While much of the housing is envisioned as being permanent, transitional housing is sometimes a necessary step between the streets or a shelter and a permanent situation.
5. **At least 15 homeless medical respite beds** for individuals who do not need continued hospitalization but are, at least temporarily, feeble; their fragile health leaves them unable to care for themselves in a traditional homeless shelter. We suggest that the Greenville Health System, Bon Secours St. Francis Health System, and New Horizons Family Health cooperate to create a jointly funded and operated medical respite facility. Such a facility would save the hospitals and taxpayers hundreds of thousands of dollars a year by freeing hospital beds for those who need more care.

DRAFT - 3.8.2015

## **ADVOCACY**

In addition to focusing programs and resources to close identified gaps in local services, Greenville's homelessness stakeholders have a crucial role to play in advocating for the broader system-level changes that must occur if conditions are truly going to improve for the chronically homeless. The power of voices coming together for common cause cannot be overstated.

We ask the community to join together to advocate for the following:

- A robust Greenville City/County public transportation system with longer routes, better hours, and more frequent buses
- A state-funded transitional housing solution for released prisoners
- Higher levels of funding for the S.C. Mental Health System, with adequate resources given to intervention, treatment and supportive housing with case management for the mentally ill.

We see a robust public transportation system as Greenville County's top need for empowering all those living in poverty or financial instability – including but not limited to the chronically homeless – to become self-sufficient, stable contributors to the community. This is an issue that impacts every segment of the population and that requires priority-setting and voice-lifting from every stakeholder group.

While this document focuses primarily on Greenville County's needs and the appropriate local responses, there are two key statewide gaps that contribute to homelessness in Greenville County and across the state.

First, thousands of prisoners are released from state prisons each year. Hundreds or thousands of those leave with only a bus ticket to the city they choose to reside in. Those without families and support structure place a great burden on the homeless support system, and many of them will become homeless or re-offend and go back to prison. If existing shelters took only these newly released prisoners, there would not be enough beds to cover this strong need.

Second, the state legislature inadequately supports the South Carolina mental health system. Funding cuts made in 2008-2009 have never been restored, and one of the results is that homeless service providers are seeing more homeless people with untreated mental illnesses, many of those illnesses growing more severe because of the lack of treatment. We challenge the state legislature to fund more transitional opportunities for released prisoners and more supportive housing with case management for the mentally ill.

DRAFT - 3.8.2015

## **IN CLOSING**

The members of this homelessness leadership task force have strong and diverse opinions about the role of faith and poverty, the efficacy of potential solutions, the role of government with respect to the homeless. However, we agree that solutions should promote dignity and self-empowerment, and that system improvements are needed along with work to help the brokenness of those trapped in homelessness. Government assistance is needed in the areas where government can be most effective. A continuing discussion is needed to ensure that well-intentioned help does not become toxic for its recipients.

This White Paper is presented in the hope that discussion and work toward consensus can help create focus among key decision makers, the community and the media. Greenville has gone too long without consensus on key priorities around homelessness. Now that some have been established, let us start with the most pressing and work toward filling gaps while improving the strong continuum of care already in place.

It should be noted that building new buildings, while challenging, is fairly easy compared with the challenge of finding ongoing operating funds for new initiatives. Any new programs, especially those that provide housing or shelter, must be sustainable for ongoing operations. If we can figure that part out, the needed buildings will be provided.

Greenville County is a vibrant, creative and generous community. We are blessed with many strong, selfless community leaders, and those who serve the homeless are passionate, self-sacrificing and strong contributors to the fabric of our society. We know that the leaders who have helped create and sustain the strong systems in Greenville County will be able to work to create the next needed steps in the continuum.

DRAFT - 3.8.2015

PUBLIC NOTICE  
ANDERSON HOUSING AUTHORITY  
SECTION 8 HOUSING CHOICE VOUCHER PROGRAM

The Anderson Housing Authority's Section 8 Housing Choice Voucher Program will be accepting applications for placement on the Waiting List. The Section 8 Housing Choice Voucher Program is a rental assistance program funded by the U.S. Department of Housing and Urban Development.

Applications can be submitted ONLINE ONLY (no paper applications will be accepted) at <http://www.ahain.org> starting Tuesday, March 22, 2016 at 3:00 pm continuing through Wednesday, March 23, 2016 closing at 4:00 pm. You will be required to register online to use the online application. You may register early and registration will be available starting Monday, March 21, 2016 at 3:00 p.m. After you complete the registration page you will receive an auto response email with a password and instructions for completing the application. Your correct email address is very important as it will be used to receive your password, complete the registration, access the application, and for all future correspondences. Persons with disabilities that prevent them from applying online may contact AHA on Monday, March 21, 2016 at 765-298-8728 between 8:30 am and 3:30 pm or email: [accommodations@ahain.org](mailto:accommodations@ahain.org) (put "**Request for Accommodations**" in the subject line) to request accommodations. **NO OTHER PHONE CALLS WILL BE ACCEPTED.**

All applicants must meet the income eligibility requirements and admission requirements as established by the Anderson Housing Authority and HUD regulations.

Income Limit Category	1 Person	2 Person	3 Person	4 Person	5 Person	6 Person	7 Person	8 Person
<u>Very Low</u>								
<u>50% Income</u>	\$19,950	\$22,750	\$25,600	<b>\$28,400</b>	\$30,700	\$32,950	\$35,250	\$37,500
<u>Extremely Low</u>								
<u>30% income</u>	\$11,950	\$15,930	\$20,090	<b>\$24,250</b>	\$28,410	\$32,570	\$35,250	\$37,500

Eligible applicants will be placed on the waiting list according to local preferences and date and time of applications. Local Preferences are as follows:

- a) Residency Preference – Applicants who currently live in the City of Anderson.
- b) Elderly Family – Head of Household and/or Spouse 62 years of age or older.
- c) Disabled Family – Head of Household, Spouse or disabled child in household who meets the disability definition.
- d) Veteran or Service Person Family – Head of Household and/or Spouse honorably discharged from the Armed Forces of the United States after serving 181 consecutive days or more or a person is a part of an applicant's family and is in the military forces of the United States at the time of application for housing.
- e) Other Applicants: The date and time of application will be utilized to determine the sequence of placement on the waiting list.

**No applicant has a right or entitlement to be listed on the waiting list or to any particular position on the waiting list [24CFR 982.202(c)].**

**\*\*\*Warning: Title 18, Section 1001 of the United States Code states that a person who knowingly and willfully 1) falsifies, conceals, or covers up by any trick, scheme or device material fact; 2) makes any materially false, fictitious, or fraudulent statement or representation; or 3) makes or uses any false writing or document knowing the same to contain any material false, fictitious or fraudulent statement or entry shall be fined, imprisoned up to 5 years, prohibited from receiving future assistance and subject to State and Local government penalties.\*\*\***



# 2016-2017 ANNUAL ACTION PLAN

## CITY OF GREENVILLE, SC



# **Executive Summary**

## **AP-05 Executive Summary - 24 CFR 91.200(c), 91.220(b)**

### **1. Introduction**

The City of Greenville receives federal funds from the U. S. Department of Housing and Urban Development (HUD) under the Community Development Block Grant (CDBG) Program and the Home Investment Partnerships (HOME) Program. The City also receives Housing Opportunities for Persons with AIDS (HOPWA) funds. In order to receive these funds, the City must submit a five-year Consolidated Plan and Annual Action Plan to HUD. The Consolidated Plan provides the opportunity to shape housing and community development strategies and creates an opportunity for citizen participation. The Annual Action Plan provides a summary of the goals and objectives that will be accomplished during the upcoming fiscal year. The Annual Plan also provides information on the activities to be funded with HUD funding.

### **2. Summarize the objectives and outcomes identified in the Plan**

This could be a restatement of items or a table listed elsewhere in the plan or a reference to another location. It may also contain any essential items from the housing and homeless needs assessment, the housing market analysis or the strategic plan.

A review of housing and economic data point to a few key needs within areas of the community. The largest housing issue for residents of the City is their housing cost burden, with many low income residents paying more than 30% of their income on housing costs. As the housing market continues to improve, it may become more difficult for low to moderate income residents to find housing they can afford. Housing rehabilitation is one way to improve the existing housing stock. Creation of additional affordable housing and neighborhood improvements can also help stabilize the neighborhood. As the economy improves, new employers are establishing themselves in the area, but some residents may not have the necessary skills or reliable transportation to gain access to those jobs. Connecting residents to workforce resources and better transportation can expand their economic opportunities.

### **3. Evaluation of past performance**

This is an evaluation of past performance that helped lead the grantee to choose its goals or projects.

The City has been very successful in efficiently utilizing community development resources to eliminate blight in the community and strengthening neighborhoods through its acquisition and homeowner rehabilitation projects. The City will continue to focus on these two programs. Likewise, the City is able to effectively leverage community development dollars by working with service providers and housing developers. The City will continue to strengthen its partnerships with these entities by partially

supporting programs that provide after school tutorial, housing counseling, and other services in the community. The City will also continue to work with affordable housing developers to contribute towards their development projects.

#### **4. Summary of Citizen Participation Process and consultation process**

Summary from citizen participation section of plan.

On an annual basis, The Community Development Advisory Committee (CDAC) assists the Community Development Staff in providing recommendations for the use of CDBG, HOME, and HOPWA funds. These budget recommendations are presented to the City Council for adoption. The schedule used by the Community Development Advisory Committee is included in the appendix.

A public hearing was held on April 7, 2016 at 5:30 in the first floor conference room of City Hall, 206 S. Main Street. The public hearing was advertised in The Greenville News on March 24, 2016. The meeting had one attendee.

#### **5. Summary of public comments**

This could be a brief narrative summary or reference an attached document from the Citizen Participation section of the Con Plan.

- How are neighborhood Vision Plans/Master Plans created?The neighborhood plans are created with input from the neighborhood residents. The plans document current conditions, such as zoning, and reflect resident comments, concerns and recognized opportunities.
- What resources are available for area non-profits to help maintain or expand services?Staff offered to send copies of the Affordable Housing and Workforce Resource Lists, which are also available on the website: <http://www.greenvillesc.gov/265/6732/Community-Development>
- How does Community Development get the word out about lunch and learns, and other opportunities?Community Development staff attends and makes announcements at monthly neighborhood meetings for Special Emphasis neighborhoods. The division also publishes a monthly newsletter to publicize our events, as well as the events of our partners. Staff also attends monthly Greenville Dreams meetings, and shares upcoming events and recent news with neighborhood leadership.

#### **6. Summary of comments or views not accepted and the reasons for not accepting them**

All comments were accepted.

#### **7. Summary**

The Consolidated Plan evaluated the available resources, institutional structure, government coordination, public housing, housing for special needs populations, and shelter and housing for the homeless populations. Furthermore, the plan evaluated the growing support for sustainability, the themes established in the Comprehensive Plan, and the needs and concerns established throughout the public participation process. Through this evaluation, a set of goals and strategies was created to guide the use of community development funds throughout the 2015-2020 program years.

The goals, objectives, strategies, and benchmarks for the allocation and implementation of Community Development projects are based on three major goals, to provide:

- decent, safe, and affordable housing;
- a suitable living environment; and
- expanded economic opportunities.



## PR-05 Lead & Responsible Agencies – 91.200(b)

### 1. Agency/entity responsible for preparing/administering the Consolidated Plan

Describe the agency/entity responsible for preparing the Consolidated Plan and those responsible for administration of each grant program and funding source.

Agency Role	Name	Department/Agency
CDBG Administrator	GREENVILLE	Community Development
HOPWA Administrator	GREENVILLE	Community Development
HOME Administrator	GREENVILLE	Community Development

**Table 1 – Responsible Agencies**

### Narrative (optional)

The City of Greenville receives federal funds from the U. S. Department of Housing and Urban Development (HUD) under the Community Development Block Grant (CDBG) Program and the Home Investment Partnerships (HOME) Program. The City also receives Housing Opportunities for Persons with AIDS (HOPWA) funds. The Community Development division is the responsible agency for the administration of these funds.

### Consolidated Plan Public Contact Information

If you have comments or questions related to the Consolidated Plan, please feel free to contact:

Phone: 864-467-4570

Physical Address: 206 S. Main St. (6th floor) Greenville, SC

Mailing Address: City of Greenville, Community Development Division, P.O. Box 2207 Greenville, SC 29602

Attn: Christa Jordan, Community Planner, or e-mail [cjordan@greenvillesc.gov](mailto:cjordan@greenvillesc.gov)

## **AP-10 Consultation – 91.100, 91.200(b), 91.215(I)**

### **1. Introduction**

**Provide a concise summary of the jurisdiction’s activities to enhance coordination between public and assisted housing providers and private and governmental health, mental health and service agencies (91.215(I))**

The City of Greenville’s Community Development Division coordinates the planning and administration of Community Development Block Grant (CDBG), HOME Investment Partnership Funds and Housing Opportunities for Persons with AIDS (HOPWA). As an entitlement community and a participating jurisdiction, the City of Greenville provides structure and shapes programmatic services for low-to-moderate income households. In order to meet local capacity, the Community Development Division partners with nonprofits, Community Housing Development Organizations (CHDOs), Community Development Corporations (CDC), City departments, contractors, and charities. Community Development connects employment, housing, education, and training into a network of resources to redevelop and revitalize Greenville’s lower income neighborhoods. The Community Development division is an active partner with many of the housing and service providers in the City.

The City also partners with the Greenville Housing Authority on many projects and the community development staff play a key role of support in performing environmental reviews and guiding projects through the development approval process. Likewise, we have many partners that help us create affordable housing and/or provide key services to the community. City staff communicate with its partners throughout the fiscal year to ensure that housing, economic development and quality of life issues are being met.

**Describe coordination with the Continuum of Care and efforts to address the needs of homeless persons (particularly chronically homeless individuals and families, families with children, veterans, and unaccompanied youth) and persons at risk of homelessness.**

The City works closely with the United Housing Connections (UHC), formerly the Upstate Homeless Coalition of South Carolina. UHC is an organization that works together with other agencies in our area to provide affordable housing. UHC is dedicated to ending homelessness through programming, advocacy, and building safe, decent, and affordable housing for homeless or at-risk families and individuals. Their goal is to help fill the gaps in services for homeless and at-risk persons. UHC coordinates the Continuum of Care throughout a 13 county area in Upstate South Carolina. The Continuum of Care is a community plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximum self-sufficiency. It includes action steps to end homelessness and prevent a return to homelessness.

**Describe consultation with the Continuum(s) of Care that serves the jurisdiction's area in determining how to allocate ESG funds, develop performance standards for and evaluate outcomes of projects and activities assisted by ESG funds, and develop funding, policies and procedures for the operation and administration of HMIS**

The City is engaged with those entities involved in addressing the needs of the homeless population. The City will continue to work with the Ending Chronic Homelessness Task Force in helping them to continue their work in addressing homelessness in Greenville County. Community Development staff are also members of the Upstate Homeless Coalition of the Upstate and attend monthly meetings.

**2. Describe Agencies, groups, organizations and others who participated in the process and describe the jurisdiction's consultations with housing, social service agencies and other entities**

**Table 2 – Agencies, groups, organizations who participated**

1	<b>Agency/Group/Organization</b>	United Housing Connections
	<b>Agency/Group/Organization Type</b>	Housing Services-homeless Regional organization Planning organization
	<b>What section of the Plan was addressed by Consultation?</b>	Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans
	<b>Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Ongoing discussions with United Housing Connections to address the needs of homeless individuals and families.
2	<b>Agency/Group/Organization</b>	GENESIS HOMES
	<b>Agency/Group/Organization Type</b>	Housing
	<b>What section of the Plan was addressed by Consultation?</b>	Public Housing Needs
	<b>Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Ongoing discussions with Genesis Homes to address the needs affordable housing development.
3	<b>Agency/Group/Organization</b>	ALLEN TEMPLE CEDC
	<b>Agency/Group/Organization Type</b>	Housing
	<b>What section of the Plan was addressed by Consultation?</b>	Public Housing Needs
	<b>Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Ongoing discussions with Allen Temple Homes to address the needs of affordable housing development.

4	<b>Agency/Group/Organization</b>	United Way of Greenville County, Inc.
	<b>Agency/Group/Organization Type</b>	Services - Housing Services-Education Services-Employment Service-Fair Housing
	<b>What section of the Plan was addressed by Consultation?</b>	Public Housing Needs Anti-poverty Strategy
	<b>Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Ongoing discussions with Genesis Homes to address the needs of affordable housing development.
5	<b>Agency/Group/Organization</b>	GREENVILLE HOUSING AUTHORITY
	<b>Agency/Group/Organization Type</b>	Housing
	<b>What section of the Plan was addressed by Consultation?</b>	Public Housing Needs
	<b>Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Ongoing discussions with Greenville Housing Authority to address the needs of affordable housing development.
6	<b>Agency/Group/Organization</b>	Rebuild Upstae
	<b>Agency/Group/Organization Type</b>	Housing
	<b>What section of the Plan was addressed by Consultation?</b>	Public Housing Needs
	<b>Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Ongoing discussions with Rebuild Upstate to address the needs of affordable housing development.

**Identify any Agency Types not consulted and provide rationale for not consulting**

The goal was to reach out to all agencies that serve the City of Greenville.

**Other local/regional/state/federal planning efforts considered when preparing the Plan**

<b>Name of Plan</b>	<b>Lead Organization</b>	<b>How do the goals of your Strategic Plan overlap with the goals of each plan?</b>
Continuum of Care	Upstate Housing Connections	The City utilizes the Continuum of Care in setting goals to provide safe affordable housing within the City.
PHA 5-Year and Annual Plan	Greenville Housing Authority	The Greenville Housing Authority provides affordable housing for City residents.

**Table 3 – Other local / regional / federal planning efforts**

**Narrative (optional)**

## **AP-12 Participation – 91.105, 91.200(c)**

### **1. Summary of citizen participation process/Efforts made to broaden citizen participation Summarize citizen participation process and how it impacted goal-setting**

The City's community development goals and objectives for the 2015-2020 program years were developed with the public as part of the Consolidated Plan planning process. On an annual basis, The Community Development Advisory Committee (CDAC) assists the Community Development Staff in providing recommendations for the use of CDBG, HOME and HOPWA funds. These budget recommendations are presented to the City Council for adoption. The schedule used by the Community Development Advisory Committee is included in the appendix.

Additionally, the City conducts a public hearing for the Annual Action Plan. The notice for the public hearing was advertised in the local newspaper – Greenville News. This year's public hearing for the 2016-2017 Annual Action plan was held on Tuesday, April 7, 2016 at 5:30 p.m. in the first floor conference room of City Hall at 206 South Main Street, Greenville, SC. The minutes of the meeting and the sign-in sheet are attached in the appendix.

Further, City Council adopts the Annual Action Plan by Ordinance which requires two readings during City Council meetings. Community Development staff presented the proposed budget to City Council in two (2) briefing sessions on 4/25 and 5/16. City Council adopted the Annual Action Plan during two readings 5/23 and 6/13.



## Citizen Participation Outreach

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (If applicable)
1	Public Hearing	Non-targeted/broad community	1 attendee	What Master Plans and resources are available, and what outreach methods are used?	All comments accepted	
2	Newspaper Ad	Non-targeted/broad community	Posted 3/24/2016	No comments received	No comments received	

**Table 4 – Citizen Participation Outreach**

## Expected Resources

### AP-15 Expected Resources – 91.220(c) (1, 2)

#### Introduction

#### Priority Table

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1				Expected Amount Available Reminder of ConPlan \$	Narrative Description
			Annual Allocation: \$	Program Income: \$	Prior Year Resources: \$	Total: \$		
CDBG	public - federal	Acquisition Admin and Planning Economic Development Housing Public Improvements Public Services	763,685	5,000	0	768,685	0	Funds will be used to perform planning and administrative activities, property acquisition, owner-occupied repair and public services

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1				Expected Amount Available Reminder of ConPlan \$	Narrative Description
			Annual Allocation: \$	Program Income: \$	Prior Year Resources: \$	Total: \$		
HOME	public - federal	Acquisition Homebuyer assistance Homeowner rehab Multifamily rental new construction Multifamily rental rehab New construction for ownership TBRA	218,514	0	0	218,514	0	Funds will be used complete owner-occupied repair and construction affordable rental housing
HOPWA	public - federal	Permanent housing in facilities Permanent housing placement Short term or transitional housing facilities STRMU Supportive services TBRA	368,760	0	0	368,760	0	Funds will be used to provide supportive services, permanent housing, TBRA and STRMU

Table 5 - Expected Resources – Priority Table

**Explain how federal funds will leverage those additional resources (private, state and local funds), including a description of how**

**matching requirements will be satisfied**

The City of Greenville leverages its CDBG and HOME funding with local, state and federal resources. Our partners utilize City CDBG and HOME funding to leverage funds from the United Way of Greenville County, the Hollingsworth Fund, Community Foundation, SC State Housing Finance and Development Authority and local lenders. The City of Greenville maintains a HOME match balance of \$6,302,772.11 in excess match. We anticipate that the HOME match for the 2016-2017 program year will be satisfied from excess match earned in previous years.

**If appropriate, describe publically owned land or property located within the jurisdiction that may be used to address the needs identified in the plan**

The City of Greenville expends a portion of its CDBG funding to acquire property in its Special Emphasis Neighborhoods. The property is then made available to housing development partners for construction/rehabilitation of affordable housing. During the 2016-2017 fiscal year, the City anticipates acquiring approximately 12 properties. In addition, properties acquired with NSP funds in prior years are being used for the development of affordable housing by Genesis Homes and Allen Temple CEDC.

**Discussion**

## Annual Goals and Objectives

### AP-20 Annual Goals and Objectives - 91.420, 91.220(c)(3)&(e)

#### Goals Summary Information

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
1	Owner Occupied Rehab	2016	2017	Affordable Housing		Decent, safe, and affordable housing	CDBG: \$150,000	Homeowner Housing Rehabilitated: 26 Household Housing Unit
2	Rental Rehab	2016	2017	Affordable Housing	Special Emphasis Neighborhoods	Decent, safe, and affordable housing		Rental units rehabilitated: 2 Household Housing Unit
3	Property Acquisition	2016	2017	Affordable Housing	Special Emphasis Neighborhoods	Decent, safe, and affordable housing	CDBG: \$173,670	Other: 12 Other
4	Produce Affordable Housing	2016	2017	Affordable Housing	Special Emphasis Neighborhoods	Decent, safe, and affordable housing	CDBG: \$10,000 HOME: \$166,663	Rental units constructed: 6 Household Housing Unit Homeowner Housing Added: 0 Household Housing Unit Other: 5 Other
5	Promote energy efficiency	2016	2017	Affordable Housing	Special Emphasis Neighborhoods	Decent, safe, and affordable housing		

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
6	Assist in the creation of special needs housing	2016	2017	Non-Homeless Special Needs	Special Emphasis Neighborhoods Greenville, Anderson, and Pickens counties. Laurens county	Decent, safe, and affordable housing	HOPWA: \$357,698	
7	End chronic homelessness	2016	2017	Homeless	Special Emphasis Neighborhoods	Decent, safe, and affordable housing		
8	Engage in planning, education, and advocacy	2016	2017	Affordable Housing Homeless Non-Housing Community Development	Special Emphasis Neighborhoods	Decent, safe, and affordable housing		
9	Address neighborhood infrastructure needs	2016	2017	Non-Housing Community Development	Special Emphasis Neighborhoods	A suitable living environment		
10	Support safety and crime prevention	2016	2017	Non-Housing Community Development	Special Emphasis Neighborhoods	A suitable living environment		
11	Support code enforcement and demolition of blight	2016	2017	Affordable Housing blight removal	Special Emphasis Neighborhoods	A suitable living environment		
12	Support the After School Tutorial Initiative	2016	2017	Non-Housing Community Development	Special Emphasis Neighborhoods	A suitable living environment	CDBG: \$20,000	Other: 175 Other

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
13	Support and advocate for Fair Housing	2016	2017	Affordable Housing Fair Housing education	Special Emphasis Neighborhoods	A suitable living environment	CDBG: \$10,000	Public service activities other than Low/Moderate Income Housing Benefit: 150 Persons Assisted
14	Develop and enhance recreational opportunities	2016	2017	Non-Housing Community Development	Special Emphasis Neighborhoods	A suitable living environment		
15	Provide employment training	2016	2017	Non-Housing Community Development	Special Emphasis Neighborhoods	Economic development opportunities		
16	Creation and retention of businesses	2016	2017	Non-Housing Community Development	Special Emphasis Neighborhoods	Economic development opportunities		
17	Ensure residents have transportation options	2016	2017	Non-Housing Community Development	Special Emphasis Neighborhoods	Economic development opportunities		
18	Support healthy communities	2016	2017	Non-Housing Community Development	Special Emphasis Neighborhoods	Economic development opportunities	HOME: \$30,000	Other: 1 Other
19	Support for neighborhood residents	2016	2017	Non-Housing Community Development	Special Emphasis Neighborhoods	Economic development opportunities	CDBG: \$20,000	

**Table 6 – Goals Summary**

## Goal Descriptions

1	Goal Name	Owner Occupied Rehab
	Goal Description	
2	Goal Name	Rental Rehab
	Goal Description	
3	Goal Name	Property Acquisition
	Goal Description	
4	Goal Name	Produce Affordable Housing
	Goal Description	<p>CDBG: Reimburse Greenville County Human Relations Commission in the amount of \$1,000 per qualified home buy with a maximum of five (5) buyers. Funding also used to offer public Lunch and Learn workshops.</p> <p>HOME: Develop affordable rental housing using the Section 8 Housing Choice Voucher program.</p> <p>Other funding sources: Funds 115 and 118: Construct four (4) single family rental units in Special Emphasis neighborhoods. Develop affordable rental housing opportunities using Section 8 Housing Choice Voucher program.</p>
5	Goal Name	Promote energy efficiency
	Goal Description	
6	Goal Name	Assist in the creation of special needs housing
	Goal Description	



7	Goal Name	End chronic homelessness
	Goal Description	
8	Goal Name	Engage in planning, education, and advocacy
	Goal Description	
9	Goal Name	Address neighborhood infrastructure needs
	Goal Description	
10	Goal Name	Support safety and crime prevention
	Goal Description	
11	Goal Name	Support code enforcement and demolition of blight
	Goal Description	
12	Goal Name	Support the After School Tutorial Initiative
	Goal Description	
13	Goal Name	Support and advocate for Fair Housing
	Goal Description	
14	Goal Name	Develop and enhance recreational opportunities
	Goal Description	

15	Goal Name	Provide employment training
	Goal Description	
16	Goal Name	Creation and retention of businesses
	Goal Description	
17	Goal Name	Ensure residents have transportation options
	Goal Description	
18	Goal Name	Support healthy communities
	Goal Description	
19	Goal Name	Support for neighborhood residents
	Goal Description	

Table 7 – Goal Descriptions

**Estimate the number of extremely low-income, low-income, and moderate-income families to whom the jurisdiction will provide affordable housing as defined by HOME 91.215(b):**

## AP-35 Projects – 91.220(d)

### Introduction

The budget for the 2016-2017 fiscal year was developed based on funding recommendations made by the Community Development Advisory Committee. The advisory committee, made up of appointees and neighborhood residents, chose the activities to be funded based upon a comprehensive approach to neighborhood revitalization, providing support for the development of affordable housing as well as programs to develop the capacity of our neighborhood residents.

The budget for 2016-2017 follows the guidance developed in the Consolidated Plan and seeks to support neighborhood vibrancy in the City's Special Emphasis Neighborhoods. The budget looks to continue housing and community development activities in the neighborhood through rehabilitation programs, acquisition, demolition, new construction, and support of our service providers.

During the 2016-2017 fiscal year, the City of Greenville proposes to complete the following activities using CDBG, HOME and HOPWA funding:

#	Project Name
1	CDBG Administration
2	Housing Assistance Administration
3	City-Wide Owner-Occupied Housing Rehabilitation
4	City-Wide Property Acquisition
5	Neighborhood Engagement
6	After-School Tutorial Program
7	Comprehensive Housing Counseling Program
8	Fair Housing Counseling Program
9	HOPWA Administration
10	AID Upstate
11	Upper Savannah Care Services
12	HOME Administration
13	Affordable Rental Demonstration Program
14	Harmony House - Turning Point

**Table 8 – Project Information**

**Describe the reasons for allocation priorities and any obstacles to addressing underserved needs**

## Projects

### AP-38 Projects Summary

#### Project Summary Information

Table 9 – Project Summary

1	<b>Project Name</b>	CDBG Administration
	<b>Target Area</b>	Special Emphasis Neighborhoods
	<b>Goals Supported</b>	Support safety and crime prevention Support and advocate for Fair Housing Support healthy communities Support for neighborhood residents
	<b>Needs Addressed</b>	Decent, safe, and affordable housing A suitable living environment Economic development opportunities
	<b>Funding</b>	CDBG: \$152,737
	<b>Description</b>	Funds will be used for the operating expenses related to administering the CDBG, HOME and HOPWA programs.
	<b>Target Date</b>	6/30/2017
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	
	<b>Location Description</b>	

	<b>Planned Activities</b>	
<b>2</b>	<b>Project Name</b>	Housing Assistance Administration
	<b>Target Area</b>	Special Emphasis Neighborhoods
	<b>Goals Supported</b>	Produce Affordable Housing
	<b>Needs Addressed</b>	Decent, safe, and affordable housing A suitable living environment Economic development opportunities
	<b>Funding</b>	CDBG: \$227,278
	<b>Description</b>	Funds will be used for operating/payroll expenses to administer rehabilitation, public facility and housing unit construction programs for the fiscal year.
	<b>Target Date</b>	6/30/2017
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	
	<b>Location Description</b>	
	<b>Planned Activities</b>	
<b>3</b>	<b>Project Name</b>	City-Wide Owner-Occupied Housing Rehabilitation
	<b>Target Area</b>	Special Emphasis Neighborhoods
	<b>Goals Supported</b>	Owner Occupied Rehab
	<b>Needs Addressed</b>	Decent, safe, and affordable housing A suitable living environment Economic development opportunities
	<b>Funding</b>	CDBG: \$150,000

	<b>Description</b>	Funds will be used for the rehabilitation of owner-occupied homes in the CD-served Special Emphasis Neighborhoods. Partnership may include Rebuild Upstate and local faith-based and non-profit organizations.
	<b>Target Date</b>	6/30/2017
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Estimated 25 homes to be completed during the fiscal year.
	<b>Location Description</b>	
	<b>Planned Activities</b>	
4	<b>Project Name</b>	City-Wide Property Acquisition
	<b>Target Area</b>	Special Emphasis Neighborhoods
	<b>Goals Supported</b>	Property Acquisition
	<b>Needs Addressed</b>	Decent, safe, and affordable housing A suitable living environment Economic development opportunities
	<b>Funding</b>	CDBG: \$173,670
	<b>Description</b>	Funds will be used to acquire properties in the City's Special Emphasis Neighborhoods.
	<b>Target Date</b>	6/30/2017
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Approximately 12 properties will be acquired. Properties will be conveyed/sold and redeveloped creating affordable and workforce housing opportunities.
	<b>Location Description</b>	

	<b>Planned Activities</b>	
<b>5</b>	<b>Project Name</b>	Neighborhood Engagement
	<b>Target Area</b>	Special Emphasis Neighborhoods
	<b>Goals Supported</b>	Support healthy communities Support for neighborhood residents
	<b>Needs Addressed</b>	Decent, safe, and affordable housing A suitable living environment Economic development opportunities
	<b>Funding</b>	CDBG: \$20,000
	<b>Description</b>	Funds will be used to promote resident engagement activities and implement recommendations made by the Neighborhood Vibrancy Task Force including provision of GAP grants.
	<b>Target Date</b>	6/30/2017
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Approximately 5,000 persons will be assisted.
	<b>Location Description</b>	
	<b>Planned Activities</b>	
<b>6</b>	<b>Project Name</b>	After-School Tutorial Program
	<b>Target Area</b>	Special Emphasis Neighborhoods
	<b>Goals Supported</b>	Engage in planning, education, and advocacy Support healthy communities Support for neighborhood residents
	<b>Needs Addressed</b>	A suitable living environment

	<b>Funding</b>	CDBG: \$20,000
	<b>Description</b>	Funds will be used to continue implementation of the Study Buddies After-School Tutorial Program offered from the West Greenville, Nicholtown, David Hellams and Bobby Pearce Community Centers.
	<b>Target Date</b>	6/30/2017
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Approximately 140 children will be assisted through the Study Buddies Program.
	<b>Location Description</b>	
	<b>Planned Activities</b>	
7	<b>Project Name</b>	Comprehensive Housing Counseling Program
	<b>Target Area</b>	Special Emphasis Neighborhoods
	<b>Goals Supported</b>	Engage in planning, education, and advocacy Support healthy communities Support for neighborhood residents
	<b>Needs Addressed</b>	Decent, safe, and affordable housing A suitable living environment Economic development opportunities
	<b>Funding</b>	CDBG: \$10,000
	<b>Description</b>	The Greenville County Human Relations Commission will utilize the funds to provide education and training on the home buying process and assist at least five (5) persons become qualified to purchase a home. Funding will also be used to offer Learn and Learn events on topics such as "Protecting Yourself and Your Home", "Protecting Yourself from Identify Theft", "Understanding Fair Housing".
	<b>Target Date</b>	6/30/2017



	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	At least five (5) persons will be qualified to purchase a home.
	<b>Location Description</b>	
	<b>Planned Activities</b>	
<b>8</b>	<b>Project Name</b>	Fair Housing Counseling Program
	<b>Target Area</b>	Special Emphasis Neighborhoods
	<b>Goals Supported</b>	Support and advocate for Fair Housing Support healthy communities Support for neighborhood residents
	<b>Needs Addressed</b>	Decent, safe, and affordable housing A suitable living environment
	<b>Funding</b>	CDBG: \$10,000
	<b>Description</b>	Funds will be used by the Greenville County Human Relations Commission to provide Fair Housing Counseling services for residents living in the City of Greenville.
	<b>Target Date</b>	6/30/2017
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Approximately 150 people will be assisted.
	<b>Location Description</b>	
	<b>Planned Activities</b>	
	<b>Project Name</b>	HOPWA Administration

9	<b>Target Area</b>	Greenville, Anderson, and Pickens counties. Laurens county
	<b>Goals Supported</b>	Assist in the creation of special needs housing End chronic homelessness Support healthy communities
	<b>Needs Addressed</b>	Decent, safe, and affordable housing A suitable living environment Economic development opportunities
	<b>Funding</b>	HOPWA: \$11,062
	<b>Description</b>	Funds will be used for the operating expenses related to administering the HOPWA program.
	<b>Target Date</b>	6/30/2017
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	
	<b>Location Description</b>	
	<b>Planned Activities</b>	
10	<b>Project Name</b>	AID Upstate
	<b>Target Area</b>	Greenville, Anderson, and Pickens counties.
	<b>Goals Supported</b>	Assist in the creation of special needs housing
	<b>Needs Addressed</b>	Decent, safe, and affordable housing A suitable living environment
	<b>Funding</b>	HOPWA: \$325,698

	<b>Description</b>	Funds will be used by AID Upstate to provide emergency financial assistance, rent, utilities, mortgage and housing counseling assistance to persons living with HIV/AIDS in Anderson, Greenville and Pickens counties.
	<b>Target Date</b>	6/30/2017
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Approximately 250 will be assisted.
	<b>Location Description</b>	
	<b>Planned Activities</b>	<ul style="list-style-type: none"> <li>• STRMU, \$93,000</li> <li>• Supportive Services, \$101,000</li> <li>• Permanent Housing Placement, \$19,000</li> <li>• Project Care, Stephen's House, \$30,000</li> <li>• Program Admin, \$20,000</li> <li>• TBRA, \$62,698</li> </ul>
<b>11</b>	<b>Project Name</b>	Upper Savannah Care Services
	<b>Target Area</b>	Laurens county
	<b>Goals Supported</b>	Assist in the creation of special needs housing
	<b>Needs Addressed</b>	Decent, safe, and affordable housing A suitable living environment
	<b>Funding</b>	HOPWA: \$32,000
	<b>Description</b>	Funds will be used to provide emergency financial assistance, rent, utilities, mortgage and housing counseling assistance to persons living with HIV/AIDS in Laurens County.

	<b>Target Date</b>	6/30/2017
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Approximately 50 persons will be assisted.
	<b>Location Description</b>	
	<b>Planned Activities</b>	<ul style="list-style-type: none"> <li>• STRMU, \$6,600</li> <li>• Supportive Services, \$13,346</li> <li>• Permanent Housing Placement, \$1,309</li> <li>• Program Admin, \$2,097</li> <li>• TBRA, \$8,648</li> </ul>
<b>12</b>	<b>Project Name</b>	HOME Administration
	<b>Target Area</b>	
	<b>Goals Supported</b>	Support healthy communities Support for neighborhood residents
	<b>Needs Addressed</b>	Decent, safe, and affordable housing A suitable living environment
	<b>Funding</b>	HOME: \$21,851
	<b>Description</b>	Funds will be used for operating expenses related to administering the HOME program.
	<b>Target Date</b>	6/30/2017

	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	
	<b>Location Description</b>	
	<b>Planned Activities</b>	
<b>13</b>	<b>Project Name</b>	Affordable Rental Demonstration Program
	<b>Target Area</b>	Special Emphasis Neighborhoods
	<b>Goals Supported</b>	Rental Rehab
	<b>Needs Addressed</b>	Decent, safe, and affordable housing A suitable living environment
	<b>Funding</b>	HOME: \$166,663
	<b>Description</b>	Funds will be used to develop affordable rental housing opportunities in partnership with Genesis Homes, Homes of Hope and the Greenville Housing Authority.
	<b>Target Date</b>	6/30/2017
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Approximately 6 homes will be developed.
	<b>Location Description</b>	
	<b>Planned Activities</b>	
<b>14</b>	<b>Project Name</b>	Harmony House - Turning Point
	<b>Target Area</b>	Special Emphasis Neighborhoods
	<b>Goals Supported</b>	Support healthy communities

	<b>Needs Addressed</b>	Decent, safe, and affordable housing A suitable living environment
	<b>Funding</b>	HOME: \$30,000
	<b>Description</b>	Funds will be used to rehabilitate Harmony House, located at 800 Pendleton Street. Harmony House is a facility that will provide residential recovery services for 26 women recovering from substance abuse.
	<b>Target Date</b>	6/30/2017
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Approximately 26 persons will be assisted.
	<b>Location Description</b>	
	<b>Planned Activities</b>	



## **AP-50 Geographic Distribution – 91.220(f)**

### **Description of the geographic areas of the entitlement (including areas of low-income and minority concentration) where assistance will be directed**

The City of Greenville's Community Development Division offers services to approximately 13 Special Emphasis Neighborhoods. The participating neighborhoods include Green Avenue, Greater Sullivan, Sterling, Southernside, West Greenville, Greenline-Spartanburg, Nicholtown, Viola, Haynie-Sirriner, Payne-Logan (West End), Arcadia Hills, Brutontown, and Pleasant Valley. Special Emphasis Neighborhoods are neighborhoods designated by the Community Development Division based on Census data or other socio-economic indicators. Two of the neighborhoods, (Green Avenue and Viola Street) were designated as Neighborhood Revitalization Strategy Areas in September 1996 by the U. S. Department of Housing and Urban Development. The Community Development Division's programs and services are made available to these areas to promote revitalization and redevelopment. The revitalization of the Viola Neighborhood was completed in 2008. The Special Emphasis Neighborhood Map illustrates the location of these areas.

### **Geographic Distribution**

<b>Target Area</b>	<b>Percentage of Funds</b>
Special Emphasis Neighborhoods	74
Greenville, Anderson, and Pickens counties.	24
Laurens county	2

**Table 10 - Geographic Distribution**

### **Rationale for the priorities for allocating investments geographically**

The majority of the residents in our Special Emphasis neighborhoods are low and moderate income families. Furthermore, the housing stock and infrastructure in the neighborhoods is aged, antiquated, deteriorated and substandard. The CDBG and HOME program funds assist in the improvement of the neighborhoods and leveraged with other funds to improve roads, sidewalks, curbs, utility systems and housing units. The funds assist residential developers create modernized rehabilitated or new construction of affordable rental and homeownership units in our neighborhoods.

According to the 2010 Census data, the population in the Special Emphasis Neighborhoods is predominately African American, whereas the City itself is 64 percent white. The median household income for the City is \$33,187 compared to less than \$23,000 for the special emphasis neighborhoods. The unemployment rate is 8.7% for the City, but varies from 9% to 41% within the different special emphasis neighborhoods. The neighborhoods currently suffer from aged and antiquated housing stock. Approximately 13% of the housing units in the City are vacant, with the majority of those located in the special emphasis neighborhoods. Renters outnumber homeowners; over half of the homes are renter-occupied and only one quarter is actually owned by residents of the



community. Community Development's goal is to revitalize the neighborhoods, create and support an appropriate mix of rental and homeownership options. This is realized by developing more affordable housing units through our housing partners to encourage homeownership and rental opportunities.

Furthermore, the City's rehabilitation programs assist current homeowners, particularly with limited or fixed income rehabilitate and upgrade their homes, thereby preventing any potential or future blight in the community.

## **Discussion**

## Affordable Housing

### AP-55 Affordable Housing – 91.220(g)

#### Introduction

This year, the City will utilize HOME funds to support the development of six (6) rental units in partnership with our housing development partners, Genesis Homes and Homes of Hope through the Affordable Rental Demonstration Program. Additional sources of funding to leverage the City's investment. CDBG funds will be used to complete Owner-Occupied rehabilitation projects throughout the Special Emphasis Neighborhoods on approximately 26 owner-occupied units. The City will acquire approximately 12 properties.

One Year Goals for the Number of Households to be Supported	
Homeless	0
Non-Homeless	6
Special-Needs	0
Total	6

**Table 11 - One Year Goals for Affordable Housing by Support Requirement**

One Year Goals for the Number of Households Supported Through	
Rental Assistance	0
The Production of New Units	6
Rehab of Existing Units	26
Acquisition of Existing Units	12
Total	44

**Table 12 - One Year Goals for Affordable Housing by Support Type**

#### Discussion

## **AP-60 Public Housing – 91.220(h)**

### **Introduction**

The Housing Authority of the City of Greenville (GHA) provides affordable housing to the City and County of Greenville's neediest low income families and adults. Their mission is "to build communities by providing affordable housing, housing choice, and economic development opportunity in a quality living environment." The dual jurisdiction agency continues to work to enhance the quality of life of its residents. Initiatives like the Family Self-Sufficiency Program empower residents and improve the quality of life.

### **Actions planned during the next year to address the needs to public housing**

The City is also providing guidance and consultation with the Housing Authority to address the need for replacement housing for the Scott Towers Apartments. Scott Towers was built in the 1970's and provided 197 one bedroom units for senior and disabled persons. Over the years, the building has become obsolete and no longer meets the needs of its senior and disabled residents. The Housing Authority demolished Scott Towers on January 19, 2014. GHA is working with Integral, a private developer, on a redevelopment plan for the site. GHA is currently constructing The Manor, a 55-unit senior housing facility, and planning renovation for Brookhaven and Westview housing complexes. Brookhaven will be renovated to include a total of 57 family units and the name will be changed to The Harbor. Improvements to the existing Westview community, which will be renamed to The Gallery, will include the demolition of 7 apartment/management building, convert 18 -1 bedroom units to 12 art studios and substantially renovate 66 units. A new office/community building will be included in the project. In addition, The Haven, a new community will be constructed at Westview and will offer 42 new units for senior citizens.

### **Actions to encourage public housing residents to become more involved in management and participate in homeownership**

The Family Self-Sufficiency Program is a collaboration of local efforts to assist individuals to work toward home ownership and Temporary Assistance for Needy Families (TANF). Families have an opportunity to own a home and obtain employment skills to better compete in the labor market.

### **If the PHA is designated as troubled, describe the manner in which financial assistance will be**

**provided or other assistance**

Not applicable. The Greenville Housing Authority is not considered a troubled PHA.

**Discussion**

## **AP-65 Homeless and Other Special Needs Activities – 91.220(i)**

### **Introduction**

The City will continue to work closely with the Upstate Homeless Coalition and other agencies affiliated with providing assistance to the homeless population. The City will also work to implement the recommendations identified in the Plan to End Homeless by developing residential units in our Special Emphasis neighborhoods and collaborating with existing entities to create more affordable housing for the homeless population.

In addition, the City will investigate and access all types of funding streams and resources to end homelessness. Further, we will continue to partner with Greenville County Redevelopment Authority and other agencies to assess affordable housing needs and supportive service needs for homeless individuals and families.

### **Describe the jurisdictions one-year goals and actions for reducing and ending homelessness including**

**Reaching out to homeless persons (especially unsheltered persons) and assessing their individual needs**

**Addressing the emergency shelter and transitional housing needs of homeless persons**

**Helping homeless persons (especially chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth) make the transition to permanent housing and independent living, including shortening the period of time that individuals and families experience homelessness, facilitating access for homeless individuals and families to affordable housing units, and preventing individuals and families who were recently homeless from becoming homeless again**

**Helping low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families and those who are: being discharged from publicly funded institutions and systems of care (such as health care facilities, mental health facilities, foster care and other youth facilities, and corrections programs and institutions); or, receiving assistance from public or private agencies that address housing, health, social services,**

**employment, education, or youth needs.**

## **Discussion**

The Upstate Housing Connection's mission is to promote advocacy and awareness in addition to developing strategies at the local, regional, and state levels to effectively address homelessness. The United Way funded agency coordinates the region's homeless programs and services. Representatives from the following counties classified into chapters make up the region: Anderson, Oconee, and Pickens (Tri County Chapter); Greenville and Laurens (Greenville/Laurens Chapter); Cherokee, Union, and Spartanburg (C-U-S Chapter); and Greenwood, Abbeville, McCormick, Edgefield, and Saluda (G.A.M.E.S. Chapter). In an effort to reduce homelessness and provide a variety of community-based programs and services, each chapter meets monthly to discuss new funding sources, opportunities, and service delivery. This serves as the basis of the Continuum of Care.

The Upstate Housing Connection applies for and receives an allocation of Supportive Housing Program funds as a part of the Continuum of Care. These funds are used to support SHP helps develop housing and related supportive services for people moving from homelessness to independent living. Program funds help homeless people live in a stable place, increase their skills or income, and gain more control over the decisions that affect their lives.

**AP-70 HOPWA Goals – 91.220 (I)(3)**

<b>One year goals for the number of households to be provided housing through the use of HOPWA for:</b>	
Short-term rent, mortgage, and utility assistance to prevent homelessness of the individual or family	80
Tenant-based rental assistance	3
Units provided in permanent housing facilities developed, leased, or operated with HOPWA funds	20
Units provided in transitional short-term housing facilities developed, leased, or operated with HOPWA funds	15
Total	118

**Substantial Amendment  
to the Consolidated Plan**  
The City of Greenville  
Community Development Division

The Department of Housing and Urban Development has strengthened the requirements for Resale and Recapture under the HOME program. The City of Greenville has amended the Consolidated Plan to address these new changes. The changes to the Consolidated Plan are listed below:

*HOME PROGRAM SPECIFIC REQUIREMENTS*

**HOME Resale and Recapture**

The City of Greenville uses its HOME funds for both Homeowner Rehabilitation and Home Buyer Down Payment Assistance Programs. The City of Greenville utilizes the recapture provisions offered in the HOME Program regulations. Below is a description of our Recapture Provisions for both programs.

Homeowner Rehabilitation - The City offers forgivable loans for qualified homeowners to repair substandard owner occupied houses. The City's maximum forgivable loan, secured as a soft second mortgage is \$24,500. The mortgage shall be a five (5) or ten (10) year deferred payment loan depending on the amount of subsidy provided (<\$15,000-5 year; ≥\$15,000 – 10 year). Loans are forgiven at the rate of 1/60<sup>th</sup> or 1/120<sup>th</sup> per month. Upon any transfer of the property during the five or ten year period, the pro-rated portion of the loan is due and payable in full to the City of Greenville. The City will negotiate a repayment plan based on income in order to recover the HOME funds in a timely manner. All recaptured HOME funds will only be used for HOME eligible activities.

Homeowner Down Payment Assistance Program. Typically, the City offers mortgage subsidies for qualified buyers. This assistance is considered direct subsidy to the home buyer. The City's maximum mortgage subsidy, secured as a soft second mortgage does not exceed \$20,000 per home buyer. The mortgage shall be a five (5) or ten (10) year deferred payment loan depending on the amount of HOME subsidy provided (<\$15,000-5 year; ≥\$15,000 – 10 year). Loans are forgiven at the rate of 1/60<sup>th</sup> or 1/120<sup>th</sup> per month. The subsidy provided shall be the difference between the maximum loan that the potential home buyer can afford and the sales price. Under no circumstance will the City's mortgage subsidy exceed what is necessary to qualify the potential home buyer for a first mortgage.

Upon any sale of the property during the five or ten year affordability period, the pro-rata reduction of recapture amount during the affordability period is due and payable to the City of Greenville. The City will limit the amount to be recaptured to the net proceeds available from the sale. All recaptured HOME funds will be used for HOME eligible activities only.





# Fiscal Year 2016 Annual Plan FYE 2015 - PROGRESS REPORT

The Housing Authority of the City of Greenville (TGHA) created its 5 year plan covering the years 2015-2019 as part of the 2015 Annual Plan. Each year with the submission of the annual plan, TGHA will provide an update in the Progress Report. The goals and key initiatives from 2015 are listed below and those will remain the same for the five-year period. The updates and progress made on achieving those goals and key initiatives are described below in the highlighted boxes and will be updated each year.

**Goals and Objectives.** Identify the PHA's quantifiable goals and objectives that will enable the PHA to serve the needs of low-income and very low-income, and extremely low-income families for the next five years. Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan.

## GOALS & KEY INITIATIVES FOR FY 2015 - 2019

- I. **REPOSITION THE PUBLIC HOUSING PORTFOLIO:** To reposition our housing portfolio and lessen our dependence on federal funding we will continue to use the successes of the federal Mixed Finance Program and the Rental Assistance Demonstration Program.

**Heritage** – This site is the remaining land on the former JJT HOPE VI Project. TGHA intends to solicit a new development partner and complete the development of approximately 72 senior units pursuant to the HUD approved Revitalization Plan and the City approved Planned Unit Development (PUD) amendment.

### Updates and Progress

On August 26, 2015, South Carolina State Housing Finance and Development Authority announced the LIHTC award for the Heritage at Sliding Rock. This award will create 60 new construction units for seniors.

**Chamlee** – This site is a vacant parcel remaining after the demolition of the Chamlee Court public housing community. TGHA intends to dispose of this site at fair market value and utilize the sales proceeds towards the other affordable housing projects detailed herein.



## Fiscal Year 2016 Annual Plan FYE 2015 - PROGRESS REPORT

### Updates and Progress

Chamlee Court vacant parcels are still being assessed for future use.

**Scott Towers/Garden Apartments** – TGHA will complete a Master Plan for the site to include the redevelopment of Garden Apartments. A new development partner will be procured to redevelop the site in accordance with the Master Plan. The existing Garden units will be converted from Public Housing to Project Based voucher units under the RAD Program.

### Updates and Progress

Procured Pazdan, McMillan and Smith architects and completed conceptual plan. Solicitation for a development partner was released in July. Proposals are currently being reviewed and a recommendation for a development partner will be presented at a special meeting of the Board of Commissioners on September 30, 2015.

**Westview Homes & Brookhaven** – TGHA secured a development partner for the redevelopment of these sites. The overall redevelopment plan will include four components:

- **Phase I – The Manor at West Village Greenville:** 55 unit new construction senior building.
- **Phase II – The Harbor at West Village Greenville:** Substantial rehabilitation of 57 multi-family units which includes the existing 55 units and 2 units currently used as the Resident Services Office; rehabilitation of the former Head Start Building for leasing; community space and Resident Services Offices. It also includes the Gallery at West Greenville.
- **Phase III – The Haven at West Village:** 42 unit new construction senior building and a new leasing and community building.
- **Phase IV – The Gallery at West Village:** demolition of 7 existing units; conversion of 18 one bedroom units to 12 units with art studios; and rehabilitation of the remaining 66 units.



## Fiscal Year 2016 Annual Plan FYE 2015 - PROGRESS REPORT

### Updates and Progress

#### **Manor at West Greenville**

Closed in February of 2015 and broke ground in June of 2015. Construction is underway and completion remains on schedule for June 2016. The Manor at West Greenville includes 55 Senior Units (*3 ACC Public Housing Units and 52 Project Based Vouchers*).

#### **The Haven, The Harbor and The Gallery**

Financing applications for Phases II, III and IV prepared and submitted and are currently under review by the HUD Multi-Family Division in Atlanta for approval of FHA financing.

**Scattered Sites** – Of the existing 129 scattered site units, 14 are infeasible for repositioning and will be sold or demolished; 15 units will be sold to the existing tenants; and the remaining 100 units will be substantially rehabilitated and converted to Project Based Vouchers under the RAD Program.

### Updates and Progress

Rehab specifications are completed for Phase I units (54 Units). We have solicited nationally and received only one (1) bid; therefore, we have re-solicited with September 24, 2015, submittal deadline and anticipate entering into a contract during the month of October.

Twenty units were identified for sale. A public advertisement was released, under which 8 of the 20 units received bids. Three of the 20 units were removed from the public solicitation and will be sold to the city under a HUD application of disposition for public good. The remaining units were released for bid under a second public advertisement solicitation. Bids for two units were received August 17, 2015, leaving seven houses unsold. Bids received on thirteen units will be inclusive of a disposition application that will be submitted to HUD. After HUD approves the disposition application, the homes will be sold to the highest bidder(s).



## Fiscal Year 2016 Annual Plan FYE 2015 - PROGRESS REPORT

TGHA anticipates converting 109 public housing single-family scattered site units to the Rental Assistance Demonstration Program.

**Ridgeway Apartments** – This 8 unit senior property will be converted from Public Housing to Project Based Vouchers under the RAD program.

### Updates and Progress

March 27, 2015, TGHA received the Rental Assistance Demonstration (RAD) Commitment to Enter Into Housing Assistance Payment (CHAP) award for Ridgeway Apartments. The agency has been assigned a RAD Transaction Manager and is currently working through milestones in preparation for closing and conversion from Public Housing to RAD (HCV Project Based Voucher Program).

**Elderly Designation Plan** – Submit a Designated Housing Plan to HUD for approval to designate Garden Apartments, Charleston Place, Ridgeway and Arcadia (Senior) as occupancy by only elderly families.

### Updates and Progress

FY 2015 TGHA secured an elderly designation for the Manor at West Greenville prior to mixed-finance closing.

**Project-Based Voucher Program** – Maximize the 20% utilization of the Housing Choice Voucher Program for allocation of Project-Based Vouchers.

- Prioritize utilization efforts with TGHA identified development initiatives.
- Analyze efforts with private and/or for-profit developers for allocating project based VASH vouchers.



## Fiscal Year 2016 Annual Plan FYE 2015 - PROGRESS REPORT

### Updates and Progress

FY 2015 TGHA executed an Agreement to Enter into Housing Assistance Payment Contract (AHAP) contract for 55 new PBV units (The Manor); provided commitment for additional 143 PBV units (Harbor, Haven and Gallery); total of 296 PBV's to date.

- II. OPERATIONAL EFFECTIVENESS:** TGHA will continue to seek new business systems and improve existing work processes through an emphasis on technological innovations designed to improve customer service, enhance communication and reduce administrative burden and intensity of paperwork.
1. Upgrade antiquated communications infrastructure to include computer hardware/software, phone system, network, etc.
  2. Secure Paperless Workflow Technology to increase operational efficiency.
    - a) Continue implementation of paperless system in the Section 8 Housing Choice Voucher Department and begin incorporating paperless systems in the Low Rent Public Housing Department.
    - b) Implement electronic signatures that comply with regulations, expedite business processes, and reduce operational costs.
  3. Update the agencies website and link it to a web portal that has access to the following portals:
    - a) Landlord Portal for the Section 8 Housing Choice Voucher Program
    - b) Tenant Portal for Low Rent Public Housing Residents
    - c) Tenant Portal for Section 8 Housing Choice Voucher Program participants





## Fiscal Year 2016 Annual Plan FYE 2015 - PROGRESS REPORT

- d) Applicant Portal for Low Rent Public Housing and Section 8 Housing Choice Voucher applicants
- 4. Create a Point of Purchase System for goods and services and eliminate/reduce on site inventory.
- 5. Secure Office location for Scattered Site Units.

### Updates and Progress

1. Transitioned dedicated servers to a virtualized robust and scalable cloud-based platform.

Upgraded TGHA's Back-up Disaster Recovery System to reduce loss of data in the event of an emergency or crisis.

Upgraded all antiquated desktop computer systems.

TGHA is in the process of upgrading antiquated communications infrastructure to include computer hardware/software, phone system, network, etc.

- a. **Wide Area Network Services:** Request for Proposal to upgrade its internet technology was released on June 29<sup>th</sup>. We anticipate selecting a vendor no later than October 30<sup>th</sup>.
- b. **Voice Over IP Telephone System:** Request for Proposal to upgrade its antiquated phone system was released on June 29<sup>th</sup>. We anticipate selecting a vendor no later than October 30<sup>th</sup>.
2. Paperless Workflow Technology was secured and fully implemented in the HCV Program.
3. The agency's website has been updated and linked to the landlord portal for the HCV Program.



## Fiscal Year 2016 Annual Plan FYE 2015 - PROGRESS REPORT

4. A Point of Purchase System for goods and services was created to eliminate/reduce on-site inventory.
5. No Status Update

### III. ENTREPRENEURIALISM:

#### 1. Sustainability through Diversification:

- a) Maximize use of Resources: Leverage current real estate assets to maximize return on investment that will assure organizational sustainability to continue to achieve the overall mission of the organization.
- b) Partnerships: Seek private public partnerships that maximize investment and seek new opportunities to generate additional revenue.

#### 2. Sound Business Practices:

- a) Superior Property Management: Exemplify qualities of a superior property management organization with regard to maintenance standards, tenant relations, leasing and communication and financial performance.
- b) Superior Non-Profit Management: Exemplify the qualities of a superior non-profit organized for public benefit. Focus will be retained on effective, accessible services and community building practices that increase stability and self-sufficiency of TGHA residents.
- c) Superior Administration: Administer the rent subsidy program with specific focus on program integrity, participant and owner relations, responsiveness to community needs and financial performance



## Fiscal Year 2016 Annual Plan FYE 2015 - PROGRESS REPORT

- d) Superior Public Management: Exemplify the qualities of a well-run public agency through efficiency, fairness and integrity; TGHA will promote values and practices in support of fairness among people of all races and classes.

### Updates and Progress

#### 1. Sustainability through Diversification

##### a. Maximize Use of Resources

- TGHA leveraged current real-estate assets to maximize return on investment and that will assure organizational sustainability and continue to achieve the overall mission of the organization. Thus far TGHA has secured \$211,000 from the ground lease payment and developers fees from The Manor at West Greenville.

##### b. Partnerships

- TGHA partnered with Douglas Development, Tapestry Development and Schaumber Development and secured two 9% LIHTC Awards;
  - The Manor at West Greenville (55 Senior Units), and
  - Heritage at Sliding Rock (60 Senior Units).
- TGHA has created the following entities in partnership with LIHTC Developments

ENTITIES IN PARTNERSHIP (Tax Credit Developments)				
#	Entity	Property	Type of Entity	Date Created
1	Greenville Redevelopment Corporation	-	501 (c) 3 - applied	02.28.2014





# Fiscal Year 2016 Annual Plan FYE 2015 - PROGRESS REPORT

2	GRDC I, LLC	The Manor at West Greenville	LLC	02.28.2014
3	GRDC II, LLC	The Harbor and Gallery at West Greenville	LLC	7.08.2014
4	GRDC III, LLC	Heritage at Sliding Rock	LLC	3.09.2015
5	GRDC IV, LLC	Valley Creek	LLC	TBA
6	GRDC V, LLC	The Haven at West Greenville	LLC	TBA

- TGHA is in the process of creating the following entities for development of wholly owned TGHA properties

ENTITIES FOR DEVELOPMENT OF WHOLLY OWNED TGHA PROPERTIES				
#	Entity	Property	Type of Entity	Date Created
1	Greenville Area Housing Corporation	-	501 (c) 3 - applied	TBA
2	GAH Ridgeway, LLC	Ridgeway Apartments (RAD)	LLC – applied	TBA
3	GAH Arcadia Hills, LLC	Arcadia Hills (RAD)	LLC – applied	TBA
4	GAH Scattered Sites, LLC	Scattered Sites (RAD)	LLC - applied	TBA

## 2. Sound Business Practices

### a. Superior Property Management

- REAC Scores for Scattered Site Properties increased from 60 in FY 2014 to 83 in FY 2015.
- Received a \$30,000 grant from the United Way of Greenville to assist scattered site public housing over-housed residents in off-setting the cost associated with relocating to appropriate size units.
- Received a Resident Opportunity & Self-Sufficiency Grant in the amount of \$246,000.

### b. Superior Non-Profit Management



## Fiscal Year 2016 Annual Plan FYE 2015 - PROGRESS REPORT

- No Status Update

### c. Superior Administration

- Housing Choice Voucher Program utilization increased from 90% in FYE 2014 to 98% in FY 2015.
- Housing Choice Voucher Program received a Section Eight Management Assessment Program (SEMAP) score of 96 for FYE 2014.
- Rightsized all over-housed project based voucher and public housing families into appropriate size units.
- Held a Housing Choice Voucher Program Landlord Workshop where over 160 landlords attended.
- Increased the Housing Choice Voucher Program Payment Standard to 110% of the Fair Market Rent.
- Increased Voucher Success rate from 21% in FYE 2014 to 51% in FY 2015.
- Applied for and received \$527,444 HCV Program Housing Assistance Payment funds to maintain leasing.
- Partnered with Community Works Carolina to create a Landlord Assistance Program, which provides landlords with small loans that they can use to address Housing Quality Standards (HQS) repairs to units they've designated to lease to HCV Program participants.

### d. Superior Public Management



## Fiscal Year 2016 Annual Plan FYE 2015 - PROGRESS REPORT

- Procurement of goods and services are advertised publically on our agencies website, the local newspaper and nationally via NAHRO E-Procurement.
- TGHA's website interlinks with its social media pages and all solicitations, advertisements, press-releases, etc., are published on these platforms for transparency purposes.
- Received a clean audit for FYE 2014.

#### IV. **MARKETING:** Enhance TGHA's brand as a housing development entity through an effective marketing and communications plan.

1. Strategically communicate TGHA's successes, initiatives and capabilities to local leaders, businesses and stakeholders and partners in an effort to enhance the awareness of TGHA's capabilities and contributions.
2. Create marketing material to reflect TGHA's new corporate brand (brochures, business cards, etc.,)
3. Increase TGHA's internet presence to communicate with our partners and customers (link website to business portals for vendors, landlords, tenants and applicants).
4. Effectively utilize social media (Twitter, Linked In, Facebook, etc.,) to market and enhance TGHA's Brand.
5. Host and/or ensure an active presence in housing related events (April – Fair Housing Month, June – Homeownership Month).
6. Publish an Annual Report, highlighting the agency's successes and initiatives.



# Fiscal Year 2016 Annual Plan FYE 2015 - PROGRESS REPORT

## Updates and Progress

### 1. Enhanced TGHA's Awareness, Capabilities and Contributions

TGHA continues to communicate successes, initiatives and capabilities to local leaders by being active members of the following entities and/or have one of more employees as a member on a board or committee:

#### a. **Local Memberships**

- Commitment Task Force
- Crime Free Multi-Family Housing Taskforce
- Greenville Chamber Of Commerce
- Greenville County Workforce Development Board – Youth Council
- Greenville Rotary Club
- Leadership Greenville 42
- Nicholtown Early Learning Taskforce
- SC Works Greenville One-Stop Delivery System
- Upstate Greenville Apartment Association
- The Greater Greenville Exchange Club

#### b. **Statewide Memberships**

- Institute for Real Estate Management (IREM) South Carolina Chapter No 72
- Carolina's Council of Housing Redevelopment & Codes Officials (CCHRCO)
- South Carolina Housing Authority Executive Directors' Association (SCHAED)

#### c. **Regional Memberships**

- Southeastern Regional Council of NAHRO (SERC-NAHRO)
- Southeastern Regional Section 8 Housing Association (SERSHA)



# Fiscal Year 2016 Annual Plan FYE 2015 - PROGRESS REPORT

## **d. National Memberships**

- CEO's for Cities Greenville/Greer Cluster
- Housing Development Law Institute (HDLI)
- National Association of Housing Redevelopment & Codes Officials (NAHRO)
- Nelrod Consortium
- Public Housing Authority Directors' Association (PHADA)

TGHA purchased sponsorships and attended the following **local corporate events**:

- a. Table Sponsor at the 32nd Annual NAACP Freedom Fund for the Greenville Branch.
- b. Table Sponsor at the Urban League's Whitney M. Young Jr., Humanitarian Award Gala.
- c. Bronze sponsorship at the Greenville Chamber of Commerce in recognition of Net Nights.
- d. Table Sponsor at SHARE 2015 Economic Opportunity Gala.

## **2. Enhanced TGHA's Brand through Marketing Material**

TGHA purchased the following **marketing material** which are used in community events and one on one meetings with business partners.

- a. Thumb Drives
- b. Tumblers
- c. Hats (10 for Maintenance staff only)
- d. Pens
- e. Note Pads with TGHA logo (watermark)
- f. FSS, IDA and Eldercare Brochure
- g. VASH Banner
- h. Housing Programs Banner
- i. Business Cards



## Fiscal Year 2016 Annual Plan FYE 2015 - PROGRESS REPORT

### 3. Increase TGHA's internet presence

- a. TGHA averages over 5,000 visitors per month on its agency website.
- b. TGHA has over 1,000 subscribers on its website newslink.

### 4. Effectively Utilize Social Media

TGHA created social media accounts and all are integrated within the agency's website.

- a. Twitter,
- b. Facebook and
- c. LinkedIn

### 5. Ensure and Active Presence at Housing Related Entities

- a. Staff attended the Housing Workshop hosted by Greenville County Human Relations in honor of **Fair Housing Month**.
- b. Attended the City of Greenville's acknowledgement of the **40<sup>th</sup> Anniversary of the CDBG Program** (groundbreaking ceremony for the new Genesis Homes Development).
- c. TGHA attended the **SC Fair Housing Assessment Center Meeting** hosted by Greenville County Human Relations.
- d. **South Carolina Fair Housing Center** hosted a community meeting in Greenville on August 6, 2015, TGHA attended.





## Fiscal Year 2016 Annual Plan FYE 2015 - PROGRESS REPORT

e. TGHA hosted a **Landlord Workshop** in February of 2015, over 160 landlords attended.

f. TGHA hosted a **VASH Housing** Workshop in June of 2015.

### **6. Publish Annual Report**

c. FYE 2015 Annual Report will be released in January 2016.

## **V. RESIDENT STRATEGIES:** Assist residents in gaining access to education, employment opportunities and homeownership opportunities.

1. Maintain Arcadia and other identified communities as stabilized homeownership communities.
2. Expand homeownership opportunities through the sale of 15 units.
3. Expand homeownership opportunities through the Section 8 Homeownership Program.
4. Partner in an active advocacy role with local schools and colleges to facilitate access to educational opportunities for tenants.
5. Ensure compliance with Section 3 in ensuring to the greatest extent possible, job training, employment, and contract opportunities are made available to low- or very-low income residents in connection with projects and activities in the neighborhoods where HUD funds are expended.
6. Update the Low Rent Public Housing Lease Agreement.



## Fiscal Year 2016 Annual Plan FYE 2015 - PROGRESS REPORT

7. Enhance safety and security efforts for TGHA residents and the surrounding neighborhoods through active participation with the Crime Free Multi-Family Housing Program.

### Updates and Progress

#### 1. **Stabilize Homeownership Communities:**

TGHA continues to ensure that Arcadia and other identified communities remain stabilized homeownership communities through the following efforts:

- a. Monitor the Arcadia Homeownership units to identify immediately those units that may be facing foreclosure (none were identified in FY 2015).
- b. Ensure that rental units in the Arcadia community remain esthetically appealing. FY 2015 TGHA performed pressure washing, painting, replacing eaves, gutters and downspouts, and addressed drainage concerns of the rental units located in the Arcadia community.

#### 2. **Expand Homeownership Opportunities through the sale of 15 homes:**

- a. TGHA has 26 vacant parcels in the Heritage Community that is zoned for single-family homeownership. TGHA will continue its efforts to seek a non-profit partner to build single-family homes for affordable homeownership opportunities.

#### 3. **Expand Homeownership Opportunities through the Section 8 Homeownership Program:**

- a. There are currently eight (8) active participants with mortgages in the HCV Homeownership Program.

#### 4. **Educational Advocacy Role:**





## Fiscal Year 2016 Annual Plan FYE 2015 - PROGRESS REPORT

- a. TGHA provided scholarships for 19 Public Housing children to attend the City of Greenville's 2015 Summer Camp held at the West Greenville Community Center.
- b. 20 Public Housing children received scholarships from TGHA to participate in the Phyllis Wheatley Summer Camp.
- c. TGHA has staff representation on the Nicholtown Early Learning Initiative (Board Member) and the Greenville County Workforce Development Board - Youth Council.
- d. **SERC-NAHRO** (awards were announced in July 2015) - Dah'vielle Lucas was selected by SERC-NAHRO to represent South Carolina for a chance to win the SERC's 75th Anniversary \$7,500.00 scholarship. Ms. Lucas did not receive the final award but we are proud to announce that she will be attending Converse College on an Athletic Scholarship.
- e. **CCHRCO – Brandon James and Hannah Faith Bickley Scholarship** (awards were announced in August 2015) - Chase Dirton-Sullivan and Cedric Shell were selected as recipients of the Brandon James Bickley and Hannah Faith Bickley Memorial Scholarship (one-year, \$1000 scholarship).

### 5. Section 3 Compliance:

- a. TGHA continues to ensure compliance with Section 3 in ensuring, to the greatest extent possible, job training, employment, and contract opportunities are made available to low-or very-low income residents in connection with projects and activities in neighborhoods where HUD funds are expended.

### 6. Update Low Rent Public Housing Lease Agreement:

- a. No Status Update



## Fiscal Year 2016 Annual Plan FYE 2015 - PROGRESS REPORT

### 7. Enhance Safety & Security:

- a. TGHA continues to enhance safety and security efforts for its residents and the surrounding neighborhoods through active participation with the **Crime Free Multi-Family Housing Program**.
- b. FY 2015 TGHA applied for **HUD's Safety and Security Grant** for installation of additional cameras at the Garden Apartments community. TGHA was not selected as one of the awardees, but will continue to pursue this and other grant opportunities in the future.

**VI. VIOLENCE AGAINST WOMEN:** To protect the rights of victims of domestic violence, dating violence, and stalking to secure and maintain housing without being victimized a second time by being denied housing or losing housing because of the criminally violent acts perpetrated against them.

1. Ensure that all applicants and participants of the Housing Authority know of their rights under the VAWA.
2. Implement VAWA as victims come forward to claim their rights.
3. Educate participating landlords to assist them to protect the rights of victims and to avoid evictions where the victim can certify they qualify for protection.
4. Link victims with resources in the community that can assist them with services.
5. Work with the Domestic Violence Shelter to develop housing options for victims of domestic violence.
6. Policies prescribed in the Public Housing Admissions for Continued Occupancy and the Section 8 HCV Program Administrative Plan will ensure the following;



## Fiscal Year 2016 Annual Plan FYE 2015 - PROGRESS REPORT

- a. TGHA will not knowingly deny assistance to otherwise eligible applicants simply because they have been victims of domestic violence, dating violence, sexual assault, or stalking.
- b. TGHA will not knowingly terminate the assistance of otherwise compliant persons simply because they are victims of domestic violence, dating violence, sexual assault, or stalking.
- c. TGHA will educate applicants and participants of their rights under VAWA.
- d. TGHA will work to educate landlords about VAWA and the rights of victims under the act and to work with the landlord and the victims to protect the housing assistance of victims and their families.

### Updates and Progress

#### **1. Ensure Applicants and Participants Know Their Rights Under VAWA**

- a. VAWA regulations are included as an addendum to the Public Housing Lease Agreement.
- b. HUD Form 50066, Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking is listed on TGHA's website under the Resident Link, included in the HCV Tenant Briefing and Public Housing Leasing packets.

#### **2. Implement VAWA as Victims Come Forward to Claim Their Rights**

- a. VAWA is being implemented as victims come forward to claim their rights.

#### **3. Educate Landlords About VAWA**



## Fiscal Year 2016 Annual Plan FYE 2015 - PROGRESS REPORT

- a. HUD Form 50066, Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking is included in the HCV Landlord Briefing packets.

#### **4. Link Victims With Resources**

- a. Individuals experiencing domestic violence are referred to shelters and other community agencies providing services for individuals experiencing domestic violence.

#### **5. Work With the Domestic Violence Shelter**

- a. We work with domestic violence shelters in referring individuals who are in need of VAWA services.

#### **6. Prescribed Public Housing and HCV Policies**

- a. VAWA is outlined under Section 1.14 of the Housing Choice Voucher Program Administrative Plan.
- b. VAWA is outlined under Section 1.13 of the Public Housing Program Admissions for Continued Occupancy Plan.

## Greenwood Housing Authority

July 14, 2016 Candace Timmerman, President of the Advisory Council for Upstate CoC and GAMES (Greenwood, Abbeville, McCormick, Edgefield, and Saluda) met with Patrick Prince acting Director, who will be the new Director of Housing Authority taking John Lamb's place as of September 3, 2016. We discussed the Greenwood Housing Authority setting a homeless preference and tracking homeless status prior to admission into Public Housing and Housing Choice Voucher.

- Currently the Greenwood PHA is not tracking homeless status prior to entry into Public Housing or Housing Choice Voucher.
- In the past this PHA did have a homeless preference with negative results.
- I encouraged Mr. Prince that through partnerships case management would be available for those occupants filling the homeless preference.
- Mr. Prince is not opposed to it however, had many logistical questions that need to be addressed, for example, the PHA has 975 vouchers and they have housed 975 families in the past year, they are the only one in the state with this record and obviously want to protect their funding. The issue with the voucher is that it could potentially be ported to a different location with a higher fair market rent which would in turn lower the amount of funding available for the allotted number of families.
- For this reason, he sees project based assistance rather than tenant based assistance as having more potential
- Housing Choice has 14 different preferences in Greenwood.
- #1 is 20 vouchers will be made available for eligible applicants referred to Greenwood Housing Authority by Beckman Mental Health Facility, who are ready for independent living at Eagles Nest apartments. These vouchers will be honored only at this facility only.
- Greenwood Housing Authority is in the process of rehabbing 12 of their public housing units and currently a lot of time and energy is going into this project.
- 75 % of their participants have to be extremely low income, so this would not be a barrier to the homeless preference.
- He also asked if the Greenwood PHA set the homeless preference, at what point would the participant no longer be considered homeless and the PHA still satisfying the preference?
- I will request a meeting in the future with Executive members of United Housing Connections as the lead agency of the Upstate Homeless Continuum of Care.

# SECTION 8

# ADMINISTRATIVE PLAN

Reviewed and Adopted by the Board of Commissioners on: 15 January 2014  
Revised 9/24/2014 per PIH Notice 2014-20  
Revised 5/6/2015 per PIH Notice 2015-6  
Revised 7/15/2015 per Board of Commissioners for HQS

## SECTION 8 ADMINISTRATIVE PLAN TABLE OF CONTENTS

---

<b>1.0</b>	<b>EQUAL OPPORTUNITY .....</b>	<b>1</b>
1.1	FAIR HOUSING .....	1
1.2	REASONABLE ACCOMMODATION .....	1
1.3	COMMUNICATION .....	2
1.4	QUESTIONS TO ASK IN GRANTING THE ACCOMMODATION .....	2
1.5	SERVICES FOR LIMITED ENGLISH PROFICIENCY PERSONS AND PARTICIPANTS .....	3
1.6	FAMILY/OWNER OUTREACH .....	4
1.7	RIGHT TO PRIVACY .....	5
1.8	REQUIRED POSTINGS .....	5
<b>2.0</b>	<b>SOUTH CAROLINA REGIONAL HOUSING AUTHORITY NO.1/OWNER RESPONSIBILITY/ OBLIGATION OF THE FAMILY .....</b>	<b>6</b>
2.1	SOUTH CAROLINA REGIONAL HOUSING AUTHORITY NO.1 RESPONSIBILITIES .....	6
2.2	OWNER RESPONSIBILITY .....	8
2.3	OBLIGATIONS OF THE PARTICIPANT .....	9
<b>3.0</b>	<b>ELIGIBILITY FOR ADMISSION .....</b>	<b>12</b>
3.1	INTRODUCTION .....	12
3.2	ELIGIBILITY CRITERIA .....	12
<b>4.0</b>	<b>MANAGING THE WAITING LIST .....</b>	<b>19</b>
4.1	OPENING AND CLOSING THE WAITING LIST .....	19
4.2	TAKING APPLICATIONS .....	20
4.3	ORGANIZATION OF THE WAITING LIST .....	22
4.4	FAMILIES NEARING THE TOP OF THE WAITING LIST .....	22
4.5	MISSED APPOINTMENTS .....	22
4.6	PURGING THE WAITING LIST .....	23
4.7	REMOVAL OF APPLICANTS FROM THE WAITING LIST .....	23
4.8	GROUND FOR DENIAL .....	23
4.9	NOTIFICATION OF NEGATIVE ACTIONS .....	26
4.10	INFORMAL REVIEW .....	27
<b>5.0</b>	<b>SELECTING FAMILIES FROM THE WAITING LIST .....</b>	<b>27</b>
5.1	WAITING LIST ADMISSIONS AND SPECIAL ADMISSIONS .....	27
5.2	PREFERENCES .....	27
5.3	SELECTION FROM THE WAITING LIST .....	27
<b>6.0</b>	<b>ASSIGNMENT OF BEDROOM SIZES (SUBSIDY STANDARDS) .....</b>	<b>28</b>
6.1	BRIEFING .....	29
6.2	PACKET .....	30
6.3	ISSUANCE OF VOUCHER; REQUEST FOR APPROVAL OF TENANCY .....	32

6.4	TERM OF THE HOUSING CHOICE VOUCHER .....	32
6.5	APPROVAL TO LEASE A UNIT .....	33
6.6	SOUTH CAROLINA REGIONAL HOUSING AUTHORITY NO.1 DISAPPROVAL OF OWNER .....	35
6.7	INELIGIBLE/ELIGIBLE HOUSING .....	36
6.8	SECURITY DEPOSIT .....	37
<b>7.0</b>	<b>MOVES WITH CONTINUED ASSISTANCE .....</b>	<b>38</b>
7.1	WHEN A FAMILY MAY MOVE .....	38
7.2	PROCEDURES REGARDING FAMILY MOVES .....	39
<b>8.0</b>	<b>PORTABILITY .....</b>	<b>40</b>
8.1	GENERAL POLICIES OF THE SOUTH CAROLINA REGIONAL HOUSING AUTHORITY NO.1 .....	40
8.2	INCOME ELIGIBILITY .....	41
8.3	PORTABILITY: ADMINISTRATION BY RECEIVING HOUSING AUTHORITY ..	41
8.4	PORTABILITY PROCEDURES .....	42
<b>9.0</b>	<b>DETERMINATION OF FAMILY INCOME .....</b>	<b>45</b>
9.1	INCOME, EXCLUSIONS AND DEDUCTIONS FROM INCOME .....	46
9.2	INCOME .....	46
9.3	EXCLUSIONS FROM INCOME .....	50
9.4	DEDUCTIONS FROM ANNUAL INCOME .....	55
9.5	RECEIPT OF A LETTER OR NOTICE FROM HUD CONCERNING INCOME .....	56
9.6	COOPERATING WITH WELFARE AGENCIES .....	57
<b>10.0</b>	<b>VERIFICATION .....</b>	<b>58</b>
10.1	ACCEPTABLE METHODS OF VERIFICATION .....	58
10.2	TYPES OF VERIFICATION .....	63
10.3	VERIFICATION OF CITIZENSHIP OR ELIGIBLE NONCITIZEN STATUS .....	65
10.4	VERIFICATION OF SOCIAL SECURITY NUMBERS .....	66
10.5	TIMING OF VERIFICATION .....	67
10.6	FREQUENCY OF OBTAINING VERIFICATION .....	67
10.7	DISCREPANCIES IN VERIFIED INFORMATION .....	68
<b>11.0</b>	<b>RENT AND HOUSING ASSISTANCE PAYMENT .....</b>	<b>69</b>
11.1	GENERAL .....	69
11.2	RENT REASONABLENESS .....	69
11.3	COMPARABILITY .....	69
11.4.1	SETTING THE PAYMENT STANDARD .....	71
11.4.2	SELECTING THE CORRECT PAYMENT STANDARD FOR A FAMILY .....	72
11.4.3	AREA EXCEPTION RENTS .....	73
11.5	ASSISTANCE AND RENT FORMULAS .....	73
11.6	UTILITY ALLOWANCE .....	77
11.7	DISTRIBUTION OF HOUSING ASSISTANCE PAYMENT .....	78
11.8	CHANGE OF OWNERSHIP .....	79



<b>12.0</b>	<b>INSPECTION POLICIES, HOUSING QUALITY STANDARDS, AND DAMAGE CLAIMS.....</b>	<b>79</b>
12.1	TYPES OF INSPECTIONS .....	80
12.2	OWNER AND FAMILY RESPONSIBILITY .....	80
12.3	HOUSING QUALITY STANDARDS (HQS) 24 CFR 982.401 .....	82
12.4	LEAD-BASED PAINT REQUIREMENTS AND RESPONSIBILITIES .....	88
12.5	EXCEPTIONS TO THE HQS ACCEPTABILITY CRITERIA.....	96
12.6	TIME FRAMES AND CORRECTIONS OF HQS FAIL ITEMS.....	96
12.7	EMERGENCY FAIL ITEMS .....	97
12.8	ABATEMENT .....	98
<b>14.0</b>	<b>RECERTIFICATION .....</b>	<b>98</b>
14.0.1	CHANGES IN LEASE OR RENT .....	98
14.1	ANNUAL REEXAMINATION .....	99
14.1.1	<i>EFFECTIVE DATE OF RENT CHANGES FOR ANNUAL REEXAMINATIONS</i> <i>100</i>	
14.1.2	<i>MISSED APPOINTMENTS</i> .....	<i>100</i>
14.2	INTERIM REEXAMINATIONS .....	100
14.2.1	<i>SPECIAL REEXAMINATIONS</i> .....	<i>102</i>
14.2.2	<i>EFFECTIVE DATE OF RENT CHANGES DUE TO INTERIM OR SPECIAL REEXAMINATIONS</i> .....	<i>102</i>
14.3	HOUSING AUTHORITY MISTAKES IN CALCULATING RENT .....	103
<b>15.0</b>	<b>TERMINATION OF ASSISTANCE TO THE FAMILY BY THE SOUTH CAROLINA REGIONAL HOUSING AUTHORITY NO.1 .....</b>	<b>103</b>
15.1	THE EIV'S DECEASED TENANTS REPORT .....	106
<b>16.0</b>	<b>COMPLAINTS, INFORMAL REVIEWS FOR APPLICANTS, INFORMAL HEARINGS FOR PARTICIPANTS.....</b>	<b>106</b>
16.1	COMPLAINTS .....	106
16.2	INFORMAL REVIEW FOR THE APPLICANT .....	106
16.3	INFORMAL HEARINGS FOR PARTICIPANTS.....	109
<b>17.0</b>	<b>TERMINATION OF THE LEASE AND CONTRACT .....</b>	<b>114</b>
<b>18.0</b>	<b>CHARGES AGAINST THE SECTION 8 ADMINISTRATIVE FEE RESERVE</b>	<b>122</b>
<b>19.0</b>	<b>INTELLECTUAL PROPERTY RIGHTS.....</b>	<b>122</b>
<b>20.0</b>	<b>SOUTH CAROLINA REGIONAL HOUSING AUTHORITY NO.1 OWNED HOUSING.....</b>	<b>122</b>
<b>21.0</b>	<b>QUALITY CONTROL OF SECTION 8 PROGRAM.....</b>	<b>123</b>
<b>22.0</b>	<b>REPAYMENT AGREEMENTS .....</b>	<b>124</b>
<b>23.0</b>	<b>HOMEOWNERSHIP OPTION (NOT USED).....</b>	<b>124</b>
<b>24.0</b>	<b>CONDUCTING BUSINESS IN ACCORDANCE WITH CORE VALUES AND ETHICAL STANDARDS.....</b>	<b>124</b>
24.1	PURPOSE .....	124

24.2	CONFLICT OF INTEREST .....	125
24.3	PROHIBITION OF SOLICITATION OR ACCEPTANCE OF GIFTS .....	125
24.4	HOUSING AUTHORITY ADMINISTRATIVE AND DISCIPLINARY REMEDIES FOR VIOLATION OF THE HOUSING AUTHORITY CODE OF CONDUCT .....	125
<b>25.0</b>	<b>SUPPORT FOR OUR ARMED FORCES.....</b>	<b>126</b>
<b>26.0</b>	<b>ANTI-FRAUD POLICY .....</b>	<b>126</b>
<b>27.0</b>	<b>PROJECT-BASING HOUSING VOUCHERS (NOT USED) .....</b>	<b>127</b>
<b>28.0</b>	<b>HOUSING CONVERSION ACTIONS (ENHANCED AND REGULAR HOUSING CHOICE VOUCHERS) .....</b>	<b>127</b>
28.1	TENANT-BASED ISSUES FOR HOUSING CONVERSION ACTIONS .....	129
28.2	PRESERVATION PREPAYMENTS .....	133
28.3	OWNER OPT-OUTS.....	145
28.4	HUD ENFORCEMENT ACTIONS .....	156
28.5	HUD PROPERTY DISPOSITION .....	156
<b>29.0</b>	<b>COST SAVING POSSIBILITIES.....</b>	<b>157</b>
<b>30.0</b>	<b>PRIVACY.....</b>	<b>161</b>
	<b>GLOSSARY.....</b>	<b>163</b>

#### **4.10 *INFORMAL REVIEW***

If the South Carolina Regional Housing Authority No.1 determines that an applicant does not meet the criteria for receiving Section 8 assistance, the South Carolina Regional Housing Authority No.1 will promptly provide the applicant with written notice of the determination. The notice must contain a brief statement of the reason(s) for the decision, and state that the applicant may request an informal review of the decision within 10 business days of the denial. The South Carolina Regional Housing Authority No.1 will describe how to obtain the informal review. The informal review process is described in Section 16.2 of this Plan.

### **5.0 *SELECTING FAMILIES FROM THE WAITING LIST***

#### **5.1 *WAITING LIST ADMISSIONS AND SPECIAL ADMISSIONS***

The Housing Authority may admit an applicant for participation in the program either as a special admission or as a waiting list admission.

If HUD awards funding that is targeted for families with specific characteristics or families living in specific units, the South Carolina Regional Housing Authority No.1 will use the assistance for those families. If this occurs, the South Carolina Regional Housing Authority No.1 will maintain records demonstrating that these targeted housing choice vouchers were used appropriately. When one of these targeted vouchers turns over, the voucher shall be issued to applicants with the same specific characteristic as the targeted program describes.

#### **5.2 *PREFERENCES***

Consistent with the South Carolina Regional Housing Authority No.1 Agency Plan, the South Carolina Regional Housing Authority No.1 will select families based on the date and time of application. This is consistent with the South Carolina Regional Housing Authority No.1's Agency Plan. The Housing Authority has adopted the following preference: Elderly and disabled families

#### **5.3 *SELECTION FROM THE WAITING LIST***

The date and time of application will be utilized to determine the sequence of selection.

Notwithstanding the above, if necessary to meet the statutory requirement that 75% of newly admitted families in any fiscal year be families who are extremely low-income (unless a different target is agreed to by HUD), the South Carolina Regional Housing Authority No.1 retains the right to skip higher income families on the waiting list to reach extremely low-income families. This measure will only be taken if it appears the goal will not otherwise be met. To ensure this goal is met, the Housing Authority will monitor incomes of newly admitted families and the income of the families on the waiting list.

**ADMINISTRATIVE PLAN**  
**FOR THE**  
**HOUSING CHOICE VOUCHER PROGRAM**

Approved by the HA Board of Commissioners: March 16, 2010

Submitted to HUD:

Copyright 2009 by Nan McKay & Associates, Inc.

All rights reserved

Permission to reprint granted only to the Public Housing Authority or Housing Agency that has purchased this plan from Nan McKay & Associates, Inc. This document may not be reprinted or distributed to any other person or entity other than the purchasing agency without the express written permission of Nan McKay & Associates, Inc.

**SPARTANBURG HOUSING AUTHORITY**  
**ADMINISTRATIVE PLAN**  
**FOR THE**  
**HOUSING CHOICE VOUCHER PROGRAM**

Product # 301-002

March 16, 2010

Revision Date	Revision Date
March 16, 2010	
July 20, 2010	
February 1, 2012	

Commissioners:

Approved by the HA Board of

Submitted to HUD:

© Copyright 2009 by Nan McKay & Associates, Inc.

All rights reserved

Permission to reprint granted only to the Public Housing Authority that has purchased this plan from Nan McKay & Associates, Inc. This document may not be reprinted or distributed to any other person or entity other than the purchasing agency without the express written permission of Nan McKay & Associates, Inc.





## **Administrative Plan -Table of Contents**

---

### **Introduction**

#### **ABOUT THE REFERENCES CITED IN THE ADMINISTRATIVE PLAN**

### **Chapter 1**

#### **OVERVIEW OF THE PROGRAM AND PLAN**

PART I:	THE PHA .....	1-1
	1-I.A. Overview.....	1-1
	1-I.B. Organization and Structure of the PHA.....	1-2
	1-I.C. PHA Mission.....	1-2
	1-I.D. The PHA's Programs.....	1-3
	1-I.E. The PHA's Commitment to Ethics and Service .....	1-3
PART II:	THE HOUSING CHOICE VOUCHER (HCV) PROGRAM .....	1-5
	1-II.A. Overview and History of the Program .....	1-5
	1-II.B. HCV Program Basics .....	1-7
	1 -II.C. The HCV Partnerships .....	1-7
	The HCV Relationships:.....	1-8
	What does HUD do? .....	1-9
	What does the PHA do? .....	1-9
	What does the Owner do?.....	1-10
	What does the Family do? .....	1-11
	1 -II.D. Applicable Regulations .....	1-12
PART III:	THE HCV ADMINISTRATIVE PLAN .....	1-13
	1-III.A. Overview and Purpose of the Plan .....	1-13
	1-III.B. Contents of the Plan (24CFR 982.54).....	1-13
	Mandatory vs. Discretionary Policy .....	1-15
	1-III.C. Organization of the Plan.....	1-15
	1-III.D. Updating and Revising the Plan .....	1-15

## **Administrative Plan -Table of Contents**

---

### **Chapter 2**

#### **FAIR HOUSING AND EQUAL OPPORTUNITY**

PART I:	NONDISCRIMINATION.....	2-3
2-IA.	Overview.....	2-3
2-IB.	Nondiscrimination .....	2-4
	Providing Information to Families and Owners.....	2-5
	Discrimination Complaints.....	2-5
PART II:	POLICIES RELATED TO PERSONS WITH DISABILITIES.....	2-7
2-II.A.	Overview.....	2-7
2-II.B.	Definition of Reasonable Accommodation.....	2-8
	Types of Reasonable Accommodations .....	2-8
2-II.C.	Request for an Accommodation.....	2-9
2-II.D.	Verification of Disability .....	2-10
2-II.E.	Approval/Denial of a Requested Accommodation [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act] .....	2-11
2-II.F.	Program Accessibility for Persons with Hearing or Vision Impairments .....	2-12
2-II.G.	Physical Accessibility .....	2-13
2-II.H.	Denial or Termination of Assistance .....	2-14
PART III:	IMPROVING ACCESS TO SERVICES FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP) .....	2-15
2-III.A.	Overview.....	2-15
2-III.B.	Oral Interpretation .....	2-16
2-III.C.	Written Translation.....	2-16
2-III.D.	Implementation Plan .....	2-17
Exhibit 2-1:	Definition of a Person with a Disability Under Federal Civil Rights Laws [24 CFR Parts 8.3, and 100.201].....	2-19

## Administrative Plan -Table of Contents

---

### Chapter 3 ELIGIBILITY

PART I: DEFINITIONS OF FAMILY AND HOUSEHOLD MEMBERS .....	3-3
3-I.A. Overview .....	3-3
3-I.B. Family and Household [24 CFR 982.201(c), HUD-50058 IB, p. 13] .....	3-3
Family .....	3-3
Household .....	3-3
3-I.C. Family Break-Up and Remaining Member of Tenant Family .....	3-4
Family Break-up [24 CFR 982.3 15] .....	3-4
Remaining Member of a Tenant Family [24 CFR 5.403] .....	3-4
3-I.D. Head of Household [24 CFR 5.504(b)] .....	3-5
3-I.E. Spouse, Cohead, and Other Adult .....	3-5
3-I.F. Dependent [24 CFR 5.603] .....	3-6
Joint Custody of Dependents .....	3-6
3-I.G. Full-Time Student [24 CFR 5.603, HVC GB p. 5-29] .....	3-6
3-I.H. Elderly and Near-Elderly Persons, and Elderly Family [24 CFR 5.100 and 5.403] .....	3-6
Elderly Persons .....	3-6
Near-Elderly Persons .....	3-6
Elderly Family .....	3-6
3-I.I. Persons with Disabilities and Disabled Family [24 CFR 5.403] .....	3-7
Persons with Disabilities .....	3-7
Disabled Family .....	3-7
3-I.J. Guests [24 CFR 5.100] .....	3-7
3-I.K. Foster Children and Foster Adults .....	3-8
3-I.L. Absent Family Members .....	3-8
Definitions of Temporarily and Permanently Absent .....	3-8
Absent Students .....	3-8
Absences Due to Placement in Foster Care [24 CFR 5.403] .....	3-9
Absent Head, Spouse, or Cohead .....	3-9
Family Members Permanently Confined for Medical Reasons [HCV GB, p. 5-22] .....	3-9
Return of Permanently Absent Family Members .....	3-9
3-I.M. Live-In Aide .....	3-10

## **Administrative Plan -Table of Contents**

PART II:	BASIC ELIGIBILITY CRITERIA .....	3-11
3-II.A.	Income Eligibility and Targeting .....	3-11
	Income Limits .....	3-11
	Types of Low-Income Families [24 CFR 5.603(b)] .....	3-11
	Using Income Limits for Eligibility [24 CFR 982.20 1] .....	3-11
	Using Income Limits for Targeting [24 CFR 982.20 1] .....	3-12
3-II.B.	Citizenship or Eligible Immigration Status [24 CFR 5, Subpart E] .....	3-13
	Declaration [24 CFR 5.508] .....	3-13
	Mixed Families .....	3-14
	Ineligible Families [24 CFR 5.5 14(d), (e), and (f)] .....	3-14
	Timeframe for Determination of Citizenship Status [24 CFR 5.508(g)] .....	3-15
3-II.C.	Social Security Numbers [24 CFR 5.216 and 5.218] .....	3-15
3-II.D.	Family Consent to Release of Information [24 CFR 5.230, HCV GB, p. 5-13] .....	3-16
3-II.E.	Students Enrolled In Institutions of Higher Education [24 CFR 5.612 and FR Notice 4/10/06] .....	3-17
	Definitions .....	3-17
	Determining Student Eligibility .....	3-19
PART III:	DENIAL OF ASSISTANCE .....	3-21
3-III.A.	Overview .....	3-21
	Forms of Denial [24 CFR 982.552(a)(2); HCV GB, p. 5-35] .....	3-21
	Prohibited Reasons for Denial of Program Assistance [24 CFR 982.202(b), Pub.L. 109-162] .....	3-21
3-III.B.	Mandatory Denial of Assistance [24 CFR 982.553(a)] .....	3-22
3-III.C.	Other Permitted Reasons for Denial of Assistance .....	3-23
	Criminal Activity [24 CFR 982.553] .....	3-23
	Previous Behavior in Assisted Housing [24 CFR 982.552(c)] .....	3-24
3-III.D.	Screening .....	3-25
	Screening for Eligibility .....	3-25
	Screening for Suitability as a Tenant [24 CFR 982.307] .....	3-26
3-III.E.	Criteria for Deciding to Deny Assistance .....	3-27
	Evidence [24 CFR 982.553(c)] .....	3-27
	Consideration of Circumstances [24 CFR 982.552(c)(2)] .....	3-27
	Removal of a Family Member's Name from the Application [24 CFR 982.552(c)(2)(ii)] .....	3-28
	Reasonable Accommodation [24 CFR 982.552(c)(2)(iv)] .....	3-28
3-III.F.	Notice of Eligibility or Denial .....	3-29

## **Administrative Plan -Table of Contents**

---

3 -III.G. Prohibition Against Denial of Assistance to Victims of Domestic Violence, Dating Violence, and Stalking [Pub.L. 109-162].....	3-30
Definitions.....	3-30
Notification .....	3-31
Documentation.....	3-31
PHA Confidentiality Requirements.....	3-32
Exhibit 3-1: Detailed Definitions Related to Disabilities .....	3-33
Person with Disabilities [24 CFR 5.403].....	3-33
Individual with Handicaps [24 CFR 8.3] .....	3-35
Exhibit 3-2: Definition of Institution of Higher Education [20 U.S.C 1001 and 1002].....	3-37
Eligibility of Students for Assisted Housing Under Section 8 of the U.S. Housing Act of 1937; Supplementary Guidance; Notice [Federal Register, April 10, 2006] .....	3-37

---

## Administrative Plan -Table of Contents

---

### Chapter 4

#### APPLICATIONS, WAITING LIST AND TENANT SELECTION

PART I:	THE APPLICATION PROCESS .....	4-3
	4-I.A. Overview .....	4-3
	4-I.B. Applying for Assistance [HCV GB, pp. 4-11 – 4-16] .....	4-3
	4-I.C. Accessibility of the Application Process.....	4-4
	Elderly and Disabled Populations [24 CFR 8 and HCV GB, pp. 4-11 – 4-13] .....	4-4
	Limited English Proficiency .....	4-4
	4-I.D. Placement on the Waiting List .....	4-5
	Ineligible for Placement on the Waiting List.....	4-5
	Eligible for Placement on the Waiting List .....	4-5
PART II:	MANAGING THE WAITING LIST .....	4-7
	4-II.A. Overview .....	4-7
	4-II.B. Organization of the Waiting List [24 CFR 982.204 and 205] .....	4-7
	4-II.C. Opening and Closing the Waiting List [24 CFR 982.206] .....	4-8
	Closing the Waiting List .....	4-8
	Reopening the Waiting List .....	4-8
	4-II.D. Family Outreach [HCV GB, pp. 4-2 to 4-4].....	4-9
	4-II.E. Reporting Changes in Family Circumstances .....	4-10
	4-II.F. Updating the Waiting List [24 CFR 982.204] .....	4-10
	Purging the Waiting List .....	4-10
	Removal from the Waiting List.....	4-11
PART III:	SELECTION FOR HCV ASSISTANCE .....	4-13
	4-III.A. Overview .....	4-13
	4-III.B. Selection and HCV Funding Sources.....	4-13
	Special Admissions [24 CFR 982.203] .....	4-13
	Targeted Funding [24 CFR 982.204(e)] .....	4-13
	Regular HCV Funding .....	4-13
	4-III.C. Selection Method .....	4-14
	Local Preferences [24 CFR 982.207; HCV p. 4-16] .....	4-14
	Income Targeting Requirement [24 CFR 982.201(b)(2)] .....	4-14
	Order of Selection.....	4-15
	4-III.D. Notification of Selection.....	4-16
	4-III.E. The Application Interview.....	4-16
	4-III.F. Completing the Application Process .....	4-18

---

## Administrative Plan -Table of Contents

---

### Chapter 5

#### BRIEFINGS AND VOUCHER ISSUANCE

PART I:	BRIEFINGS AND FAMILY OBLIGATIONS.....	5-1
5-I.A.	Overview.....	5-1
5-I.B.	Briefing [24 CFR 982.301].....	5-2
	Notification and Attendance.....	5-2
	Oral Briefing [24 CFR 982.301(a)] .....	5-3
	Briefing Packet [24 CFR 982.301(b)] .....	5-4
	Additional Items to be Included in the Briefing Packet .....	5-5
5-I.C.	Family Obligations .....	5-6
	Time Frames for Reporting Changes Required by Family Obligations .....	5-6
	Family Obligations [24 CFR 982.55 1] .....	5-6
PART II:	SUBSIDY STANDARDS AND VOUCHER ISSUANCE.....	5-11
5-II.A.	Overview.....	5-11
5-II.B.	Determining Family Unit (Voucher) Size [24 CFR 982.402] .....	5-11
5-II.C.	Exceptions to Subsidy Standards .....	5-13
5-II.D.	Voucher Issuance [24 CFR 982.302].....	5-14
5-II.E.	Voucher Term, Extensions, and Suspensions .....	5-15
	Voucher Term [24 CFR 982.303] .....	5-15
	Extensions of Voucher Term [24 CFR 982.303(b)].....	5-15
	Suspensions of Voucher Term [24 CFR 982.303(c)].....	5-17
	Expiration of Voucher Term .....	5-17



---

## Administrative Plan -Table of Contents

---

### Chapter 6 INCOME AND SUBSIDY DETERMINATIONS [24 CFR Part 5, Subparts E and F; 24 CFR 982]

PART I: ANNUAL INCOME .....	6-2
6-IA. Overview .....	6-2
6-IB. Household Composition and Income .....	6-3
Summary of Income Included and Excluded by Person.....	6-3
Temporarily Absent Family Members.....	6-4
Family Members Permanently Confined for Medical Reasons .....	6-5
Joint Custody of Dependents .....	6-5
Caretakers for a Child.....	6-6
6-IC. Anticipating Annual Income .....	6-7
Basis of Annual Income Projection.....	6-7
Projecting Income.....	6-8
6-ID. Earned Income .....	6-9
Types of Earned Income Included in Annual Income .....	6-9
Types of Earned Income Not Counted in Annual Income .....	6-9
6-IE. Earned Income Disallowance for Persons with Disabilities [24 CFR 5.617] .....	6-13
Eligibility .....	6-13
Calculation of the Disallowance .....	6-14
6-IF. Business Income [24 CFR 5.609(b)(2)] .....	6-15
Business Expenses.....	6-15
Business Expansion .....	6-15
Capital Indebtedness .....	6-15
Negative Business Income.....	6-16
Withdrawal of Cash or Assets from a Business.....	6-16
Co-owned Businesses .....	6-16
6-IG. Assets [24 CFR 5.609(b)(3) and 24 CFR 5.603(b)] .....	6-17
Overview .....	6-17
General Policies .....	6-17
Types of Assets.....	6-21
6-IH. Periodic Payments .....	6-25
Periodic Payments <u>Included</u> in Annual Income .....	6-25
Lump-Sum Payments for the Delayed Start of a Periodic Payment .....	6-25
Periodic Payments <u>Excluded</u> from Annual Income .....	6-26
6-II. Payments In Lieu of Earnings.....	6-27
6-IJ. Welfare Assistance.....	6-28
Overview .....	6-28
Sanctions Resulting in the Reduction of Welfare Benefits [24 CFR 5.615].....	6-28

## Administrative Plan -Table of Contents

6-I.K.	Periodic and Determinable Allowances [24 CFR 5.609(b)(7)] .....	6-29
	Alimony and Child Support.....	6-29
	Regular Contributions or Gifts.....	6-29
6-I.L.	Student Financial Assistance [24 CFR 5.609(b)(9)] .....	6-30
	Student Financial Assistance <u>Included</u> in Annual Income [24 CFR 5.609(b)(9) and FR 4/10/06] .....	6-30
	Student Financial Assistance <u>Excluded</u> from Annual Income [24 CFR 5.609(c)(6)] .....	6-31
6-I.M.	Additional Exclusions From Annual Income	
PART II:	ADJUSTED INCOME .....	6-35
6-II.A.	Introduction .....	6-35
	Overview .....	6-35
	Anticipating Expenses.....	6-35
6-II.B.	Dependent Deduction .....	6-36
6-II.C.	Elderly or Disabled Family Deduction .....	6-36
6-II.D.	Medical Expenses Deduction [24 CFR 5.611(a)(3)(i)] .....	6-37
	Definition of <i>Medical Expenses</i> .....	6-37
	Summary of Allowable Medical Expenses from IRS Publication 502 .....	6-37
	Families That Qualify for Both Medical and Disability Assistance Expenses .....	6-38
6-II.E.	Disability Assistance Expenses Deduction [24 CFR 5.603(b) and 24 CFR 5.611(a)(3)(ii)] .....	6-39
	Earned Income Limit on the Disability Assistance Expense Deduction .....	6-39
	Eligible Disability Expenses .....	6-40
	Necessary and Reasonable Expenses.....	6-41
	Families That Qualify for Both Medical and Disability Assistance Expenses .....	6-41
6-II.F.	Child Care Expense Deduction .....	6-42
	Clarifying the Meaning of <i>Child</i> for This Deduction.....	6-42
	Qualifying for the Deduction .....	6-42
	Earned Income Limit on Child Care Expense Deduction .....	6-44
	Eligible Child Care Expenses .....	6-45

## **Administrative Plan -Table of Contents**

---

PART III:	CALCULATING FAMILY SHARE AND PHA SUBSIDY .....	6-47
6-III.A.	Overview of Rent and Subsidy Calculations .....	6-47
	TTP Formula [24 CFR 5.628] .....	6-47
	Family Share [24 CFR 982.305(a)(5)] .....	6-47
	PHA Subsidy [24 CFR 982.505(b)] .....	6-48
	Utility Reimbursement [24 CFR 982.5 14(b)] .....	6-48
6-III.B.	Financial Hardships Affecting Minimum Rent [24 CFR 5.630] .....	6-49
	Overview .....	6-49
	HUD-Defined Financial Hardship .....	6-49
	Implementation of Hardship Exemption .....	6-51
6-III.C.	Applying Payment Standards [24 CFR 982.505] .....	6-54
	Overview .....	6-54
	Changes in Payment Standards .....	6-54
	Reasonable Accommodation .....	6-55
6-III.D.	Applying Utility Allowances [24 CFR 982.5 17] .....	6-56
	Overview .....	6-56
	Reasonable Accommodation .....	6-56
	Utility Allowance Revisions .....	6-56
6-III.E.	Prorated Assistance for Mixed Families [24 CFR 5.520] .....	6-57
Exhibit 6-1:	Annual Income Inclusions .....	6-59
	HHS Definition of "Assistance" .....	6-60
Exhibit 6-2:	Annual Income Exclusions .....	6-62
Exhibit 6-3:	Treatment of Family Assets .....	6-65
Exhibit 6-4:	Earned Income Disallowance for Persons with Disabilities .....	6-66
Exhibit 6-5:	The Effect of Welfare Benefit Reduction .....	6-68

---

## Administrative Plan -Table of Contents

---

### Chapter 7 VERIFICATION

[24 CFR 982.516, 24 CFR 982.551, 24 CFR 5.230]

PART I:	GENERAL VERIFICATION REQUIREMENTS.....	7-1
7-I.A.	Family Consent to Release of Information [24 CFR 982.5 16 and 982.55 1, 24 CFR 5.230].....	7-1
	Consent Forms .....	7-1
	Penalties for Failing to Consent [24 CFR 5.232] .....	7-1
7-I.B.	Overview of Verification Requirements.....	7-2
	HUD's Verification Hierarchy .....	7-2
	Requirements for Acceptable Documents .....	7-2
	File Documentation .....	7-3
7-I.C.	Up-Front Income Verification (UIV).....	7-3
	Use of HUD's Enterprise Income Verification (EIV) System ...	7-4
7-I.D.	Third-Party Written and Oral Verification .....	7-6
	Reasonable Effort and Timing.....	7-6
	When Third-Party Information is Late .....	7-7
	When Third-Party Verification is Not Required.....	7-7
7-I.E.	Review of Documents .....	7-9
	Using Review of Documents as Verification.....	7-9
7-I.F.	Self-Certification.....	7-9
PART II:	VERIFYING FAMILY INFORMATION.....	7-11
7-II.A.	Verification of Legal Identity .....	7-11
7-II.B.	Social Security Numbers [24 CFR 5.216 and HCV GB, p. 5-12] ....	7-12
7-II.C.	Documentation of Age .....	7-13
7-II.D.	Family Relationships .....	7-14
	Marriage .....	7-14
	Separation or Divorce.....	7-14
	Absence of Adult Member.....	7-15
	Foster Children and Foster Adults .....	7-15
7-II.E.	Verification of Student Status .....	7-16
	General Requirements.....	7-16
	Restrictions on Assistance to Students Enrolled in Institutions of Higher Education .....	7-16
7-II.F.	Documentation of Disability .....	7-17
	Family Members Receiving SSA Disability Benefits .....	7-18
	Family Members Not Receiving SSA Disability Benefits.....	7-18
7-II.G.	Citizenship or Eligible Immigration Status [24 CFR 5.508] .....	7-19
	Overview .....	7-19
	U.S. Citizens and Nationals .....	7-19
	Eligible Immigrants .....	7-20
7-II.H.	Verification of Preference Status.....	7-20

## **Administrative Plan -Table of Contents**

PART III:	VERIFYING INCOME AND ASSETS .....	7-21
7-III.A.	Earned Income .....	7-21
	Tips .....	7-21
7-III.B.	Business and Self Employment Income .....	7-21
7-III.C.	Periodic Payments and Payments In Lieu of Earnings.....	7-22
	Social Security/SSI Benefits .....	7-22
7-III.D.	Alimony or Child Support .....	7-23
7-III.E.	Assets and Income From Assets.....	7-24
	Assets Disposed of for Less than Fair Market Value .....	7-24
7-III.F.	Net Income From Rental Property .....	7-24
7-III.G.	Retirement Accounts .....	7-25
7-III.H.	Income From Excluded Sources .....	7-25
7-III.I.	Zero Annual Income Status .....	7-25
7-III.J.	Student Financial Assistance .....	7-26
7-III.K.	Parental Income of Students Subject to Eligibility Restrictions .....	7-27
PART IV:	VERIFYING MANDATORY DEDUCTIONS.....	7-29
7-IV.A.	Dependent and Elderly/Disabled Household Deductions .....	7-29
	Dependent Deduction .....	7-29
	Elderly/Disabled Family Deduction.....	7-29
7-IV.B.	Medical Expense Deduction.....	7-30
	Amount of Expense .....	7-30
	Eligible Household .....	7-31
	Qualified Expenses .....	7-31
	Unreimbursed Expenses.....	7-31
	Expenses Incurred in Past Years .....	7-31
7-IV.C.	Disability Assistance Expenses .....	7-32
	Amount of Expense .....	7-32
	Family Member is a Person with Disabilities.....	7-33
	Family Member(s) Permitted to Work.....	7-33
	Unreimbursed Expenses.....	7-33
7-IV.D.	Child Care Expenses .....	7-34
	Eligible Child .....	7-34
	Unreimbursed Expense .....	7-34
	Pursuing an Eligible Activity.....	7-35
	Allowable Type of Child Care.....	7-36
	Reasonableness of Expenses.....	7-36
Exhibit 7-1:	Excerpt From HUD Verification Guidance Notice (PIH 2004-01, pp. 11-14).....	7-37
Exhibit 7-2:	Summary of Documentation Requirements for Noncitizens [HCV GB, pp. 5-9 and 5-10].....	7-41

---

## Administrative Plan -Table of Contents

---

### Chapter 8 HOUSING QUALITY STANDARDS AND RENT REASONABLENESS DETERMINATIONS

[24 CFR 982 Subpart I and 24 CFR 982.507]

PART I:	PHYSICAL STANDARDS.....	8-2
8-I.A.	General HUD Requirements.....	8-2
	HUD Performance and Acceptability Standards.....	8-2
	Tenant Preference Items.....	8-2
	Modifications to Provide Accessibility.....	8-3
8-I.B.	Additional Local Requirements.....	8-4
	Thermal Environment [HCV GB p.1 0-7].....	8-4
	Clarifications of HUD Requirements.....	8-5
8-I.C.	Life Threatening Conditions [24 CFR 982.404(a)].....	8-6
8-I.D.	Owner and Family Responsibilities [24 CFR 982.404] .....	8-7
	Family Responsibilities .....	8-7
	Owner Responsibilities .....	8-7
8-I.E.	Special Requirements for Children with Environmental Intervention Blood Lead Level [24 CFR 35.1225].....	8-8
8-I.F.	Violation of HQS Space Standards [24 CFR 982.403] .....	8-8
PART II:	THE INSPECTION PROCESS.....	8-9
8-II.A.	Overview [24 CFR 982.405] .....	8-9
	Types of Inspections.....	8-9
	Inspection of PHA-owned Units [24 CFR 982.3 52(b)] .....	8-9
	Inspection Costs.....	8-9
	Notice and Scheduling .....	8-10
	Owner and Family Inspection Attendance.....	8-10
8-II.B.	Initial HQS Inspection [24 CFR 982.401(a)] .....	8-11
	Timing of Initial Inspections .....	8-11
	Inspection Results and Reinspections.....	8-11
	Utilities .....	8-12
	Appliances.....	8-12
8-II.C.	Annual HQS Inspections [24 CFR 982.405(a)].....	8-13
	Scheduling the Inspection.....	8-13
8-II.D.	Special Inspections [HCV GB p. 10-30] .....	8-13
8-II.E.	Quality Control Inspections [24 CFR 982.405(b), HCV GB p. 10-32].....	8-13
8-II.F.	Inspection Results and Reinspections for Units Under HAP Contract.....	8-14
	Notification of Corrective Actions.....	8-14
	Extensions .....	8-15
	Reinspections .....	8-15
8-II.G.	Enforcing Owner Compliance.....	8-16
	HAP Abatement .....	8-16
	HAP Contract Termination.....	8-16
8-II.H.	Enforcing Family Compliance with HQS [24 CFR 982.404(b)].....	8-16

## **Administrative Plan -Table of Contents**

---

PART III:	RENT REASONABLENESS [24 CFR 982.507].....	8-17
8-III.A.	Overview.....	8-17
	PHA-owned Units [24 CFR 982.352(b)].....	8-17
8-III.B.	When Rent Reasonableness Determinations Are Required .....	8-18
	Owner-initiated Rent Determinations.....	8-18
	PHA- and HUD-Initiated Rent Reasonableness Determinations ..	8-18
8-III.C.	How Comparability Is Established.....	8-19
	Factors to Consider.....	8-19
	Units that Must Not be Used as Comparables .....	8-19
	Rents Charged for Other Units on the Premises .....	8-19
8-III.D.	PHA Rent Reasonableness Methodology.....	8-20
	How Market Data is Collected .....	8-20
	How Rents are Determined.....	8-20
Exhibit 8-1:	Overview of HUD Housing Quality Standards .....	8-21
Exhibit 8-2:	Summary of Tenant Preference Areas Related to Housing Quality .....	8-25

---

## Administrative Plan -Table of Contents

---

### Chapter 9 GENERAL LEASING POLICIES

9-I.A.	Tenant Screening.....	9-2
9-I.B.	Requesting Tenancy Approval [Form HUD-52517] .....	9-3
9-I.C.	Owner Participation.....	9-4
9-I.D.	Eligible Units .....	9-5
	Ineligible Units [24 CFR 982.352(a)].....	9-5
	PHA-Owned Units [24 CFR 982.352(b)] .....	9-5
	Special Housing Types [24 CFR 982 Subpart M].....	9-5
	Duplicative Assistance [24 CFR 982.3 52(c)].....	9-6
	Housing Quality Standards (HQS) [24 CFR 982.305 and 24 CFR 982.40 1] .....	9-6
	Unit Size.....	9-7
	Rent Reasonableness [24 CFR 982.305 and 24 CFR 982.507].....	9-7
	Rent Burden [24 CFR 982.508].....	9-7
9-I.E.	Lease and Tenancy Addendum.....	9-8
	Lease Form and Tenancy Addendum [24 CFR 982.308].....	9-8
	Lease Information [24 CFR 982.308(d)] .....	9-8
	Term of Assisted Tenancy.....	9-9
	Security Deposit [24 CFR 982.3 13 (a) and (b)] .....	9-9
	Separate Non-Lease Agreements between Owner and Tenant .....	9-10
	PHA Review of Lease .....	9-11
9-I.F.	Tenancy Approval [24 CFR 982.305] .....	9-12
9-I.G.	HAP Contract Execution [24 CFR 982.305] .....	9-13
9-I.H.	Changes in Lease or Rent [24 CFR 982.308] .....	9-14



---

## Administrative Plan -Table of Contents

---

### Chapter 10

#### MOVING WITH CONTINUED ASSISTANCE AND PORTABILITY

PART I: MOVING WITH CONTINUED ASSISTANCE .....	10-1
10-I.A. Allowable Moves .....	10-1
10-I.B. Restrictions On Moves .....	10-3
Denial of Moves .....	10-3
Restrictions on Elective Moves [24 CFR 982.3 14(c)] .....	10-4
10-I.C. Moving Process .....	10-5
Notification .....	10-5
Approval .....	10-5
Reexamination of Family Income and Composition .....	10-5
Voucher Issuance and Briefing .....	10-5
Housing Assistance Payments [24 CFR 982.311(d)] .....	10-6
PART II: PORTABILITY .....	10-7
10-II.A. Overview .....	10-7
10-II.B. Initial PHA Role .....	10-8
Allowable Moves under Portability .....	10-8
Determining Income Eligibility .....	10-9
Reexamination of Family Income and Composition .....	10-9
Briefing .....	10-10
Voucher Issuance and Term .....	10-10
Voucher Extensions and Expiration .....	10-10
Initial Contact with the Receiving PHA .....	10-11
Sending Documentation to the Receiving PHA .....	10-11
Initial Billing Deadline [Notice PIH 2004-12] .....	10-12
Monthly Billing Payments [24 CFR 982.355(e), Notice PIH 2004-12] .....	10-12
Annual Updates of Form HUD-50058 .....	10-13
Subsequent Family Moves .....	10-13
Denial or Termination of Assistance [24 CFR 982.355(c)(9)] .....	10-13
10-II.C. Receiving PHA Role .....	10-14
Initial Contact with Family .....	10-14
Briefing .....	10-15
Income Eligibility and Reexamination .....	10-15
Voucher Issuance .....	10-16
Notifying the Initial PHA .....	10-17
Administering a Portable Family's Voucher .....	10-17
Absorbing a Portable Family .....	10-20

---

## Administrative Plan -Table of Contents

---

### Chapter 11 REEXAMINATIONS

PART I: ANNUAL REEXAMINATIONS [24 CFR 982.5 16] .....	11-1
11-I.A. Overview .....	11-1
1 1-I.B. Scheduling Annual Reexaminations.....	11-2
Notification of and Participation in the Annual Reexamination Process .....	11-2
1 1-I.C. Conducting Annual Reexaminations .....	11-3
11 -I.D. Determining Ongoing Eligibility of Certain Students [24 CFR 982.552(b)(5)] .....	11-4
11-I.E. Effective Dates .....	11-5
PART II: INTERIM REEXAMINATIONS [24 CFR 982.5 16].....	11-7
11 -II.A. Overview .....	11-7
11 -II.B. Changes In Family and Household Composition .....	11-7
New Family Members Not Requiring Approval .....	11-7
New Family and Household Members Requiring Approval.....	11-8
Departure of a Family or Household Member.....	11-9
1 1-II.C. Changes Affecting Income or Expenses.....	11-10
PHA-Initiated Interim Reexaminations.....	11-10
Family-Initiated Interim Reexaminations.....	11-11
1 1-II.D. Processing the Interim Reexamination .....	11-12
Method of Reporting.....	11-12
Effective Dates .....	11-12
PART III: RECALCULATING FAMILY SHARE AND SUBSIDY AMOUNT .....	11-13
11-III.A. Overview .....	11-13
1 1-III.B. Changes In Payment Standards and Utility Allowances .....	11-13
Payment Standards [24 CFR 982.505] .....	11-13
Subsidy Standards [24 CFR 982.505(c)(4)] .....	11-14
Utility Allowances [24 CFR 982.5 17(d)] .....	11-14
1 1-III.C. Notification of New Family Share and HAP Amount.....	11-14
1 1-III.D. Discrepancies .....	11-14

---

## Administrative Plan -Table of Contents

---

### Chapter 12

#### TERMINATION OF ASSISTANCE AND TENANCY

PART I: GROUNDS FOR TERMINATION OF ASSISTANCE .....	12-1
12-I.A. Overview .....	12-1
12-I.B. Family No Longer Requires Assistance [24 CFR 982.455] .....	12-1
12-I.C. Family Chooses to Terminate Assistance.....	12-2
1 2-I.D. Mandatory Termination of Assistance.....	12-2
Eviction [24 CFR 982.552(b)(2), Pub.L. 109-162] .....	12-2
Failure to Provide Consent [24 CFR 982.552(b)(3)] .....	12-2
Failure to Document Citizenship [24 CFR 982.552(b)(4) and 24 CFR 5.5 14(c)] .....	12-3
Failure to Provide Social Security Documentation [24 CFR 5.218(c)].....	12-3
Methamphetamine Manufacture or Production [24 CFR 983.553(b)(1)(ii)].....	12-3
Failure of Students to Meet Ongoing Eligibility Requirements [24 CFR 982.552(b)(5) and FR 4/10/06] .....	12-3
12-I.E. Mandatory Policies and Other Authorized Terminations .....	12-4
Mandatory Policies [24 CFR 982.553(b) and 982.55 1(l)].....	12-4
Other Authorized Reasons for Termination of Assistance [24 CFR 982.552(c), Pub.L. 109-162] .....	12-6
PART II: APPROACH TO TERMINATION OF ASSISTANCE .....	12-9
12-II.A. Overview .....	12-9
12-II.B. Method of Termination [24 CFR 982.552(a)(3)] .....	12-9
1 2-II.C. Alternatives to Termination of Assistance .....	12-9
Change in Household Composition .....	12-9
Repayment of Family Debts.....	12-9
1 2-II.D. Criteria for Deciding to Terminate Assistance .....	12-10
Evidence .....	12-10
Consideration of Circumstances [24 CFR 982.552(c)(2)(i)] .....	12-10
Reasonable Accommodation [24 CFR 982.552(c)(2)(iv)] .....	12-11
12-II.E. Terminating the Assistance of Domestic Violence, Dating Violence, or Stalking Victims and Perpetrators [Pub.L. 109-162, Pub.L. 109-271] .....	12-12
Victim Documentation.....	12-13
Terminating the Assistance of a Domestic Violence Perpetrator.....	12-14
PHA Confidentiality Requirements.....	12-14
12-II.F. Termination Notice [HCV GB, p. 15-7] .....	12-15
Notice of Termination Based on Citizenship Status [24 CFR 5.5 14 (c) and (d)] .....	12-16
12-II.G. How Termination of Assistance Affects the HAP Contract and Lease.....	12-16

## **Administrative Plan -Table of Contents**

---

PART III: TERMINATION OF TENANCY BY THE OWNER.....	12-17
12-III.A. Overview .....	12-17
12-III.B. Grounds for Owner Termination of Tenancy [24 CFR 982.310 and Form HUD-52641-A, Tenancy Addendum, Pub.L. 109-162] .....	12-17
Serious or Repeated Lease Violations.....	12-17
Violation of Federal, State, or Local Law.....	12-17
Criminal Activity or Alcohol Abuse.....	12-17
Other Good Cause .....	12-18
12-III.C. Eviction [24 CFR 982.3 10(e) and (f) and Form HUD-52641-A, Tenancy Addendum] .....	12-19
12-III.D. Deciding Whether to Terminate Tenancy [24 CFR 982.3 10(h), Pub.L. 109-162] .....	12-20
12-III.E. Effect of Tenancy Termination on the Family’s Assistance .....	12-20
Exhibit 12-1: Statement of Family Obligations .....	12-2 1

## **Chapter 13 OWNERS**

PART I: OWNERS IN THE HCV PROGRAM.....	13-3
13-I.A. Owner Recruitment and Retention [HCV GB, pp. 2-4 to 2-6].....	13-3
Recruitment.....	13-3
Retention .....	13-4
13-I.B. Basic HCV Program Requirements .....	13-5
13-I.C. Owner Responsibilities [24 CFR 982.452, Pub.L. 109-162].....	13-7
13-I.D. Owner Qualifications .....	13-8
Owners Barred from Participation [24 CFR 982.306(a) and (b)]..	13-8
Leasing to Relatives [24 CFR 982.306(d), HCV GB p. 11-2] ....	13-8
Conflict of Interest [24 CFR 982.161; HCV GB p. 8-19] .....	13-8
Owner Actions That May Result in Disapproval of a Tenancy Request [24 CFR 982.306(c)].....	13-10
Legal Ownership of Unit.....	13-11
13-I.E. Non-Discrimination [HAP Contract – Form HUD-52641] .....	13-11
PART II: HAP CONTRACTS .....	13-13
13-II.A. Overview.....	13-13
13-II.B. HAP Contract Contents .....	13-14
1 3-II.C. HAP Contract Payments.....	13-16
General .....	13-16
Owner Certification of Compliance.....	13-16
Late HAP Payments [24 CFR 982.45 1(a)(5)] .....	13-17
Termination of HAP Payments [24 CFR 982.311(b)] .....	13-17
13-II.D. Breach of HAP Contract [24 CFR 982.453].....	13-18
13-II.E. HAP Contract Term and Terminations.....	13-19
13-II.F. Change In Ownership / Assignment of the HAP Contract [HUD-52641].....	13-21

## Administrative Plan -Table of Contents

---

### Chapter 14 PROGRAM INTEGRITY

PART I: PREVENTING, DETECTING, AND INVESTIGATING ERRORS AND	
PROGRAM ABUSE.....	14-3
14-I.A. Preventing Errors and Program Abuse.....	14-3
14-I.B. Detecting Errors and Program Abuse .....	14-4
Quality Control and Analysis of Data .....	14-4
Independent Audits and HUD Monitoring .....	14-4
Individual Reporting of Possible Errors and Program Abuse .....	14-4
14-I.C. Investigating Errors and Program Abuse .....	14-5
When the PHA Will Investigate.....	14-5
Consent to Release of Information [24 CFR 982.5 16].....	14-5
Analysis and Findings.....	14-5
Consideration of Remedies .....	14-6
Notice and Appeals.....	14-6
PART II: CORRECTIVE MEASURES AND PENALTIES.....	14-7
14-II.A. Subsidy Under- or Overpayments .....	14-7
Corrections .....	14-7
Reimbursement .....	14-7
14-II.B. Family-Caused Errors and Program Abuse.....	14-8
Family Reimbursement to PHA [HCV GB pp. 22-12 to 22-13] ...	14-8
PHA Reimbursement to Family [HCV GB p. 22-12].....	14-8
Prohibited Actions.....	14-9
Penalties for Program Abuse.....	14-9
14-II.C. Owner-Caused Error or Program Abuse .....	14-10
Owner Reimbursement to the PHA.....	14-10
Prohibited Owner Actions .....	14-10
Remedies and Penalties .....	14-11
14-II.D. PHA-Caused Errors or Program Abuse .....	14-12
Repayment to the PHA.....	14-12
PHA Reimbursement to Family or Owner .....	14-12
Prohibited Activities.....	14-12
14-II.E. Criminal Prosecution.....	14-13
14-II.F. Fraud and Program Abuse Recoveries .....	14-14

---

## Administrative Plan -Table of Contents

---

### Chapter 15 SPECIAL HOUSING TYPES [24 CFR 982 Subpart M]

PART I:	SINGLE ROOM OCCUPANCY [24 CFR 982.602 through 982.605].....	15-3
	15-I.A. Overview .....	15-3
	1 5-I.B. Payment Standard, Utility Allowance, and HAP Calculation .....	15-3
	15-I.C. Housing Quality Standards (HQS) .....	15-3
PART II:	CONGREGATE HOUSING [24 CFR 9 82.606 through 9 82.609].....	15-5
	15-II.A. Overview .....	15-5
	1 5-II.B. Payment Standard, Utility Allowance, and HAP Calculation.....	15-6
	15-II.C. Housing Quality Standards .....	15-6
PART III:	GROUP HOME [24 CFR 982.610 through 982.614 and HCV GB p. 7-4] .....	15-7
	15-III.A. Overview .....	15-7
	15-III.B. Payment Standard, Utility Allowance, and HAP Calculation .....	15-7
	15-III.C. Housing Quality Standards .....	15-8
PART IV:	SHARED HOUSING [24 CFR 982.615 through 982.618].....	15-9
	15-IV.I. Overview .....	15-9
	1 5-IV.B. Payment Standard, Utility Allowance and HAP Calculation.....	15-9
	15-IV.C. Housing Quality Standards.....	15-10
PART V:	COOPERATIVE HOUSING [24 CFR 982.619] .....	15-11
	15-V.A. Overview .....	15-11
	15-V.B. Payment Standard, Utility Allowance and HAP Calculation .....	15-11
	15-V.C. Housing Quality Standards.....	15-11
PART VI:	MANUFACTURED HOMES [24 CFR 982.620 through 982.624].....	15-13
	15-VI.A. Overview.....	15-13
	15-VI.B. Special Policies for Manufactured Home Owners	
	Who Lease A Space .....	15-13
	Family Income.....	15-13
	Lease and HAP Contract .....	15-13
	15-VI.C. Payment Standard, Utility Allowance and HAP Calculation.....	15-14
	Payment Standards.....	15-14
	Utility Allowance .....	15-14
	Space Rent .....	15-14
	Housing Assistance Payment.....	15-14
	Rent Reasonableness .....	15-14
	15-VI.D. Housing Quality Standards.....	15-15

## **Administrative Plan -Table of Contents**

---

PART VII: HOMEOWNERSHIP [24 CFR 982.625 through 982.643] .....	15-17
15-VII.A. Overview [24 CFR 982.625] .....	15-17
15-VII.B. Family Eligibility [24 CFR 982.627].....	15-18
15-VII.C. Selection of Families [24 CFR 982.626].....	15-19
15-VII.D. Eligible Units [24 CFR 982.628] .....	15-19
15-VII.E. Additional PHA Requirements for Search and Purchase [24 CFR 982.629].....	15-20
15-VII.F. Homeownership Counseling [24 CFR 982.630] .....	15-21
15-VII.G. Home Inspections, Contract of Sale, and PHA Disapproval of Seller [24 CFR 982.631] .....	15-22
Home Inspections .....	15-22
Contract of Sale .....	15-22
Disapproval of a Seller.....	15-22
15-VII.H. Financing [24 CFR 982.632] .....	15-23
15-VII.I. Continued Assistance Requirements; Family Obligations [24 CFR 982.633].....	15-23
15-VII.J. Maximum Term of Homeowner Assistance [24 CFR 982.634] .....	15-24
15-VII.K. Homeownership Assistance Payments and Homeownership Expenses [24 CFR 982.635] .....	15-24
15-VII.L. Portability [24 CFR 982.636, 982.637, 982.635(b) and (c), 982.552, 982.553] .....	15-27
15-VII.M. Moving with Continued Assistance [24 CFR 982.637] .....	15-27
15-VII.N. Denial or Termination of Assistance [24 CFR 982.638].....	15-28

---

## Administrative Plan -Table of Contents

---

### Chapter 16 PROGRAM ADMINISTRATION

PART I: ADMINISTRATIVE FEE RESERVE [24 CFR 982.155].....	16-3
PART II: SETTING PROGRAM STANDARDS AND SCHEDULES .....	16-5
16-II.A. Overview .....	16-5
16-II.B. Payment Standards [24 CFR 982.503; HCV GB, Chapter 7] .....	16-5
Updating Payment Standards .....	16-6
Exception Payment Standards [982.503(c)] .....	16-7
Unit-by-Unit Exceptions [24 CFR 982.503(c)(2)(ii)] .....	16-7
"Success Rate" Payment Standard Amounts [24 CFR 982.503(e)] .....	16-8
Decreases in the Payment Standard Below the Basic Range [24 CFR 982.503(d)] .....	16-8
16-II.C. Utility Allowances [24 CFR 982.5 17].....	16-9
Air Conditioning.....	16-9
Reasonable Accommodation .....	16-9
Utility Allowance Revisions.....	16-9
PART III: INFORMAL REVIEWS AND HEARINGS .....	16-11
16-III.A. Overview .....	16-11
16-III.B. Informal Reviews.....	16-11
Decisions Subject to Informal Review .....	16-11
Notice to the Applicant [24 CFR 982.554(a)] .....	16-12
Scheduling an Informal Review.....	16-12
Informal Review Procedures [24 CFR 982.554(b)] .....	16-12
Informal Review Decision [24 CFR 982.554(b)].....	16-13
16-III.C. Informal Hearings for Participants [24 CFR 982.555, Pub.L. 109-162] .....	16-14
Decisions Subject to Informal Hearing .....	16-14
Informal Hearing Procedures .....	16-16
16-III.D. Hearing and Appeal Provisions for Non-Citizens [24 CFR 5.514] .....	16-23
Notice of Denial or Termination of Assistance [24 CFR 5.5 14(d)] .....	16-23
USCIS Appeal Process [24 CFR 5.5 14(e)] .....	16-24
Informal Hearing Procedures for Applicants [24 CFR 5.514(f)] .....	16-24
Informal Hearing Procedures for Residents [24 CFR 5.514(f)] .....	16-26
Retention of Documents [24 CFR 5.5 14(h)] .....	16-26



## **Administrative Plan -Table of Contents**

PART IV:	OWNER OR FAMILY DEBTS TO THE PHA .....	16-27
	1 6-IV.A. Overview .....	16-27
	16-IV.B. Repayment Policy.....	16-28
	Owner Debts to the PHA .....	16-28
	Family Debts to the PHA .....	16-28
	Repayment Agreement [24 CFR 792.103] .....	16-28
	Repayment Agreement Guidelines .....	16-28
PART V:	MANAGEMENT ASSESSMENT (SEMAP) .....	16-3 1
	16-V.A. Overview .....	16-31
	16-V.B. SEMAP Certification [24 CFR 985.101].....	16-32
	HUD Verification Method .....	16-32
	16-V.C. SEMAP Indicators [24 CFR 985.3 and form HUD-52648] .....	16-33
	SEMAP Indicators Chart .....	16-33
PART VI:	RECORD KEEPING .....	16-37
	16-VI.A. Overview .....	16-37
	16-VI.B. Record Retention [24 CFR 982.158] .....	16-37
	16-VI.C. Records Management.....	16-38
	Privacy Act Requirements [24 CFR 5.212 and Form-9886] ....	16-38
	Upfront Income Verification (UIV) Records.....	16-3 8
	Criminal Records .....	16-39
	Medical/Disability Records .....	16-39
PART VII:	REPORTING AND RECORD KEEPING FOR CHILDREN WITH ENVIRONMENTAL INTERVENTION BLOOD LEAD LEVEL .....	16-41
	1 6-VII.A. Overview .....	16-41
	1 6-VII.B. Reporting Requirement [24 CFR 35.1225(e)].....	16-41
	1 6-VII.C. Data Collection and Record Keeping [24 CFR 35.1225(f)] .....	16-41
PART VIII:	DETERMINATION OF INSUFFICIENT FUNDING .....	16-43
	16-VIII.A. Overview .....	16-43
	16-VIII.B. Methodology .....	16-43
PART IX:	NOTIFICATION REGARDING APPLICABLE PROVISIONS OF THE VIOLENCE AGAINST WOMEN REAUTHORIZATION ACT OF 2005 (VAWA).....	16-45
	16-IX.A. Notification to Participants [Pub.L. 109-162].....	16-46
	16-IX.B. Notification to Applicants.....	16-46
	16-IX.C. Notification to Owners and Managers [Pub.L. 109-162] .....	16-46
Exhibit 16-1:	Sample Notice to Housing Choice Voucher Applicants and Tenants Regarding the Violence Against Women Act (VAWA).....	16-47
Exhibit 16-2:	Sample Notice to Housing Choice Voucher Owners and Managers Regarding the Violence Against Women Act (VAWA).....	16-51

---

## Administrative Plan -Table of Contents

---

### Chapter 17 PROJECT-BASED VOUCHERS

PART I: GENERAL REQUIREMENTS .....	17-3
17-I.A. Overview [24 CFR 983.5] .....	17-3
17-I.B. Tenant-Based vs. Project-Based Voucher Assistance [24 CFR 983.2] .....	17-3
17-I.C. Relocation Requirements [24 CFR 983.7] .....	17-4
17-I.D. Equal Opportunity Requirements [24 CFR 983.8].....	17-4
PART II: PBV OWNER PROPOSALS.....	17-5
17-II.A. Overview .....	17-5
17-II.B. Owner Proposal Selection Procedures [24 CFR 983.51] .....	17-5
Solicitation and Selection of PBV Proposals [24 CFR 983.51(b) and (c)] .....	17-6
PHA-owned Units [24 CFR 983.51(e) and 983.59] .....	17-9
PHA Notice of Owner Selection [24 CFR 983.51(d)] .....	17-10
17-II.C. Housing Type [24 CFR 983.52] .....	17-10
17-II.D. Prohibition of Assistance for Certain Units .....	17-11
Ineligible Housing Types [24 CFR 983.53] .....	17-11
Subsidized Housing [24 CFR 983.54] .....	17-11
17-II.E. Subsidy Layering Requirements [24 CFR 983.55].....	17-12
17-II.F. Cap On Number of PBV Units in Each Building .....	17-12
25 Percent per Building Cap [24 CFR 983.56(a)].....	17-12
Exceptions to 25 Percent per Building Cap [24 CFR 983.56(b)] .....	17-13
Promoting Partially-Assisted Buildings [24 CFR 983.56(c)] .....	17-13
17-II.G. Site Selection Standards .....	17-14
Compliance with PBV Goals, Civil Rights Requirements, and HQS Site Standards [24 CFR 983.57(b)].....	17-14
Existing and Rehabilitated Housing Site and Neighborhood Standards [24 CFR 983.57(d)] .....	17-15
New Construction Site and Neighborhood Standards [24 CFR 983.57(e)] .....	17-15
17-II.H. Environmental Review [24 CFR 983.58] .....	17-16

## **Administrative Plan -Table of Contents**

---

PART III: DWELLING UNITS.....	17-17
17-III.A. Overview .....	17-17
17-III.B. Housing Quality Standards [24 CFR 983.101] .....	17-17
Lead-based Paint [24 CFR 983.101(c)] .....	17-17
17-III.C. Housing Accessibility for Persons with Disabilities .....	17-17
17-III.D. Inspecting Units .....	17-18
Pre-selection Inspection [24 CFR 983.103(a)].....	17-18
Pre-HAP Contract Inspections [24 CFR 983.103(b)] .....	17-18
Turnover Inspections [24 CFR 983.103(c)].....	17-18
Annual Inspections [24 CFR 983.103(d)] .....	17-18
Other Inspections [24 CFR 983.103(e)] .....	17-18
Inspecting PHA-owned Units [24 CFR 983.103(f)] .....	17-18
PART IV: REHABILITATED AND NEWLY CONSTRUCTED UNITS.....	17-19
17-IV.A. Overview [24 CFR 983.151] .....	17-19
17-IV.B. Agreement to Enter into HAP Contract .....	17-19
Content of the Agreement [24 CFR 983.152(c)].....	17-19
Execution of the Agreement [24 CFR 983.153].....	17-20
17-IV.C. Conduct of Development Work.....	17-20
Labor Standards [24 CFR 983.154(b)] .....	17-20
Equal Opportunity [24 CFR 983.154(c)] .....	17-20
Owner Disclosure [24 CFR 983.154(d) and (e)] .....	17-20
17-IV.D. Completion of Housing.....	17-21
Evidence of Completion [24 CFR 983.155(b)] .....	17-21
PHA Acceptance of Completed Units [24 CFR 983.156] .....	17-21
PART V: HOUSING ASSISTANCE PAYMENTS CONTRACT (HAP).....	17-23
17-V.A. Overview .....	17-23
17-V.B. HAP Contract Requirements.....	17-23
Contract Information [24 CFR 983.203] .....	17-23
Execution of the HAP Contract [24 CFR 983.204].....	17-24
Term of HAP Contract [24 CFR 983 .205] .....	17-24
Remedies for HQS Violations [24 CFR 983 .207(b)] .....	17-25
17-V.C. Amendments to the HAP Contract.....	17-26
Substitution of Contract Units [24 CFR 983.206(a)] .....	17-26
Addition of Contract Units [24 CFR 983.206(b)] .....	17-26
17-V.D. HAP Contract Year, Anniversary and Expiration Dates [24 CFR 983.206(c) and 983.302(e)] .....	17-26
17-V.E. Owner Responsibilities Under the HAP [24 CFR 983 .209].....	17-27
17-V.F. Additional HAP Requirements.....	17-28
Housing Quality and Design Requirements [24 CFR 983.101(e) and 983.207(a)] .....	17-28
Vacancy Payments [24 CFR 983.3 52(b)].....	17-28

## **Administrative Plan -Table of Contents**

PART VI: SELECTION OF PBV PROGRAM PARTICIPANTS.....	17-29
17-VI.A. Overview.....	17-29
17-VI.B. Eligibility for PBV Assistance [24 CFR 983.251(a) and (b)] .....	17-29
In-Place Families [24 CFR 983 .251(b)] .....	17-29
17-VI.C. Organization of the Waiting List [24 CFR 983.25 1(c)] .....	17-30
17-VI.D. Selection From the Waiting List [24 CFR 983.25 1(c)] .....	17-30
Income Targeting [24 CFR 983.25 1(c)(6)] .....	17-30
Units with Accessibility Features [24 CFR 983 .251(c)(7)] .....	17-30
Preferences [24 CFR 983.25 1(d)].....	17-3 1
17-VI.E. Offer of PBV Assistance.....	17-32
Refusal of Offer [24 CFR 983.251(e)(3)] .....	17-32
Disapproval by Landlord [24 CFR 983.25 1(e)(2)].....	17-32
Acceptance of Offer [24 CFR 983 .252] .....	17-32
17-VI.F. Owner Selection of Tenants.....	17-33
Leasing [24 CFR 983.253(a)] .....	17-3 3
Filling Vacancies [24 CFR 983.254(a)] .....	17-33
Reduction in HAP Contract Units Due to Vacancies [24 CFR 983.254(b)] .....	17-3 3
17-VI.G. Tenant Screening [24 CFR 983 .255] .....	17-34
PHA Responsibility.....	17-34
Owner Responsibility.....	17-34
PART VII: OCCUPANCY .....	17-35
17-VII.A.Overview .....	17-35
17-VII.B. Lease [24 CFR 983.256] .....	17-35
Form of Lease [24 CFR 983.256(b)] .....	17-35
Lease Requirements [24 CFR 983 .256(c)].....	17-35
Tenancy Addendum [24 CFR 983 .256(d)] .....	17-3 6
Initial Term and Lease Renewal [24 CFR 983.256(f) and 983.257(b)].....	17-36
Changes in the Lease [24 CFR 983.256(e)].....	17-3 6
Owner Termination of Tenancy [24 CFR 983.257] .....	17-37
Security Deposits [24 CFR 983 .258] .....	17-37
17-VII.C. Moves .....	17-38
Overcrowded, Under-Occupied, and Accessible Units [24 CFR 983.259] .....	17-38
Family Right to Move [24 CFR 983.260] .....	17-3 9
17-VII.D. Exceptions to the Occupancy Cap [24 CFR 983.261].....	17-40

## **Administrative Plan -Table of Contents**

---

PART VIII: DETERMINING RENT TO OWNER .....	17-41
17-VIII.A. Overview .....	17-41
17-VIII.B. Rent Limits [24 CFR 983.301] .....	17-41
Certain Tax Credit Units [24 CFR 983.301(c)] .....	17-41
Use of FMRs, Exception Payment Standards, and Utility Allowances [24 CFR 983.301(f)] .....	17-42
Redetermination of Rent [24 CFR 983.302] .....	17-43
PHA-owned Units [24 CFR 983.301(g)] .....	17-43
17-VIII.C. Reasonable Rent [24 CFR 983.303] .....	17-44
When Rent Reasonable Determinations are Required .....	17-44
How to Determine Reasonable Rent .....	17-44
PHA-owned Units .....	17-44
Owner Certification of Reasonable Rent .....	17-45
17-VIII.D. Effect of Other Subsidy and Rent Control .....	17-45
Other Subsidy [24 CFR 983.304] .....	17-45
Rent Control [24 CFR 983.305] .....	17-45
PART IX: PAYMENTS TO OWNER .....	17-47
17-IX.A. Housing Assistance Payments [24 CFR 983.351] .....	17-47
17-IX.B. Vacancy Payments [24 CFR 983.352] .....	17-47
17-IX.C. Tenant Rent to Owner [24 CFR 983.3 53] .....	17-49
Tenant and PHA Responsibilities .....	17-49
Utility Reimbursements .....	17-49
17-IX.D. Other Fees and Charges [24 CFR 983.3 54] .....	17-50
Meals and Supportive Services .....	17-50
Other Charges by Owner .....	17-50

## GLOSSARY

#### **4-III.C. SELECTION METHOD**

PHAs must describe the method for selecting applicant families from the waiting list, including the system of admission preferences that the PHA will use [24 CFR 982.202(d)].

##### **Local Preferences [24 CFR 982.207; HCV p. 4-16]**

PHAs are permitted to establish local preferences, and to give priority to serving families that meet those criteria. HUD specifically authorizes and places restrictions on certain types of local preferences. HUD also permits the PHA to establish other local preferences, at its discretion. Any local preferences established must be consistent with the PHA plan and the consolidated plan, and must be based on local housing needs and priorities that can be documented by generally accepted data sources.

##### PHA Policy

**The SHA shall select from the HCV waiting list first based upon date and time of application. Within the date and time of application the following listed preferences will apply.**

**Within the date and time of application, the SHA will offer a preference to:**

- 1. Any family that has been terminated from its HCV program due to insufficient program funding**
- 2. Families who have been displaced due to local, Federal or State governmental action**
- 3. Families who have been displaced due to action taken by the SHA for demolition or rehabilitation or sale of unit in which the family is currently housed**
- 4. Families who are verified as working 30 or more hours per week for six consecutive months, elderly, handicap, and/or disabled.**
- 5. Veterans**
- 6. Project-based voucher holders who applied for HCV assistance at the time the waiting list was open and have currently completed the requirements of their contract within the PBV unit and are in good standing.**

**In the event the family does not qualify for any preference, they will be placed on the waiting list within the date and time of application.**

### **Preferences [24 CFR 983.251(d) , FR Notice 11/24/08]**

The SHA may use the same selection preferences that are used for the tenant-based voucher program, establish selection criteria or preferences for the PBV program as a whole, or for occupancy of particular PBV developments or units. The SHA must provide an absolute selection preference for eligible in-place families as described in Section 1 7-VI.B. above.

Although the SHA is prohibited from granting preferences to persons with a specific disability, the SHA may give preference to disabled families who need services offered at a particular project or site if the preference is limited to families (including individuals):

- With disabilities that significantly interfere with their ability to obtain and maintain themselves in housing;
- Who, without appropriate supportive services, will not be able to obtain or maintain themselves in housing; and
- For whom such services cannot be provided in a non-segregated setting.

In advertising such a project, the owner may advertise the project as offering services for a particular type of disability; however, the project must be open to all otherwise eligible disabled persons who may benefit from services provided in the project. In these projects, disabled residents may not be required to accept the particular services offered as a condition of occupancy.

If the SHA has projects with more than 25 percent of the units receiving project-based assistance because those projects include “excepted units” (units specifically made available for elderly or disabled families, or families receiving supportive services), the SHA must give preference to such families when referring families to these units [24 CFR 983 .261(b)].

#### SHA Policy

The SHA will provide a selection preference when required by the regulation (e.g., eligible in-place families, qualifying families for “excepted units,” mobility impaired persons for accessible units). The SHA will not offer any additional preferences for the PBV program or for particular PBV projects or units.

## SC REGIONAL HOUSING AUTHORITY

9/6/2016

Candace Timmerman, Advisory Council President and GAMES (Greenwood, Abbeville, McCormick, Edgefield, and Saluda) Chapter President spoke with Executive Director Brian Griswell about setting homeless preferences and tracking homeless in applications for Housing Choice Voucher and Public Housing.

- I let Mr. Griswell know that case management was available for those in the preference.
- Mr. Griswell did mention that they had tried to reach this population in the past by creating flyers and distributing them at local libraries and police departments.
- I let him know that we could also help with outreach and hopefully develop a cohesive partnership.
- They will consider setting the preference and it will be easier to set the preference in Public Housing. They have section 8 or Housing Choice Voucher in 9 counties and Public housing in 17 counties.
- They do have a lot of turnover in their Public housing due to having to increase their rates to 75 % of fair market and then two more 35 % increases so people with the higher incomes have been leaving the program.
- They could fill their public housing with little or no income.
- Their section 8 list is currently closed and they do have a disability preference in that program.
- They will not open the Housing Choice Voucher program back up until August of 2017.
- SC Regional Housing Authority does ask the question on their applications if the participant is homeless.
- I have requested the percentage of new admissions into Public Housing and Housing Choice Voucher Program from 7/1/2015 to 6/30/2016 who were homeless at entry.
- I will follow up with Brian Griswell on South Carolina Regional 1 Housing Authority setting a homeless preference and try to schedule a meeting with him and executive members of United Housing Connections as the lead agency of the Continuum of Care.





**SPIHN**  
**Spartanburg Interfaith**  
**Hospitality Network**

*A Community Response for Homeless Families*

September 6, 2016

Ms. Diane Cilento  
United Housing Connections  
135 Edinburgh Court, #100B  
Greenville, SC 29607

Dear Ms. Cilento:

I met with the Director of the Spartanburg Housing Authority, Ms. Terril Bates, to inquire about the residents moving into the housing authority; most notably, the numbers of residents who were homeless prior to entry.

Ms. Bates informed me that, at this time, they do not capture that information as they do not participate in using the HMIS for data entry. Ms. Bates did feel that, in the future, the HMIS data would be an impactful tool for the housing authority, as well as for the CoC.

We are scheduled to meet within the month to discuss the introduction of the Spartanburg Housing Authority implementing HMIS through the CoC administrator, United Housing Connections.

If I can be of any further assistance, please do not hesitate to ask.

Sincerely,

Beth Rutherford  
Executive Director - SPIHN

## Designation of HMIS Lead

Pursuant to the Continuum of Care Program Interim Rule, 24 CFR 578 and the Upstate Continuum of Care Governance Charter, the Upstate Continuum of Care designates the United Housing Connections (“UHC”) as its HMIS Lead to operate the HMIS system on its’ behalf, and delegates all rights, responsibilities, and duties associated therewith to UHC. UHC accepts the designation and agrees to serve as the HMIS Lead of the Upstate CoC. This designation shall continue until UHC provides such notice that it declines the designation. Such notice should coincide with the CoC funding year in order to eliminate possible funding and performance duplications and to prevent disruption to the funding process.

### Delegation of specific duties:

Upstate CoC delegates and UHC accepts said delegation of the following duties:

1. Assign a UHC staff person and an alternate to serve as the HMIS contact;
2. Administer the HMIS system and ensure HUD required reports are submitted by deadlines;
3. Lead the HMIS committee of the Upstate CoC;
4. Perform any and all responsibilities delegated to the HMIS Lead in the Upstate CoC Governance Charter which are incorporated by reference as if fully restated herein;
5. Ensure that the CoC is informed as to the most recent HMIS criteria as established by HUD;
6. Ensure adequate training for all HMIS users as outlined herein;
7. Monitor data quality through agency and system wide monthly reports;
8. Provide data as requested by the CoC and HMIS users;
9. Ensure all users have the most up-to-date version of the current HMIS software system;
10. Provide support to other agencies, including proactive support to agencies having trouble with their data;
11. Perform any additional responsibilities necessary to submit the HUD funding application provided in the CoC Program Interim Rule, 24 CFR 578.

### Trainings:

The HMIS Lead shall conduct the following trainings:

1. Initial training class for all participating HMIS Agency staff requiring access to the HMIS system. Agencies must schedule a training through UHC’s HMIS Administrator.
2. Agency Administrator training for all members who require Agency Administrator access. The Agency Administrator training shall be a one (1) hour training session that follows the initial training and must be scheduled in advance through UHC’s HMIS administrator.
3. HMIS training should cover a variety of important topics such as:
  - a. CoC and HMIS history;
  - b. HMIS Implementation progress;
  - c. HMIS privacy and security standards;

- d. HMIS data quality standards
- e. Accessing 'service point' – entering client demographic data, activating security protocols, completing assessments, recording services and case notes, managing shelter/housing information and building reports.
- 4. Advanced trainings for agencies that have poor data quality.
- 5. Re-certification training for expired end users. HMIS Lead Administrator may waive re-certification training at his or her discretion.
- 6. Update training after software updates and/or regulatory updates.

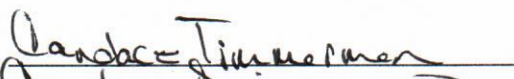

Reports:

- 1. The HMIS Lead will provide a monthly data quality report to all user agencies;
- 2. End users with missing data are expected to repair the data immediately.

Nothing herein shall be deemed to create any partnership, joint venture, or agency relationship between Upstate CoC and UHC. No party hereto shall make any representation or statement (whether oral or written) to any person or entity inconsistent with this paragraph. No financial consideration is offered to either party.

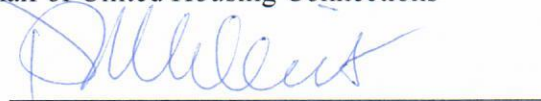
IN WITNESS WHEREOF, the parties have executed this Agreement, effective January 1, 2016.

On behalf of Upstate CoC

By:   
Name:   
Board President, Upstate CoC

Date: 1-29-16

On behalf of United Housing Connections

By:   
Name: Diane M. Cilento  
Chief Executive Officer

Date: 1-29-2016



# Performance Measurement Module (Sys PM)

## Measure 1: Length of Time Persons Remain Homeless

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

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

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

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

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH		1265		93			51	
1.2 Persons in ES, SH, and TH		1569		173			91	

b. Due to changes in DS Element 3.17, metrics for measure (b) will not be reported in 2016.

This measure includes data from each client's "Length of Time on Street, in an Emergency Shelter, or Safe Haven" (Data Standards element 3.17) response and prepends this answer to the client's entry date effectively extending the client's entry date backward in time. This "adjusted entry date" is then used in the calculations just as if it were the client's actual entry date.

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH	-	-	-	-	-	-	-	-
1.2 Persons in ES, SH, and TH	-	-	-	-	-	-	-	-

## Performance Measurement Module (Sys PM)

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

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

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Returns to Homelessness in Less than 6 Months (0 - 180 days)		Returns to Homelessness from 6 to 12 Months (181 - 365 days)		Returns to Homelessness from 13 to 24 Months (366 - 730 days)		Number of Returns in 2 Years	
		# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns
Exit was from SO	2	0	0%	0	0%	0	0%	0	0%
Exit was from ES	317	27	9%	15	5%	8	3%	50	16%
Exit was from TH	255	6	2%	1	0%	14	5%	21	8%
Exit was from SH	1	0	0%	0	0%	0	0%	0	0%
Exit was from PH	345	16	5%	22	6%	23	7%	61	18%
TOTAL Returns to Homelessness	920	49	5%	38	4%	45	5%	132	14%

## Performance Measurement Module (Sys PM)

### Measure 3: Number of Homeless Persons

#### Metric 3.1 – Change in PIT Counts

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

	Previous FY PIT Count	2015 PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	1636	1961	325
Emergency Shelter Total	673	683	10
Safe Haven Total	12	12	0
Transitional Housing Total	561	860	299
Total Sheltered Count	1246	1555	309
Unsheltered Count	390	406	16

#### Metric 3.2 – Change in Annual Counts

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

	Previous FY	Current FY	Difference
Universe: Unduplicated Total sheltered homeless persons		1569	
Emergency Shelter Total		873	
Safe Haven Total		12	
Transitional Housing Total		684	

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

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

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)		186	
Number of adults with increased earned income		0	
Percentage of adults who increased earned income		0%	

## Performance Measurement Module (Sys PM)

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

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)		186	
Number of adults with increased non-employment cash income		0	
Percentage of adults who increased non-employment cash income		0%	

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

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)		186	
Number of adults with increased total income		0	
Percentage of adults who increased total income		0%	

Metric 4.4 – Change in earned income for adult system leavers

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		133	
Number of adults who exited with increased earned income		31	
Percentage of adults who increased earned income		23%	

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

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		133	
Number of adults who exited with increased non-employment cash income		18	
Percentage of adults who increased non-employment cash income		14%	

Metric 4.6 – Change in total income for adult system leavers

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		133	
Number of adults who exited with increased total income		44	
Percentage of adults who increased total income		33%	

## Performance Measurement Module (Sys PM)

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

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

	Previous FY	Current FY	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.		1351	
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.		166	
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time)		1185	

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

	Previous FY	Current FY	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.		1692	
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.		215	
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time.)		1477	

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

This Measure is not applicable to CoCs in 2016.



## Performance Measurement Module (Sys PM)

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

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

	Previous FY	Current FY	Difference
Universe: Persons who exit Street Outreach		275	
Of persons above, those who exited to temporary & some institutional destinations		22	
Of the persons above, those who exited to permanent housing destinations		13	
% Successful exits		13%	

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

	Previous FY	Current FY	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited		1370	
Of the persons above, those who exited to permanent housing destinations		793	
% Successful exits		58%	

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

	Previous FY	Current FY	Difference
Universe: Persons in all PH projects except PH-RRH		274	
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations		246	
% Successful exits/retention		90%	

## **Coordinated Entry System Policies and Procedures**

Focusing resources and expertise based on need to effectively end homelessness throughout the community

Policies and procedures outlining a collaborative approach to ending homelessness

## Table of Contents

---

### Overview

- Background and Geography
- Intention and Guiding Principles
- Target Population
- Requirements

### Coordinated Entry Process

- Basic Entry Process
- Access Points for Housing
- Assessment process –
  - Screening for Diversion and Prevention
  - Shelter and Other Emergency Needs
  - Housing Resources and Barriers
  - Evaluating Vulnerability
  - Screening for Program Eligibility Criteria
- Prioritization List
- Referrals and Resources
- Grievances

### Next Steps for Coordinated Entry

### Appendices

- A. Glossary of Terms
- B. Housing First Principles
- C. Coordinated Entry Process for Individuals and Families
- D. Access Points into the Upstate CES
- E. Local Domestic Violence Hotlines
- F. Housing Barrier Questions
- G. Fillable Housing Vacancy Form

## Background

---

Coordinated Entry is a process designed to coordinate participant intake, assessment, provision of referrals and housing placement. It covers a geographic area, is easily accessed by individuals and families seeking housing services, is well advertised and includes a comprehensive and standardized entry tool.

Coordinated Entry is possible regardless of the geography, available housing and services or unique community characteristics. Coordinated Entry can be molded to fit almost any community or situation and – with patience, persistence, testing and tweaking – can be successful.

When implemented correctly, Coordinated Entry moves beyond the “first come, first served” approach to one that looks across the community to serve those in most need.

This document acts as the policies and procedures for the Coordinated Entry System (CES) for the South Carolina Upstate Homeless Coalition Continuum of Care service area which includes the counties of:

- Abbeville
- Anderson
- Cherokee
- Edgefield
- Greenville
- Greenwood
- Laurens
- McCormick
- Oconee
- Pickens
- Saluda
- Spartanburg
- Union

The Upstate Continuum of Care (CoC) has four designated chapters within its geography:

- Greenville/Laurens chapter;
- Tri-County chapter (consisting of Anderson, Oconee, and Pickens counties);
- CUS chapter (consisting of Cherokee, Union, and Spartanburg counties); and
- GAMES chapter (consisting of Greenwood, Abbeville, McCormick, Edgefield, and Saluda counties)

This document will be a living document that is subject to change as our communities grow and change, learning what works well and what should be changed to work better.

## Intention

---

In implementing a process of Coordinated Entry, our CoC's aim is to end homelessness in the community by changing the system to improve how we assign housing opportunities based on appropriate common tools and effective targeting efforts.

The intention of Coordinated Entry is to:

- **Target** the correct housing intervention to the correct individual and/or family, particularly for those with high acuity and high need
- **Divert** people who can solve their own homelessness away from the system
- Greatly **reduce the length of time people are experiencing homelessness** by quickly moving people into the appropriate housing
- Significantly **improve the possibility of housing stability** by targeting the appropriate housing intervention to the corresponding needs

Coordinated Entry brings together the strength of community services and resources. When communities come together to implement a coordinated entry system, programs, participants and the community at large can benefit:

- Better referrals/eligible participants
  - Programs receive referrals for participants whose basic eligibility and basic housing needs have been determined through the entry assessment process.
  - The autonomy and unique nature of programs as they operate within the system become a strength, not a hindrance.
- Administrative obstacles and traditional barriers to services are reduced
  - The most vulnerable in our community are prioritized for available housing.
  - There is a shift in focus from housing readiness to Housing First principles (please see **Appendix B** for a description of these principles).
- Case Managers can concentrate on providing effective case management
  - Every program in a community is sharing the work of intake and entry
- Service providers are joined into a more unified network
  - Different programs across a community all follow the same process for entry.
  - Programs are well aware of each other and cooperate in the provision of services to participants.
- Communities readily see what additional resources they need most
  - Numerous participants with mid-level acuity may signal a need for more rapid re-housing.
  - Numerous participants with high-level acuity may mean a need for more permanent supportive housing.

- Community success in ending homelessness is significantly increased
  - Targeting our limited community resources in a more deliberate way leads to quicker and more effective long-term housing outcomes.

## Target Population

---

In the first year of implementation, the Coordinated Entry System is intended to serve individuals and households currently experiencing homelessness, as defined in accordance with the official HUD definition of this term. The CoC plans to expand its target population in the second year of CES implementation, to include those who are at *imminent risk of homelessness*.

The CES process is intended to quickly triage people in a housing crisis to available resources.

Individuals and households experiencing homelessness will enter the system, be assessed and referred to available housing options.

Individuals and households who are at imminent risk of homelessness will be referred to available community resources to help prevent a homeless episode.

## Requirements

---

All Continuum of Care (CoC) and Emergency Solutions Grant (ESG) funded projects must participate in the Upstate Homeless Coalition's Coordinated Entry System. In order to develop a true community-wide response system we welcome and will continue to invite all housing programs serving people experiencing homelessness to join the system.

Please reach out to United Housing Connections ([info@unitedhousingconnections.org](mailto:info@unitedhousingconnections.org)), the lead agency for the Upstate Homeless Coalition CoC, if your agency and projects would like to participate.

## Basic Process

---

Coordinated Entry follows this basic process:

- 1. Access**
  - a. Provides entry points into the homeless crisis response system for housing needs
- 2. Assess**
  - a. Uniform assessment(s) for all persons requesting assistance:
    - i. Housing Barrier Questions
    - ii. Diversion and prevention activities to minimize entries into the crisis response system
    - iii. VI-SPDAT assessment to determine prioritization order
- 3. Assign with Participant-Centered Choice**
  - a. Prioritization of individuals and household for available housing openings and rapid placement into housing
- 4. Accountability**
  - a. Acceptance of referrals, adherence to the process, measurement of time, outcomes and needs data

Please see **Appendix C** for a more detailed summary of the Coordinated Entry process for individuals and families.

## Access Points

---

Access points are locations where people who are experiencing homelessness or at risk of becoming homeless go to determine eligibility for emergency services.

In the South Carolina Upstate Continuum of Care, certain providers and programs may serve as an access point for participants to help with emergency housing needs. These access points work in partnership with a person's existing community providers to complete the CES assessment process. Please refer to **Appendix D** for a current list of agencies and programs serving as access points into the Upstate SC Coordinated Entry System.

All street outreach teams and emergency shelters serve as CES access points. Resources and information about the CES is provided to 24 hour establishments, restaurants, hospitals, hot meal programs, churches, schools, check cashing locations and other places known to be frequented by the target population. In addition, each access point is encouraged to explore various outreach activities such as hosting a booth at local community events, resource fairs, festivals and county fairs to provide information and resources.

When an individual actively fleeing domestic violence presents at a non-victim service organization, the organization should make every effort to connect the individual with a victim's services provider. The services provided may be shelter, but may also be advocacy, safety planning and peer counseling. If, when an assessment is being conducted, a household is determined to be at imminent risk of harm due to domestic violence, the CES assessor should immediately connect the household to Domestic Violence Services by calling the local domestic violence hotline (see **Appendix E**) or 211 with the household and tending to their immediate transportation and security needs. Defined access points must provide directly – or make arrangements through other means to ensure universal access to – crisis response services for participants seeking emergency assistance during operating hours.

If it is after hours, the following should occur:

- People presenting at an emergency shelter are offered a bed in the emergency shelter where they arrived (if they are population-appropriate). If they are not population-appropriate, they are referred to a shelter that is population-appropriate or has available space.
  - If no shelter has available space, the presenting participant is sent to any available crisis housing (churches, hotels or motels, etc.).
  - If the participant does not initially present at an emergency shelter, he/she is referred to a population-appropriate one.
- All physical access points and the hotline must maintain after-hours answering services that provide information on accessing emergency shelters.



The next available day that assessment hours are open, the participant is asked the pre-screening questions and, if needed, referred to a designated access point for assessment.

As the initial point of contact for participants in the coordinated entry system, access points are likely to get questions from people asking about their status of the prioritization list and when they will be referred to housing. In these instances, organizations should be able to:

- Check the HMIS to determine if the individual or household has a VI-SPDAT completed within the past six months
  - If yes, communicate to the individual or household that they are current in the system and will be contacted if appropriate housing or services become available
  - If no, work with them to complete a standard intake process and VI-SPDAT assessment
  - If older than 6 months, work the individual/household to complete an updated assessment
- Confirm that the living situation and contact information for the individual/household is current and up-to-date.

Providers should not communicate the individual's or household's number or placement on the prioritization list as this placement may change frequently as new assessments are entered into the system.

When supportive housing is not immediately available, individuals and households seeking these resources may be connected with United Housing Connections' Intake and Referral department to be assisted in identifying more readily available temporary housing options.

## Common Assessment Process

---

### A. Development and Revision of Tools

In collaboration with the other Continuums of Care in South Carolina, the Upstate CoC has opted to use the Vulnerability Index and Service Prioritization Decision Assessment Tool (VI-SPDAT) as the primary tool for gauging participant vulnerability. The selected set of Housing Barrier Questions was adopted from a local housing provider. These two tools will remain in place for the first year of CES implementation (through June 30, 2017), after which time the Program/Coordinated Entry Committee will solicit formal feedback from providers and participants to inform any necessary revisions.

### B. Screening for Diversion and Prevention

- Initial practice (the first year of CES implementation) – All shelters assist households to prevent entry into homelessness whenever possible by connections with prevention and diversion resources available in the community.
- Advance practice – All shelters utilize the CoC Diversion and Prevention tool during the initial contact with households seeking shelter.

### C. Shelter and other emergency needs

In the first year of implementation, emergency shelters are not required to follow the established prioritization criteria to place persons in emergency or seasonal beds. If the offered prevention and diversion resources do not resolve a person's need for housing, access point staff should connect the participant to local emergency shelter resources to solve their immediate housing crisis while longer term resources (rapid rehousing, transitional, permanent supportive housing) are explored.

### D. Housing Resources and Barriers

Access point staff work with persons in need of housing to complete a series of questions to identify potential barriers that might prevent them from entering or maintaining housing. This questionnaire is administered either at shelter entry or through linkage with outreach team, or within 3 days to help identify housing challenges that may be resolved without financial assistance (please see **Appendix F** for a detailed list of Housing Barrier Questions).

### E. Evaluating Vulnerability

The Vulnerability Index and Service Prioritization Decision Assessment Tool (VI-SPDAT) Prescreen tool is the prioritization assessment used by all participating programs for people who enter the homelessness system.

The VI-SPDAT Prescreen provides each point of entry, shelter, outreach and transitional housing program the ability to determine – across dimensions – the acuity of an individual or family who is experiencing homelessness.

*Acuity* speaks to the severity of a presenting issue(s). In the case of an evidence-informed common entry tool like the VI-SPDAT, acuity is expressed as a single score with a higher number representing more complex, co-occurring issues that are likely to impact overall housing stability. The VI-SPDAT shows the presence of these issues and indicates the potential best fit for housing and service intervention, based on scores across the following dimensions:

- **Wellness:** Chronic health issues and substance use
- **Socialization and Daily Functioning:** Meaningful daily activities, social supports and income
- **History of Housing and Homelessness:** Length of time experiencing homelessness and cumulative incidences of homelessness
- **Risks:** Crisis, medical, and law enforcement interdictions. Coercion, trauma and most frequent place the individual has slept
- **Family Unit** (Family VI-SPDAT Only): School enrollment and attendance, familial interaction, family makeup and childcare

The VI-SPDAT assessment form is located in the CoC HMIS software (ServicePoint) and is accessible to all projects with a user license. Paper copies can also be obtained from the assessment developer's website (<http://www.orgcode.com/product/vi-spdatt/>).

All assessments completed using the VI-SPDAT are stored in ServicePoint HMIS, building a community - wide prioritization list for housing. When a VI-SPDAT prescreen assessment is completed for anyone entering the homeless services system, ServicePoint users can tag the VI-SPDAT to be included in their local prioritization list.


In HMIS, the VI-SPDAT is located as a sub-assessment within the UHC-Coordinated Entry assessment on the Client Profile tab. In order for the VI-SPDAT score to be included on the local prioritization list, ServicePoint users must answer "yes" to the question "Include client in VI-SPDAT prioritization list?":

### Additional Information

On a regular day, where is it easiest to find you and what time of day is easiest to do so?	<input type="text"/>
Client phone number	<input type="text"/> G
Email Address	<input type="text"/>

### Housing Outcome

Date client was permanently housed:	<input type="text"/> / <input type="text"/> / <input type="text"/>    G
Include client in VI-SPDAT prioritization list?	-Select- ▼ G 

 **VI-SPDAT v2.0**

Start Date *	PRE-SURVEY	A. HISTORY OF HOUSING AND HOMELESSNESS
<input type="button" value="Add"/>		

All responses to the UHC-Coordinated Entry assessment must be saved when navigating away from the Client Profile tab in order for the scores to be saved within the HMIS and attached to the client record:


Note Date	Note Preview	Full Note
No matches.		

Description	Type	Provider	Added From
No matches.			

Incident Code	Provider	Ban Site	Staff
No matches.			



Street outreach workers and providers not actively participating in HMIS may refer participants to the UHC Intake and Referral team to complete a VI-SPDAT and be entered into HMIS for consideration of the community-wide prioritization list.

Participants have the right to refuse to provide any requested information in the coordinated entry process. However, the case manager or staff person conducting the intake should ensure that the participant understands that incomplete information could result in an inaccurate assessment of the participant's housing needs and vulnerability, potentially lowering their placement on the prioritization list.

The VI-SPDAT should not be administered more than once every six months for the purposes of placement on the housing prioritization list. If a participant experiences a change in circumstances that may significantly impact his or her vulnerability score, these changes should be noted in the Client Notes section of HMIS by the most current service provider:



The screenshot displays three distinct sections of the HMIS interface, each with a header bar and a table structure. A red arrow points to the 'Client Notes' header.

- Client Notes:** The header bar contains the text 'Client Notes'. Below it is a table with columns: 'Provider', 'Note Date', and 'Note Preview'. At the bottom of this section are two buttons: 'Add New Client Note' and 'Print'.
- File Attachments:** The header bar contains the text 'File Attachments'. Below it is a table with columns: 'Date Added' (with a dropdown arrow), 'Name', and 'Description'. At the bottom of this section is a button: 'Add New File Attachment'.
- Incidents:** The header bar contains the text 'Incidents'. Below it is a table with columns: 'Start Date', 'End Date', 'Incident', and 'Incident Code'. At the bottom of this section is a button: 'Add New Incident'.

Participants with multiple VI-SPDAT scores over a six-month period are assessed for housing using the earliest score within that timeframe.

Training is strongly encouraged and provided as requested, but projects may utilize the form without formal training. We request that each project have a point person to train new project staff who will be completing the VI-SPDAT forms.

VI-SPDAT Training Resources:

<http://100khomes.org/resources/vi-spdatsprescreen-tool-training>

<http://www.orgcode.com/course/vi-spdatsv1-training/>

## Prioritization Process, Criteria and List

---

For the purposes of coordinated entry, one prioritization list is maintained for the entire CoC. Referrals can be made across chapters based on the availability of services within an area, as well as participant preferences and needs.

A Housing Determination Group, composed of representatives from the identified access point agencies, is responsible for managing the CoC-wide prioritization list. Each CoC chapter must designate at least one member to the Housing Determination Group, for a minimum total membership of four persons and a maximum membership of eight persons. This group coordinates across chapters to match persons on the prioritization list to available housing opportunities regardless of geography.

The Housing Determination Group has a standing weekly meeting – either in person or via conference call. They review the priority list and determine the next prioritized and potentially eligible person to be referred to any vacancy. Agencies and programs with housing vacancies should notify the Housing Determination Group by forwarding the CES vacancy form (appendix G) to [CES@unitedhousingconnections.org](mailto:CES@unitedhousingconnections.org)

Housing Determination Group also reviews any instance where referral is made but does not happen. There is no consequence to participants choosing not to accept a referral.

Case managers for participants may attend the weekly prioritization list review meetings to provide additional information to the group but do not have a vote in the group's final decision for housing interventions and placements.

Participants may provide updates on their housing status or change in circumstances to their case manager but do not need to check in to inquire about bed/housing availability or their status on the prioritization list.

Participants are assessed for prioritization in accordance to the U.S. Department of Housing and Urban Development (HUD) prioritization notice for chronic homelessness, consisting of four main criteria:

- A. Vulnerability**
- B. Severity of service needs**
- C. Chronic homeless status**
- D. Length of time homeless**

Figure 1 documents the sequence of prioritization criteria by program type:

**Figure 1: Upstate CoC Coordinated Entry System  
Prioritization Criteria for Specific Housing Types**

**PERMANENT SUPPORTIVE HOUSING (PSH)**

- PSH unit becomes available
  - Determine number of Bedrooms in PSH unit
    - Determine all Chronically Homeless that need same Bedroom size for unit available
    - Determine who of those Chronically Homeless has the highest VI-SPDAT score
      - Veteran Status = Yes
        - Longest Length of Homelessness
        - Select homeless living in Streets vs. living in Shelter

**TRANSITIONAL HOUSING (TH)**

- TH unit becomes available
  - Determine number of Bedrooms in TH unit
    - Determine highest VI-SPDAT score in Range (4-7) that need same Bedroom size for unit available
      - Veteran Status = Yes
        - Longest Length of Homelessness
        - Select homeless living in Streets vs. living in Shelter

**RAPID REHOUSING (RRH)**

- RRH funds become available to support short-term rental assistance
  - Determine highest VI-SPDAT score in Range (4-7)
    - Veteran Status = Yes
      - Longest Length of Homelessness
      - Select homeless living in Streets vs. living in Shelter



## Referrals and Resources

---

Making a referral is the process by which a participant is placed into housing. Participant choice should be at the center of any referral and placement, with the participant fully understanding the next steps in their journey toward stable housing.

All referrals can be processed using ServicePoint HMIS functionality. For those agencies not participating in the HMIS implementation, referrals must be processed over the phone. For HMIS-implemented agencies, communication outside of HMIS is not required.

To process a referral in ServicePoint, an HMIS user would:

1. Navigate to the “Client Profile”
2. Click on the “Service Transactions” tab
3. Click on the “Add Referral” tab
4. Select the household member(s) to be included in the referral
5. Add service codes associated with the participant’s need(s)
6. Search for provider by need type or target population
7. Select the desired service provider
8. Attach an individual or family VI-SPDAT score
9. Select “Save ALL” to send referral and save documented need(s)

All outgoing and incoming referrals are documented using HMIS.

### **HMIS-Participating Program to HMIS-Participating Program**

Programs that are active users of HMIS are responsible for monitoring the status of both outgoing and incoming referrals and ensuring they are addressed in an appropriate timeframe. ServicePoint HMIS users should select the “Outgoing Referrals” and “Incoming Referrals” dashlets on the Counts Report section of the Home Page Dashboard to check the status of referrals each time the user accesses HMIS:

Home > Home Page Dashboard

Last Viewed

Favorites

Home

ClientPoint

ResourcePoint

ShelterPoint

SkanPoint

Reports

Admin

Logout

System News (66)

Local News (8)

Date	Headline
06/08/2016	DHEC lifts swimming advisory issued for portion of Grand Strand
04/20/2016	ART Scheduled Report Clean Up
11/17/2015	Salvation Army of Aiken
10/29/2015	Team South Carolina: Disaster Relief event for Georgetown and Horry on Friday, October 30th
10/27/2015	Disaster Relief in Georgetown: Saturday, October 31st
10/26/2015	Disaster Relief: Team South Carolina in Goose Creek, Wednesday, October 28th

Add System News
View All

Counts Report

Outgoing Referrals:	Clients With Expiring ROIs:
4	1749
Incoming Referrals:	Clients With NULL UDEs:
5	418

Refresh

### HMIS-Participating Program to non-HMIS Participating Program

HMIS-participating agencies wishing to make a referral to an agency not on HMIS should document the referral in HMIS; this will allow service providers to follow the participant's service history across providers and allow for consistent tracking of referrals. The referring (sending) agency should then notify the receiving agency by telephone of the referral. Non-HMIS programs that receive referrals from HMIS-participating programs should call the referring agency to confirm that the referral was followed up on and processed; the HMIS user at the referral (sending) agency is responsible for updating the status of the referral in the system for the purposes of communicating within the coordinated entry system.

### Non-HMIS Participating Program to HMIS-Participating Program

Non-HMIS participating programs wishing to make a referral to a program that participates in HMIS should contact an identified CES access point to receive assistance in entering an electronic referral into the HMIS. The access point will then submit the electronic referral to the designated receiving agency or program.

In the interest of fairness to all participants and maximizing utilization rates for the limited local housing inventory, beds/units are held a maximum of three (3) days after the Housing Determination Group has

identified an appropriate participant for that housing intervention. If the participant does not accept the referral within that time (either through direct refusal or inability to be located), the participant's name is returned to the prioritization list and the bed/unit offered to the next appropriate participant.

There is no limit to the number of times that a participant or household may decline a referral. Should a participant decline a referral, their name remains on the prioritization list and the Housing Determination Group offers the available bed/unit to the next appropriate participant on the prioritization list. The original participant is given equal consideration when the next bed/unit becomes available but cannot be guaranteed top priority based on vulnerability scores.

Individual agencies participating in the coordinated entry process have the discretion to determine their own guidelines for addressing participants that do not follow through with referred appointments to a program. However, these guidelines should be clearly established and communicated both to participants and to the Program/Coordinated Entry Committee so that all cases are handled consistently and fairly.

## **Grievances**

---

There may be rare instances in which programs decide not to accept a referral from the coordinated entry process. Refusals are acceptable only in certain situations, including:

- The person does not meet the program's established eligibility criteria;
- The person would be a danger to themselves or others if allowed to remain in a particular programs; or
- The person has previously caused serious conflicts within the program (e.g., was violent toward another participant or program staff)

If the program determines that a participant is not eligible for their program after receiving a referral from the coordinated entry process, the participant should be redirected back to the Housing Determination Group to determine the best next step for the participant. Any cases that are unable to be resolved to the participant's satisfaction will be referred to the CoC's Program/Coordinated Entry Committee to be addressed as soon as possible. Any program that is consistently refusing referrals or refusing referrals without appropriate reason will be called to meet with the Program/Coordinated Entry Committee to discuss the issue that is causing the refusals.

Any denials for eligibility reasons will be stored in the HMIS and the local Housing Determination Group will update eligibility criteria charts as necessary based on this information.

**Provider Grievances**

Providers should address any concerns about the coordinated entry process to the CoC's Program/Coordinated Entry Committee, unless they believe a participant is being put in immediate or life-threatening danger, in which case they should deal with the situation immediately. A summary of concerns should be provided via email to the chair of the Program/Coordinated Entry Committee. The chair of the committee should then arrange for a representative of that provider to attend the next scheduled Program/Coordinated Entry Committee meeting so the issue can be presented and discussed, and a resolution proposed. If the issue requires more immediate resolution, the chair will be responsible for determining the best of course of action to address the issue.

**Participant Grievances**

The assessment staff member or assessment staff supervisor should address any participant grievances as best they can as they arise. Grievances that should be addressed directly by the assessment staff include grievances about how the participant was treated by assessment/program staff, assessment center conditions or violation of confidentiality agreements. Any other grievances should be referred to the chair of the Program/Coordinated Entry Committee to be addressed in a process similar to the one described above for providers. Any grievances filed by a participant should note their name and contact information so that the committee chair may contact them and ask them to appear before the committee to discuss the issues of concern.

## **Next Steps for Coordinated Entry**

---

- Continue weekly Housing Determination Committee to focus on literally homeless (not doubled up.)
- Continue Technical Assistance as needed.
- Adjust access points as needed.
- Develop Memorandum of Understanding (MOU) for coordinated entry and participating agencies, regardless of participation in HMIS
- Offer further trainings on using the VI-SPDAT, Priority List, and Eligibility Module in ServicePoint as needed.
- Develop tools to assess and evaluate the process including regular feedback meetings.
- Adjust policy and procedure (minor changes or clarification only) as needed.

## Appendix A: Glossary of Terms

---

- **Provider:** Organization that provides housing or services to people experiencing or at risk of homelessness
- **Program:** A specific set of services or a housing intervention offered by a provider
- **Participant:** Person or household unit at risk of or experiencing homelessness, or someone being served by the coordinated entry process
- **Housing interventions:** Programs and subsidies that allow participants to become sheltered; these include transitional housing, rapid re-housing, and permanent supportive housing programs, as well as permanent housing subsidy programs

## **Appendix B: Housing First Principles**

---

Housing First is an approach to quickly and successfully connect individuals and families experiencing homelessness to permanent housing without preconditions and barriers to entry, such as sobriety, treatment or service participation requirements. Supportive services are offered to maximize housing stability and prevent returns to homelessness as opposed to addressing predetermined treatment goals prior to permanent housing entry.

Housing First yields higher housing retention rates and lower returns to homelessness, and significantly reduces the use of crisis services and institutions.

The key principles of this approach to housing are:

- Safe and affordable housing
- All people can achieve housing stability in permanent housing, but the supports may look different
- Everyone is “housing ready”
- Improved quality of life, health, mental health and employment can be achieved through housing
- Right to determination, dignity and respect
- Configuration of housing and services are based on participants’ needs and preferences.

## Appendix C: Access Points into the Upstate CES

---

County	Program	Phone Number
<b>Abbeville</b>	Alston Wilkes Society	(864) 942-8726
<b>Anderson</b>	AIM	(864) 226-2273
	AOP Mental Health	(864) 260-2220
	Alston Wilkes Society	(864) 242-0808
	Safe Harbor	(864) 261-3633
	School District 5	(864) 260-5000
	UHC	(864) 241-0462
	Upstate Warrior Solution	(864) 520-2073
	Mercy Center	(864) 437-8298
	Salvation Army	(864) 716-0943
	Salvation Army (second location)	(864) 225-7381
<b>Cherokee</b>	UHC Street outreach	(864) 908-3702
<b>Edgefield</b>	-	-
<b>Greenville</b>	Alston Wilkes Society	(864) 242-0808
	Bon Secours	(864) 255-1000
	Greenville Mental Health Center	(864) 241-1040
	Piedmont Center - Mental Health	(864) 963-3421
	Place of Hope	(864) 370-2707
	Safe Harbor	(864) 467-1177
	Salvation Army	(864) 235-4803
	SHARE	(864) 220 7240
	UHC	(864) 241-0462
	Upstate Warrior Solution	(864) 520-2073
<b>Greenwood</b>	Alston Wilkes Society	(864) 942-8726
	Meg's House	(864) 227-1890
	Pathway House	(864) 223-4460
	School District 50	(864) 941-5400
	UHC Street outreach	(864) 908-3702
<b>Laurens</b>	Alston Wilkes Society	(864) 242-0808
	Laurens Co. Safe Homes	(864) 682-7270
	UHC	(864) 241-0462
<b>Oconee</b>	Our Daily Rest	(864) 482-2040
	UHC	(864) 241-0462
<b>Pickens</b>	Family Promise	(864) 644-8828
<b>Saluda</b>	Alston Wilkes Society	(864) 242-0808
<b>Spartanburg</b>	Spartanburg Area Mental Health	(864) 585-0366
	SPIHN	(864) 597-0699
	The Haven	(864) 582-6737
	UHC	(864) 241-0462
	UHC Street outreach	(864) 908-3702
<b>Union</b>	UHC	(864) 241-0462



## Appendix D: Local Domestic Violence Hotlines

---

Agency	Phone	Areas Served
South Carolina Office of Victim Assistance (SOVA)	1-800-220-5370	Statewide
Laurens County Safe Home	1-866-598-5932	Abbeville, Laurens, Saluda counties
MEG's House	(864) 227-1890	Edgefield, McCormick, Greenwood counties
Safe Harbor	1-800-291-2139, option "1"	Anderson, Greenville, Oconee, Pickens counties
SAFE Homes Rape Crisis Coalition	1-800-273-5066 (864) 583-9803	Cherokee, Spartanburg, Union counties

## Appendix E: Coordinated Entry Process for Individuals and Families

---

1. Individual or family requests housing in-person or by phone through 2-1-1, emergency shelter, street outreach teams, or other service organization
2. Provider completes basic screening questions to divert and prevent homelessness, if possible, and gathers basic information needed to make initial crisis services referral
3. Diverted if another option exists (friends, family, other housing situations)
  - a. Triaged into shelter if no option exists
4. Housing Barrier assessment completed
5. VI-SPDAT Prescreen completed at shelter, service organization, or by outreach worker and entered into HMIS
6. Communities generate the local prioritization list from HMIS to determine next eligible household for rapid placement into housing
  - a. Based upon participant choice, participant is referred based upon chronic homeless status, acuity/vulnerability score, veteran status, street/shelter status, income status, and program eligibility with the following recommendations by VI-SPDAT score:
    - i. Permanent Supportive Housing/Housing First
      - 8 or above
    - ii. Rapid Re-Housing or Transitional Housing
      - 4-7
    - iii. No Housing Support Recommendation (Diversion)
      - 0-3
7. Program receiving referral program completes admission process within three (3) days
8. Participant moves into housing or is referred back to Coordinated Entry if eligibility requirements were not met
9. Case management and other services are offered to participant to help household find path to stability

## Appendix F: Housing Barrier Questions

---

Client Name: \_\_\_\_\_

Date: \_\_\_\_\_

### RENTAL HISTORY

\_\_\_\_ No rental history  
\_\_\_\_ Evictions, Unlawful Detainers and/or Judgments 1      2-3      4-5      6+  
\_\_\_\_ Landlord References: \_\_\_\_ good      \_\_\_\_ some problems      \_\_\_\_ poor  
\_\_\_\_ Owes current landlord money, amount \$ \_\_\_\_\_  
\_\_\_\_ Owes public housing money, amount \$ \_\_\_\_\_  
\_\_\_\_ Owes large utility bill, utility \_\_\_\_\_ amount \$ \_\_\_\_\_

### CREDIT HISTORY

\_\_\_\_ No credit history  
\_\_\_\_ Credit History shows unpaid rent and/or utility bills

### CRIMINAL HISTORY

\_\_\_\_ One of more misdemeanors – DV, assault type charges may be a higher barrier  
\_\_\_\_ One or more felonies – drug convictions, sex crimes, assault and arson may be a higher barrier  
\_\_\_\_ Pending Court Dates

### INCOME BARRIERS

\_\_\_\_ Needs temporary assistance to obtain or maintain housing  
\_\_\_\_ No income  
\_\_\_\_ Part-time or seasonal work  
\_\_\_\_ Works for a temp agency  
\_\_\_\_ Monthly income \$ \_\_\_\_\_ 0-30%      31-50%      51-80%  
\_\_\_\_ Low income – not enough income to afford open market rent – 0 to 30%  
\_\_\_\_ High Percentage of Income Spent on Housing: \_\_\_\_\_  
\_\_\_\_ Unemployed family members  
\_\_\_\_ Education level a barrier employment  
\_\_\_\_ Does not have a high school diploma or GED  
\_\_\_\_ Physical or mental disability affects ability to work  
\_\_\_\_ Transportation Issues – no reliable transportation, high car repair bills, uses public transportation  
\_\_\_\_ Needs day care  
\_\_\_\_ Child support pending – has filed court papers  
\_\_\_\_ Not receiving court ordered child support  
\_\_\_\_ Temporary not working due to medical condition – has job to return to  
\_\_\_\_ Not working due to an accident – workman's comp pending  
\_\_\_\_ Not working due to an accident – compensation pending  
\_\_\_\_ Disability Application Pending      Date filed: \_\_\_\_\_  
\_\_\_\_ Denied disability, appealed decision

## Upstate Coordinated Entry Housing Vacancy Form

Name of Agency:

---

Agency Contact:

Name: \_\_\_\_\_

Phone:

---

Email: \_\_\_\_\_

Population

Served \_\_\_\_\_

Available resource as of date:

Rapid Rehousing: ☐

Transitional Housing: ☐

Permanent Supportive Housing: ☐

Location of resource (where applicable):

---

---

---

Number of bedrooms (where applicable): \_\_\_\_\_

### Housing Determination Group use only:

Participant identified: \_\_\_\_\_

Current provider if any: \_\_\_\_\_

Determination: \_\_\_\_\_

---

---

\_\_\_\_\_ Date \_\_\_\_\_

## Designation of Collaborative Applicant

Pursuant to the Continuum of Care Program Interim Rule, 24 CFR 578 and the Upstate Continuum of Care Governance Charter, the Upstate Continuum of Care designates the United Housing Connections ("UHC") as its Collaborative Applicant for the U.S. Department of Housing and Urban Development's Continuum of Care funding competitions, and delegates all rights, responsibilities, and duties associated therewith to UHC. UHC accepts the designation and agrees to serve as the Collaborative Applicant of the Upstate CoC. This designation shall continue until UHC provides such notice that it declines the designation. Such notice should coincide with the CoC funding year in order to eliminate possible funding and performance duplications and to prevent disruption to the funding process.

### Delegation of specific duties:

Upstate CoC delegates and UHC accepts said delegation of the following duties:

1. Assign a UHC staff person and an alternate to serve as the Collaborative Applicant contact;
2. Ensure e-snaps registration and coordination of grant inventory worksheet completion;
3. Coordinate the preparation and submission of the Upstate CoC funding application;
4. Comply with Upstate CoC's approved list of applicants in the CoC application;
5. Ensure application submission by the HUD deadline;
6. Apply for and utilize available HUD administrative funding to support HUD required activities;
7. Serve as information, planning and reference resource to Upstate CoC Board concerning CoC responsibilities; and
8. Perform any additional responsibilities necessary to submit the HUD funding application provided in the CoC Program Interim Rule, 24 CFR 578.

Nothing herein shall be deemed to create any partnership, joint venture, or agency relationship between Upstate CoC and UHC. No party hereto shall make any representation or statement (whether oral or written) to any person or entity inconsistent with this paragraph. No financial consideration is offered to either party.

UHC may not be held responsible for the successful funding of projects contained within the Upstate CoC funding application.

IN WITNESS WHEREOF, the parties have executed this Agreement, effective January 1, 2016.

On behalf of Upstate CoC

By: Carole Timmerman  
Name: Carole Timmerman  
Board President, Upstate CoC

Date: 1-29-16

On behalf of United Housing Connections

By: 

Name: Diane M. Cilento

Chief Executive Officer

Date: 1-29-2016