

# Sonoma County Continuum of Care

c/o Sonoma County Department of Health Services, 1450 Neotomas Ave, Santa Rosa, CA 95405

Continuum of Care Coordinator (707) 565-4080 • [Karissa.White@sonoma-county.org](mailto:Karissa.White@sonoma-county.org)

Homeless Projects Specialist (707) 565-4088 • [Araceli.Rivera@sonoma-county.org](mailto:Araceli.Rivera@sonoma-county.org)

---

## Sonoma County Continuum of Care Program 2023 Renewal Evaluation Application Questionnaire – Due May 1st

Agency Name:

Project Name(s):

Project Type:

---

*Please answer the following questions related to your Continuum of Care (CoC) renewing project(s). If you have multiple renewing projects, please answer each of the following questions with reference to all projects, separated by name. In situations in which policies/practices are the same, please answer the question confirming this in your responses.*

### Section 1: Project(s) Overview (Not Scored)

1. What does your project do? What's working and not? Include any key barriers the agency has faced in serving clients and how these were addressed. Also include any specific populations that your project serves (ex: veterans, families, transition-aged youth, victims of domestic violence, etc.).
2. If this is your first year operating a project, please describe your process for ramping up and starting the project. If your project is not at full capacity in terms of bed utilization, please detail your timeline for finalizing the full ramp-up. If this does not apply to you, please respond with not applicable.

### Section 2: Housing First Practice

3. Does your project require a background screening prior to program entry (including criminal and credit)? If any background check is required, please describe the rationale for the background check below, why it is conducted, and if there is an appeal process.
4. Does your project require participants to be sober prior to program entry or during program stay? If so, please describe the reason and whether or not this was approved by HUD.
5. Does the project require participants to have a mental health evaluation/screening prior to program entry? If so, is the evaluation used to ensure that the most vulnerable individuals are prioritized for project placement/services or is the evaluation used to screen out individuals?
6. Does the project require participants to have income at time of program entry? Please describe your procedure for ensuring that individuals with little or no income are placed into your program.
7. Does the project require participants to participate in supportive services as a term of enrollment (such as vocational training, budgeting, life skills classes, etc.)?
8. Does the project include any requirements, outside of those in a standard lease, for initial housing readiness or ongoing tenancy? Please discuss your rationale for any provisions not found in a standard lease (e.g., curfews, required "lights" out time, guest policy, etc.).

9. Does housing management have a role or authority in providing services to participants? Please detail if there is a division between service provision and property management.
10. Are services participant-driven? Please discuss the ways in which participants guide their service plans.

*Please complete the HUD Housing First Assessment Tool to submit with your application. Note, if you have multiple projects, please complete one for each.*

### Section 3: Coordinated Entry Participation

11. Please discuss your agency's involvement with Coordinated Entry, including participation in Coordinated Entry Case Conferencing and Coordinated Entry Advisory Committee meetings if applicable.
12. How do you document rejections of participants from Coordinated Entry in your project(s)? If any referrals were rejected within the last year were denied for reasons other than denial by choice, the individual disappeared, or they did not meet eligibility (e.g. individual being referred over to a family unit, adult over 25 being referred to TAY project) please provide an explanation and how many there were.

### Section 4: Local and HUD Priorities

*When answering the following questions, please address whether your **agency and/or project(s)** addresses each of these goals as they relate to the 10-Year Homeless Action Plan and HUD priorities.*

13. Does your agency collaborate with corrections/law enforcement partners? If yes, please describe below.
14. Is SSI/SSDI Outreach Access & Recovery (SOAR) benefits advocacy provided to project participants? Have you committed staff to be trained as part of the SOAR Initiative established in 2015? If staff have not been trained in SOAR, please describe how they connect clients directly to these resources.
15. Is your agency on the Upstream Investment Portfolio (yes or no)? Does your agency use evidence-practices in the provision of services in your project(s)? If yes, please list which practices are used and how often staff are trained on them.
16. Please describe your project procedure for screening clients for appropriate and relevant mainstream resources for which they may be eligible and how your agency provides access to training for staff related to accessing mainstream services (e.g., Medi-Cal, CalFresh, TANF, substance abuse programs, employment assistance, etc.).
17. Please describe how your project promotes and supports volunteering, community engagement, and employment services among individuals experiencing homelessness or recently housed in your project.
18. Does your project have partnerships with healthcare and/or housing partners, if yes please describe? Examples for health care services would include partnerships with providers that could address mental health, physical health or substance abuse issues to participate in the project.

Examples of housing partners would include subsidized housing units not funded through the CoC or ESG programs.

### Section 5: Financial Management

19. What is the size of your fiscal department, and what are their qualifications? Have there been any changes in financial management staff since last year?
20. Who monitors monthly expenses vs. budget, and how are modifications made? Who is authorized to draw funds through LOCCS?
21. How does your agency separate the transactions of your CoC project from other projects? (E.g. separate checking account, funding accounting system, salaries, etc.)
22. Please describe the fiscal process/procedure for tracking CoC Program match (whether that be cash or in-kind match).

### Section 6: Contract Administration

23. Does your Annual Performance Report (APR) accomplish the outcomes promised in the relevant project application (submitted in the prior year)? If not, what challenges, obstacles, or problems did you have or do you foresee in the future?
24. Has there been any changes to the initial project design in the project application? How did you achieve these changes (e.g., was there an amendment executed through the local field office or one in process)?
25. Who submits the APR? If there were any errors on your last APR submission and/or if it was late, what measures have you taken to prevent this from occurring again?

### Section 7: Contract Spenddown of Funds and Match

26. If your agency was unable to spend down the grant, including the required match during the last contract term, please explain why and your plan to address this with your upcoming contract.

### Section 8: Cultural Competency & Disability Access

27. Describe how your program participants find out about and access your projects. This includes physical access such as transportation, walk-in hours, referrals through Coordinated Entry, outreach materials made available to potential participants, etc.
28. Does your agency have materials in languages other than English? Do you have staff that are bilingual? Please detail any staff with bilingual capability, translations services used, and materials that are available in other languages.
29. Describe your agency's denial of service policy and grievance procedure.
30. Please provide detail on any project exits due to eviction or loss of housing.
31. How do you notify program participants of their rights under disability rights laws? How are staff trained on obligations under the Americans with Disability Act, fair housing laws, and other disability rights laws and how often these trainings take place?
32. Please describe the process for someone to file a reasonable accommodation with your agency; this includes through the Coordinated Entry referral process as well as your internal policy for individuals who request an accommodation while already residing in your project(s).

## Section 9: Lived Experience Feedback Process

33. Does your agency have a client advisory board, or do you have lived experience members on your advisory board? If you have a client advisory board, how often do they meet? What are their responsibilities? If you are in the process of developing one, please provide details.
34. How do you obtain and evaluate client feedback (is there a form, monthly meetings, etc.)? What do you do with the feedback you receive and how do you use the feedback to improve service delivery? How does the perspective of individuals with Lived Experience guide policymaking, process and program development in your agency?
35. Please discuss one example of how client feedback led to a change in your project or agency's practices in the past year.

## Section 10: Racial Equity and Anti-Discrimination Practices & Policies

36. Has your organization reviewed data for racial and ethnic disparities in the provision of or the outcome of homeless assistance? If racial or ethnic disparities are present, has your organization worked to identify barriers faced by these populations that resulted in being less likely to receive assistance or receive a positive outcome (e.g., lack of outreach) and steps taken or will take steps to eliminate the identified barriers faced by these populations?
37. Please describe efforts made to address racial equity within your programs (including staffing and individuals served).
38. Do you have an agency anti-discrimination policy? If you have an anti-discrimination policy, how are participants informed and how are staff trained on the policy? If you do not have an agency anti-discrimination policy, please provide a timeline in which your agency will have the approved policy, as required by HUD.
39. Does your anti-discrimination policy include references to HUD's Equal Access Final Rule and Gender Identity Final Rule? Did staff attend the Sonoma County CoC-wide training on HUD's Equal Access/Gender Identity Final Rules or watch the recorded training if they were unable to attend?

## Section 11: Data Informed Program Research

40. How do you use data to enhance your project(s) design and/or service delivery? How often is it reviewed and what data sources are used? Do you rely on HMIS data for your own planning?
41. Please provide at least one example of how you have used data within the past year to enhance programming either agency wide or CoC Program project specific.

## Section 12: Change Management and Institutionalization of Knowledge

42. Who are key CoC program staff and what are their backgrounds?
43. How are staff (new and existing) trained on the CoC Interim Rule and how often? What CoC resources and/or training materials do you use for staff training?
44. What steps does the agency take to ensure project and grants administration knowledge is communicated to new staff? What role does the Board of Directors take in ensuring institutional knowledge is maintained?

45. Please list any key personnel changes in your agency's leadership as well as project staffing in the past year. If there were changes in CoC program staffing in the last year, how was this communicated to the Lead Agency?
46. Does your agency have CoC Program Standard Operating Policies and Procedures? If yes, please attach to your submission. If no, please provide a timeline for completion of these policies as a requirement of the CoC Program.

### Section 13: CoC Program Staff Trainings (Not Scored)

What CoC, CDC, or HUD training has your CoC program staff participated in in the last year? What additional training would be helpful?

### Section 14: Continuum of Care Feedback

In the following section, please describe any feedback you have for CoC Staff. What is going well? What needs are not being addressed? Are there additional compelling issues or needs for you and your organization?

### Section 15: Required Attachments for Submission

1. [HUD's Housing First Assessment Tool](#)- If you have more than one project, please complete one for each.
2. Grievance Procedure and any client forms if applicable (e.g., is there a form the participant can fill out to file the grievance in addition to the procedure?)
3. Termination Policy
4. Reasonable Accommodations (RA) Policy and any forms if applicable (e.g., is there a form the participant can fill out to request a RA?)- client and staff level
5. Americans with Disabilities Act Procedure
6. Agency Outreach Materials used for program participants (including bilingual material)
7. Anti-Discrimination Policy
8. CoC Program Standard Operating Policies and Procedures (as required in [24 CFR 578.103\(a\)](#) )
9. Annual Performance Report- PDF exported from SAGE Reporting System
10. Most recent Financial Audit and monitoring reports for the last two years