

GEORGIA DEPARTMENT
of COMMUNITY AFFAIRS





Federal Fiscal Year 2026

Emergency Solutions Grants

Implementation Workshop

Special Announcements





We're Excited to Announce Additional Supportive Services Funding for the following ESG funded projects!

- Hotel Motel Vouchers
- Street Outreach
- Supportive Services Only



- Awarded by the State Housing Trust Fund (SHTF)
- Approximately $16,695 per DCA ESG sub-grantees receiving funding in Hotel Motel Vouchers, Street Outreach, and Supportive Services Only
- Specifically for Case Management activities
- Referred to as SHTF AF
- No match required!



Additional Funding Overview

- State Housing Trust Fund has awarded additional funds to the ESG Program.
- These funds are designated for award recipients for the following projects ONLY: Hotel Motel Vouchers, Street Outreach, and Supportive Services Only.



Definition of Case Management Activities

- Assessing, arranging, coordinating, and monitoring individualized services
- Developing, securing, and coordinating services and benefits
- Monitoring and evaluating participant progress
- Providing information, referrals, and risk assessment
- Developing individualized housing and service plans

Training Costs Covered

Eligible Case Management training costs include:

- Mandatory Implementation Workshops
- The Housing Symposium
- The National Alliance to End Homelessness Conference
- CaseWorthy Conference
- Other DCA-approved Case Management trainings and Conferences





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Reimbursement Guidelines

- Required documentation:
  - Timesheets and paystubs for salaries paid with these funds
  - Receipts for training-related expenses (e.g., hotel, registration, rental car, flight, gas)
  - No Data Quality Report



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Submission Deadline

- Reimbursement Deadline: September 30, 2027
  - Ensure all required documentation is submitted on time!
  - **Can’t or Do Not want to spend the additional funds email LaDrina Jones and Arlene Thomas by November 30, 2026**



All ESG Required forms, documents, and The ESG Guidebook will be emailed to all sub-grantees along with the implementation slides by October 1, 2026



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We Want to Celebrate Your Impact!

- Success Stories Wanted
- Have a client success story that highlights the impact of your ESG-funded program?
- We want to hear about it!
- Share your success stories with the ESG Program Team at esg@dca.ga.gov.

- Invite Us to Your Events
- Hosting a community event, outreach activity, grand opening, resource fair, or other public event?
- We would love to know about it!
- Send your event information and invitation to LaDrina.Jones@dca.ga.gov)

New Process for FFY26



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SAVE

- **SAVE (Systematic Alien Verification for Entitlements)**
- **An online service administered by U.S. Citizenship and Immigration Services (USCIS) that provides point-in-time immigration status and U.S. citizenship information to federal, state, local, territorial, and tribal agencies.**
- **The Department of Community Affairs Emergency Solutions Grants Program will utilize this system accordingly for all funded ESG projects including; Emergency Shelter, Rapid Re-Housing, Homelessness Prevention, Street Outreach, Hotel Motel Vouchers, and Supportive Services Only.**

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ESG Overview

Objectives
Planning vs. Implementation

Planning

1. Reduce unsheltered homelessness
2. Align with the goals of the Federal plan “Opening Doors”
3. Improve HMIS data quality and use it to inform our strategies
4. Create a systemic response to homelessness

Implementation

1. Promote low-barriers, housing focused interventions
2. Target interventions through Coordinated Entry
3. Increase utilization of proven interventions such as rapid re-housing
4. Use System Performance Measures and HMIS data to focus resources

DCA ESG Priorities

Establishing a low-barriers, housing focused Coordinated Entry system in the BoS is a priority

All programs are expected to set goals according to relevant performance measures

ESG projects are included in System Performance Measures for the CoC

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Written Standards

- **The State of Georgia ESG program has adopted the Georgia Balance of State Written Standard.**
- **The State of Georgia ESG program worked collaboratively with the Balance of State CoC in development of the BoS CoC Written Standards.**
- **State ESG-funded projects/sub-recipients in the Balance of State MUST follow these Written Standards.**
- **Other ESG Entitlement Recipients in BoS as applicable (Clayton County, Gwinnett County, & Macon-Bibb County). These jurisdictions are free to develop their own standards or adopt those of DCA.**
- **For areas where DCA ESG funds are used in conjunction with non-BoS CoC entitlement ESG funds and where written standards may differ from DCA's, the DCA minimum standards will take precedence. (If the local standards are more stringent, they can be followed.)**

Education Policy

- **The case management plan must include any needs the assessment has identified, goals to eliminate any challenges and issues, and document any progress made towards achieving the goals.**
- **Make sure a person in the agency takes responsibility to ensure that all homeless families understand the implications of this policy, and their decision-making rights under it.**

Housing Support Standards

- **A set of requirements for all DCA sub-grantees.**

- **These standards encompass Seven (7) main topics:**

  - **Program Philosophy**
  - **Training and Supervision**
  - **Access to Services**
  - **Screening and Intake**
  - **Service Planning and Delivery**
  - **Case Closing and Follow Up**
  - **Documentation**



Housing Support Standards

- Project ensures that individuals have access to essential services (either in-house or through formal arrangements with other providers)
  - Including housing services, skills training, support services, health services, employment and vocational services
- Resource Directory is updated and available to staff
- Consumers have access to crisis support 24/7
- Project provides only those services for which they are qualified to provide
- Participation in Local/Regional Planning through CoC
- Housing Support Standards may be supplanted by written standards adopted by your CoC

Policies and Procedures



Written policies and procedures should be developed for each ESG program.



Imagine a program instruction manual for a new employee



Defines activities, who is responsible, and steps to be taken



May incorporate written standards, but should also cover other program operations, including but not limited to:

Grants Management

Financial Management

Administration

Program Specific Items

Emergency Solutions Grants (ESG) Program Components (Projects)



EMERGENCY SHELTER



HOTEL-MOTEL VOUCHERS



RAPID RE-HOUSING



HOMELESSNESS PREVENTION



STREET OUTREACH



SUPPORTIVE SERVICES ONLY



HMIS

Appropriate Length of Stay/Service

Project	Length of Stay
Emergency Shelter	Up to 45 days
Rapid Re-Housing/Prevention	30 days to 1 year
Hotel/Motel Voucher	Less than 45 days
Street Outreach	Discharge when not actively engaged but no longer than 60 days after engagement date
Supportive Services Only	Up to 1 year

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Environmental Review

Environmental Reviews



- All DCA ESG projects require an environmental review.
- Organizations may not commit or expend funds received through ESG until DCA approves an environmental review that meets the standards outlined in 24 CFR Part 58.
- DCA will complete the environmental reviews for all projects as part of the contracting process, counties with **Coastal Barrier Resource System areas must submit new Environmental Review Request for each new location.**

Environmental Review Process

Coastal Barrier Resource System counties (Chatham, Bryan, Liberty, McIntosh, Glynn, and Camden)

- Each time the sub-grantee undertakes an activity (example: TBRA) at a new location in one of these counties, a new Environmental Review Request Form must be submitted to **esg@dca.ga.gov** for DCA approval.
- The environmental review form emailed to sub grantees.
- Grant funds may not be committed to any activity until DCA approves the environmental review.

All other counties

- Environmental review will be completed by DCA as part of the contracting process.
- Guidance was sent directly to award recipients regarding completion of these reviews.
- Further guidance and stipulations may be included with ESG contract materials.



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Finance Team News

Finance Team Update:

Contracts to Be Completed and Issued Soon



A MESSAGE FROM THE FINANCE TEAM

🎉 CONGRATULATIONS & WELCOME!

Emergency Solutions Grants (ESG)

Reimbursement Request Training Webinar Series

We're excited to welcome our ESG sub-grantees to this upcoming training series!

Join us for practical guidance, helpful resources, and support to strengthen your reimbursement submissions.

💼 FINANCE TEAM	✓ ESG TRAINING	🤝 PARTNERSHIP
Guidance & Support	Reimbursement Best Practices	Supporting Your Success

SAVE THE DATES

THURSDAY 2pm SEPTEMBER 24, 2026	Emergency Shelter Hotel/Motel Voucher Projects Supportive Services
THURSDAY 2pm OCTOBER 1, 2026	Homelessness Prevention Rapid Rehousing Projects
THURSDAY 2pm OCTOBER 8, 2026	Street Outreach Projects

🌿 **WE LOOK FORWARD TO SEEING YOU THERE!** 🌿

Presented by Shanika Tillery

ESG / HOPWA / HNAV Grants Consultant • Finance Team



Reimbursement Request Training Important Reminders

- Attend only the webinar for the project(s) your agency was awarded funding for.
- Attendance is mandatory for funded projects.
- Please ensure the appropriate staff responsible for reimbursement requests and financial reporting attend.
- A separate email with the webinar link and access information will be sent in the very near future.
- If your agency has multiple funded projects with different training dates, attend each applicable webinar.
- Training will cover the Reimbursement Request process, required documentation, and submission expectations.
- Agencies are encouraged to bring questions related to the reimbursement process.

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Quarterly Grant Expenditure Requirements

- **<u>All sub-grantees must expend 25% of their grant(s) quarterly.</u>**
  - 1st Quarter (Oct. – Dec.):
    - 25% of award
  - 2nd Quarter (Jan. – Mar.):
    - 50% of award
  - 3rd Quarter (Apr. – Jun.):
    - 75% of award
  - 4th Quarter (Jul. – Sept.):
    - 100% of award

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Budget Amendment Narrative

- **All Budget Narratives Should be Written in the Format Listed Below:**
  - Reallocate $12,000 from Case Management to Food due to the increase of groceries and the number of clients shelter is housing.
  - Reallocate $1,300 from Insurance to Maintenance due to the need to repair two of the washer machines.



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Contact Information

FINANCE TEAM

FINANCE TEAM CONTACTS

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Please contact us at esghopwafinance@dca.ga.gov if you have concerns regarding the following:

Reimbursement Request Inquiries ~ Budget Amendments ~ Payment Inquiries ~ General Finance Questions or Concerns



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Homeless Definition

Who is Homeless?

CATEGORIES:

- **(1)** 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; **(qualify for ES, RRH, Services, some Outreach, Hotel/Motel Vouchers)**

- **(2)** Individuals and families who will imminently lose their primary nighttime residence; (court order resulting from eviction that requires vacating within 14 days of application) **(qualify for ES, Prevention)**



Who is Homeless?

CATEGORIES:

- **(4)** Individuals and families who are fleeing, or are attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member." **(may qualify for ES, Supportive Services, Hotel/Motel Voucher, RRH if also meet CATEGORY 1, may qualify for Prevention if at risk)**

Who is Chronically Homeless?

- A “homeless individual with a disability,” as defined in section 401(9) of the McKinney-Vento Homeless Assistance Act, who **…**
  - Lives in a place not meant for human habitation, a safe haven, or an emergency shelter; AND
  - Has been homeless and living as described above continuously for at least 12 months or on at least 4 separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating the occasions included at least 7 consecutive nights of not living as described above.
- An individual who has been residing in an institutional care facility for less, including jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria of this definition before entering that facility**; or
- A family with an adult head of household (or, if there is no adult in the family, a minor head of household) who meets all of the criteria of this definition, including a family whose composition has fluctuated while the head of household has been homeless.

Qualifying Disabilities for Chronic Homelessness

Disability that is expected to be long-continuing or of indefinite duration; substantially impedes ability to live independently; and could be improved by the provision of more suitable housing

- Severe Physical, Mental or Emotional Impairment
  - PTSD
  - Brain Injury
  - Chronic Physical Illness
- Diagnosable Substance Abuse Disorder
- Developmental Disability
- HIV/AIDS

DCA Chronic Homeless Forms

- Chronic Homeless Certification
- May be used, along with attached documentation, to analyze whether an individual/family meets the chronic homeless definition
- Chronic Homelessness Third Party Verification
- May be used to obtain written third-party verification of stays in homeless facilities or institutions
- Chronic Homeless Self Declaration
- May be used, when a homeless person/household lacks connections with service providers, to document chronic homelessness



Who is At-Risk of Homelessness? (Homelessness Prevention)

- The household has income **below** 30 percent of median income for the geographic area;

AND

- The Household does not have sufficient resources immediately available to attain housing stability.

*Sufficient resources or support networks are family, friends, or faith-based or other social networks immediately available to prevent them from moving to a shelter or living outside

AND…



Who is At-Risk of Homelessness? (Homelessness Prevention)

…AND

- Meets one or more of following:
  1. Moved 2 or more times in previous 60 days for economic reasons
  2. Living with others due to economic hardship
  3. Notice of eviction (within 21 days)
  4. Living in hotel/motel (at own cost)
  5. Living in overcrowded housing (more than 2 persons for SRO/efficiency, more than 1.5 persons per room for larger housing)
  6. Exiting an institution
  7. Otherwise lives in housing that is unstable (see ESG Guidebook for more info)

Homeless Verification

Recordkeeping Requirements for the Definition of "Homeless" in 24 CFR Parts 582 and 583

HUD acknowledges that the recordkeeping requirements established in the proposed rule are detailed and have not previously been established by HUD in codified regulation. However, recipients of grants have always been required to keep records proving the eligibility of program participants. **The monitoring finding that most often requires repayment of grant funds by recipients is failure to maintain adequate documentation of homeless eligibility;** therefore, to assure that program compliance and funding is directed to those individuals intended to be the beneficiaries of funding under the McKinney-Vento Act programs, the recordkeeping requirements set forth in this final rule are important and necessary.

Homeless Verification

HUD prefers this order for homeless verification:

1. Third Party verification,
   - written and source documentation,
   - HMIS records;
2. Intake Staff Observations;
3. Self-Certification (with staff certifying due diligence).

- Lack of third-party documentation MUST NOT prevent an individual or family from being immediately admitted to emergency shelter, receiving street outreach services, or being immediately admitted to shelter or receiving services provided by a victim service provider.

Determining Homeless Status of Youth

- Youth are not responsible for obtaining their own documentation. Instead, intake workers are responsible for documenting the youth's homeless status by verifying the information provided by the youth starting at the initial interview.
- If at any point the youth does not want someone to be contacted because he or she fears for their safety – the intake worker SHOULD NOT contact the person and should document the youth's feelings and statements in the case file.
- If the intake worker cannot obtain a higher level of documentation (e.g., a letter from a third-party) the youth can self-certify and the intake worker should document their effort to obtain a higher level of documentation, including notes about why they were not able to.
- If the intake worker is able to obtain documentation at any point during the youth's participation in the project, then the information should be added to the case file to back up intake documentation.
- When documenting category 4, the intake worker needs to ask only enough questions to know what is going on – they should rely on the youth's own statement about his or her feelings and concerns. If the youth indicates there is a safety risk then no further documentation of the safety risk is needed – the intake worker should simply document what the youth stated.

Determining Homeless Status of Youth

- https://www.hudexchange.info/resource/4783/determining-homeless-status-of-youth/



DETERMINING HOMELESS STATUS OF YOUTH QUICK GUIDE

Category	Living situation	Types of Documentation *(responsibility of intake worker to obtain the highest level of documentation possible in each situation)*
Category 1 Literal Homelessness	• Shelter including emergency shelter, transitional housing, or hotel or motel paid by government or charity • Street or other place not meant for human habitation (ex. car, garage, park, abandoned building) • An institution (ex. jail, hospital, juvenile detention) that the youth is exiting and where youth was resident for 90 days or less AND the youth resided in emergency shelter or place not meant for human habitation immediately prior to entering that institution	• Third party documentation, such as: — HMIS or victim services provider database printed record — Written statement by housing or services provider such as homeless liaison, street outreach worker, or shelter provider, or • Intake worker direct observation recorded in the file, or • Certification of homelessness by youth AND documentation of intake worker's attempts to verify information, or • (If exiting institution) Discharge paperwork or a written or oral statement from staff of the institution with beginning and end dates of the time the youth spent in the institution OR certification by youth that they exited institution AND documentation of intake worker's attempts to verify information. Also documentation of shelter or place not meant for human habitation prior to entering institution. NOTE: A youth asking for emergency shelter or street outreach can self-certify their homelessness. This could be a sign-in sheet for shelter with a certification on top that the people signing in are homeless. No further documentation or attempts to verify are required to access emergency shelter.
Category 2 Imminent Risk of Homelessness	• In own housing, but being evicted within 14 days • A hotel or motel paid for by the youth, family or friends where the youth cannot stay for more than 14 days (often due to lack of ability to continue paying) • With family or friends and being asked to leave within 14 days Additionally, the youth must have no safe alternative housing, resources or support networks to maintain or obtain permanent housing.	Documentation that youth will lose their housing within 14 days: • Notice of eviction or equivalent legal document, or • Proof of inability to continue to pay for hotel or motel, or • Statement by youth that they cannot continue to stay at the place they have been AND written or oral verification from owner or renter of housing obtained by intake worker OR documentation of intake worker's attempts to verify information; and Documentation that the youth has no safe alternative housing, no financial or other resources, and no family or other support networks. Youth can self-certify this.
Category 3 Homeless Under other Federal Statutes	Youth who do not qualify as homeless under the other 3 Categories but who: • Are homeless under other federal statutes including the Runaway & Homeless Youth Act • Have not had their own place with a lease, ownership interest or occupancy agreement in the last 60 days • Have moved two or more times in the last 60 days • Can be expected to have continued housing instability because of a disability, substance use addiction, history of domestic violence or child abuse, or two or more barriers to employment	• Certification of homeless status by the non-profit, or state or local government entity, responsible for administering homeless assistance under other federal statutes, and • Certification by the youth that they have not had a lease or other agreement for housing in the last 60 days with written documentation (e.g., from an outreach worker or homeless liaison) OR documentation of intake worker's attempts to verify information, and • Certification by the youth that they have had two or more moves in the last 60 days with written documentation OR documentation of intake worker's attempts to verify information, and • Documentation of special needs (e.g., copy of SSI check, third party verification, direct observation) or at least two barriers to employment NOTE: HUD must approve CoC Program funded projects to serve youth under Category 3. ESG funded projects do not require HUD approval.
Category 4 Fleeing Domestic Violence	Youth fleeing or attempting to flee their housing or the place they are staying because of domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions related to violence that has taken place in the house or has made them afraid to return to the house, including: • Trading sex for housing • Trafficking • Physical abuse • Violence (or perceived threat of violence) because of the youth's sexual orientation Additionally, the youth must have no safe, alternative housing, resources or support networks to maintain or obtain permanent housing.	For providers that are not victim service providers: • Statement by youth that they are fleeing because of domestic or other violence AND • If the safety of the youth is not jeopardized, verification of the statement through written observation by the intake worker or staff at other organizations including law enforcement, housing or service provider, social worker, homeless liaison or legal assistance provider youth has sought assistance from OR documentation of intake worker's attempts to verify information and certification of the statement by the youth or intake worker For victim service providers: • Statement by youth that they are fleeing domestic or other violence AND • Certification of the statement by the youth or intake worker All providers must obtain a youth's self-certification that the youth has no safe alternative housing, no financial or other resources, and no family or other support networks. The intake worker should obtain any available documentation or statements supporting the youth's certification.

NOTE: Additional guidance on documenting homeless status can be found at Criteria and Recordkeeping Requirements for Definition of Homeless – HUD Exchange. Youth who are not determined to be homeless under one of the Categories above may be considered at-risk of homelessness and eligible for homelessness prevention services funded through ES



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FAIR HOUSING & CONFLICTS OF INTEREST

Presented by: Office of General Counsel

Fair Housing

This session will provide an overview of fair housing requirements and how to handle reasonable accommodation requests. Discussion will include ways to ensure your agency is in compliance, as well as how to use fair housing laws to help your clients obtain and keep housing.

Fair Housing Quick Points

- Fair Housing is the law.
- Requirement to affirmatively further fair housing.
- Reasonable Accommodations & Modifications
- Compliance requirement to have a Language Access Plans (LAP) in place
- VAWA
- Ethics (conflicts of interest, sexual harassment, record keeping, confidentiality)

Civil Rights Statutes

- The Fair Housing Act or Title VIII of the Civil Rights Act of 1968, as amended by the Fair Housing Amendments Act of 1988
- Title VI of the Civil Rights Act of 1964
- Section 504 of the Rehabilitation Act of 1973
- Title II of the Americans with Disabilities Act of 1990
- Age Discrimination Act of 1975
- Section 109 of Title I of the Housing and Community Development Act of 1974
- Equal Credit Opportunity Act (ECOA)
- Violence Against Women's Act (VAWA)

Who is required to comply with the Fair Housing Act?

- All Direct Recipients of federal funds



- All Sub-recipients—those who operate programs with federal funds passed through a direct recipient—must also comply.

No Discrimination Against Protected Classes

- **Race:** Black v White, Asian/Pacific Islander or American Indian/Alaskan Native
- **Color:** Light v Dark skinned persons
- **Religion:** Inclusion in a specific religious group
- **National Origin:** Hispanic
- **Sex:** Gender, Gender Identity and Sexual Orientation
- **Familial Status:** Presence of children under the age of 18 or pregnant women
- **Disability**: Has a physical or mental illness that substantially limits one or more major life activities;
  Has a record of such a disability OR
  Is regarded as having such a disability

What is Fair Housing and Equal Opportunity?

1. Ensuring **non-discriminatory treatment** of individuals within the **protected classes**.

2. Providing **equal access** to all programs, services and activities that receive any federal funds.

3. **Affirmatively furthering principles of the FHA**

Requirement: Meaningful Access

The best practice is to ensure that persons within the protected classes have an equal opportunity to participate in and benefit from the program, service or activity and have the same range of choices as those offered to non-disabled and non-LEP individuals.

Categories of Prohibited Practices

- **Disparate Treatment** - Occurs when a protected class is treated in a less favorable manner.
- **Disparate Impact** - Equally applied treatment that appears neutral but has a harsher effect on a protected class (unintentional).
- **Failure to Provide Reasonable Accommodations or Modifications**

Exemptions from the Fair Housing Act

1. Housing for Older Persons exemption
   - Some senior housing facilities and communities from liability for familial status discrimination.

2. Owner-occupied buildings with no more than four units

3. Single-family housing rented or sold without a broker

***All other discrimination protections remain in place.

Examples of Discrimination



- Falsely telling someone a unit is not for sale or rent.
- Refusing to rent or sell housing
- Refusing to make available or enter negotiations for housing
- Coercion, or intimidation (includes sexual harassment)
- Falsely denying that housing is available for inspection, rental or sale
- Denying access to, membership or participation in, any organization, facility or service related to the rental or sale of housing
- Attempting to persuade owners to rent or sell housing by suggesting that people of a particular race, etc. have moved from, or about to move into the neighborhood.
- Discrimination in the terms, conditions or privileges of sale or rental of a dwelling
- Make, print or publish a notice or statement that indicates a discriminatory preference (“this unit is great for bachelors!” “no children allowed!”)
- Steering people toward or away from particular neighborhoods based upon a protected class, Redlining, Reverse Redlining
- Coercion, intimidation, threats or interference with anyone asserting a FHA right or assisting others exercising that right.

Enforcement of the Fair Housing Act

- **HUD enforces the Fair Housing Act, which prohibits discrimination and the intimidation of:**
  - **People in their homes**
  - **Apartment buildings**
  - **Condominium development**

HUD's Equal Access Rule (24 C.F.R. Sections 5.105 and 5.106)

HUD issued three program rules providing equal access to housing that together make up **HUD's Equal Access Rule ("EAR")**.

"Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity"

Requires that determination of eligibility for housing that is assisted by HUD or subject to a mortgage insured by HUD be made available regardless of actual or perceived sexual orientation, gender identity, or marital status.

The rule includes a definition for sexual orientation and gender identity and expands the definition of family in most of HUD's programs.

HUD Equal Access Program Rules include:

- Regardless of gender identity, everyone should be granted equal access to HUD's core programs (including shelters and other buildings and facilities)
- Single-sex projects required to provide all individuals with access to programs & services regardless of their gender identity **without subjecting the individual to intrusive questioning or being asked to provide documentation.**
- The rule also amended the original EAR definitions for sexual orientation and gender identity.

The Recission of Executive Order 13988

- Executive Order (EO) 13988, Preventing and Combating Discrimination on the Basis of Gender Identity or Sexual Orientation, was signed by President Biden in January 2021.
- EO 13988 directed federal agencies to enforce federal laws that prohibit sex discrimination to also prohibit discrimination based on gender identity and sexual orientation.
- On January 22, 2025, President Trump rescinded EO 13988.

Rights under the FHA and HUD's Equal Access Rule

- **FHA prohibits any LL or housing provider to discriminate against LGBTQ persons on basis of actual/perceived sexual orientation or gender identity**
- **Unlawful for LL or housing provider to deny housing because of actual or perceived HIV/AIDS status** under the Fair Housing Act, Section 504 of the Rehabilitation Act, and the Americans with Disabilities Act.
- **EAR requires HUD-funded homeless providers to place clients in a shelter or facility that corresponds to the gender with which the person identifies**
- **Providers must also ensure that their policies do not isolate or segregate clients based upon gender identity.**

Fair Housing Scenarios



REASONABLE ACCOMMODATIONS & MODIFICATIONS

- What is a Reasonable Accommodation?
- What is a Reasonable Modification?
- What is the difference between a Service Animal and an Emotional Support Animal?



What Is A Reasonable Accommodation?

- A reasonable accommodation is a change, adaptation or modification to a policy, program, service, or workplace which will allow an otherwise qualified person with a disability to participate fully in a program, take advantage of a service, live in a dwelling or perform a job.

- In order to show that a requested accommodation is necessary, there must be an identifiable relationship or *nexus*, between the requested accommodation and the individual's disability.

Who qualifies as “disabled”?

Any person who has (or is regarded as having):

(1) physical or mental impairment that (2) substantially limits one or more major life activities.

Examples

- Orthopedic, visual, speech and hearing impairments
- Cerebral palsy
- Autism
- Epilepsy
- Muscular dystrophy
- Multiple sclerosis
- Cancer
- Heart disease
- Diabetes
- HIV
- Mental illness
- Drug addiction (other than current, illegal use of a controlled substance)
- Alcoholism

Activities that are of central importance to daily life, such as seeing, hearing, walking, breathing, working, performing manual tasks, caring for one’s self, learning, and speaking.

Is the Accommodation Reasonable?

Reasonableness must be determined on a **case-by-case** basis**:**

1. Does the request impose an *undue financial and administrative burden*?
2. Would making the accommodation require a *fundamental alteration* in the essential nature of the program's operations?

If the answer to either question is yes, the requested accommodation is considered **not reasonable**.

NOTE

An alternate, comparable accommodation that qualifies as reasonable

should be offered to the requester.

Service vs. Emotional Support Animals

Service Animal

- Dog
- Is trained to work or perform tasks for an individual with a disability

Emotional Support Animal

- Any other animal (within reason)
- No training or certification is required.
- Used for therapy/mental health/emotional support

ALL

- No additional fees allowed
- No overly restrictive rules permitted
- Some reasonable restrictions permissible regarding breed, size and number
- They are not a pet.

Examples of Common Reasonable Accommodations

- allow a service or support animal, despite a no-pet policy;
  - Obvious: blind individual requests support animal
  - Obvious: deaf individual requests support animal (alert him to smoke detector, telephone, etc.)
  - Less obvious: Emotional support pet for mental impairment. Can verify.



- allow a tenant to have a live-in aide who is not on the lease to assist with daily care;
- Provide an extra room for required space;
- assign a reserved parking space to a tenant with a mobility impairment, even if parking is typically “first come/first serve.”

Reasonable Modifications



- A structural change made to existing premises to afford a disabled person full enjoyment. Can include structural changes to interiors and exteriors of dwellings, and to the common areas.
- Like reasonable accommodations, a modification must be reasonable with a nexus between the modification request and the individual's disability.
- Section 504 requires that the property owner, as a recipient of federal dollars, pay for reasonable modifications. (under FHA, not required to pay)
- If fundamental change or financial/administrative burden, must still allow the individual to modify.

DOJ Lawsuit Examples

- U.S. v. Park City Communities – PHA denied resident's request to transfer to another unit because she experienced anxiety and depression due to a homicide that occurred in front of her home; diagnosed with PTSD
- U.S. v. Salem – owner refused to allow a tenant to return from a nursing facility to his unit if he was using a wheelchair because it could damage the carpet
- U.S. v. Chateau Village Apartments – owner refused to allow tenant to move from a one-bedroom unit to a two-bedroom unit, which had fewer steps and had more room for her therapeutic equipment

Reasonable Accommodation Scenarios

Ethics Quick Points

- Conflicts of Interest
- Sexual Harassment

What are Conflicts of Interest?

- Conflicts of interest arise when officials or staff stand to benefit--either directly or indirectly through business partners or relatives--from the awarding or contracting of grant funds
- In general, conflicts occur when private interest and public duties overlap, causing a real or perceived lack of impartiality.
- Problems arise when conflict issues are overlooked or hidden.
- When conflicts arise: Identify, disclose, and manage them.



Procurement of Goods & Services

- Must comply with 2 CFR 200.318.
- Employee or officer of an agency *cannot* participate in the contract process if they, their immediate family, partner (or an organization employing or about to employee them) has a financial interest or benefit in the vendor
- Employee or officer cannot solicit or accept gratuities,
  - favors, or anything of monetary value from contractors or subcontractors
  - Agencies must maintain written standards of conduct, including disciplinary actions for violations



Employees cannot benefit from program



- Employees of your agency (who are involved in HUD funded activities or may participate in decision-making processes or gain inside information about the activities) cannot benefit from such funded activity or have a financial interest in a contract or proceeds regarding the activity
  - Nor for one year following the employment
  - Exceptions
  - Need to think about policies

Nonprofit Law: OCGA 14-3-860 et seq.

- Board Director conflicting interest: Director or relative is a party to the transaction, or benefits from it, or it is so closely linked and of such financial significance that it would reasonably be expected to exert an influence on the director's judgment
  - Included: (1) a business where the director is a director, partner, agent or employee; (2) a person or connected business who controls the business where the director is a director, partner, agent or employee; or (3) an individual who is a general partner, principal or employer of the director.
- Officer conflicting interest: A transaction between a corporation and an officer or his/her relative. Exception: Transaction approved by board or members after required disclosure.

What should you do?



- Develop policy
- Train employees annually
- Appoint someone to head up conflict-of-interest
- Board and leadership should strive to create a culture of compliance and honesty – encourage disclosure – have a well-defined process for reporting possible conflicts in which staff can ask for guidance without fear of retaliation.

Sexual Harassment in Housing

- Sexual harassment is a form of sex discrimination prohibited by the Fair Housing Act.
- HUD regulations released at the end of 2016 formalized the definitions of harassment and the standards for evaluating them.
- Claims may be filed even if the alleged victim did not experience loss of housing or economic loss.

Two Types of Harassment

- Quid pro quo harassment occurs when a housing provider requires a person to submit to an unwelcome request to engage in sexual conduct as a condition of obtaining or maintaining housing or housing-related services.
  - A landlord tells an applicant he won't rent to her unless she performs a sexual favor.
  - A property manager evicts a tenant after she refuses to perform sexual acts.
  - A maintenance man refuses to make repairs unless a tenant gives him nude photos of herself.
- Hostile environment harassment occurs when a housing provider subjects a person to severe or pervasive unwelcome sexual conduct that interferes with the sale, rental, availability, or terms, conditions, or privileges of housing or housing-related services, including financing.
  - A landlord subjects a tenant to severe or pervasive unwelcome touching, kissing, or groping.
  - A property manager makes severe or pervasive unwelcome, lewd comments about a tenant's body.
  - A maintenance man sends a tenant severe or pervasive unwelcome, sexually suggestive texts and enters her apartment without invitation or permission.

Evaluating Hostile Environment

All circumstances will be considered:

- Factors to consider: nature of the conduct; the context in which it occurred; the severity, scope, frequency, duration, and location of the conduct; and the parties' relationship
- Do not have to prove psychological or physical harm, but it may be considered
- Perspective of a reasonable person in the aggrieved person's position

Best Practices

- Adopt policies against sexual harassment
- Develop processes for applicants and tenants to report sexual harassment
- Establish sanctions for employees and contractors who engage in sexual harassment
- Educate employees, contractors, residents and applicants about these policies and the Fair Housing Act
- Enforce policies

FHA - Liability for violations

- Directly liable for your own discriminatory acts *and* those of an employee or a third party (that you had power to correct) if you knew or should have known of the discrimination.
- Vicarious liability – you can be responsible for your staff even if you did not know about the discrimination.
- Aggrieved person has one year to file a HUD complaint, two years to file in federal court.

VIOLENCE AGAINST WOMEN ACT & SERVICES FOR LIMITED ENGLISH PROFICIENT PERSONS

Presented by: Office of General Counsel

Violence Against Women Act (VAWA)

This session will cover the regulatory requirements under the Violence Against Women Act (VAWA), including 2022 updates to the law.

What is VAWA?

The Violence Against Women Act is a federal law that affords protections to victims of domestic violence, dating violence, sexual assault and stalking, regardless of sex, sexual orientation, or gender identity.

24 CFR 5.2001 et seq. (includes definitions of domestic violence, dating violence, sexual assault, and stalking)

2022 Reauthorization and Amendment

- VAWA was reauthorized and amended on March 15, 2022.
- VAWA 2022 strengthened protections.
- Effective October 1, 2022
- HUD is currently updating rules and forms for compliance



What's New under VAWA 2022?

- Definitions:
  - Revised "domestic violence"
  - Added "economic abuse" and "technological abuse."
- Compliance Review processes – to be implemented by March 15, 2024
- Prohibition on Retaliation – includes those who assist a victim in reporting
- Right to Report Crime and Emergencies.



VAWA applies to federal funding

- Balance of State CoC-funded projects **MUST** follow the Balance of State CoC VAWA Policies & Procedures:
  - Rapid Re-Housing (RRH)
  - Permanent Supportive Housing (PSH)
- ESG, HOPWA and other housing programs must adhere to the VAWA regulations and contractual requirements with their grantor



ESG Programs: VAWA applies to…

- All programs: Subject to the general prohibition against denying or terminating assistance or evicting solely because an applicant or tenant is a victim of domestic violence, dating violence, sexual assault, or stalking
- Rental Assistance: The remaining VAWA requirements apply to all eligibility and termination decisions regarding ESG rental assistance

ESG Emergency Shelters

- Although the majority of VAWA protections apply to rental assistance, ESG regulations prohibit ESG shelters from refusing to provide assistance to or removing an individual on the basis of or as a direct result of that individual being a victim under VAWA.

Who is Protected by VAWA?

- Victims of domestic violence, sexual assault, dating violence, stalking, economic abuse and technological abuse *who are*
  - Applicants OR
  - Current program participants





Applicants for Housing Assistance

- An individual's status as a victim is not an appropriate basis for denial of admission to housing assistance.



Applicants for Housing Assistance

- Also, cannot be denied admission or assistance *based on factors resulting from* their victim status.
- Examples: Negative credit, Rental history, Criminal Records
- If the negative factors above resulted from a situation in which the applicant was the victim of domestic violence, dating violence, sexual assault or stalking, they cannot be denied assistance.
- Exception? If denial is required by statute (ex subject to lifetime sex offender registration)

VAWA and Current Participants

- **CANNOT TERMINATE OR EVICT a VICTIM:**
  - Merely because the person is a victim; OR
  - For adverse factors resulting from the fact they are a victim; OR
  - For criminal activity *directly* relating to domestic violence, dating violence, sexual assault, or stalking – if (1) criminal activity committed by a household member or guest and (2) the victim is a tenant or guest; OR
  - For an actual or threatened DV incident (*cannot construe such incident as a serious or repeated lease violation nor as good cause to terminate).*
- **CAN STILL TERMINATE OR EVICT:**
  - For a violation not premised on a DV act; OR
  - Where there is an actual and imminent threat to other tenants or those employed or working at the property (**but have to show other efforts!**).

Verifying Victim Status

- Written documentation is required to verify victim status, and you must make a written request to victim if it is not provided.
- Victim has the choice to submit:
  - Certification form (on HUD's website)
  - Third party documentation (see 24 CFR 5.2007)
  - At management's discretion, other evidence
- Staff *must* accept certification form *or* third-party documentation as defined in 24 CFR 5.2007
- Staff *cannot* conduct further fact finding – example, conduct interviews with neighbors



Other Protections



- **LEASE BIFURCATION** – Landlord *may* split a lease to evict the perpetrator of the violence and continue to house remaining family members.
- **EMERGENCY TRANSFERS** – transfer to a safe unit (property must have a written Emergency Transfer Plan) See PIH 2017-05 for specifics.
  - The tenant asks to transfer; AND
  - The tenant believes there is risk of imminent harm; OR
  - The tenant or household member was victim on the premises within 90 days of the transfer request.

Notice requirements

- Participants *must* receive:
  - **Notice of Occupancy Rights**: Explains VAWA protections and limitations (HUD 5380)
  - **Certification Form:** Victim can document an incident of violence, dating violence, sexual assault or stalking(HUD 5382)
- Landlord *must* receive:
  - Notice of their rights and obligations under VAWA

HUD-5380 & HUD-5382:
https://portal.hud.gov/hudportal/HUD?src=/program_offices/administration/hudclips/forms/hud5a

When must you give the Documents?

- **<u>These documents must be provided at specific times. Generally:</u>**
  - At the time that an applicant is denied rental assistance or admission to project-based unit.
  - At the time an individual begins to receive rental assistance or is admitted to a project-based unit.
  - When a notification of eviction from an assisted unit is received or the program terminates rental assistance.

*See program specific regulations

Who must provide the notice forms?

- 811: Owner must provide the forms
- CoC (including PSH):
  - Agencies must provide the forms regarding permanent and transitional housing per 578.99(j)(4)
- ESG:
  - Agencies must ensure the forms are provided regarding rental assistance per 576.409(c)
- HOPWA:
  - Project sponsor must give the forms per 574.604(d)
  - The housing owner or manager must give the forms with any notification of eviction



Confidentiality and Access

- Provider must keep confidential any information about an individual's status as a victim or documentation the victim provides
  - Can't enter info about victim status into shared database
  - Confidential record keeping
  - Employees cannot have access to information unless explicitly authorized for reasons that specifically require the employee to access it under the law
  - Think through how you will communicate with the victim (ex: if the abuser lives with the victim)
  - Discuss personal information with victim in a private setting

Additional Resources

- National Housing Law Project www.nhlp.org
- ACLU Women's Rights Project www.aclu.org/fairhousingforwomen; www.aclu.org/womensrights
- National Network to End Domestic Violence (NNEDV) www.nnedv.org
- Office of Violence Against Women, Dept. of Justice www.usdoj.gov/ovw
- Atlanta Legal Aid Society, (404) 524-5811
- Georgia Legal Services Program, (404) 206-5175
- For HUD documents see www.hudclips.org

VAWA Scenarios

Services for Limited English Proficient (LEP) Persons

In this session, we will learn about the limited English proficiency duties of agencies receiving federal funding, along with how to prepare a Language Access Plan (LAP).

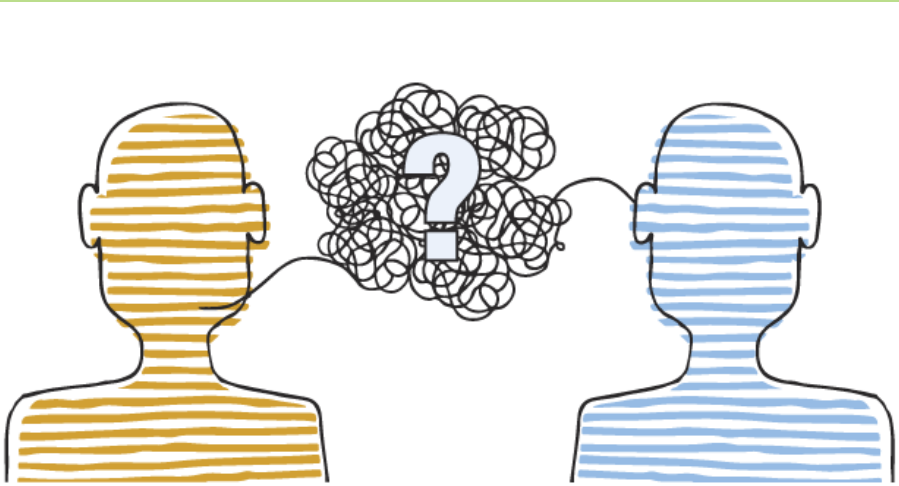
Who are Limited English Proficient (LEP) persons?

- Persons who:
  - Do not speak English as their primary language as a result of national origin
  - Have a limited ability to speak, read, write, or understand English
- LEP obligations apply to every LEP person who meets the program requirements, regardless of citizenship status.



What is the goal?

Ensure that LEP persons have an *equal opportunity* to participate in and benefit from the program, service or activity and have the same range of choices as those offered to non-LEP individuals.



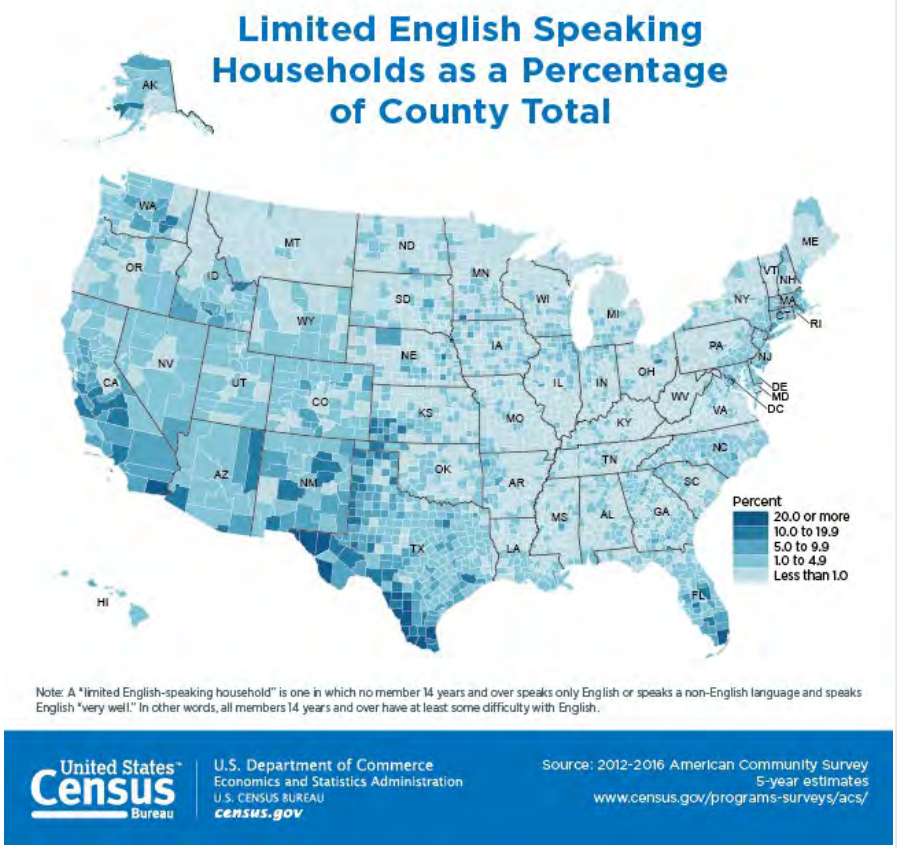
English as the Official Language and LEP Requirements

The President's Executive Order 13166:

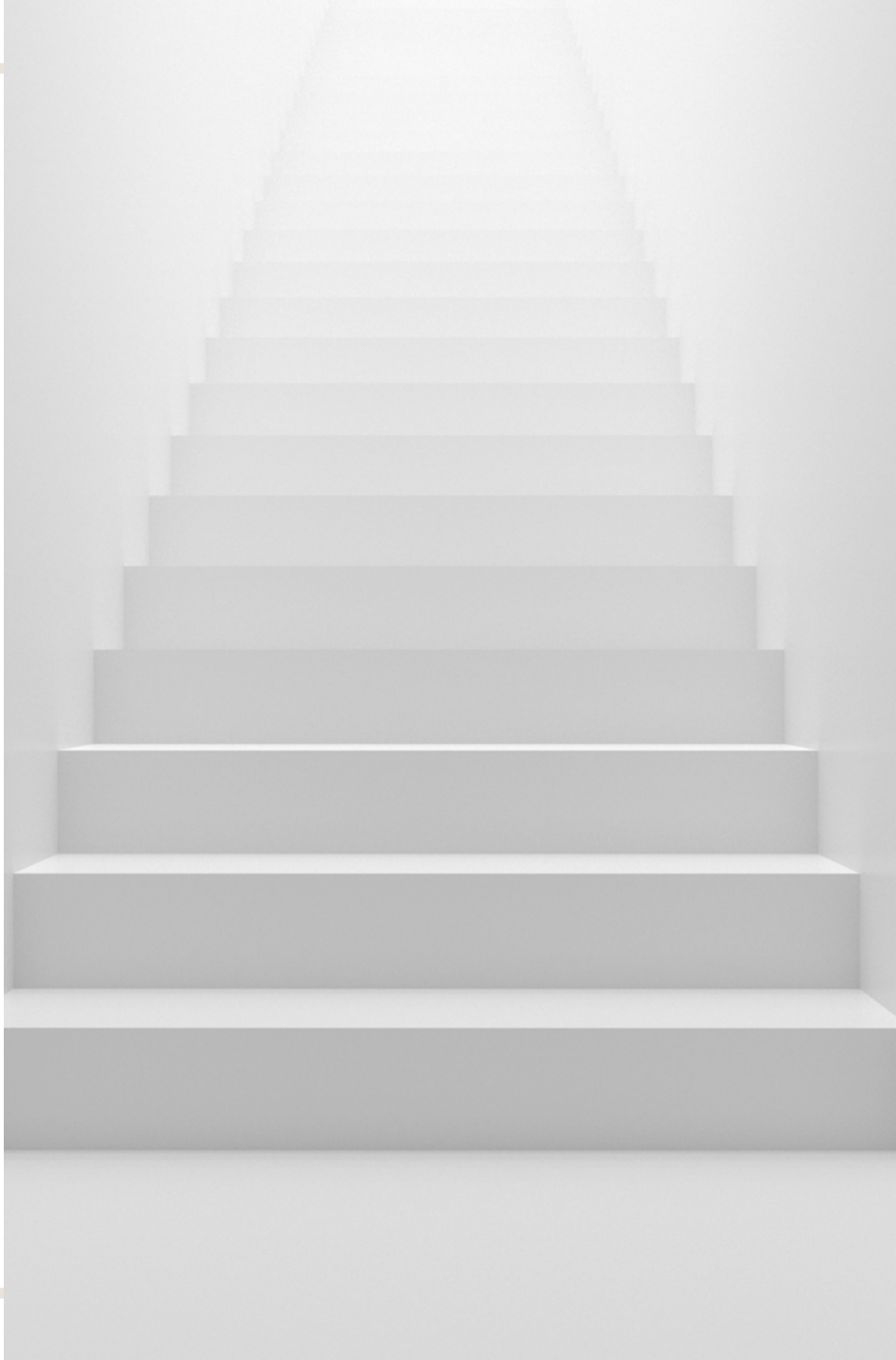
- Required federal agencies to take steps to communicate with LEP individuals
- HUD's guidance urged providers to create Language Access Plans.
- Goal was to ensure federal benefits reached people who did not speak English "very well"
- Administration has recalled the order with Executive Order 14224 which formally declares English as the official language, the first time in U.S. history this has occurred at the federal level.

Requirements for Recipients of Federal Assistance

- Appoint a LEP Coordinator
- Create a Language Access Plan: Four Factor Analysis.
- Outreach
- What services will you provide?
  - Translation of vital documents
  - Interpretation



STEPS TO COMPLETE THE LANGUAGE ACCESS PLAN



Getting Started: Data Collection

- Gather current Language Access Plans and review for compliance and necessary revisions
- Identify who the persons with Limited English Proficiency are within the jurisdiction where the service/program is to be provided
- Determine the Focus Languages in your area

LEP People in Georgia

Limited English Proficiency (LEP) Persons:

Primary language is not English

Limited ability to speak, read, write, or understand English

DCA has determined the focus Languages in Georgia are:

Chinese, Korean, Spanish, and Vietnamese

Languages in Georgia

Measure:

Cities/counties with LEP persons making up 5% of the area population or +1,000 individuals

Prior Census Data:

- 46 counties with Spanish LEP persons
- 6 counties with Chinese, Korean, Spanish, & Vietnamese: *Clayton, Cobb, DeKalb, Forsyth, Fulton, and Gwinnett*
- DeKalb County: *African Languages including Somali, Amharic, Kinyarwanda, and Tigrinya*

Your Language Access Plan

- **Step 1:** Conduct the Four Factor Analysis
- **Step 2:** Prepare the Language Access Plan for DCA Approval
  - Tips to Remember
    - Language Access Plans must include a Four Factor Analysis.
    - The DCA-provided mapping tool currently does not provide local data
    - LAP content and compliance is important, where length of document is not mandated.

Conducting the Four Factor Analysis

- Factor 1: Number of LEP Persons
- Factor 2: Frequency of Interaction
- Factor 3: Nature and Importance of Activity
- Factor 4: Resources Available

Factor 1: Number of LEP Persons

- Determines level of translation/interpretation needed
  - Number of LEP people in activity area?
  - Percent of LEP people in activity area?



Factor 1: Number of LEP Persons

Number/Percent LEP	Translation/Interpretation Required
1,000+ people	Translate vital documents
5%+ and more than 50 people	Translate vital documents
5%+ and less than 50 people	Translate written notice to right to receive free oral interpretation
Less than 5% and less than 1,000 people	No written translation required But must provide LAP

What are Vital Documents?

- Public notices
- Fliers
- Applications for assistance
- Must legal documents be translated?

  No – must be in English for public review but a translated version should be provided if needed

Factor 2: Frequency of Interaction

- How often would an LEP person come into contact with your project/activity?

  Daily/Weekly/Monthly/Annually?

  Example:
  Daily: Walk-ins to a housing counseling agency
  Annually: CDBG Public Hearing

Factor 3: Nature & Importance of Activity

- What is the activity?
- How important is communication?
- Would denial/delay of access to **services/information** be serious/life threatening?

Example: Eviction Notice = Highly Important

Recreational Program = Less Important

Factor 4: Resources to LEP

- Translated vital documents
- Bilingual staff
- Oral interpretation
- Telephonic interpretation
- Written translation
- Community Partners
- “I Speak” Cards

Your Language Access Plan

- Have you Completed Your Four Factor analysis?
- Have you Named a Responsible Coordinator/Staff?
- Have you created a training plan for staff on the details of the LAP?
- Have you identified vital documents & deadlines for translation?
- Have you included a complaints/appeals policy?
- Have you included when the LAP will be updated? (recommend every 5 years)

DCA's Language Access Plan

- https://dca.georgia.gov/fair-housing-policy-resources
- For its programs, DCA has the responsibility to monitor sub-recipients and provide technical assistance as needed.

LAP Complaints and Appeals

Recommendations for Complaints and Appeals Elements:

- Your local contact
- Inform the DCA LAP Coordinator
- Submit the complaint to:

  DCA Office of General Counsel

  Attn: LAP Coordinator

  60 Executive Park South, N.E.
  Atlanta, Georgia 30329-2231

LAP Scenarios



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Thanks!

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Fair Housing Coordinator

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dca.georgia.gov

✈ WELCOME ABOARD

HMIS FLIGHT SCHOOL

FFY26 DCA ESG

Implementation Workshop



Your flight plan for getting your agency

HMIS-ready and cleared for takeoff

Flight: ESG ⟹ HMIS

Destination: Implementation Ready

Gate: Georgia

Flight Crew: Lori-Ane Campbell

Please fasten your seatbelt. We're about to navigate HMIS.

🗺️ YOUR FLIGHT PLAN

Today we'll travel through:

01 — Ground School

What is HMIS?

02 — Pre-Flight

What does your agency need before getting started?

03 — Cockpit Training

How do I navigate HMIS?

04 — Flight Procedures

How should data be entered?

05 — Turbulence

What mistakes should I avoid?

06 — Crew & Aircraft Setup

Agency Admins + Project Setup

07 — Final Approach

Is your agency ready for takeoff?

Before We Take Off…

🎫 QUICK PASSENGER CHECK

Where is your agency right now?

🟥 **Still at the gate**

“We're not sure where to start.”

🟧 **Taxiing**

“We've started but have questions.”

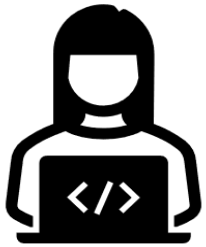
🟦 **On the runway**

“Most things are in place.”

🟩 **Ready for takeoff**

“We're feeling pretty good.”

GROUND SCHOOL
What is HMIS?



01 - 🎓 GROUND SCHOOL 101

Before we fly, let's understand the aircraft.

HMIS = Homeless Management Information System

•What HMIS is **Georgia ClientTrack / Georgia DV Comparable Database are *REQUIRED* for ESG funding**

•What information is captured

•Who uses it

•How agencies interact with it

•Why it matters for ESG



WHY HMIS MATTERS?

HMIS helps us:

Collect → Organize → Understand → Report

data about services and people experiencing homelessness.

ESG connection

ESG provides the funding→ agencies provide the **services** → **HMIS Data** captures the activity → **Reporting** shows the results→ **Outcomes** demonstrate the impact

TURBULENCE #1

- MYTH OR FACT?

"HMIS is only used when it's time to report."

"Everyone at an agency needs the same level of HMIS access."

"Good data entry starts before you ever enter a client into HMIS."

"Project setup affects what happens later in HMIS."

02 - PRE-FLIGHT CHECKLIST



Your agency needs the right pieces in place.

- Agency Admin identified
- Required users identified
- Required trainings completed
- Required forms completed
- Appropriate access established
- Project information ready
- Project configured in HMIS

Don't wait until someone needs to enter data to figure out how your agency will use HMIS.

MEET THE FLIGHT CREW

Roles relevant to Georgia's BoS CoC HMIS implementation

Agency Leadership

Sets expectations and supports implementation.

Agency Admin

Helps manage the agency's HMIS participation.

- **Who is your Agency Admin?**

HMIS Users / Staff

Enter and maintain client/project information.

HMIS Lead / System Administrator

Provides system-level support and oversight.

First Things First: Adding an Agency in ClientTrack

1. The Executive Director or Agency Administrator (role of the AA on the next slide) sends an email to the BoS CoC Admin at Boshmis@dca.ga.gov to request adding their agency in ClientTrack.
2. The agency receives a link to complete the **Agency Participation Agreement (APA) form.**
    - Every agency must **annually** recertify using the APA form link.
3. The agency designates an **Agency Admin** during this process.
4. The completed APA is submitted and requires approval through DCA.
5. Once approved, the agency is added to the ClientTrack system.



The Role of the Agency Administrator

- Based on the GA HMIS **Policies and** Standard Operating **Procedures**, the Agency Administrator (Agency Admin/AA) is the person responsible for system administration at the agency level. This person is appointed by an agency's Executive Director
- Serves as the primary point of contact between the Authorized Agency (the service provider), GA HMIS System Administrator (CaseWorthy), the HMIS Lead (GA DCA) and the CoC HMIS Administrator for the respective CoC.
- At least one Agency Admin per agency
- Must be an active and trained ClientTrack user

Responsible for:

- Submitting New User and New Project Request Forms
- Updating and maintaining the agency's user list
- Managing users' contact information, login history, passwords, and account status
- Viewing and overseeing users' case assignments
- Reviewing and monitoring the agency's projects
- Communicating with the System and respective CoC Admin of any agency and user changes

Adding New Users in ClientTrack

1. If there are no ClientTrack users under the organization, the **BoS CoC Admin** submits an End User Participation Agreement (EUPA) form for the Agency Administrator (AA)
2. AA completes ClientTrack training in TalentLMS to obtain a ClientTrack account
3. AA submits an Issue Ticket in ClientTrack to request Agency Admin access, including their name, contact information, and position/title
4. AA access enables visibility to New User Request and New Project Setup Request forms in ClientTrack
5. AA uses the **New User Request form** to initiate the process for additional new users under their organization
6. The new users will sign their EUPA, complete TalentLMS trainings, to obtain their new ClientTrack accounts

EUPA Submissions

- **BoS CoC Admin** submits an EUPA on behalf of the agency's AA and Executive Director
- AA submits an EUPA on behalf of any new users under the agency
- All ClientTrack users must sign a new EUPA yearly (recertify annually)

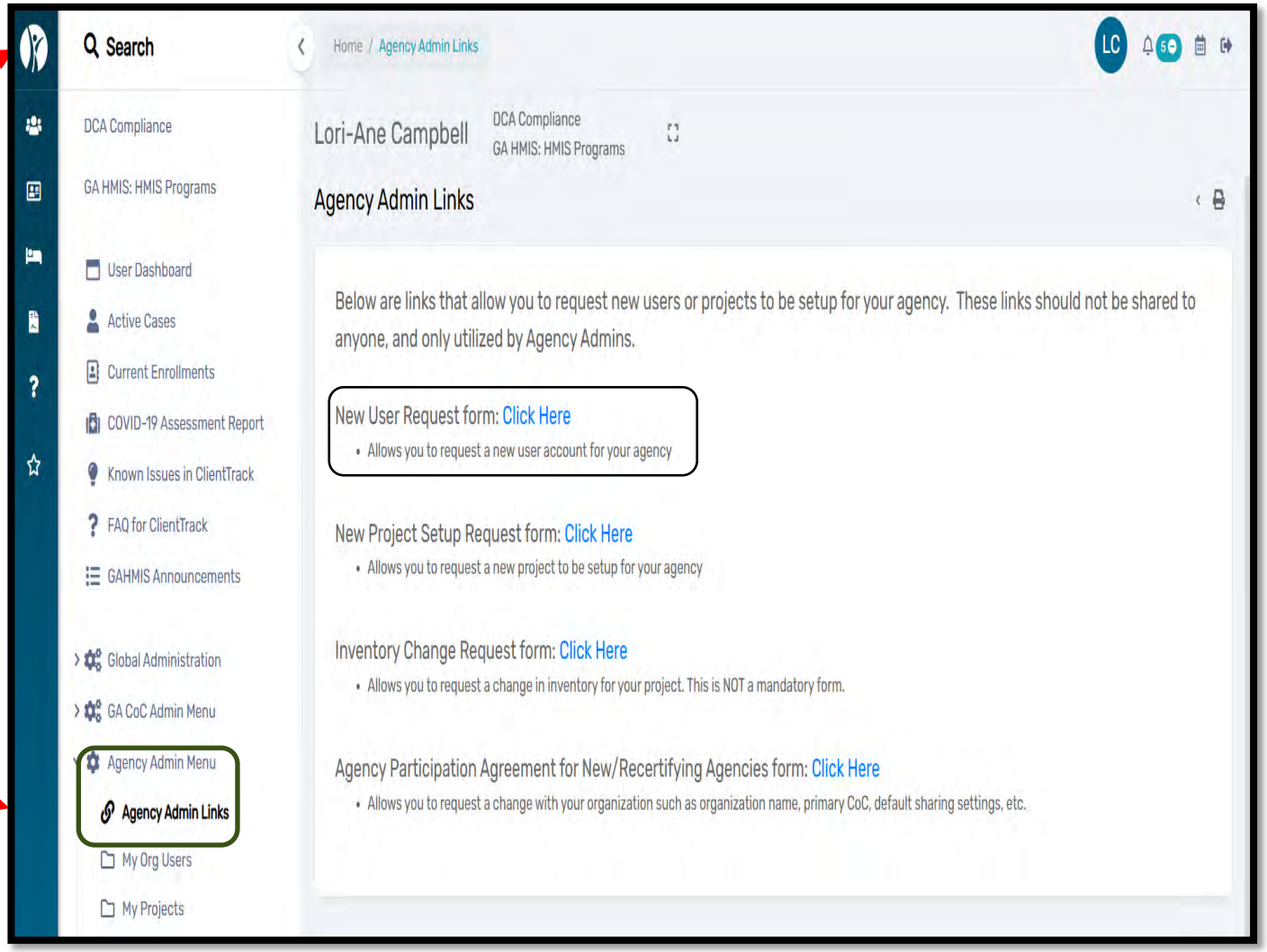
Special Considerations for DV Agencies

- Each user must have an individually assigned email address that uniquely identifies them for system access and account management.

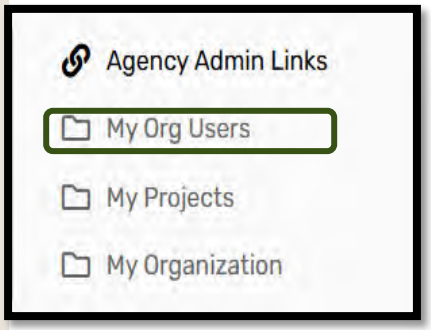
Agency Admin Access & Menu

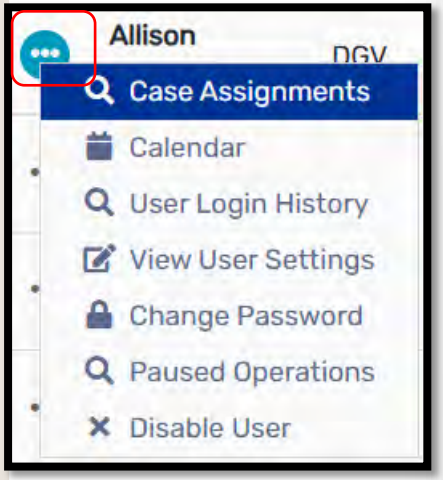
Home Workspace

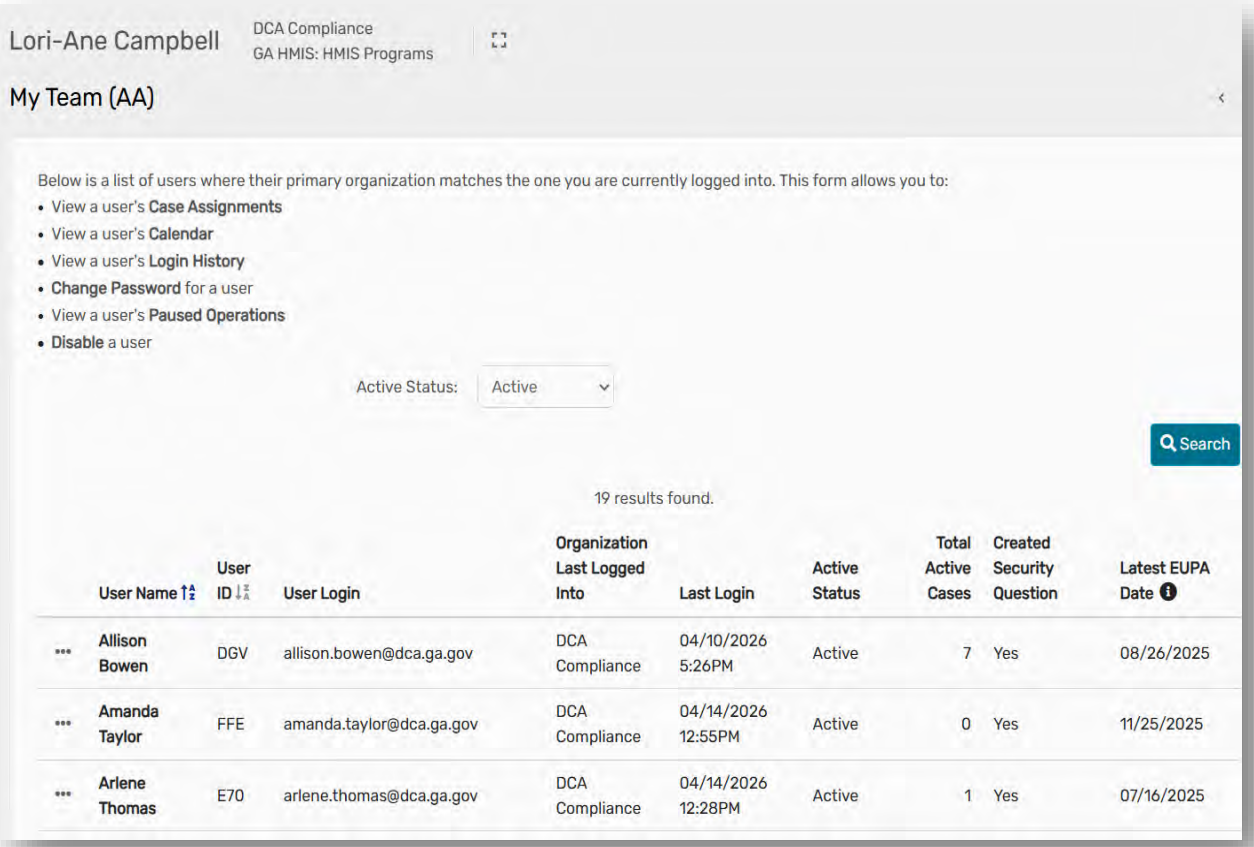
Agency Admin Menu



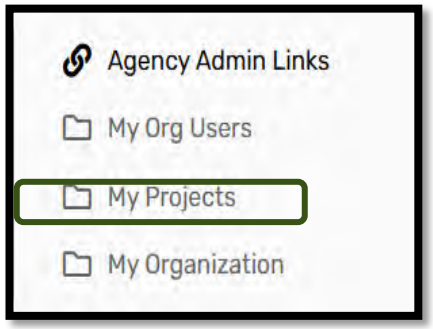
Agency Admin Access & Menu

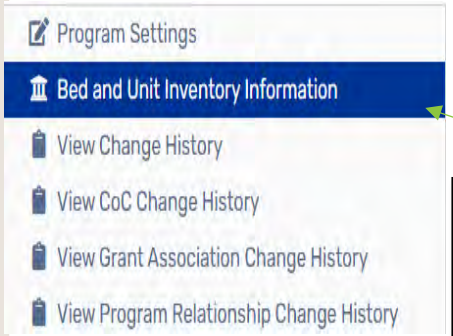


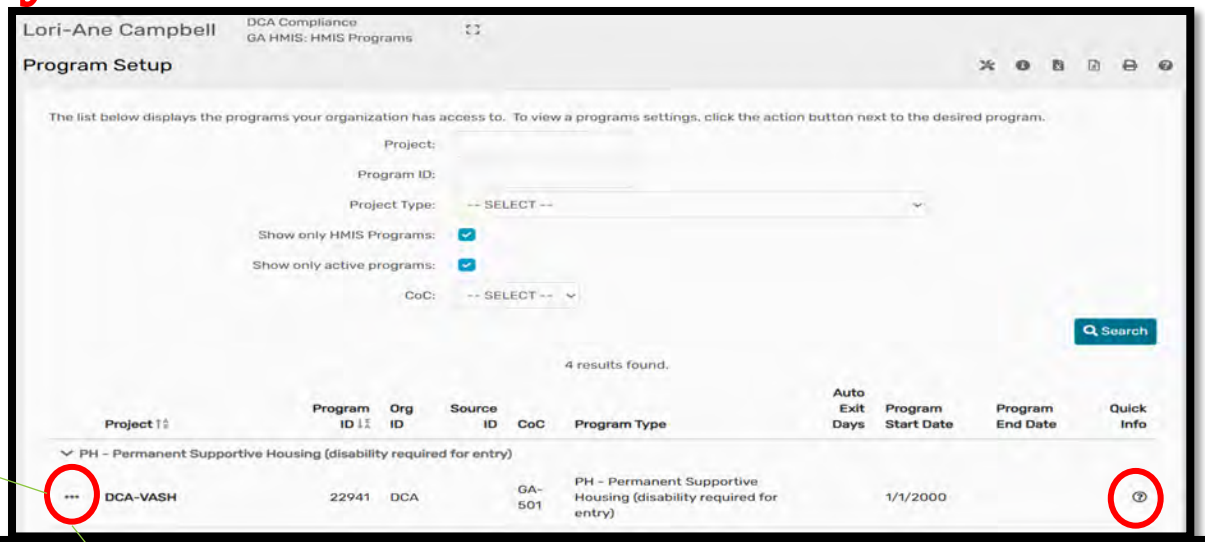


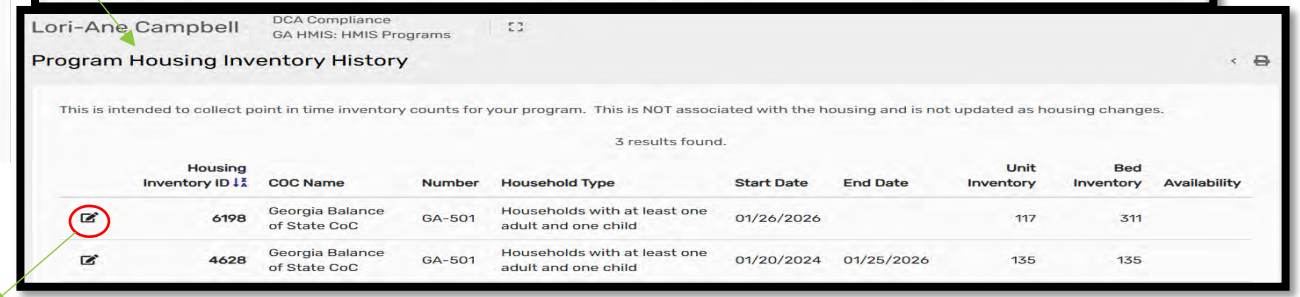


Agency Admin Access & Menu



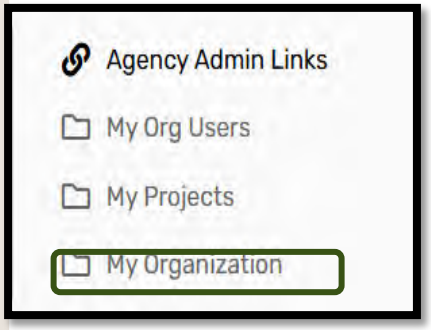








Agency Admin Access & Menu



Lori-Ane Campbell DCA Compliance
GA HMIS: HMIS Programs

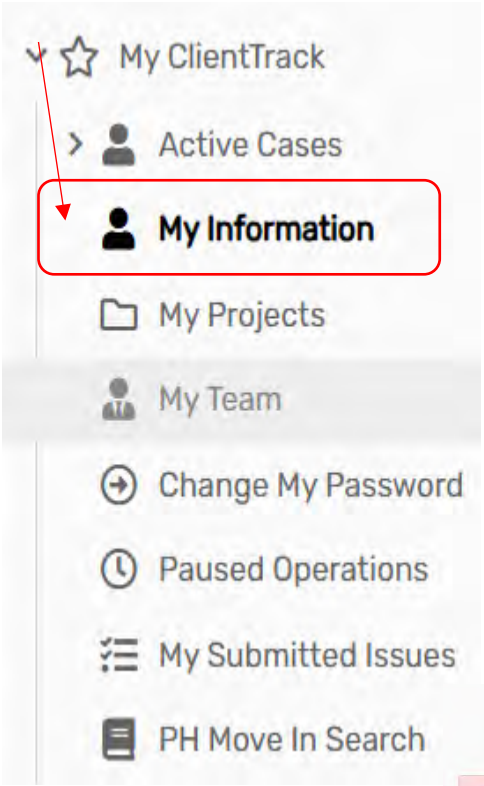
Security Organizations

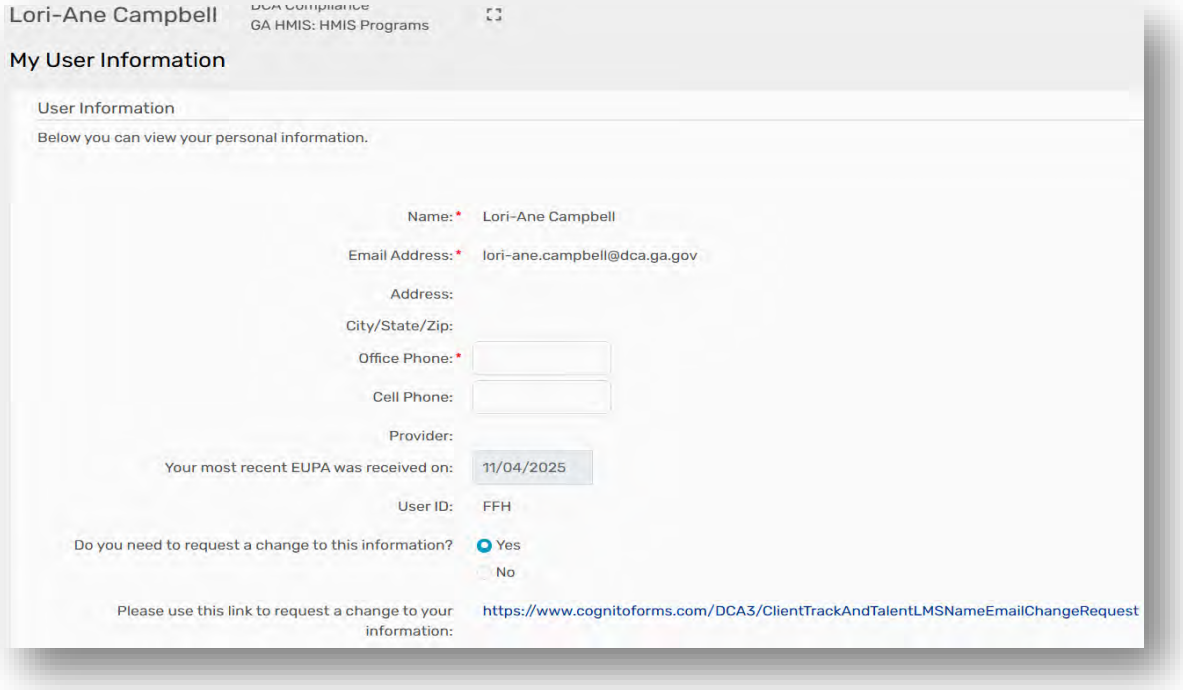
Below is a list of all security organizations in your implementation. Security Organizations control which clients, transactions, and setup data each user logged into an organization has access to. To add another security organization, click the **Add New Security Organization** button. To edit a security organization, click **Edit Security Organization** next to the desired record. Click **Assigned Users** to identify which users have access to each security organization

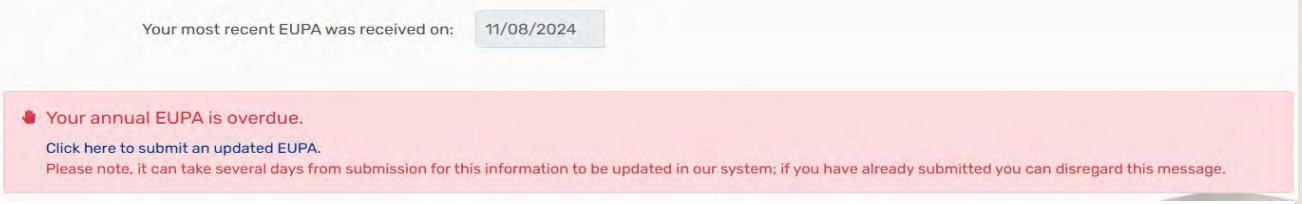
1 result found.

	Security Organization	CoC	HMIS Participating	Active Users Owned by Org	Active Users	Most Recent APA Date	Organization Type	Parent Organization	Status	Created Date	Restricted
**	DCA Compliance	GA-501	Yes	14	16	08/07/2020	Parent		Active	12/21/2016	No

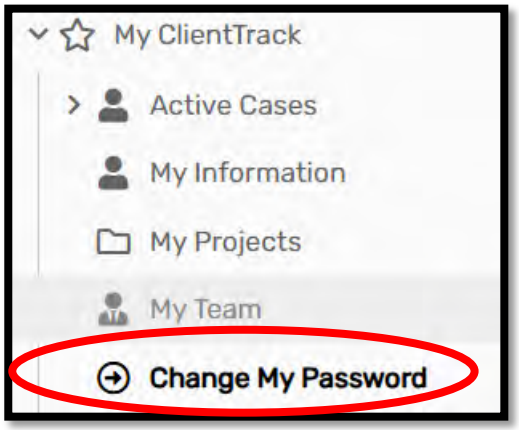
My ClientTrack

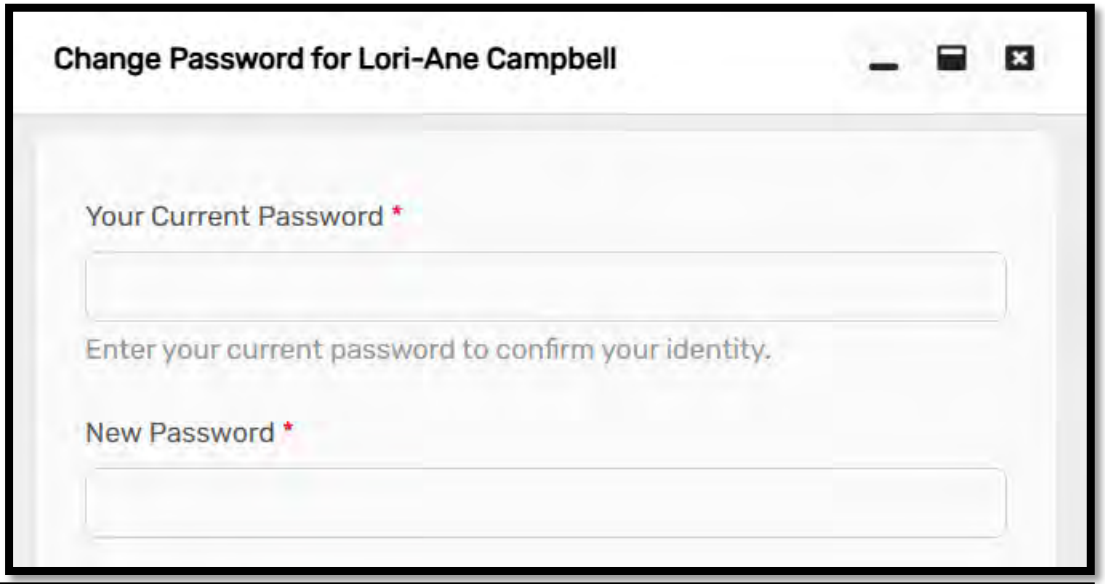


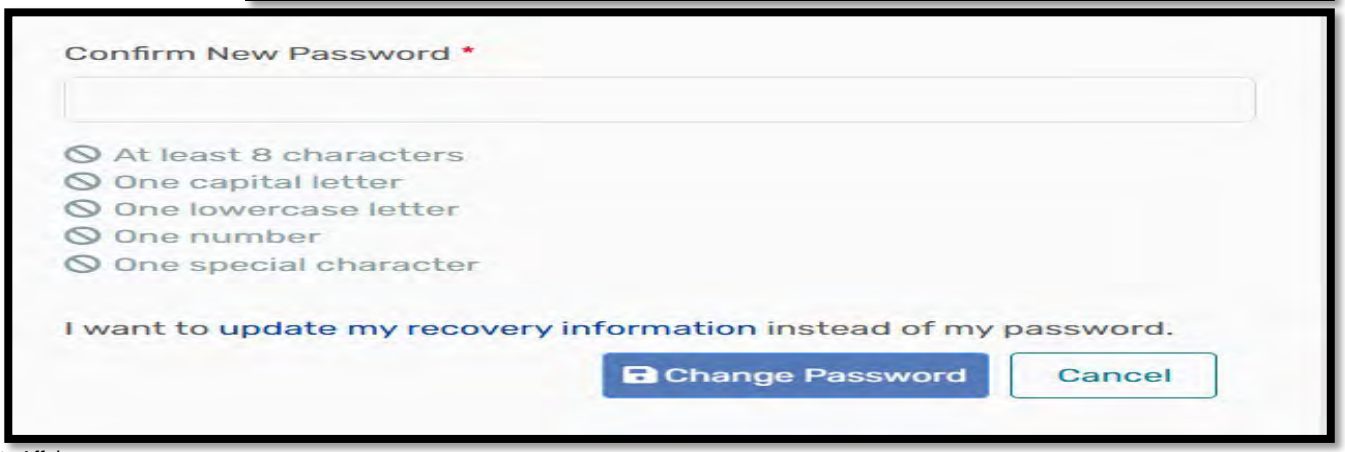




My ClientTrack







REQUIRED TRAINING

🎓 **GROUND SCHOOL IS NOT OPTIONAL**

Before you fly, you must complete training.

Talent LMS

→ Who needs it? Read/Write

→ When must it be completed?

→ Where is it completed?

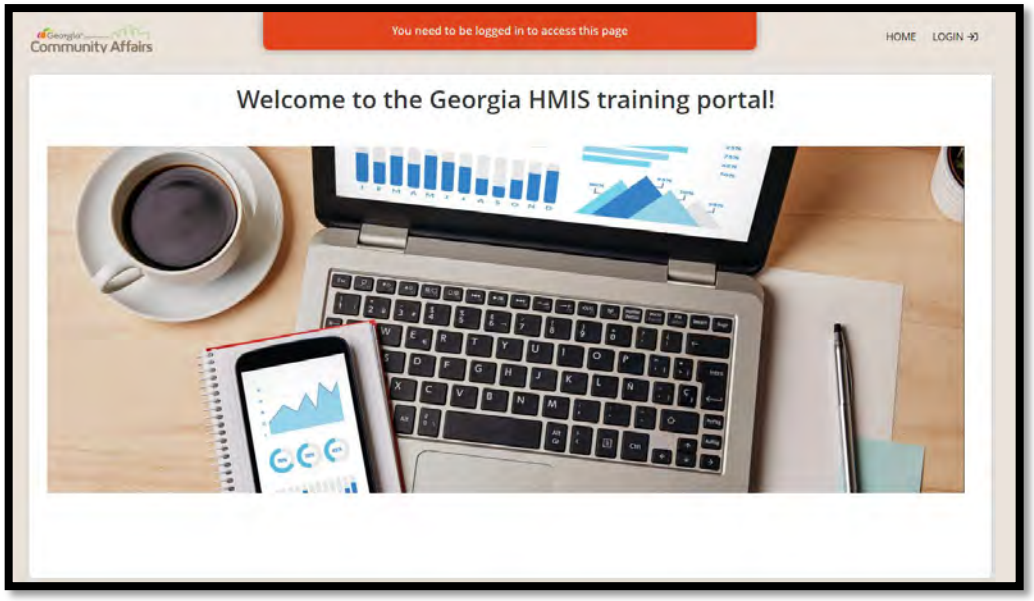
→ What happens afterward?



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Talent LMS

For Georgia HMIS users, TalentLMS is a cloud-based Learning Management System that is specifically developed for more engaging trainings, managing online courses, and distributing course materials to deliver training more efficiently.



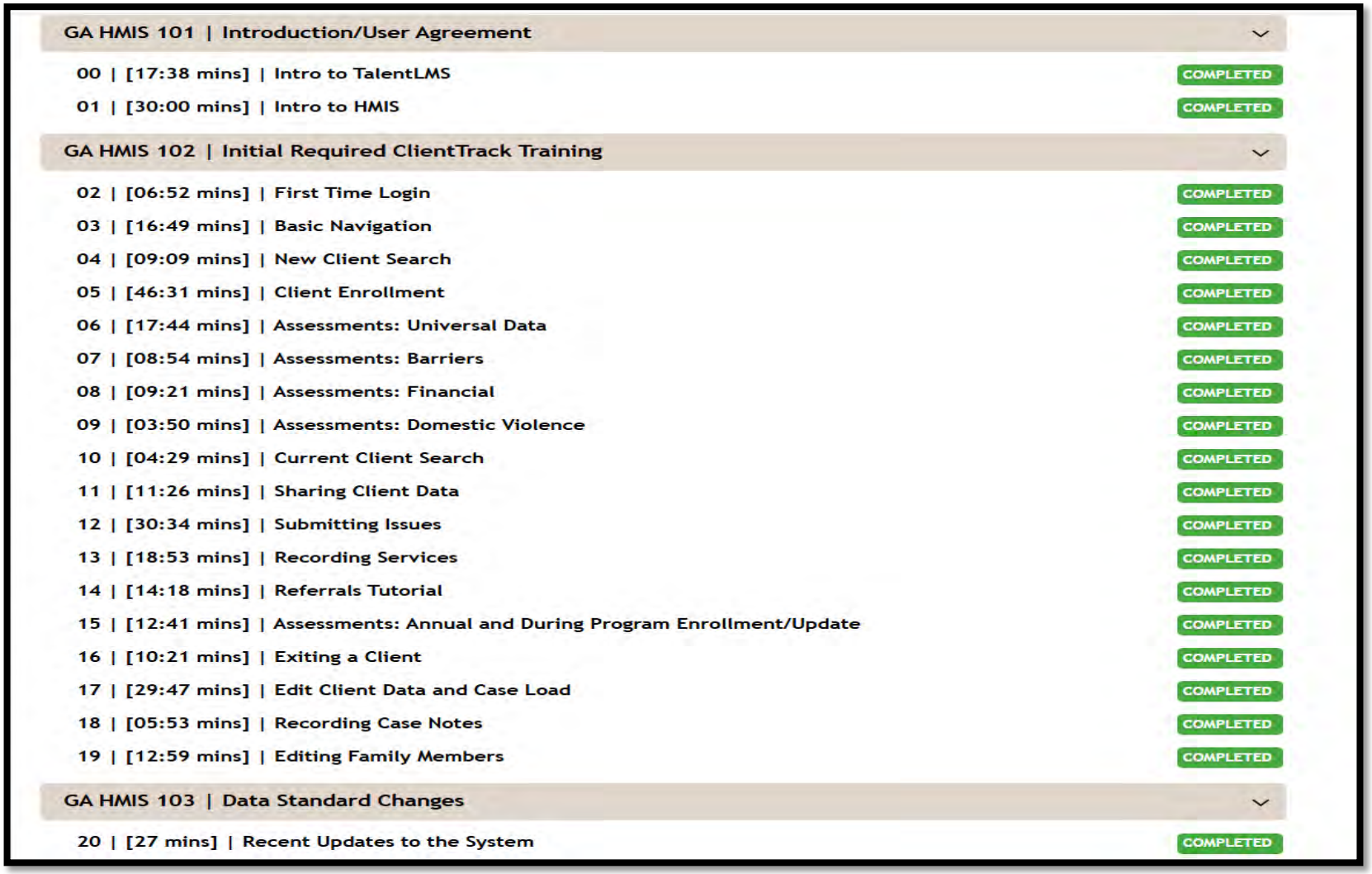
- After the user has signed their EUPA, they will receive an email notification on their new TalentLMS account
- They can log-in and complete Courses: 00 - 20

TalentLMS Log-in Page:

https://ghfa.talentlms.com/index/?redirect=%2Fdashboard

Georgia DV Comparable Database users will complete training through TalentLMS, with access to the required training embedded within the DV-specific End User Participation Agreement (EUPA) process.

Talent LMS


GA HMIS 101 | Introduction/User Agreement
00 | [17:38 mins] | Intro to TalentLMS COMPLETED
01 | [30:00 mins] | Intro to HMIS COMPLETED
GA HMIS 102 | Initial Required ClientTrack Training
02 | [06:52 mins] | First Time Login COMPLETED
03 | [16:49 mins] | Basic Navigation COMPLETED
04 | [09:09 mins] | New Client Search COMPLETED
05 | [46:31 mins] | Client Enrollment COMPLETED
06 | [17:44 mins] | Assessments: Universal Data COMPLETED
07 | [08:54 mins] | Assessments: Barriers COMPLETED
08 | [09:21 mins] | Assessments: Financial COMPLETED
09 | [03:50 mins] | Assessments: Domestic Violence COMPLETED
10 | [04:29 mins] | Current Client Search COMPLETED
11 | [11:26 mins] | Sharing Client Data COMPLETED
12 | [30:34 mins] | Submitting Issues COMPLETED
13 | [18:53 mins] | Recording Services COMPLETED
14 | [14:18 mins] | Referrals Tutorial COMPLETED
15 | [12:41 mins] | Assessments: Annual and During Program Enrollment/Update COMPLETED
16 | [10:21 mins] | Exiting a Client COMPLETED
17 | [29:47 mins] | Edit Client Data and Case Load COMPLETED
18 | [05:53 mins] | Recording Case Notes COMPLETED
19 | [12:59 mins] | Editing Family Members COMPLETED
GA HMIS 103 | Data Standard Changes
20 | [27 mins] | Recent Updates to the System COMPLETED

BUILD YOUR AIRCRAFT

PROJECT SETUP

🛠️ **YOUR AIRCRAFT NEEDS TO BE CONFIGURED**

Before staff begin using HMIS, the **project needs to be set up correctly.**

- What information is needed
- Who is responsible
- What needs to be completed
- What happens after setup
- How project configuration affects data entry

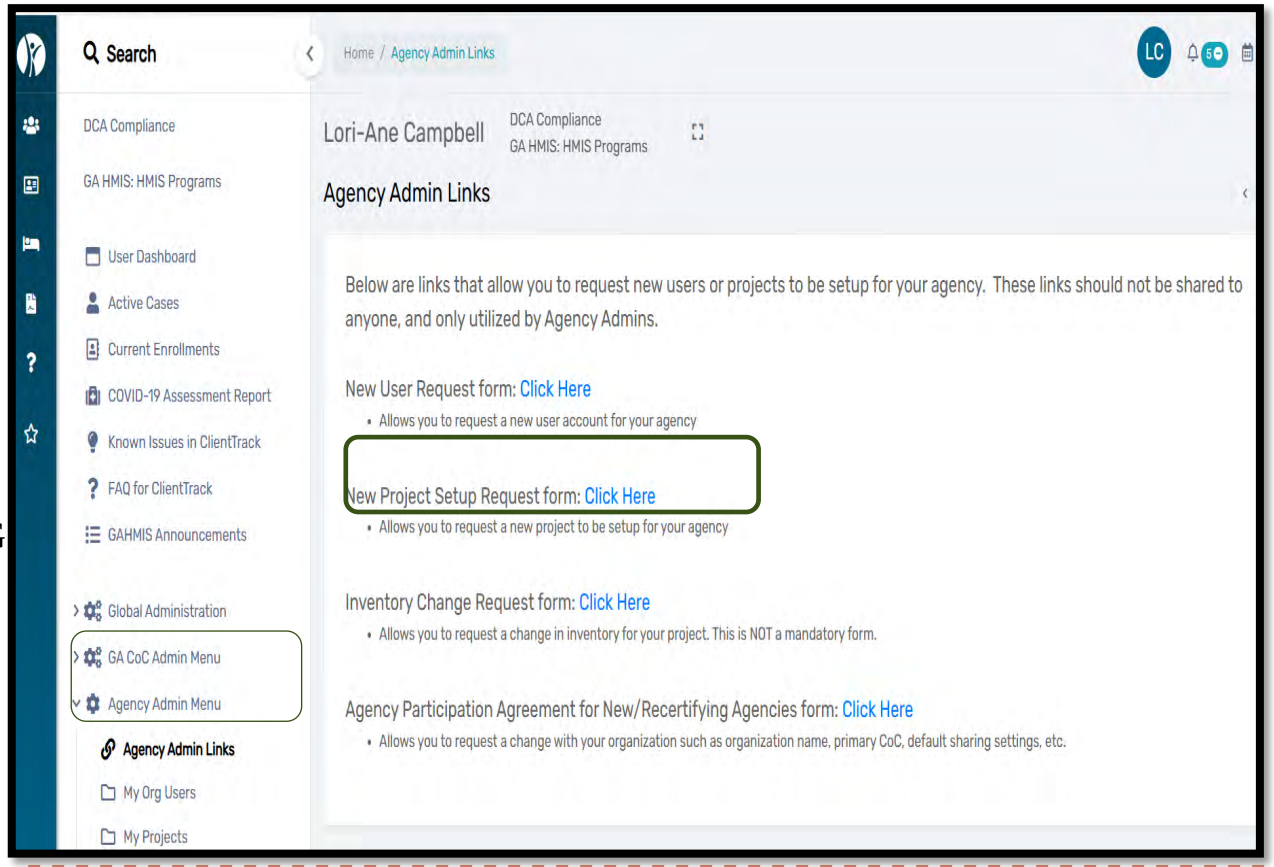


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Submitting New Project Setup Request Forms

- Agency Admins submit New Project Request Forms
- Once submitted and approved, the project is set up in ClientTrack, enabling users to enroll clients in their **DCA** ESG program.
- For any issues or assistance, you can submit an issue ticket or email:
  - **BoShmis@dca.ga.gov**
  - **gadv@dca.ga.gov**



DV Project Setup Process

- **Request:** Submit a Project Setup Request to the **DV mailbox**.
- **Cognito Form:** The agency receives, completes, and submits the Project Setup Request form through **Cognito**.
- **Key Distinction:** This process occurs entirely in **Cognito—not ClientTrack**.

PROJECT SETUP CHALLENGE

BUILD THE AIRCRAFT

Your agency has been awarded ESG funding for the project...

What needs to happen before staff can begin entering client data?

- Agency setup
- Project setup
- User access
- Training
- Data entry


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COCKPIT TRAINING

WELCOME TO THE COCKPIT

HMIS NAVIGATION

Now we're getting into the actual system.

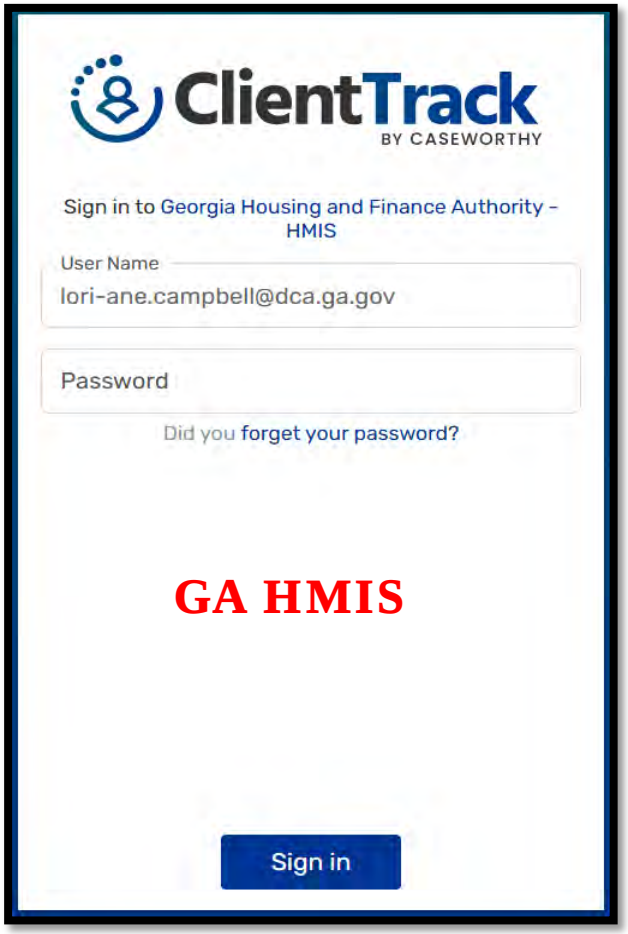
You'll learn how to:

- Log in
- Find your way around
  - Account Settings
  - Projects intake
  - Do an enrollment
- Know where to go when you aren't sure

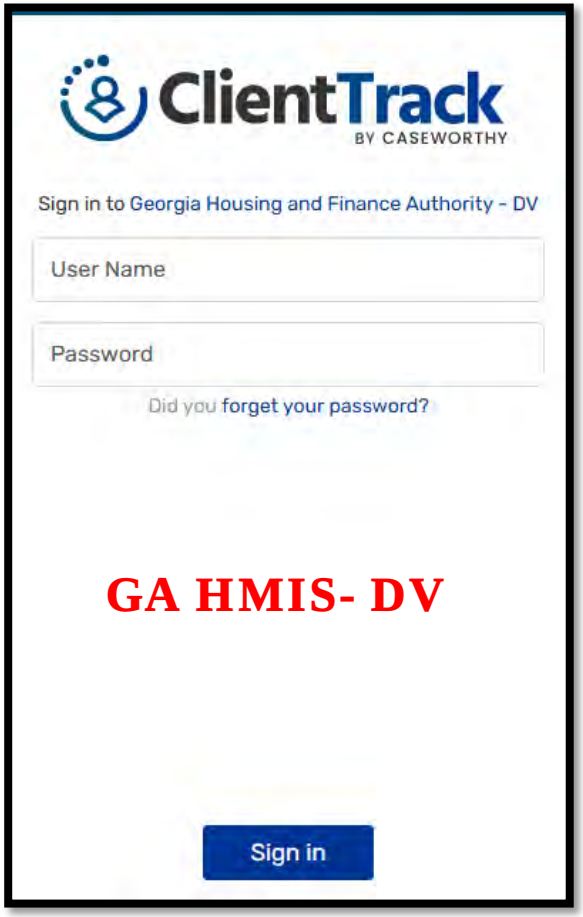


Access to the System

- Do not save your password in your web browser
- Please log into the system within 60 days or you will be locked out



GA HMIS



GA HMIS- DV

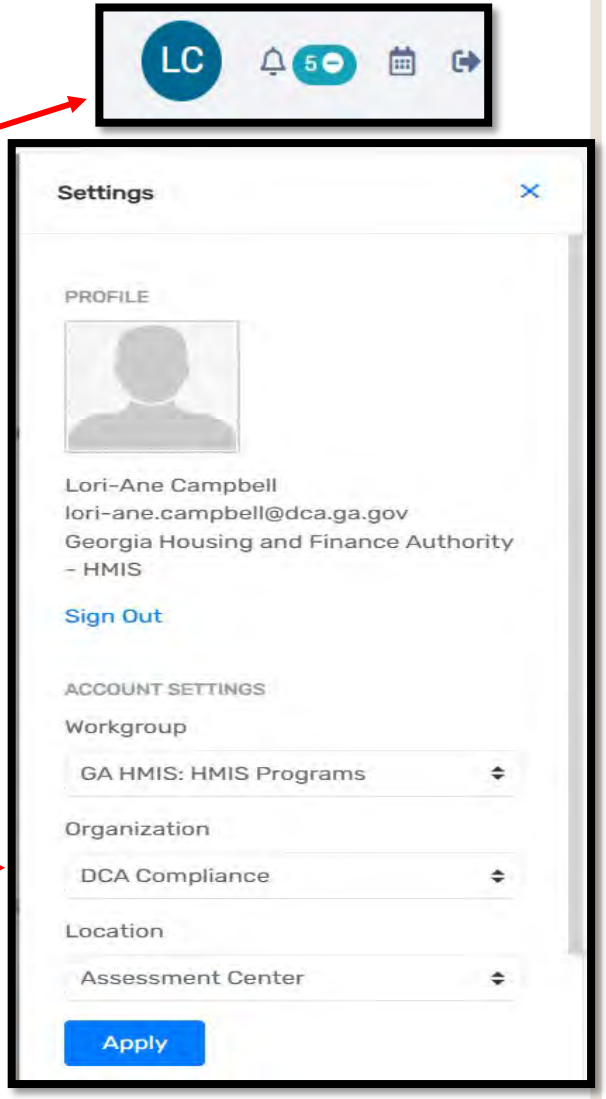
You can select the "**Forgot Your Password"** hyperlink on the login page to reset your password *** This would only work if the security question was set up before hand.**

Account Settings

Ensure your Account Settings are correct when logged into ClientTrack. You must be logged into your organization that holds the **DCA** ESG programs

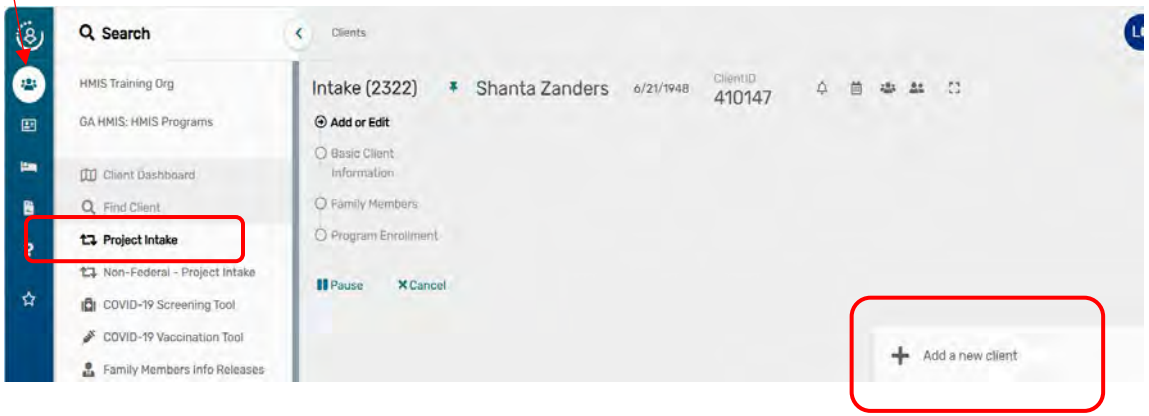
1. Click on the top-right circle that would be your initials/ profile picture

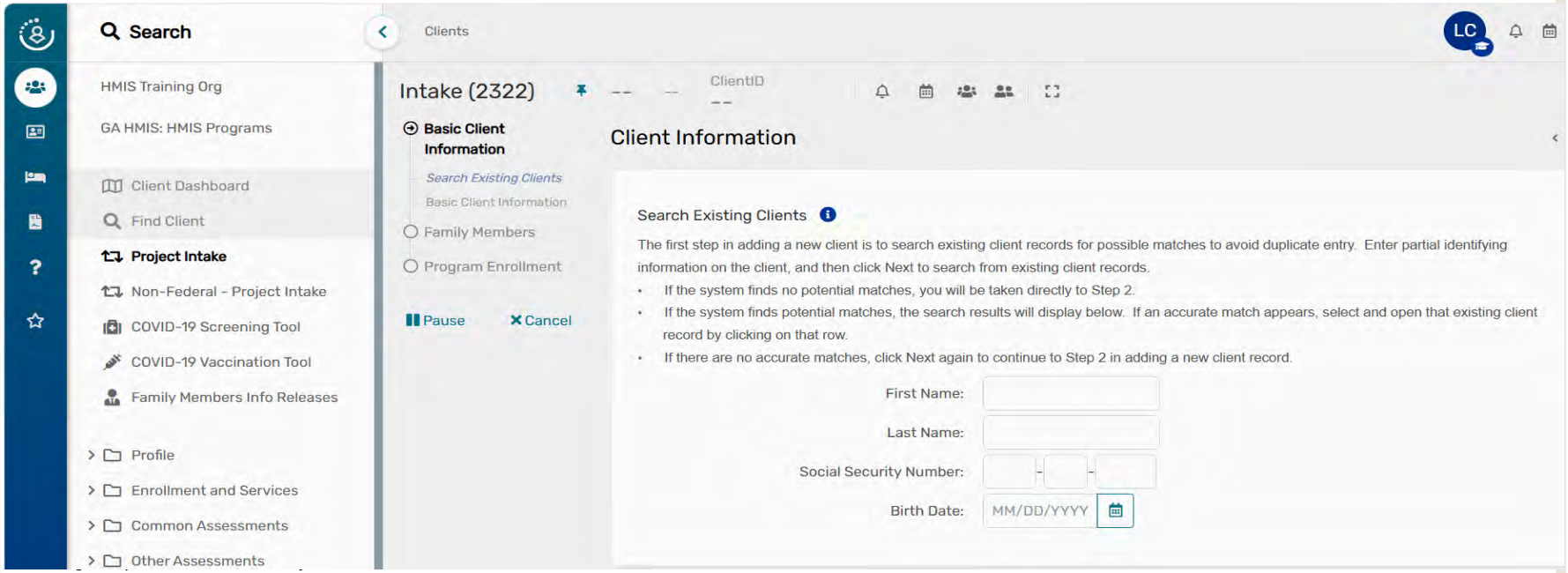
2.
   - Workgroup: GA HMIS: HMIS Programs
   - Organization: Your Home Organization
   - Location: Leave as is
   - Click Apply



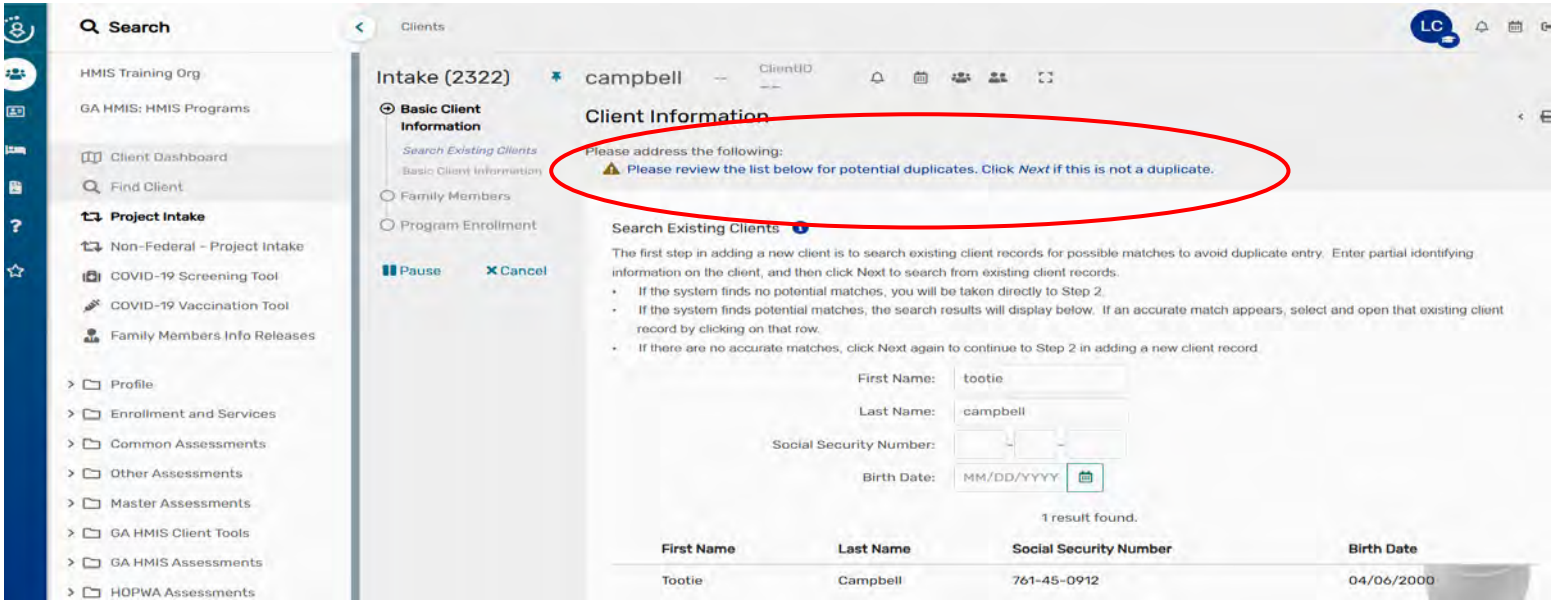
Client Workspace

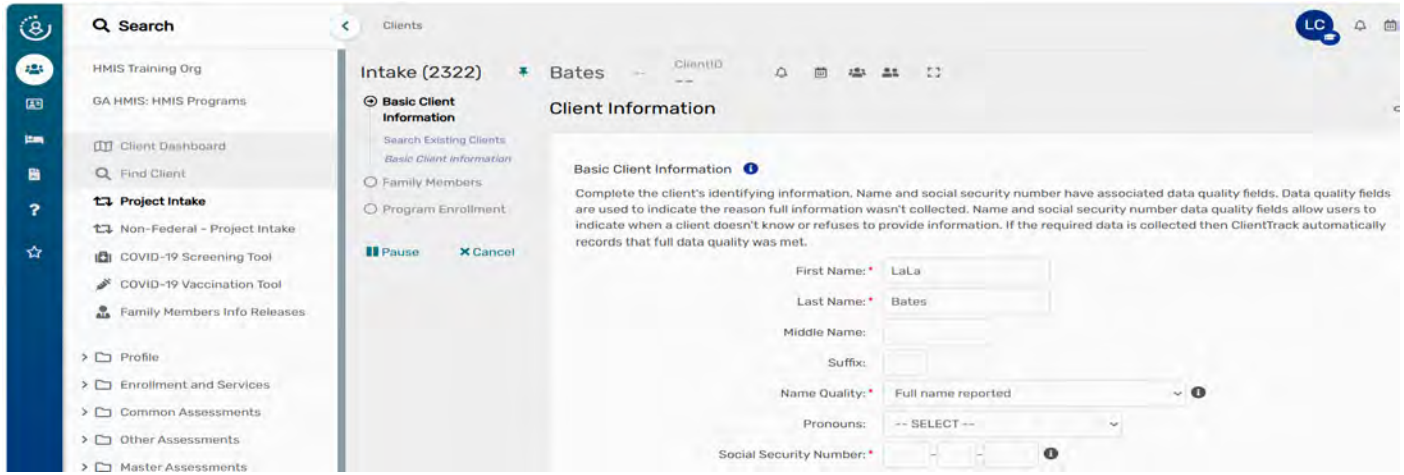
NAVIGATION





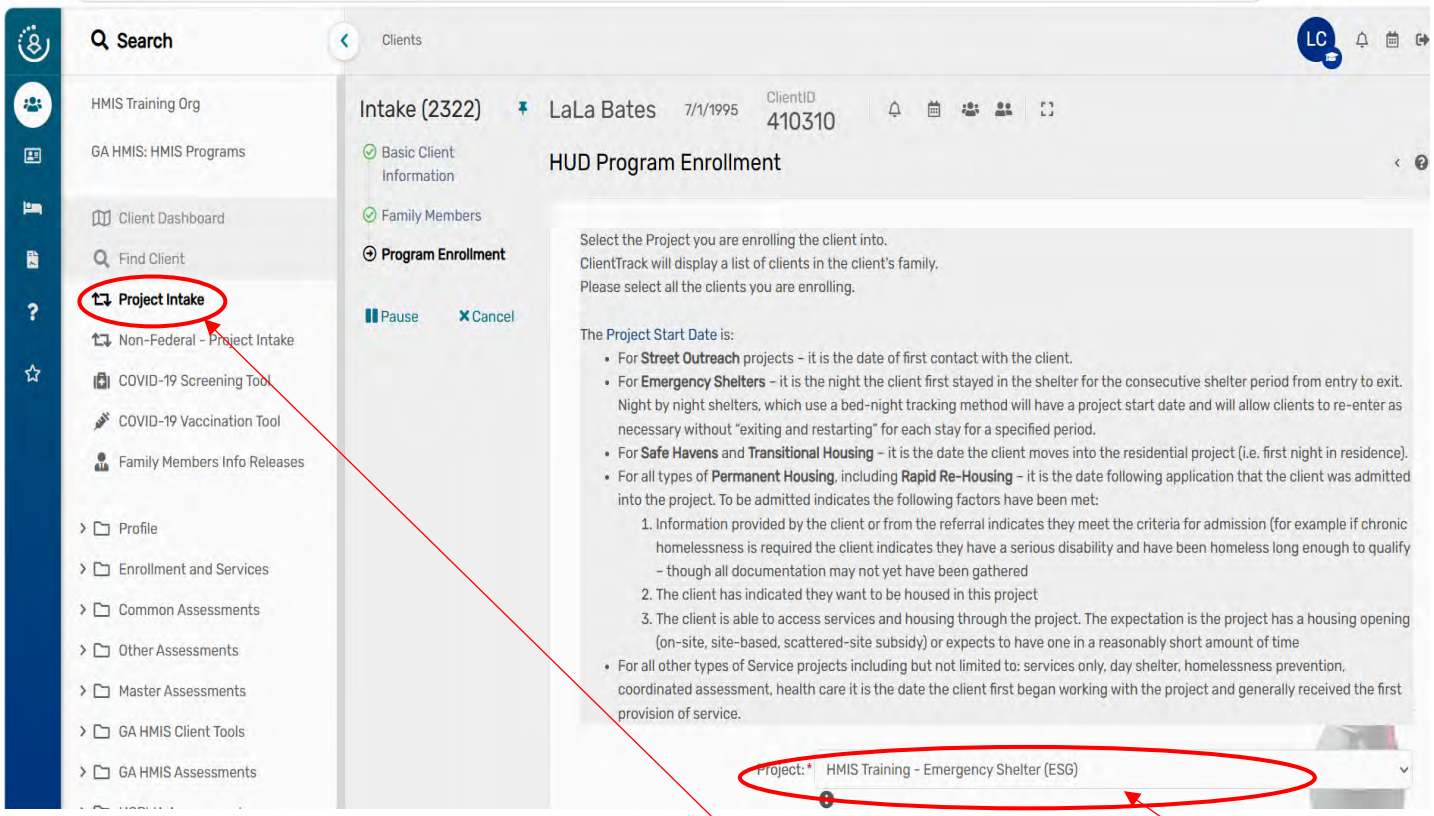
NAVIGATION





Continue with Enrollment

Enrollments: ESG Program/Project

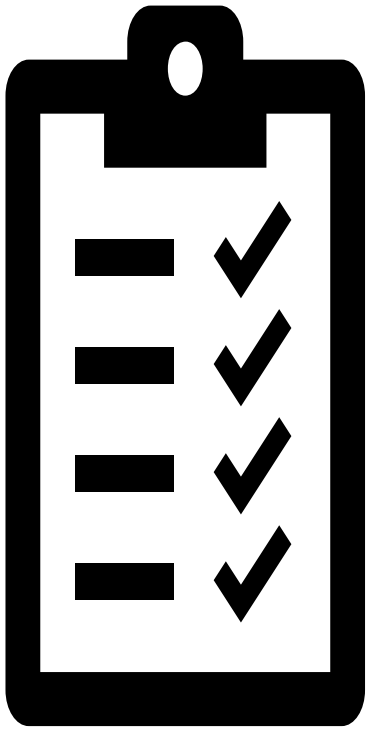


- **Project Intake**
- **<u>DV Navigation Note</u>**
  - In the DV Comparable Database, "Federal Project Intake" is the equivalent of "Project Intake" shown in the regular platform. DV users should select Federal Project Intake when enrolling clients into a project.

Program Enrollment

Enrollments

- Clients must be enrolled within **48 business hours following the initial intake.**
- Ensure that clients are enrolled in the correct **DCA** ESG program, as program changes cannot be made after the enrollment is saved.
- Although intake forms are available on paper, **they must still be entered into HMIS.** There are options to print enrollments from ClientTrack for your convenience.
- When enrolling a client, list all household members at once, starting with the head of household.
- The head of household must be designated as "Self." **There can only be one Head of Household per household.**



FLIGHT PROCEDURES

DATA ENTRY

📝 FLYING THE RIGHT WAY

✅ DO

Enter data accurately

Enter data promptly

Follow the workflow

Check your work

Ask when you're unsure

❌ DON'T

Guess

Skip required information

Enter information in the wrong project

Share credentials

Wait unnecessarily to enter data

SPOT THE TURBULENCE

⚠ WHAT'S WRONG WITH THIS FLIGHT?

Scenario #1:

Monday: Client receives service.

Tuesday: Staff remembers the service needs to entered.

Wednesday: Staff enters information but is unsure which project to select.

Thursday: Staff realizes information missing.

Result: Delayed and potentially inaccurate data entry.

At what point in this timeline could the data quality issue have been prevented?

FLIGHT SIMULATOR

- SCENARIO #2

You discover that information was entered incorrectly.

What's your next step?

EMERGENCY PROCEDURES

🚨 **SOMETHING DOESN'T LOOK RIGHT...**

DON'T PANIC.

1. STOP

Don't make additional changes if you're unsure.

2. CHECK

Review what happened.

3. ASK

Contact your Agency Admin or HMIS support.

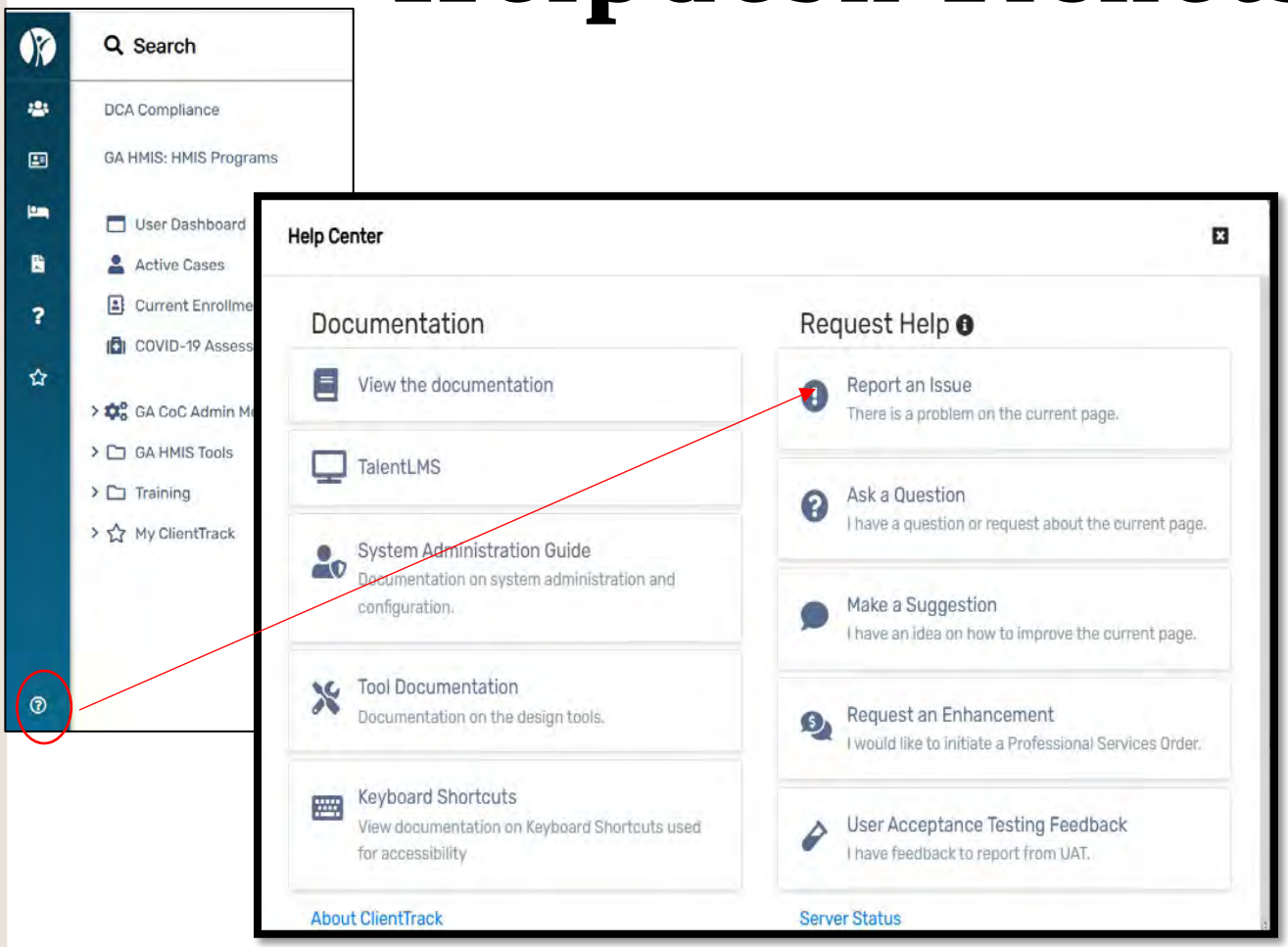
4. CORRECT

Follow the appropriate correction process.

5. LEARN

Use the experience to prevent the next issue.

Helpdesk Tickets



ClientTrack Support

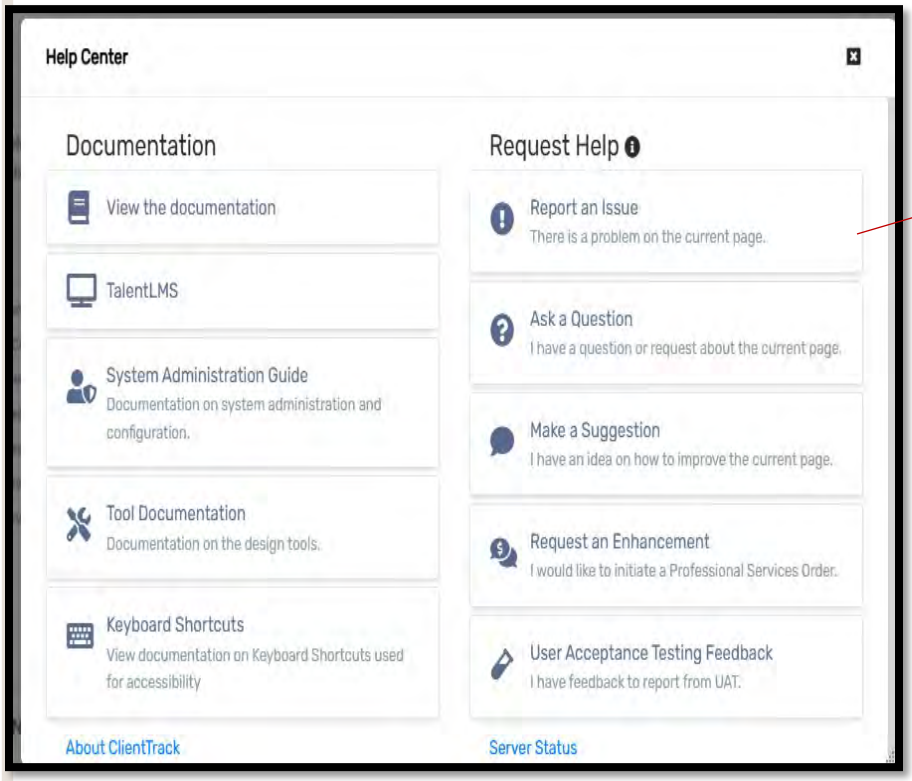
System Issues

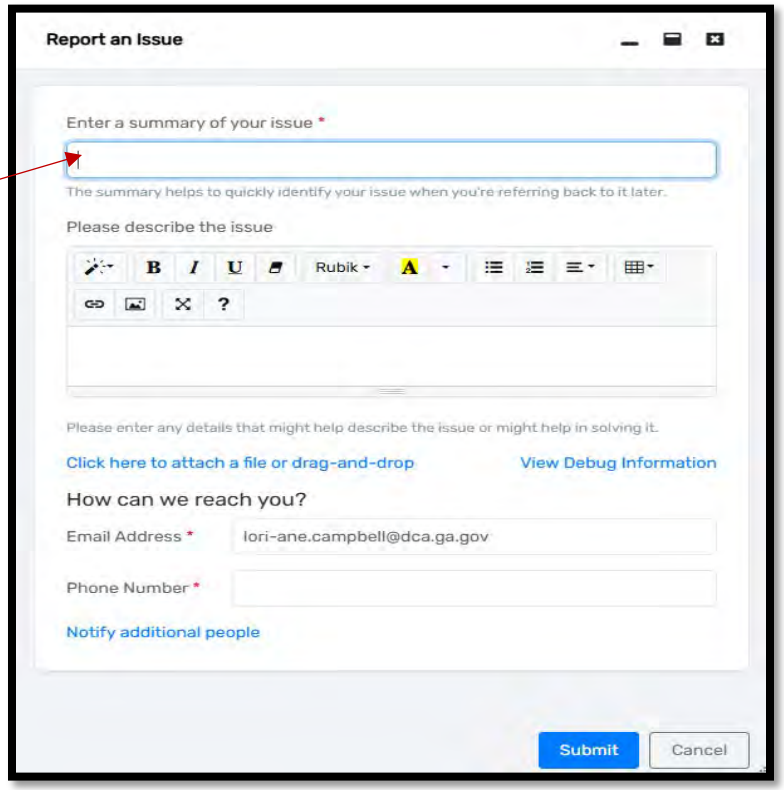
- Provide as much detail as possible
- Include Client ID(s)
- Attach screenshots or reports
- Include error messages and steps taken

Account Issues

- Login/access problems
- Forgot password
- Admin issues
- Contact the appropriate **BoS or DV mailbox**

Helpdesk Tickets





ARE YOU READY FOR TAKEOFF?

SELF-Assessment.

MY AGENCY HAS:

☐ Agency Admin identified

☐ Required training completed

☐ Required forms completed

☐ Appropriate user access

☐ Project information ready

☐ Project configured

☐ Staff understand navigation

☐ Staff understand data-entry expectations

☐ Support contacts identified

YOUR FLIGHT PLAN HOME

🗺️ **WHAT HAPPENS AFTER TODAY?**

NEXT STEPS

TODAY

Learn + prepare

↓

NEXT

Complete outstanding requirements

↓

THEN

Finalize agency/project setup

↓

NEXT

Begin using HMIS

↓

ONGOING

Maintain data quality + ask questions

↓

🛫 **TAKEOFF**

YOU'RE CLEARED FOR TAKEOFF

 **CLEARED FOR TAKEOFF!**

You know the system.

You know the requirements.

You know your role.

You know where to get help.

Now it's time to fly.

BEFORE WE CLOSE THE CABIN DOORS…

What questions do you still have?



Meet Your HMIS TEAM:

Lori-Ane Campbell

Monica Smith



You can contact us at:

GA HMIS – dca.esg.hmis@dca.ga.gov

GA HMIS DV – gadv@dca.ga.gov



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Thanks!

HMIS Team

Lori-Ane Campbell

ESG HMIS Data Analyst

Monica Smith

DV HMIS Data Analyst

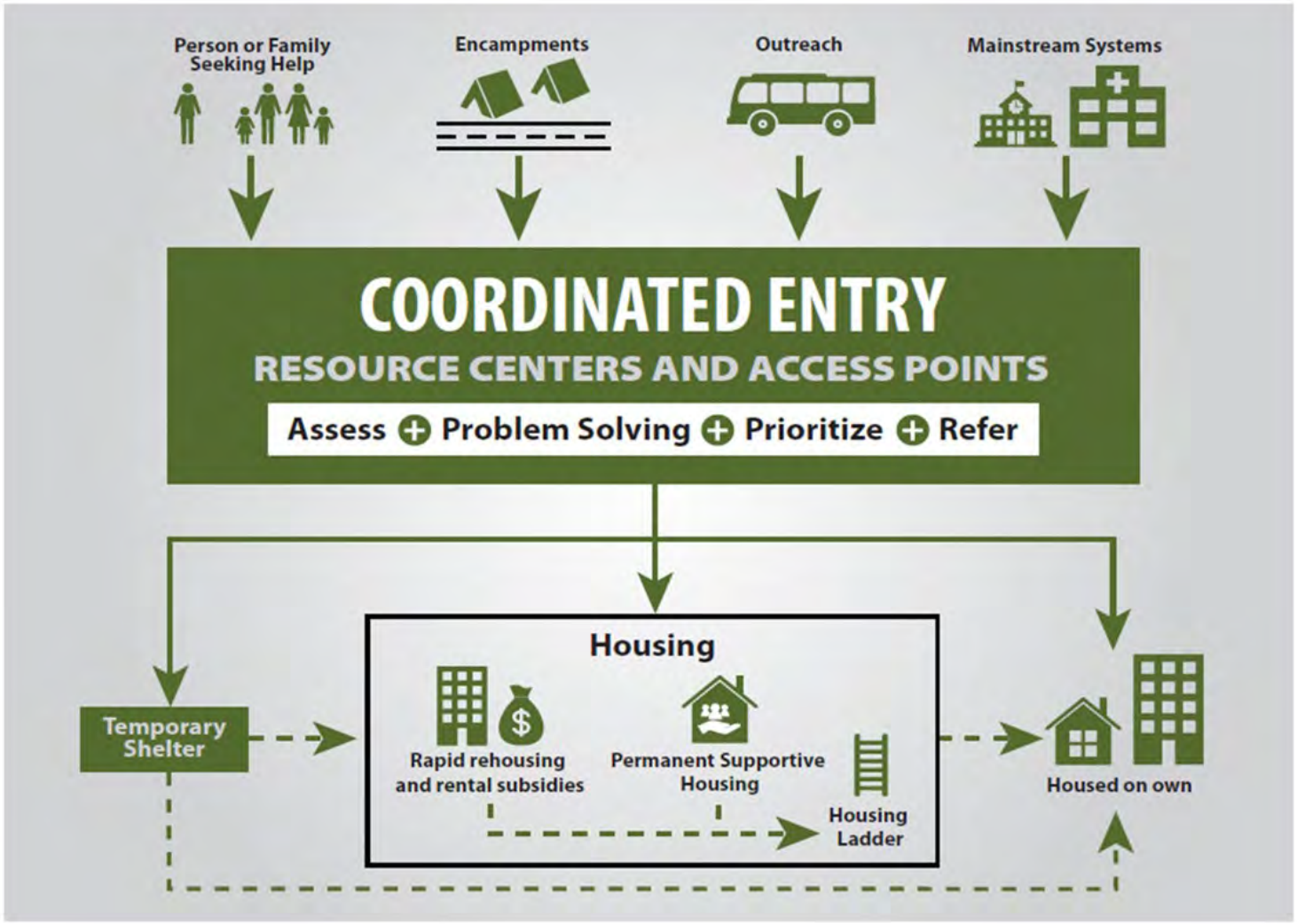
DCA.ESG.HMIS@dca.ga.gov

GADV@dca.ga.gov

dca.ga.gov

GEORGIA DEPARTMENT *of* COMMUNITY AFFAIRS

Georgia Balance of State CES ESG Implementation Training


Person or Family Seeking Help
Encampments
Outreach
Mainstream Systems
COORDINATED ENTRY
RESOURCE CENTERS AND ACCESS POINTS
Assess + Problem Solving + Prioritize + Refer
Housing
Temporary Shelter
Rapid rehousing and rental subsidies
Permanent Supportive Housing
Housing Ladder
Housed on own

What is Coordinated Entry?

- *Coordinated Entry is a process through which people experiencing homelessness access the crisis response system in a streamlined way. They have their strengths and needs quickly assessed using standardized assessment tools, and are quickly connected to appropriate, tailored housing and mainstream services within the community or designated region.* ***The most intensive permanent housing interventions are prioritized for those with the highest needs.***

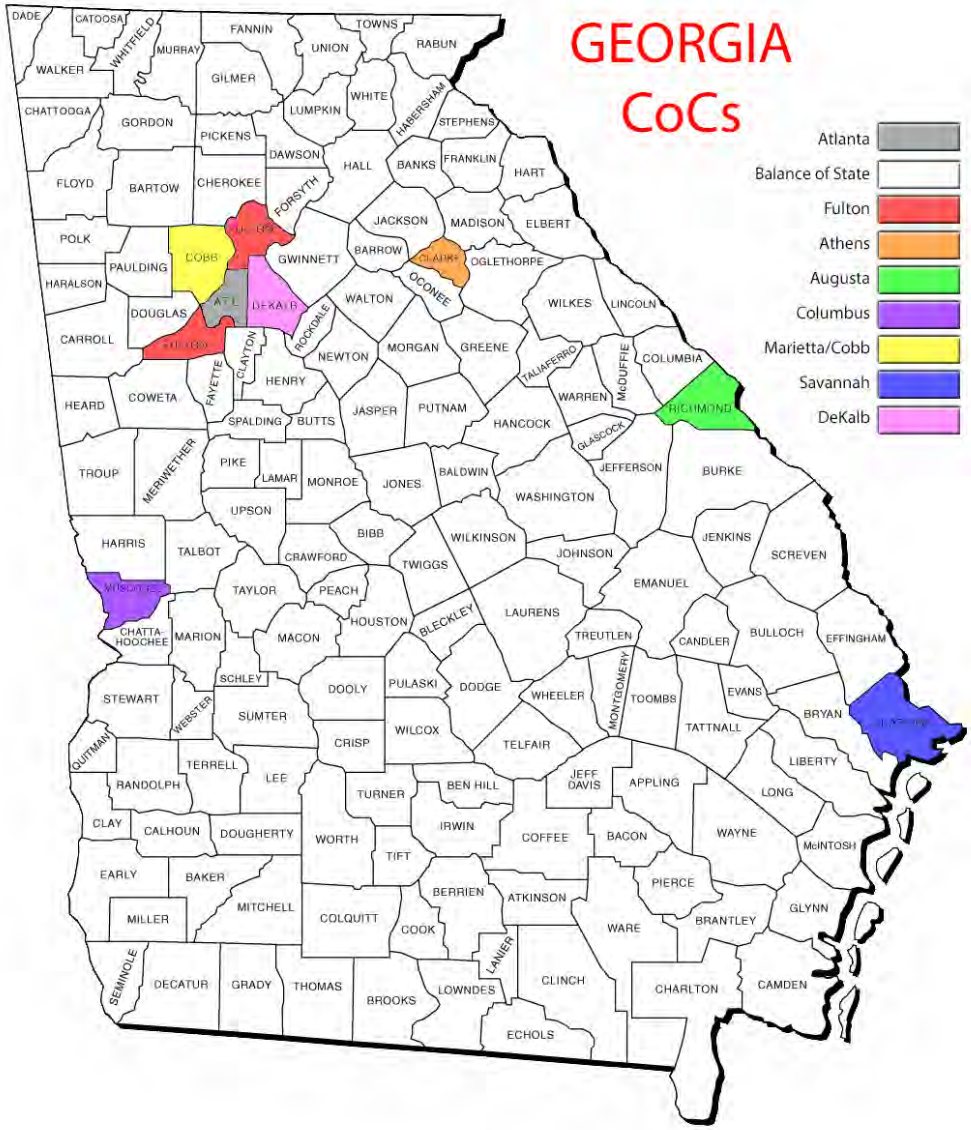
Coordinated Entry-Overall Goals

- To match households with the most appropriate housing and service intervention and increase housing stability by targeting the appropriate housing intervention to the corresponding needs of the household
- To prioritize limited resources based on level of need and vulnerability
- To prevent households from becoming homeless by supporting them to resolve their housing crisis
- Reduce the length of homelessness by moving people quickly into the appropriate housing



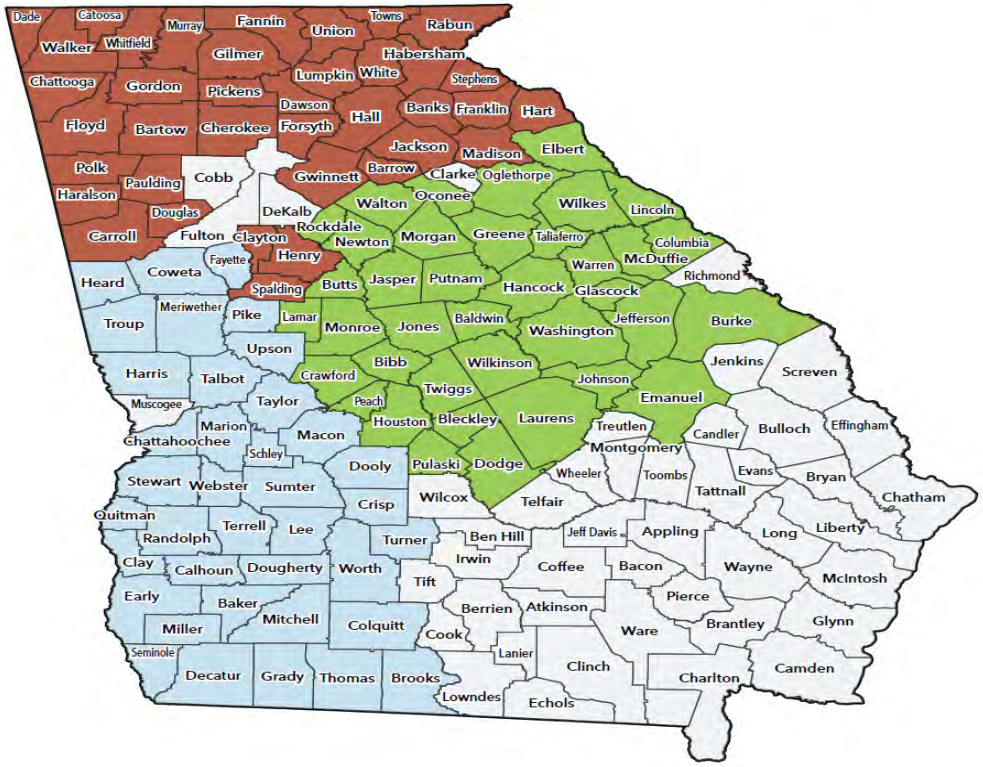
“

Let’s continue to move the needle of homelessness TOGETHER


GEORGIA
CoCs
Atlanta
Balance of State
Fulton
Athens
Augusta
Columbus
Marietta/Cobb
Savannah
DeKalb
DADE
CATOOSA
WHITFIELD
FANNIN
TOWNS
RABUN
WALKER
MURRAY
UNION
GILMER
WHITE
HABERSHAM
STEPHENS
CHATTOOGA
GORDON
LUMPKIN
PICKENS
DAWSON
HALL
BANKS
FRANKLIN
HART
FLOYD
BARTOW
CHEROKEE
FORSYTH
JACKSON
MADISON
ELBERT
POLK
COBB
GWINNETT
BARROW
CLARKE
OGLETHORPE
PAULDING
HARALSON
OCONEE
DOUGLAS
ATL
DEKALB
WALTON
WILKES
LINCOLN
CARROLL
ROCKDALE
CLAYTON
NEWTON
MORGAN
GREENE
TALIAFERRO
COLUMBIA
FAYETTE
HENRY
WARREN
McDUFFIE
HEARD
COWETA
SPALDING
BUTTS
JASPER
PUTNAM
HANCOCK
RICHMOND
GLASCOCK
TROUP
MERIWETHER
PIKE
LAMAR
MONROE
JONES
BALDWIN
JEFFERSON
BURKE
UPSON
WASHINGTON
HARRIS
TALBOT
BIBB
WILKINSON
JENKINS
CRAWFORD
TWIGGS
JOHNSON
SCREVEN
TAYLOR
PEACH
EMANUEL
HOUSTON
BLECKLEY
LAURENS
CHATTA-HOOCHEE
MARION
MACON
TREUTLEN
CANDLER
BULLOCH
EFFINGHAM
SCHLEY
DOOLY
PULASKI
DODGE
WHEELER
MONTGOMERY
TOOMBS
EVANS
STEWART
WEBSTER
SUMTER
WILCOX
TATTNALL
BRYAN
QUITMAN
CRISP
TELFAIR
TERRELL
LEE
JEFF DAVIS
APPLING
LIBERTY
RANDOLPH
TURNER
BEN HILL
LONG
CLAY
CALHOUN
DOUGHERTY
WORTH
IRWIN
COFFEE
BACON
WAYNE
McINTOSH
EARLY
BAKER
TIFT
BERRIEN
ATKINSON
PIERCE
MILLER
MITCHELL
COLQUITT
COOK
WARE
BRANTLEY
GLYNN
SEMINOLE
DECATUR
GRADY
THOMAS
BROOKS
LOWNDES
LANIER
CLINCH
CHARLTON
CAMDEN
ECHOLS

Coordinated Entry Coverage

July 2026



1
John Parker
CE Coordinator
John.Parker@dca.ga.gov
470-437-1537

2
Jimmy Harris
CE Coordinator
Jimmy.Harris@dca.ga.gov
470-572-2952

3
Trenise Ponder
CE Coordinator
Trenise.Ponder@dca.ga.gov
404-971-3822

All Other Counties

Isaac Davis
CE Team Lead
Isaac.Davis@dca.ga.gov
404-370-2985

GEORGIA DEPARTMENT of COMMUNITY AFFAIRS

CE in the BoS CoC

- 9 Local CE Lead Agencies
- Bartow, Bibb, Clayton, Douglas, Dougherty, Lowndes, Coastal (Bryan, Camden, Glynn, Liberty, McIntosh, and Wayne), Hall, and Gwinnett
  - Grow coverage area
- DCA OHSI Toll-free hotline connects callers to implementation sites, emergency shelter, and other funded agencies
- Areas outside of implementation sites 1-844-249-8367





Participation in CE

- Under the ESG Interim Rule, ESG grantees are required to participate in their CoC's coordinated entry system
- HUD-funded permanent housing solutions must be prioritized by CoC standards
- How does my project participate in coordinated entry?
  - Become an access point
  - Complete assessments
  - Report vacancies
  - Accept referrals

Participation in CE



- If your agency is located IN an implementation region/community, you must:
- Report program vacancies to the lead agency
- Fill permanent housing vacancies through CE
- Participate in planning/case conferencing efforts
- Follow CE Written Standards
- Housing focused (Emergency Shelter)

Participation in CE



- If your agency is NOT located in an implementation community, you must:
- Assess households experiencing literal homelessness using MAP assessment
  - Households should NOT be assessed before entrance into emergency shelter/hotel motel
- Meaningful referrals when necessary
- Accept referrals from DCA CE Coordinator

Access Point Setup

CES Access Points must:

Be easy to locate and accessible physically and virtually

Offer **in-person, phone, and outreach-based** access

Be advertised in visible community locations and on the **GA BoS CoC CES website**

GEORGIA DEPARTMENT *of* COMMUNITY AFFAIRS

Prevention & Diversion

Prevention& Diversion

Diversion prevents homelessness by helping households find immediate alternative housing.

Prevention helps those at risk of losing their housing remain housed.

Prevention and Diversion Screening Tool

This should be administered as soon as a household enters a Coordinated Entry System access point to determine if they will need shelter or if they can be assisted and housed without having to enter the homeless assistance system.

Script: ***Hi, my name is _____ and I work for _____ which is part of the _____ Coordinated Entry System. The purpose of this conversation is to assist you/your family with finding a safe place to stay. First, let me get your contact information.***

Contact information:

Name _____ **Contact #**_____

Script: ***I'll need to ask you a few questions to better understand your current housing status.***

1. Are you currently homeless or do you believe that you will become homeless in the next 72 hours? □ **Yes** □ **No**

2. Are you currently residing with, leaving, or attempting to leave an intimate partner/someone you're living with that makes you feel unsafe? □ **Yes** □ **No**

(If yes, and in immediate danger, refer to law enforcement. If yes, refer to agency providing DV resources or to assessment site to complete VI-SPDAT) (If no, continue to next question)

3. Where did you stay last night?

	Outside/Park/Campground		Emergency or DV Shelter
	Shed/Garage or Outbuilding		Motel/Hotel paid by agency
	Vehicle		Hospital or treatment facility (less than 90 days)
	Public Building		Jail, Prison or Detention Center (less than 90 days)
Refer to emergency shelter and/or assessment site to complete VI/SPDAT			

	Own apartment/house/trailer
	With a family member or friend
	Motel/Hotel paid by self, family, friend
	Other:
Continue with screening	

4. Are you safe in your current situation? □ **Yes** □ **No**

If no, admit or refer to emergency shelter.

5. Are you able to stay in your current situation? □ **Yes** □ **No**

If no, skip to question number 7.

6. If yes, how long are you able to stay in your current housing situation?

	Can no longer stay there	*Go to question #6.*
	2-7 days	*Refer to mainstream or prevention resources*
	1-3 weeks	*Refer to mainstream or prevention resources*
	Indefinite/Unknown	*Refer to mainstream or prevention resources*

7. If you are currently housed, why can't you stay in your current housing situation?

	Late rent
	3 day notice to evict
	Court eviction or foreclosure
	Utility shut-off
	Problems with landlord
	Overcrowding
	Other: _____
	Domestic violence/sexual violence

If checked, refer to appropriate mainstream resource to attempt prevention/diversion.

If fleeing violence, refer to DV resources or refer to assessment site to complete VI-SPDAT.

8. Is there anyone else you could stay with for the next 3-7 days? □ **Yes** □ **No**

No	Yes
If no, refer to emergency shelter.	*If yes, please list where:*
	What resources would you need to stay there?

Date of Birth: ____-____-____

Number of people in household (including head of household): _____

Is there another way we can contact you, besides by phone, to make follow-up referrals or obtain additional eligibility information?

Address: _____

E-mail: _____

Results of screening:

	Referred to emergency shelter	Shelter Name	
	Referred to assessment site to complete VI/SPDAT	Site Name	
	Referred to prevention resources	What resource?	
	Completed VI/SPDAT at pre-screen location	Score	
	Referred to mainstream resources	What resource?	
	Referred to DV resources	What resource?	
	Provided mediation service(s)	Outcome?	
	Provided case management	Outcome?	



Prevention and Diversion Screening

- Use the **Prevention & Diversion Tool before housing assessment(MAP)** .

Purpose:

- Determine if homelessness can be prevented or diverted.
- Identify alternative housing options outside the CE/HMIS system.
- If the household can self- resolve→ Refer to mainstream benefits and community resources. Note on Prevention& Diversion List.
- If the household **needs housing assistance**:→ complete a housing assessment(**MAP**).

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Housing Assessment

(MAP) Matching to Appropriate Placement Assessment

- is a person-centered tool used within Coordinated Entry Systems to evaluate an individual's or household’s unique needs, vulnerabilities, and circumstances to determine the most suitable housing intervention. By gathering health information, physical, interactions with public services, and homeless history, the MAP assessment helps ensure that clients are matched to the most appropriate and effective housing and service options available.

Conducting Assessments

- Individuals and/or families should be assessed based on:
- The **initial contact conversation**
- The **Prevention & Diversion Screening Tool**
- Their **homeless status** as defined below
- **Literally Homeless** – Individuals or families who lack a fixed, regular, and adequate nighttime residence, including:
  - Sleeping in a place not meant for human habitation (e.g., streets, cars, parks).
  - Staying in an emergency shelter or transitional housing.
  - Exiting an institution after less than 90 days where they entered from shelter or an unsheltered location.
- **to Flee Domestic Violence** – Individuals or families escaping domestic violence, with no safe place to stay and no resources or support networks.

Prioritization Process for Permanent Housing

- Each individual or family receives a **MAP score** that recommends the most suitable housing intervention.
- **Scores are not eligibility limits** — they guide, not decide.
- Final placement decisions should include:
- Information from the intake process
- Case conferencing
- Client needs and preferences



Prioritization Guidelines

- Households are prioritized first by **assessment score**, then by **subpopulation** and **secondary population**.
- This process follows **HUD guidance (CPD-16-11)**.
- More details are available in the **Georgia BoS CoC Written Standards** and the **CE Written Standards**

Individual MAP Score	Housing Resource Referral
0-3	No housing referral/Basic information provided
4-7	Rapid Rehousing
8-11	Transitional Housing
8+	Permanent Supportive Housing
Family MAP Score	**Housing Resource Referral**
0-3	No housing referral/Basic information provided
4-8	Rapid Rehousing
9-12	Transitional Housing
9+	Permanent Supportive Housing
Transition Age Youth MAP Score	**Housing Resource Referral**
0-3	No housing referral/Basic information provided
4-7	Rapid Rehousing
8-11	Transitional Housing
8+	Permanent Supportive Housing

MAP Scoring

Order of subpopulation and secondary population

Housing Intervention	Prioritization	Subpopulation	Secondary Population
PSH	1	Chronic Youth	1. Prioritization Score
			2. Veterans
			3. Length of Homelessness
			4. Date of Assessment
	2	Chronic Families	1. Prioritization Score
			2. Veterans
			3. Length of Homelessness
			4. Date of Assessment
	3	Chronic Singles	1. Prioritization Score
			2. Veterans
			3. Length of Homelessness
			4. Date of Assessment
PSH	4	Non-Chronic Youth	1. Prioritization Score
			2. Veterans
			3. Length of Homelessness
			4. Date of Assessment
	5	Non-Chronic Families	1. Prioritization Score
			2. Veterans
			3. Length of Homelessness
			4. Date of Assessment
	6	Non-Chronic Singles	1. Prioritization Score
			2. Veterans
			3. Length of Homelessness
			4. Date of Assessment

Housing Intervention	Prioritization	Subpopulation	Secondary Population
RRH	1	Non-Chronic Youth	1. Prioritization Score
			2. Veterans
			3. Length of Homelessness
			4. Date of Assessment
	2	Non-Chronic Families	1. Veterans
			2. Prioritization Score
			3. Length of Homelessness
			4. Date of Assessment
	3	Non-Chronic Singles	1. Veterans

			2. Prioritization Score
			3. Length of Homelessness
			4. Date of Assessment

Housing Intervention	Prioritization	Subpopulation	Secondary Population
TH	1	Households with head of household between the ages of 18-24	1. Prioritization Score
			2. Veterans
			3. Length of Homelessness
			4. Date of Assessment
	2	Households fleeing or attempting to flee domestic violence with no subsequent residence and no resource or support networks	1. Prioritization Score
			2. Veterans
			3. Length of Homelessness
			4. Date of Assessment
	3	Households with persons with behavioral health needs	1. Prioritization Score
			2. Veterans
			3. Length of Homelessness
			4. Date of Assessment
	4	Households including persons with substance abuse disorders	1. Prioritization Score
			2. Veterans
			3. Length of Homelessness
			4. Date of Assessment

Conducting Assessments

- **MAP Assessment** must be completed:
- Within **14 days** of shelter entry
- Before exiting shelter if the household remains homeless
- Assessments conducted by trained **Housing Assessors**
- At access points, call centers, or through outreach
- Results recorded in **HMIS**

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Matching & Referral

Matching



- Information gathered from the assessment will be used to determine the most appropriate housing and/or service intervention
- Households will be matched to a housing intervention and a housing program based on program eligibility, prioritization, geography and client choice
- Once the recommended and available intervention(s) have been identified, eligibility confirmed, and the household has decided which program they are interested in, an electronic referral to the provider will be completed
- Assessor helps gather **eligibility documentation** as needed.

Referral- Warm Hand-Off Process



The Lead Agency:

- Completes an **electronic referral** in HMIS- based on vacancies and funding of provider agencies
- Performs a **warm hand-off** to the provider- call the provider agency to introduce the head of household

The provider Agency:

- Acknowledges referral in HMIS within **48 hours**
- Updates referral status as the case progresses

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Housing Provider Responsibilities

Program Reporting

Housing providers must share with the Regional Planning Group and CES Lead Agency:

- Housing Type
- Program eligibility criteria
- Unit/program vacancies
- New Staff

Referral Response

- Upon receiving a referral, acknowledge the referral in HMIS and contact the household referred to set up an intake appointment within 48 hours
- Work with the Assessor to locate the individual or family and engage with them to see if the housing referral provides a good match
- Record the referral outcome in HMIS
- Maintain case notes in the appropriate workflow regarding referral status, client choice, and other pertinent information
- When a match does not lead to successful program entry, record the reason why in HMIS

Receiving Program Actions

- **Acknowledges referral** in HMIS within **48 hours**.
- Must **enroll or deny** the referral within **7 days**.
- Can deny **only for approved reasons** (listed in policy).
- If unable to contact the client after **7 days** of daily documented attempts → may deny referral.

Continued Follow-Up

- If denied due to no contact, the **client returns to the prioritization list**.
- Assessor continues contact efforts for **45 days**:
- **Twice a week for 30 days**
- **Twice in the next 15 days**
- All attempts must be **documented in HMIS case notes**.

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Refusals, Denials& Appeals

Refusals

- If a client cannot or will not complete the MAP:
- Pause and reassess engagement strategy.
- Continue progressive engagement efforts.
- Add to prioritization list with a score of 0 if minimal participation occurs.
- If no one else on the list and RRH is available, they may still be referred.



Denial Criteria

- There are no vacant units or program availability
- The receiving program is unable to reach the household after repeated attempts at contact by all available methods each day for 7 days
- The household missed two separate intake appointments
- The household presents with more people that reported when assessed and the receiving program cannot accommodate the increase
- The household was denied by independent property owner or landlord due to certain criminal behaviors
- The receiving program has determined, based on documented policies and procedures, that the household cannot be safely accommodated

“

If a household is denied, for any reason, and does not have accommodation for the night then the receiving program must make all efforts to find appropriate emergency housing.

Appeals

- All clients have the **right to appeal** eligibility decisions.
- **Instructions** for appeals are given when intake decisions are made.
- **Housing assessors** must help clients with the appeal process, including writing the appeal if needed.
- Clients must be **informed of their right** to file an appeal or nondiscrimination complaint.
- **Access Points** must:
- Provide a copy of the **CES grievance and nondiscrimination policy**
- Clearly **display** the policy in the assessment area.

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Lead Agency Responsibilities

Monitoring and Quality Assurance

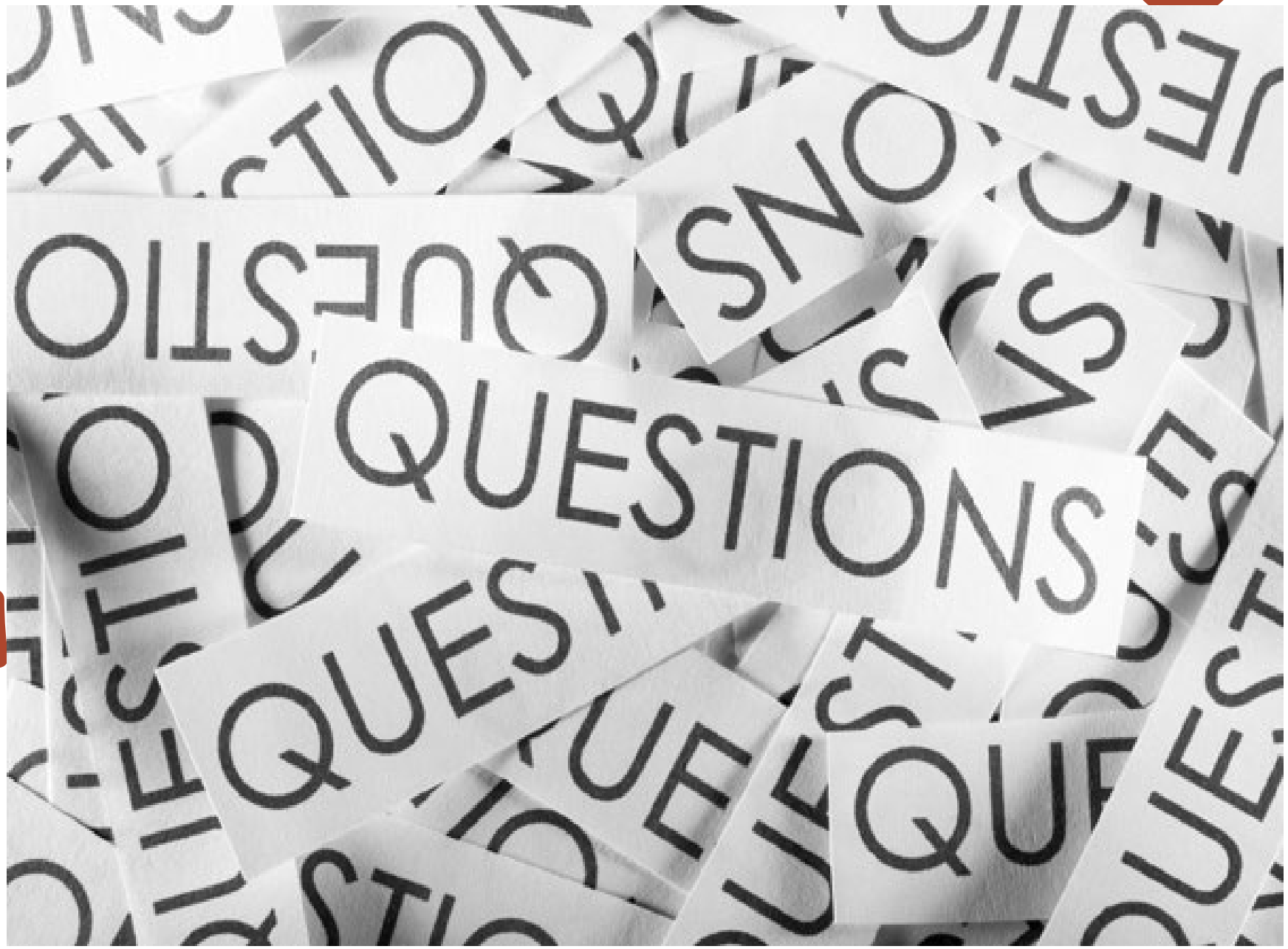
- Monitoring and updating the prioritization list activity and timeliness.
- Ensure compliance with CES
- Help Clients gather documentation before referral
- Completes an **electronic referral** in HMIS-based on vacancies and funding of provider agencies
- Performs a **warm hand-off** to the provider-call the provider agency to introduce the head of household
- Lead Case Conferencing
- Schedule how provider agencies will report vacancies
- Stay in contact with CE coordinator about any updates
- Report new staff

Monitoring and Quality Assurance….

- **Prioritization List Updates**
- Remove households after:
  - Permanent housing enrollment
  - Stable housing obtained independently
  - No contact for **45 days**

Document Links

- Georgia Department of Community Affairs
- **Prevention& Diversion Screening Tool-** https://www.google.com/url?client=internal-elementcse&cx=450907bf5042c4844&q=https://dca.georgia.gov/document/forms/gaboscocdiversionandpreventionscreeningtoolfinal-6-20-17pdf/download&sa=U&ved=2ahUKEwj1nIiLzeiQAxVORDABHZ4fJX4QFnoECAcQAQ&usg=AOvVaw2Nino0ZSdbTnsYdTxnIv9T&fexp=73177442,73177443
- **Regional Planning Guide** - https://www.google.com/url?client=internal-element-cse&cx=450907bf5042c4844&q=https://dca.georgia.gov/document/forms/gaboscoccoordinatedentryregionalplanningguidefinal52318pdf/download&sa=U&ved=2ahUKEwj1nIiLzeiQAxVORDABHZ4fJX4QFnoECAQQAQ&usg=AOvVaw1eWfn7rmiNnMmiXfznM94X&fexp=73177442,73177443
- BOS CE Written Standards- https://www.google.com/url?client=internal-element-cse&cx=450907bf5042c4844&q=https://dca.georgia.gov/document/presentations/bos-ce-written-standards/download&sa=U&ved=2ahUKEwiLqN2BkOmQAxX2QjABHU0eHjQQFnoECAQQAQ&usg=AOvVaw0n6MK0Bsy95xzJuNKPaJC8&fexp=73177442,73177443


QUESTIONS

Thanks!

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Emergency Shelter Overview

Emergency Shelter Performance Measures

For Emergency Shelter, performance will be measured based on the following standards:

- An overall bed utilization rate of 80%.
- The average length of stay of the households served should be ideally 45 days or less.
- An increase in the percentage of discharged households that secure permanent housing at exit each year.
- An increase in the percentage of households that increase cash and non-cash income during project enrollment.



Emergency Shelter



Emergency shelters will be the front door to the Coordinated Entry system in many communities



Emergency shelter is not considered the ideal place for intensive therapeutic interventions



Low-barriers to project entry and participation



Focus on permanent housing placement through linkages to the widest possible range of permanent housing options and programs



Move people to permanent housing solutions as quickly as possible

Emergency Shelter Compliance

- **Shelter and Habitability Standards inspection forms** were submitted by your agency as part of the competition requirements.
- **Environmental reviews** are completed for your shelter during the contracting process.



Family Separation

Preventing Involuntary Family Separation in Emergency Shelters

- **576.102 (b) Prohibition against involuntary family separation. The age, of a child under age 18 must not be used as a basis for denying any family's admission to an emergency shelter that uses Emergency Solutions Grants (ESG) funding or services and provides shelter to families with children under age 18.**

- **Providing a hotel/motel stay is not an appropriate substitute**

Family Separation

HUD regulations prohibit shelters from denying access to families based on the age of a child.

Includes methods of treating families differently based on age of a child, i.e., placing a family with teenage boy in hotel/motel, not allowing the family to remain on-site.

ALL emergency shelters facilities will comply with this requirement.

All emergency shelter projects must comply with discrimination regulations also.

Eligibility for Services

Individuals and families defined as Homeless under the following categories are eligible:

- **Category 1 – Literally Homeless**
- **Category 2 – Imminent Risk of Homeless**
- **Category 4 – Fleeing/Attempting to Flee DV**

Emergency Shelter Eligible Activities

CASE MANAGEMENT

- Using the centralized/coordinated assessment system
- Conducting the initial evaluation required under including verifying and documenting eligibility
- Counseling
- Developing, securing, and coordinating services and obtaining Federal, State, and local benefits
- Monitoring and evaluating project participant progress
- Providing information and referrals to other providers
- Providing ongoing risk assessment and safety planning with victims of domestic violence, dating violence, sexual assault, and stalking, developing an individualized housing and service plan, including planning a path to permanent housing stability.



Case Management Requirements

At least once per month

Changes in income/household composition

Housing Stability Plan at discharge

Increase incomes and acquisition of mainstream benefits (Georgia Gateway)

Emergency Shelter Eligible Activities

Childcare	Education Services	Employment Assistance and Job Training
Legal Services	Mental Health Services	Life Skills Training
Outpatient Health Services	Substance Abuse Treatment Services	Transportation



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Emergency Shelter Eligible Activities

- Maintenance
- Rents (Facility)
- Security
- Equipment
- Insurance
- Utilities
- Food
- Furnishings
- Supplies
- Shelter Vouchers (Hotel/Motel Vouchers)



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Hotel/Motel Vouchers Overview

Hotel Motel Voucher Performance Measures

For Hotel/Motel Voucher, performance will be measured based on the following standards:

- An overall bed utilization rate of 80%.
- The average length of stay of the households served should be ideally 45 days or less.
- An increase in the percentage of discharged households that secure permanent housing at exit each year.
- An increase in the percentage of households that increase cash and non-cash income during project enrollment.

Hotel/Motel Vouchers



Hotel or motel voucher may be provided where no appropriate emergency shelter is available



Must have a direct connection to a program providing permanent housing placement



Generally limited to 45 days

Case Management Requirements

At least once per month

Changes in income/household composition

Housing Stability Plan at discharge

Increase incomes and acquisition of mainstream benefits (Georgia Gateway)

Hotel Motel Voucher Eligible Activities

Salaries – Personnel

Travel – Personnel



Hotel/Motel Payments – Clients

Travel and Transportation – Clients



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Rapid Re-Housing Overview

Performance Measures - RRH

An increase in the percentage of discharged households that secured permanent housing at project exit.

An increase in discharged households permanently housed six (6) months after exit.

An increase in households that increase cash and non-cash income during project enrollment.

Rapid Re-Housing (RRH)

- Rapid Re-Housing projects are designed to help those who are homeless transition into permanent housing. The primary goal is to stabilize a project participant in permanent housing as quickly as possible and to provide wrap-around services after the family or individual obtains housing. Households must have an annual income that does not exceed 50% of Area Median Income (AMI).



Eligibility Criteria – Housing Status

Individuals and families defined as Homeless under the following categories are eligible:

- CATEGORY 1 – Literally Homeless
  - Includes individuals exiting institutions if stay was less than 90 days and he/she was literally homeless before entering
- CATEGORY 4 – Experiencing trauma or a lack of safety related to, or Fleeing/Attempting to Flee Domestic Violence
  - If Category 1 already met

Case Management Requirements

At least once per month

Changes in income/household composition

Housing Stability Plan at discharge

Increase incomes and acquisition of mainstream benefits (Georgia Gateway)

Eligibility Criteria

Does not exceed 50% of AMI and literally homeless

Eligibility must be re-assessed annually for those enrolled in the program 1 year after initial enrollment date

DCA Household Recertification form

To meet eligibility at annual re-certification, must be below 30% AMI

Income Calculation Worksheet spreadsheet

Financial Services

- Rental Application Fee
- Security Deposits
- Last Month’s Rent
- Utility Deposits
- Utility Payments
- Moving Costs
- Admin Fees



Services



Housing Search and Placement



Case Management



Mediation



Legal or Credit Repair

Rental Assistance

Short-term – Up to 3 months

Medium-term – More than 3 months, up to 24 months (BoS CoC Written Standards generally limits to 12 months)

Rental arrears – One-time payment for up to 6 months of arrears

Rent/Utilities

Total monthly rent must not exceed Fair Market Rent (FMR)

Case Management Requirements

At least one time per month

Changes in income/household composition

Re-cert annually

Housing stability plan at discharge

Increase incomes and acquisition of mainstream benefits (Georgia Gateway)

Property Related Items

Lease (in client name)

Rent Reasonableness

Fair Market Rent (FMR) Assessment

Habitability Inspection

Lead-Based Paint if: financial assistance and

- Built before 1978
- Child under 6 or pregnant woman

Rental Assistance Agreement

Late Payment Fee

Make timely payments to each owner in accordance with the rental assistance agreement

Sub-recipient is responsible for paying late payment penalties that it incurs with non-ESG funds

Arrears payments can be made up to 6 months rent and 6 months utilities, per service within the same period

Maximum Amounts and Periods of Assistance



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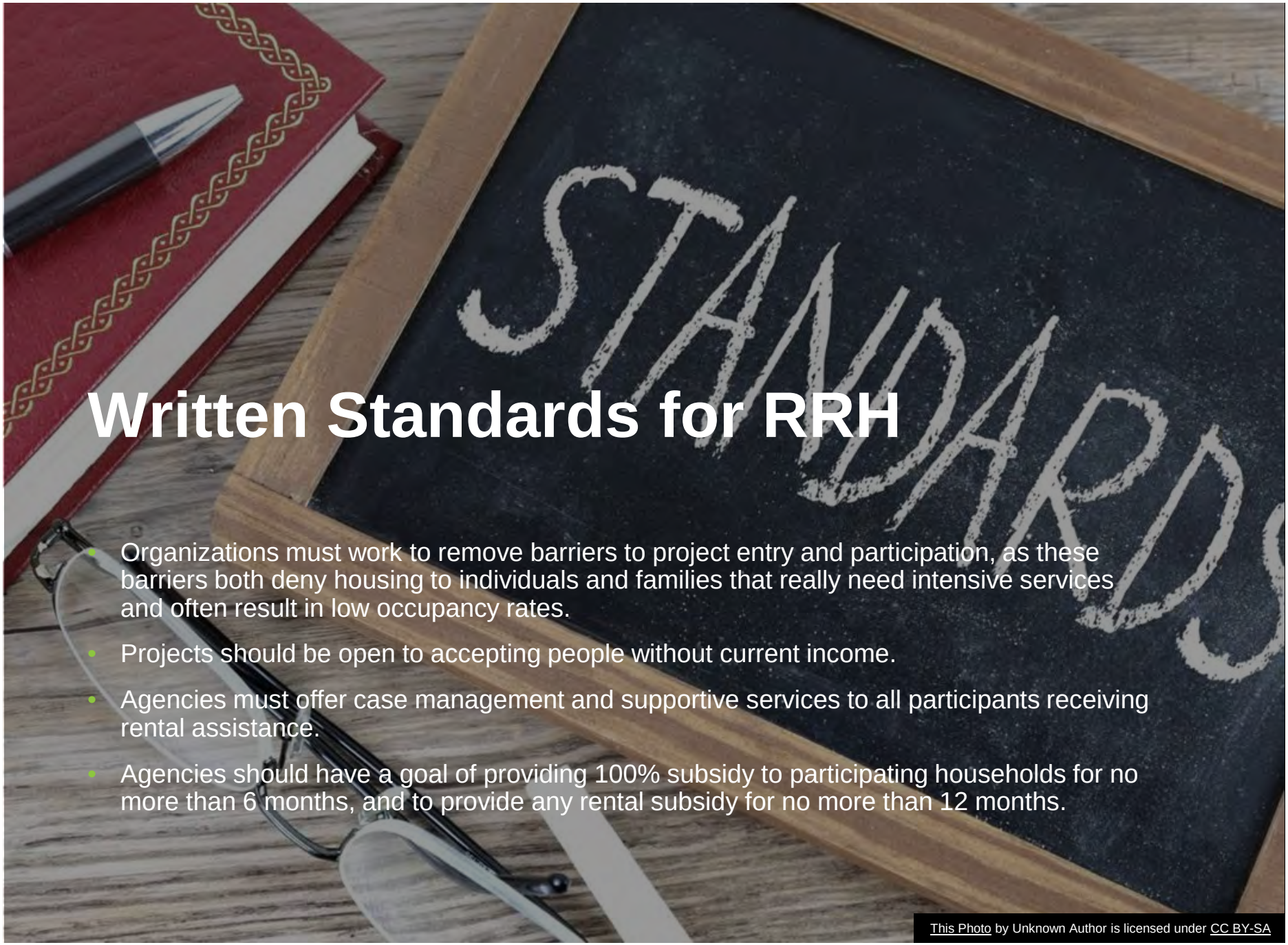
- Recipient may set a maximum amount of financial and/or rental assistance
- Total period for any service must not exceed 24 months during a three (3) year period
- Rental arrears and last month's rent must be included in this calculation
- This is based on regulation; Written Standards are more restrictive.
- Housing stability case management may be provided beyond the limitation stated above.



Use with Other Subsidies

- Collaborations with other programs are allowable if services are unduplicated (VASH, SSVF, etc.)
- Cannot receive same type of assistance from 2 public sources (federal, state, local, etc.)
- Rental assistance cannot be provided to a program participant who is receiving tenant-based rental assistance.
- Payment for client's part of rent arrears allowable (1 time)

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Written Standards for RRH

- Organizations must work to remove barriers to project entry and participation, as these barriers both deny housing to individuals and families that really need intensive services and often result in low occupancy rates.
- Projects should be open to accepting people without current income.
- Agencies must offer case management and supportive services to all participants receiving rental assistance.
- Agencies should have a goal of providing 100% subsidy to participating households for no more than 6 months, and to provide any rental subsidy for no more than 12 months.

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Written Standards for RRH

- The BoS CoC Written Standards policy for RRH projects is to provide a declining rental subsidy based on a reasonable percentage of a household's income.
- Rental and utilities subsidy determinations will be evaluated no less than monthly.
- Individual projects have discretion to determine how the subsidy will be reduced based on income, household needs, and what is in the best interest of the household's housing stability.
- **ESG projects will determine, based on the documented needs of the household, the type, amount, and duration of financial assistance for housing stabilization and/or relocation services.**
    - This is different then the BoS CoC RRH Project.

Implementation Steps

- Establish relationships with landlords
- Hire and train staff
- Adopt all DCA required forms located on the DCA website
- Participate in 2026-2027 ESG trainings
- Establish partnerships with shelters, hotels/motels, service agencies, DoL, etc.
- Master the FMR equation (found in the ESG Guidebook)
- Read manual and regulations
    - Homeless Definition Rule
    - Interim ESG Rule
    - DCA ESG Guidebook
- Read your contracts!
- Incorporate Housing Support Standards into practice



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Homelessness Prevention Overview

Performance Measures - HP

An increase in the percentage of discharged households that maintained permanent housing at project exit.

An increase in discharged households permanently housed six (6) months after exit.

An increase in households that increase cash and non-cash income during project enrollment.

Homelessness Prevention (HP)

- Prevention is most efficiently implemented when targeted to those at greatest risk of losing housing. Households receiving this funding must have an income level **below** 30% AMI and must demonstrate that they do not have sufficient resources or support networks to prevent them from moving to an emergency shelter or other place defined under Category 1 of the homeless definition.



Eligibility Criteria – Housing Status

Prevention

- At-risk" definition (21 days)
  - CATEGORY 2 – Imminent Risk (14 days) including hotel stays with own money
  - CATEGORY 4 – Experiencing trauma or a lack of safety related to, or Fleeing/Attempting to Flee Domestic Violence

Eligibility Criteria



<u>Below</u> 30% AMI



Meets requirements for At Risk of Homelessness; or Category 2 or 4 of Homeless definition



CATEGORY 2 hotel stays (evidence they can't stay 14 days from application date)



Eligibility must be re-assessed every 90 days and annually for those enrolled in the program 1 year after initial enrollment date

Financial Services

Documentation of income calculation in accordance with 24 CFR 5.609	Documentation showing lack of sufficient resources and risk factors
• DCA Income Verification forms	• DCA At-Risk of Homelessness Certification • Termination letter, bank statement, bills showing arrears, etc. • Written statement by relevant third party • Written statement by intake staff

Financial Services



- Rental Application Fee*
- Security Deposits*
- Last Month's Rent
- Utility Deposits*
- Utility Payments
- Moving Costs*
- Admin Fees*

*Only if the client is unable to remain in the current unit (**Must be well documented**)

Services

- Housing Search and Placement
- Case Management
- Mediation
- Legal or Credit Repair

Rental Assistance

Short-term – Up to 3 months

Medium-term – More than 3 months, up to 24 months (BoS CoC Written Standards generally limits to 12 months)

Rental arrears – One-time payment for up to 6 months of arrears

Rent/Utilities

Total monthly rent must not exceed Fair Market Rent (FMR)

Case Management Requirements

At least once per month

Changes in income/household composition

Re-certification every 90 days

Re-cert annually

Housing stability plan at discharge

Increase incomes and acquisition of mainstream benefits (Georgia Gateway)

Property Related Items

Lease (in client name)

Rent reasonableness

Fair Market Rent (FMR) assessment

Habitability Inspection

Lead based paint if: financial assistance and

- Built before 1978
- Child under 6 or pregnant woman

Rental Assistance Agreement

Fair Market Rent (FMR)

- For the FMR comparison, rent includes the lease price plus the utility allowance for utilities not included in the rent and are paid separately by the client.
- Utilities do not include telephone, cable or satellite television, or internet service.
- Local housing authorities provide utility allowances for Fulton, DeKalb, Cobb, Clayton, Muscogee, Bibb, Richmond, Sumter, Chatham, and Glynn counties.
- DCA provides utility allowances for all counties not listed above.
- Always use the most recent available utility allowance calculations.

Late Payment Fee

Make timely payments to each owner in accordance with the rental assistance agreement

Sub-recipient is responsible for paying late payment penalties that it incurs with non-ESG funds

Arrears payments can be made up to six (6) months rent and six (6) months utilities, per service within the same period

Maximum Amounts and Periods of Assistance

Recipient may set a maximum amount of financial and/or rental assistance

Total period for any service must not exceed 24 months during a three (3) year period

Rental arrears and last month's rent must be included in this calculation

This is based on regulation; Written Standards are more restrictive.

Housing stability case management may be provided beyond the limitation stated above.

Use with Other Subsidies

Collaborations with other programs are allowable if services are unduplicated (VASH, SSVF, etc.)

Cannot receive same type of assistance from 2 public sources (federal, state, local, etc.)

Rental assistance cannot be provided to a program participant who is receiving tenant-based rental assistance.

Payment for client's part of rent arrears allowable (1 time)

Written Standards for Homelessness Prevention

Organizations must work to remove barriers to project entry and participation, as these barriers both deny housing to individuals and families that really need intensive services and often result in low occupancy rates.

Project applicants receiving assistance should receive a case management plan from the provider in order to ensure long term stability.

Best practice agencies will be able to negotiate with landlords as the first step in resolving eviction crises.

Best practice agencies will demonstrate an effective plan to increase household income.

Length of stay should be based on the needs of individual households.

Written Standards for Homelessness Prevention

- Agencies should have a goal of providing 100% subsidy to participating households for no more than 6 months, and to provide any rental subsidy for no more than 12 months.
- Assistance for households with no income or special circumstances could be extended to 18 months.
- The BoS CoC Written Standards policy for Prevention projects is to provide a declining rental and utilities subsidy based on a reasonable percentage of a household's income.
- Rental and utilities subsidy determinations will be evaluated no less than monthly.
- Individual projects have discretion to determine how the subsidy will be reduced based on income, household needs, and what is in the best interest of the household's housing stability.
- ESG projects will determine, based on the documented needs of the household, the type, amount, and duration of financial assistance for housing stabilization and/or relocation services.

Implementation Steps

- Hire and train staff
- Adopt all DCA required forms located the DCA website
- Participate in 2026-2027 ESG trainings
- Establish partnerships with shelters, hotels/motels, service agencies, DoL, etc.
- Master the FMR equation (found in the ESG Guidebook)
- Read manual and regulations
  - Homeless Definition Rule
  - Interim ESG Rule
  - DCA ESG Guidebook
- Read your contracts!
- Incorporate Housing Support Standards into practice
- Watch pre-recorded ESG webinars on HUD Exchange website

Implementation Steps



Incorporate Housing Support Standards into practice



Watch pre-recorded ESG webinars on HUD Exchange website



Set up HMIS



Coordinate with your Prevention peers



Set staff and project goals for the year



Make project participants' long-term success your main goal



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Street Outreach Overview

Street Outreach Performance Measures

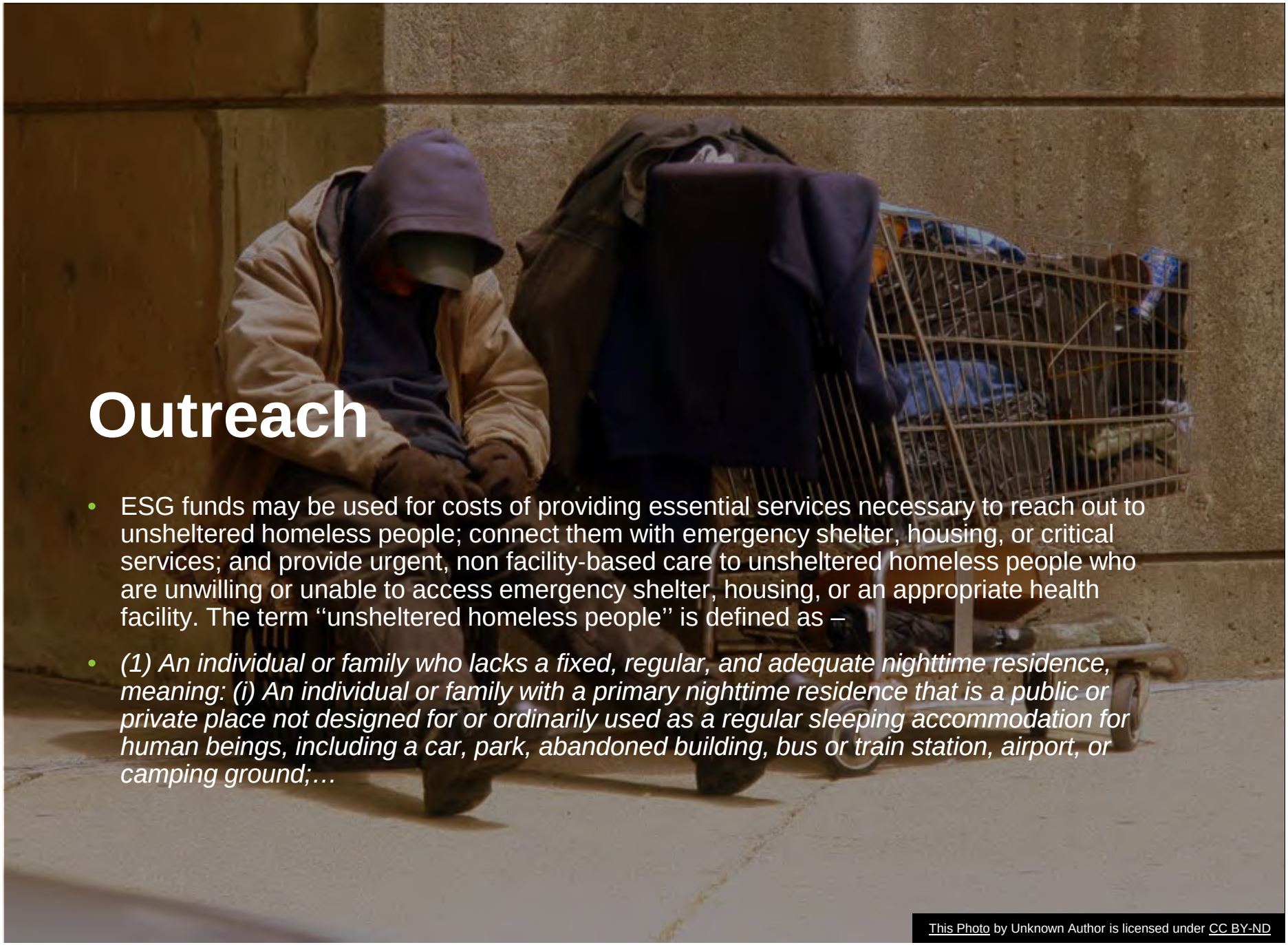
FOR EACH STREET OUTREACH PROGRAM, PERFORMANCE WILL BE MEASURED BASED ON THE FOLLOWING STANDARDS:

AN INCREASE IN THE NUMBER OF CONTACTS WITH UNDUPLICATED INDIVIDUALS MADE DURING OUTREACH.

AN INCREASE IN THE PERCENTAGE OF HOUSEHOLDS THAT ACCESS EMERGENCY SHELTER OR TRANSITIONAL HOUSING.

AN INCREASE IN THE PERCENTAGE OF DISCHARGED HOUSEHOLDS THAT ACCESS PERMANENT HOUSING.

AN INCREASE IN THE PERCENTAGE OF HOUSEHOLDS THAT INCREASE CASH AND NON-CASH INCOME DURING PROGRAM ENROLLMENT.



Outreach

- ESG funds may be used for costs of providing essential services necessary to reach out to unsheltered homeless people; connect them with emergency shelter, housing, or critical services; and provide urgent, non facility-based care to unsheltered homeless people who are unwilling or unable to access emergency shelter, housing, or an appropriate health facility. The term ‘‘unsheltered homeless people’’ is defined as –
- *(1) An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning: (i) An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;…*

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Written Standards
Street Outreach

- Agencies must have policies and procedures on safety standards.
- Engagement should occur during times when there is a reasonable expectation to believe people have no housing options.
- Individuals and families shall be assessed where they are.
- Projects must assess, prioritize, and re-assess the need for essential services related to street outreach.
- Projects should continuously engage unsheltered persons and persons experiencing chronic homelessness, even if they repeatedly decline housing and services.
- When appropriate, based on the individual's needs and wishes, the referral to permanent supportive housing or rapid re-housing that can quickly assist the individual to obtain safe, permanent housing shall be prioritized over the provision of or referral to an emergency shelter.

Eligibility for Street Outreach

- Agencies must have policies and procedures on safety standards.
- Engagement should occur during times when there is a reasonable expectation to believe people have no housing options.
- Individuals and families shall be assessed where they are.
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- When appropriate, based on the individual's needs and wishes, the referral to permanent supportive housing or rapid re-housing that can quickly assist the individual to obtain safe, permanent housing shall be prioritized over the provision of or referral to an emergency shelter.

Eligibility for Street Outreach

- Individuals and families defined as Homeless under the following categories are eligible:
  - Category 1 – Literally Homeless
    - Individuals and families must be living on the streets (or other places not meant for human habitation) and be unwilling or unable to access services in emergency shelter.
  - Category 4 – Experiencing trauma or a lack of safety related to, or Fleeing/Attempting to Flee Domestic Violence
    - If Category 1 already met

Where to Conduct Outreach?

- City Streets and Alleys
- Bridges and Underpasses
- Bus Stations
- Parks
- Vacant Lots and Abandoned Buildings
- Vehicles
- Railroad Tracks
- Rural Locations (wooded and camping areas)

Case Management Requirements

At least once per month

Changes in income/household composition

Housing Stability Plan at discharge

Increase incomes and acquisition of mainstream benefits (Georgia Gateway)

Where Not to Conduct Outreach?

- Shelters and Missions
- Drop-in Centers
- Medical Programs
- Meal Programs
- Substance Abuse Treatment Programs
- Institutions (Detox, Jail)
- Public Facilities (Libraries, Hospitals, Bus Stations)
- Public Welfare Agencies and Social Security
- Hotels and Churches

Street Outreach

- Teams will have the most comprehensive knowledge of street-based individuals/households within the locality.
- You must establish a case plan for each household:
  - It must be client-centered, realistic and focused on helping households move into some form of housing, preferably permanent, sustainable housing.



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Street Outreach Eligible Activities

- Engagement Personnel
- Client Supplies
- Telecommunications
- Staff Transportation
- Participant Transportation
- Case management
- Emergency Health
- Emergency Mental Health

Street Outreach Eligible Activities

DCA anticipates the bulk of funding to be spent on street-based Engagement and Case Management.

Sub-grantees should note that Emergency Health and Mental Health services activities are provided outside of typical routine settings.

Street Outreach is NOT designed to be a feeding or emergency shelter program.

Client Supplies

While client supplies may be used to build relationships, or to ensure that homeless households' emergency needs are met, this should not alleviate the need to exit the street.

Budgets should have minimal money in this line item.

Street Outreach Collaboration

Where more than one (1) Outreach team works in the same area, agencies collaborate to provide complimentary services by:

- Establishing a lead person/agency that will promote an agreed intervention for the individual/family.
- The agency will lead the case management of the homeless individual until either the individual has been re-housed, or a more appropriate case manager is ready to take over.
- Other agencies will reinforce this intervention so that agencies are not working against one another.



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What Qualities Make for Effective Outreach Workers?

- Genuinely initiate conversation
- Resourceful and creative
- Patient and persistent without being intrusive
- Assertive
- Independent but able to collaborate
- Reliable - Keep their word
- Maintain and respect privacy
- Advocate for Change – Remove barriers and impact policy

Street Outreach and HMIS

There should be a project on HMIS dedicated to your DCA ESG-funded Outreach project. All household members receiving assistance from your agency should be enrolled and later discharged from the project (**including children**).

Every household member should have a Contact and/or an Engagement Service Transaction recorded (**including children**).



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Supportive Services Only Overview

Supportive Services

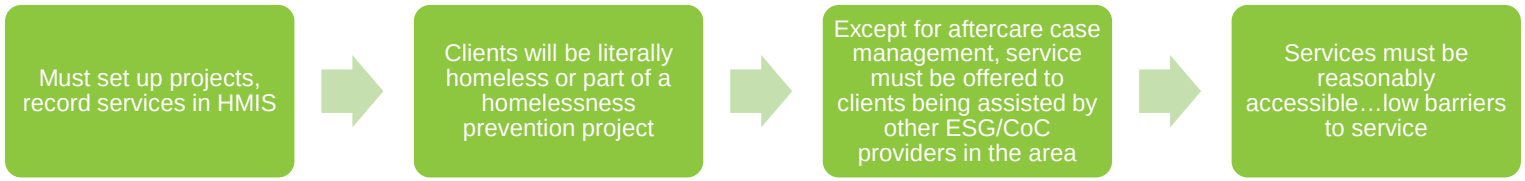


A **Supportive Services Only** project is defined by DCA to be a distinct initiative undertaken by a sub-grantee to provide supportive services directly to “homeless” and “at- risk” persons (by HUD definition). Services must be collaborative and available to a network of identified homeless service agencies throughout the service area.



Funding for Services projects is being provided using State funds. Linkages should also be made to applicable mainstream projects such as SOAR, food stamps, TANF, etc. DCA awards funds for projects with the overall objective of assisting them into permanent housing.

Supportive Services



Supportive Services

Limited to case management, transportation and childcare.

Agency must demonstrate that mainstream services are not available for the project.

These projects must be directly connected to projects moving clients into permanent housing.

Case Management Requirements

At least once per month

Changes in income/household composition

Housing Stability Plan at discharge

Increase incomes and acquisition of mainstream benefits (Georgia Gateway)

Supportive Services and HMIS

- There should be a project on HMIS dedicated to your DCA ESG-funded Supportive Service project. All household members receiving assistance from your agency should be enrolled and later discharged from the project (**including children**).



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Thanks!

LaDrina M. Jones

ESG Program Manager

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dca.georgia.gov

ESG Required Forms and Documents

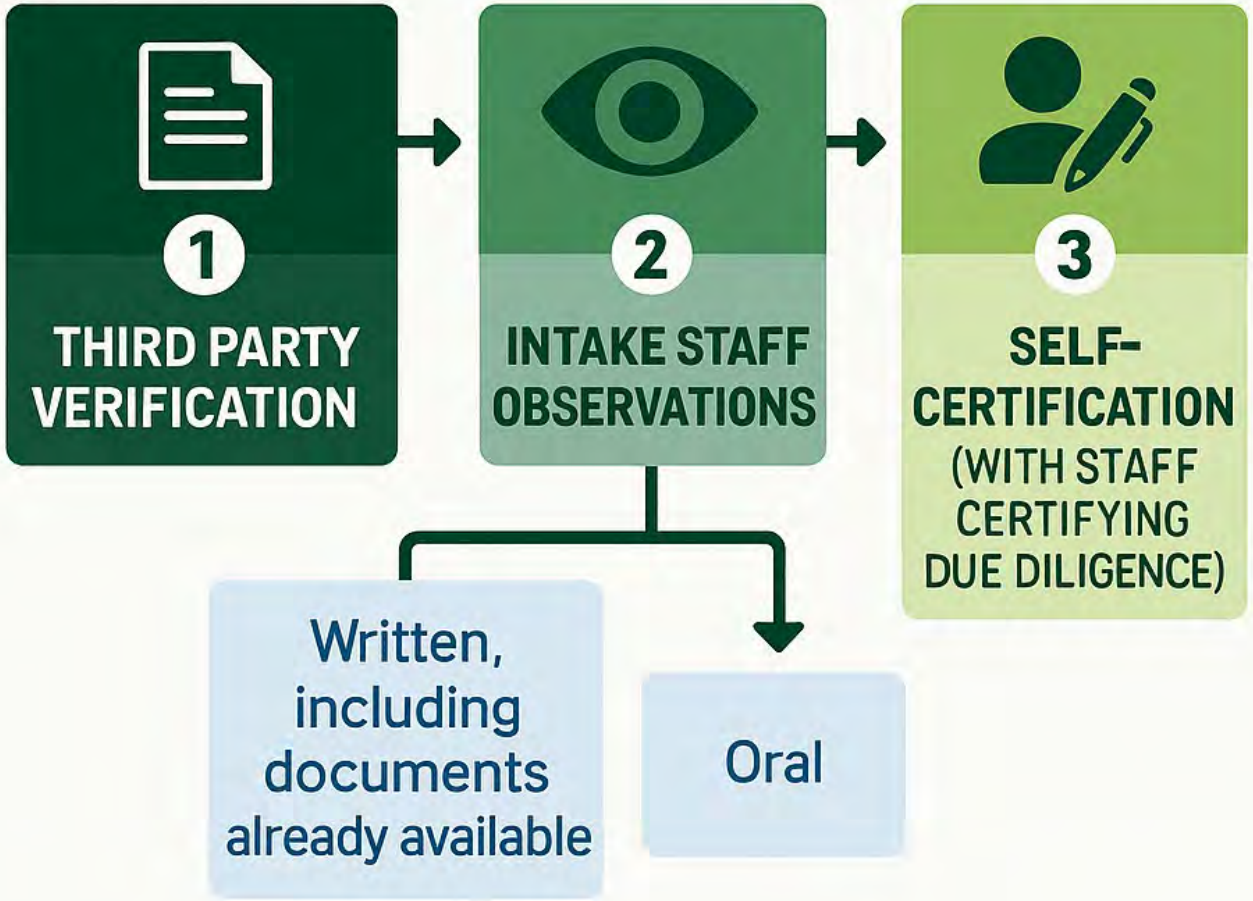








HUD PREFERRED ORDER OF HOMELESS VERIFICATION:



All ESG-funded projects must maintain the following for each program participant:



Individual Service Plan (ISP)

- Written plan with participant goals, action plan, target dates, and resources
- Developed through a person-centered process

Case Management

- Provided **at least once per month**
- Entered in Georgia HMIS [ClientTrack]
- Documented in the file

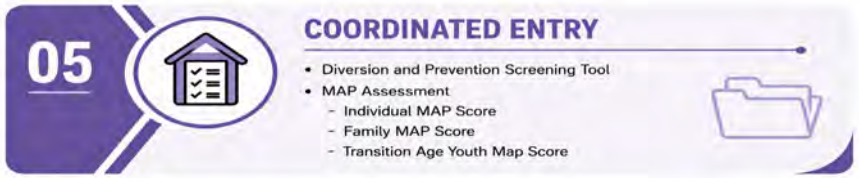
Case Notes

- Summary of participant interactions, progress, and changes

Services

- Detailed records of services provided, dates, and outcomes

All ESG-funded projects must maintain the following for each program participant:



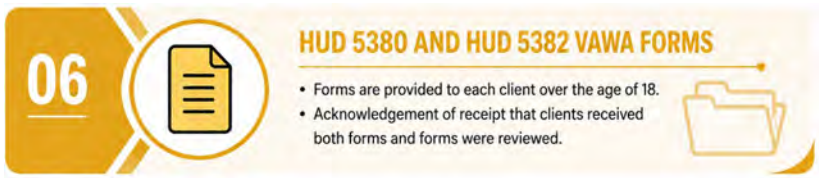
Coordinated Entry

- Diversion and Prevention Screening Tool
- MAP Assessment
  - Individual MAP Score
  - Family MAP Score
  - Transition Age Youth Map Score



HMIS Project Intake Form (Per Adult & Child)

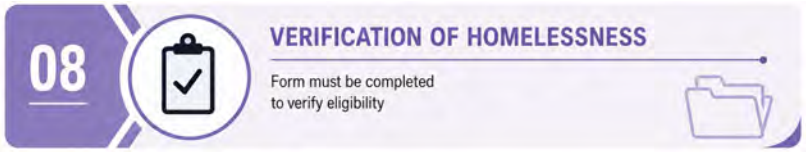
- Each adult and each child in the household must have a completed form



HUD 5380 and HUD 5382 VAWA forms

- Forms are provided to each client over the age of 18.
- Acknowledgement of receipt that clients received both forms and forms were reviewed)
- Acknowledgement of receipt must have Name, Date and Signature

All ESG-funded projects must maintain the following for each program participant:



Verification of Homelessness

- Form must be completed to verify eligibility



Certification of Homelessness

- Third Party Written
- Staff Certification
- Self-Certification

Only one is required. (Note HUD Preferred Priority)



Discharge Form

- Completed at program exit with exit destination



90 Day follow up

- Completed 90 days after the client/household exit the program
- Documented in Georgia HMIS or Georgia DV Comparable Database as a Case Note
- 10-day grace period **(10 days before – 10 days after the 90th day)**

ESG Required Forms and Documents



ESG Required Forms and Documents

Letter from Facility/Program where the client was staying **MUST** include the following:



- Letterhead (preferred)



- Date letter was typed/written



- Facility/Program type (e.g., Emergency Shelter, Transitional Housing, Institutional Care Facility)

ESG Required Forms and Documents

Letter from Facility/Program where the client was staying **MUST** include the following:



- Entry and Exit date of the client in the Facility/Program



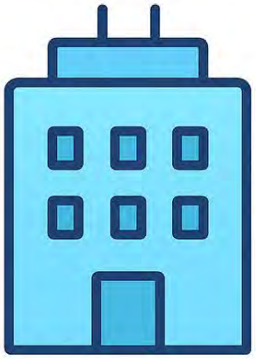
- Printed Name (person writing the letter)



- Signature (person writing the letter)

ESG Required Forms and Documents

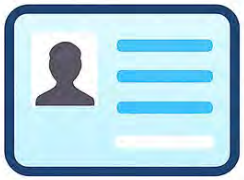
Letter from Facility/Program where the client was staying **MUST** include the following:



- Organization Name



- Organization Address



- Job Title

ESG Required Forms and Documents

Letter from Facility/Program where the client was staying **MUST** include the following:



- Telephone



- Email Address

ESG Required Forms and Documents

Letter from Facility/Program where the client was staying **MUST** include the following:

ORGANIZATION LETTERHEAD

April 24, 2024

To Whom It May Concern:

I certify that *client name* is/are currently living in a public or private place not designed for, or ordinarily used as a regular sleeping accommodation for human beings (e.g. a car, park, abandoned building, bus station, airport, or campground).

Signature

Signature









ESG Required Forms and Documents

Letter from Facility/Program where the client was staying **MUST** include the following:

I hereby certify that the following client meets the criteria for an applicable homeless assistance program.

The client's current living situation is described as:

Client is currently staying in their car at the downtown parking lot.

Signature



car park abandoned building

The writer of the letter must also include a description of the client's current living situation.

ESG Required Forms and Documents

ESG Homeless Prevention & Rapid Rehousing must maintain the following for each program participant/household:



Rent Reasonableness Checklist and Certification



HUD Utilities Allowance Form



ESG Income Eligibility Calculation Worksheet



ESG Housing Habitability Standards Inspection Checklist

ESG Required Forms and Documents

ESG Homeless Prevention & Rapid Rehousing must maintain the following for each program participant/household:



Third Party Documentation
(e.g., Paystubs, Letter from Employer, Letter from Social Security Administration, Department of Labor Quarterly Report, etc.)



Verification of Income
*Required if third party documentation is obtainable.



Self-Declaration of Income form
*Required if third party documentation or Verification of Income form cannot/completed.





ESG Required Forms and Documents

ESG Homeless Prevention & Rapid Rehousing must maintain the following for each program participant/household:



HUD Visual Assessment Training

To be completed by each staff who will be conducting the Lead-Based Paint assessment. A copy of the Certificate of Completion of the staff conducting the assessment should be in each client's file.

- Link to training: https://apps.hud.gov/offices/lead/training/visualassessment/h00101.htm

ESG Required Forms and Documents

ESG Homeless Prevention & Rapid Rehousing must maintain the following for each program participant/household:



Lead-Based Paint Forms/Documents:

- Lead-Based Paint Document Checklist
- Lead-Based Paint Instructions for Property Owners
- Lead-Based Paint Instructions for Tenants
- Lead-Based Owner Certification
- Lead-Based Requirements Guidance
- Lead-Based Screening Worksheet

ESG Required Forms and Documents

ESG Homeless Prevention & Rapid Rehousing must maintain the following for each program participant/household:

Lead-Based Paint Forms/Documents: CONT'D:



- **Protect your Family from Lead in your Home Pamphlet**

  Documentation showing clients received the "Protect *Your Family from Lead in Your Home*" pamphlet should be in the client's file.

There is a new English and Spanish version of the "Protect Your Family from Lead in Your Home" pamphlet

- **English:** *Protect Your Family from Lead in Your Home* — January 2026
- **Spanish:** *Proteja a Su Familia Contra el Plomo en el Hogar* — January 2026

ESG Required Forms and Documents

ESG Homeless Prevention & Rapid Rehousing must maintain the following for each program participant/household:



- **VAWA Addendum to Lease**
- **ESG Rental Assistance Agreement**

http://www.huduser.gov/portal/datasets/fmr.html

**** Make sure you are using the most current HUD FMR Information and Utilities Allowances form**

- HUD FMR website: http://www.huduser.gov/portal/datasets/fmr.html

ESG Required Forms and Documents

ESG Homeless Prevention & Rapid Rehousing must maintain the following for each program participant/household:



90-Day Follow Up

- After being discharged from the ESG project
- There is a 10-day grace period (before/after the 90th day)
- Documented in Georgia HMIS or Georgia DV Comparable Database

ESG Required Forms and Documents

ESG Homeless Prevention & Rapid Rehousing must maintain the following for each program participant/household:



180-Day Follow Up

- After being discharged from the ESG project
- There is a 10-day grace period (before/after the 180th day)
- Documented in Georgia HMIS or Georgia DV Comparable Database

ESG Required Forms and Documents

ESG Homeless Prevention must maintain the following for each program participant/household:



Household Recertification

Every 90 days

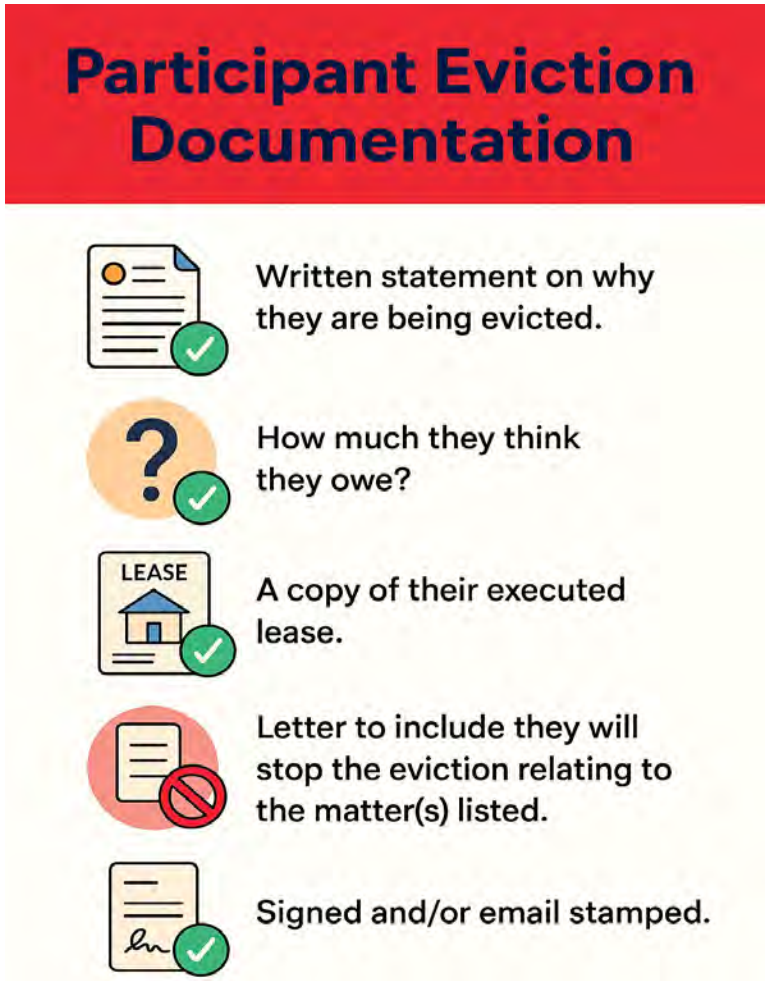
ESG Required Forms and Documents

ESG Homeless Prevention must maintain the following for each program participant/household:



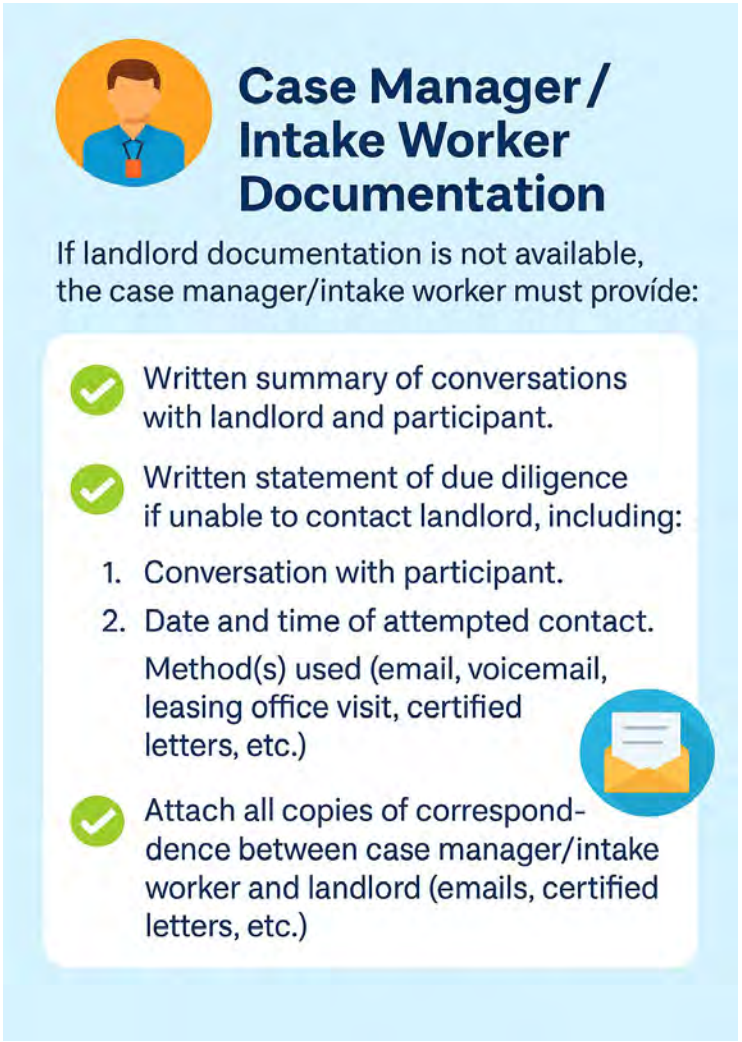
ESG Required Forms and Documents

ESG Homeless Prevention must maintain the following for each program participant/household:



ESG Required Forms and Documents

ESG Homeless Prevention must maintain the following for each program participant/household:



National Standards for the Physical Inspection of Real Estate (NSPIRE)



REQUEST TECHNICAL ASSISTANCE

Give us a call or send us an email to request Technical Assistance.







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ESG Monitoring



Agency:

Risk Analysis Tool			
Factor	Factor Priority	Factor Score	Sponsor's Rating
I. FINANCIAL			
A. Total grant award amount:			
i. Over $150,000	HIGH	5	
ii. $30,001-$149,999	MED	2	
iii. $30,000 or less	LOW	1	
Comments:			
B. Spending			
i. Agency submitted a reimbursement request by December 31st.	HIGH	5	
ii.Spent down at least 40 percent of the awarded amount by January 31st.	MED	3	
iii. Spent down over 50 percent of the awardred amount by January 31st.	LOW	1	
Comments:			
D. Financial Compliance			
i. One or more vacancies for key financial management staff have existed for the past 3 to 6 months; OR key financial management staff have been hired in the past program year and have not received ESG financial management training.	HIGH	5	
ii. Any key financial management staff vacancies have existed for less than three months AND any key staff hired in the past program year has received ESG financial management training.	LOW	1	
Comments:			



RISK ANALYSIS



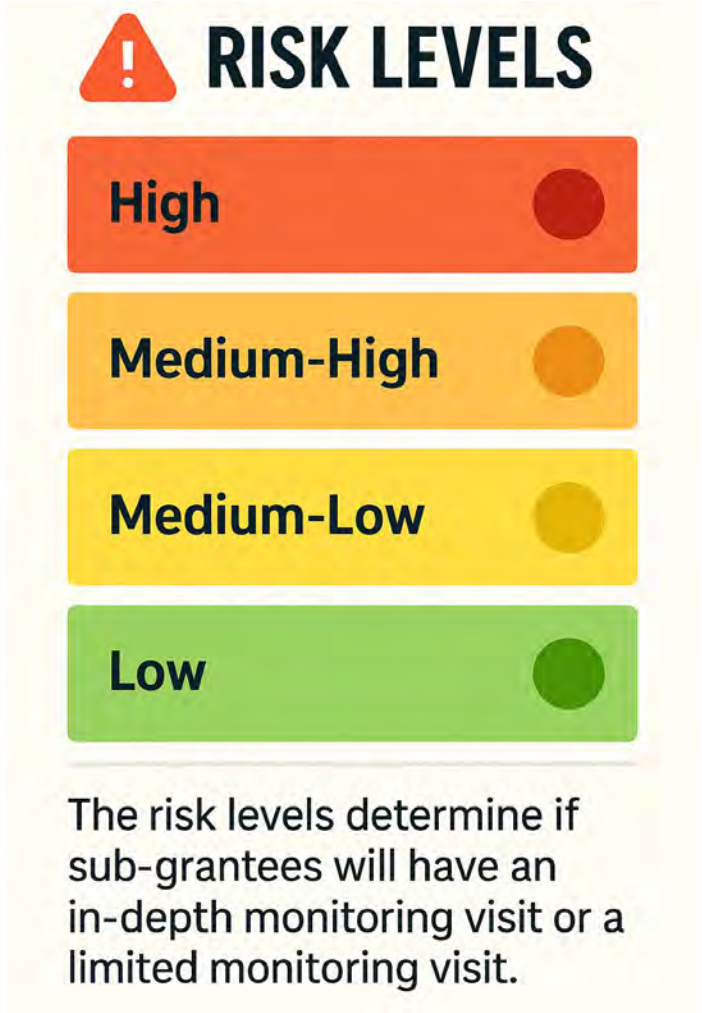
Risk analyses are completed for all sub-grantees funded in the prior year.

The results of the risk analyses are used to rank all the sub-grantees according to their scores.

II. GRANT MANAGEMENT			
A. Staff Capacity			
i. During the last two program years, key staff have demonstrated an inability to administer the ESG program as evidenced through recurring monitoring finding(s), or failure to resolve open findings timely; OR one or more vacancies for key ESG staff have existed for more than six months.	HIGH	15	
ii. Although no issues as specified in (i) above have been identified, one or more vacancies for key staff have existed for the past 3 to 6 months; OR key program staff have been hired in the past two program years, but lack necessary experience and have not received program training.	MED	10	
iii. No program deficiencies have been identified as evidenced through findings AND any key staff vacancies have existed for less than three months AND any key staff hired in the past program year have received or do not need program training.	LOW	1	
Comments:			
B. On-Site Monitoring			
i. Within the last three program years, the recipient has received three or more findings that are still open, overdue and resolved/unresolved; OR hasn't been monitored within two years.	HIGH	10	
ii. Within the last two years, the recipient has up to two findings.	MED	5	
iii. Within the last two years, an on-site monitoring visit was conducted **AND** no findings were identified.	LOW	1	
Comments:			
III. SERVICES			
A. Meeting Project Objectives			
i. The number of persons and/or households served didn't meet the projected persons and/or household numbers by 50 percent or more.	HIGH	5	
ii. The number of persons and/or households served didn't meet the projected persons and/or household numbers between 21% - 49%.	MED	3	
iii. The number of persons and/or households served didn't meet the projected persons and/or households numbers between 0% - 20%; OR exceeded the projected numbers.	LOW	1	
Comments:			
B. Multiple Projects			
i. The sponsor carries out multiple programs, which involve one or more funding sources.	HIGH	5	
ii. The sponsor carries out one program, which involves one or more funding sources.	MED	3	
iii. The sponsor carries out only one program, which involves only one funding source.	LOW	1	
Comments:			

Overall Risk Assessment - Total Score

Factor	Maximum Score	Points Assigned
I. Financial Management	15	0
II. Grant Management	25	0
III. Services	10	0
Total	**50**	**0**



ESG Monitoring



Client Data and Eligibility



Implementation of Organizational Policies and Procedures



Reimbursement Review



Fair Housing & Equal Opportunity (FHEO) Compliance

ESG Monitoring



Language Access Plan



VAWA



Equal Access Rule



Habitability Inspection Forms

An Interactive ESG Monitoring & Required Documents Activity

Can You Find the Finding?

Your Mission:

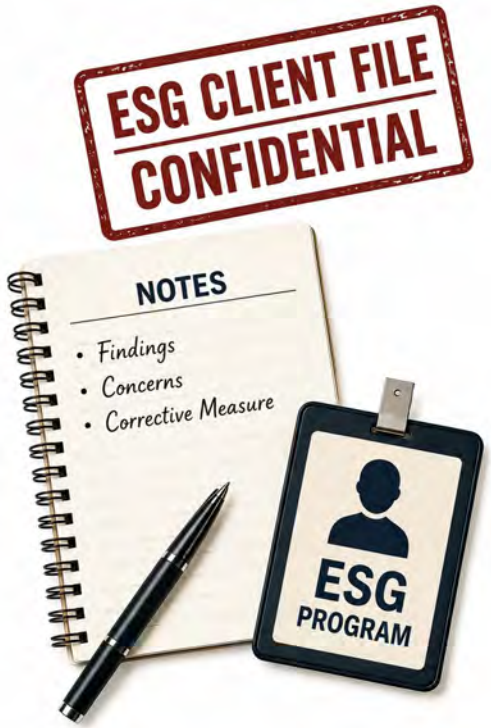
Review the Client File. Examine the documentation. Identify the Potential Findings

YOUR TEAM WILL:

1. **Review** the Client File
2. **Identify** Missing or incomplete documentation
3. **Determine** Potential Findings
4. **Recommend** Corrective Measure

Three (3) Teams:

1. Emergency Shelter/Hotel Motel Vouchers/Street Outreach
2. Homelessness Prevention
3. Rapid Rehousing



Emergency Shelter Findings

Finding #1: Imagine Dragons Inc. failed to complete Individual Service Plan

During the participant file review, it was noted one (1) of one (1) file reviewed did not contain an individual service plan.

Corrective Measure: Imagine Dragons Inc. must provide assurance all participants served with DCA ESG funds will have an individual service plan detailing the client process and path to permanent housing stability.

Homelessness Prevention Findings

Finding #1: Swifties, Inc. failed to conduct and/or document follow ups 180 days after discharge**.**
During the participant file review, it was noted one (1) of one (1) file reviewed did not contain or show evidence of follow-up 180 days after participants were discharged from the project.

Corrective Measure: Swifties, Inc. must ensure follow-ups 180 days after discharge will be conducted and documented for all DCA ESG program participants. Follow-ups may be completed within the 10-day grace period,10 days before or 10 days after the180th day post-discharge. Documentation of follow-up must be entered into HOMELESS MANAGEMENT INFORMATION SYSTEM (ClientTrack) as “90-Day Follow-Up” and “180-Day Follow-Up,” and a printed copy must be. included in the client file.

Homelessness Prevention Findings

Finding #2: Swifties, Inc. failed to give clients the HUD 5380 and 5382 Forms.
During the participant file review, it was noted one (1) of one (1) file did not include an acknowledgement of receipt showing the HUD 5380 and HUD 5382 forms were provided to participants.

Corrective Measure: Swifties Inc. must obtain written acknowledgement of receipt that all DCA ESG Program participants age 18 and older received the HUD 5380 and HUD 5382 forms. Additionally, staff members are required to review both forms with each participant and clearly explain the purpose, protections and rights outlined in the forms.

Rapid Rehousing Findings

Finding #1: Rolling Stones Inc. failed to complete required DCA forms.

During the participant file review, it was noted one (1) of one (1) file reviewed was missing Verification of Homelessness, Certification of Homelessness, HUD Utilities Allowance form, HMIS Discharge form, acknowledgement of receipt for Protect your Family from Lead in your Home Pamphlet, HUD Visual Assessment Certification and VAWA addendum to Lease.

Corrective Measure: Rolling Stones Inc. must provide assurance all DCA ESG Program participants will have all required DCA required forms and documents completed and placed in their files. Required forms must be used in their original format and may not be altered, combined, or rebranded.



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Thanks!

Arlene Thomas

ESG Compliance Officer

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ESG System
Performance Measures

System Performance Measures

HEARTH emphasizes coordinated system for homeless response within each CoC

In addition to performance measures for individual programs, communities must measure performance as a coordinated system

Performance measurement should include CoC, ESG recipients, and other homeless assistance stakeholders

System Performance Measures

Measure	Desired Outcome
1. Length of Time Persons Remain Homeless	Reduction in the average and median lengths of time persons remain homeless
2. Returns to Homelessness	Reduction in the percent of persons who return to homelessness
3. Number of Persons Who Remains Homeless	Reduction in the number of persons who are homeless
4. Employment and Income Growth	Increase in the percentage of adults who gain or increase income
5. First-Time Homelessness	Reduction in the number of persons who become homeless for the first time
7. Successful Housing Placements and Retention	Increasing in percentage of people who exit to retain permanent housing

Upcoming Trainings

ESG Program and HMIS: Required Trainings

Emergency Shelter/Hotel Motel Voucher

- Tuesday, October 6, 2026, 10:00 am
- Wednesday, October 7, 2026, 2:00 pm

Street Outreach/Supportive Services Only

- Wednesday, October 14, 2026,10:00 am
- Thursday, October 15, 2026, 2:00 pm

Homelessness Prevention

- Monday, October 26, 2026, 2:00 pm
- Tuesday, October 27, 2026, 10:00 am

Rapid Re-Housing

- Wednesday, October 28, 2026, 2:00 pm
- Thursday, October 29, 2026, 10:00 am

HMIS

Bed Check! Getting Your HMIS Inventory Right

- Thursday, October 29, 2026, 2:00 pm – 3:00 pm



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Thank You