

2016 Iowa Balance of State Continuum of Care Renewal Project Narrative

APPLICANT NAME AND LOCATION

Organization Name: **Institute for Community Alliances**

Project Name: **Iowa's Continuum Outcome & Universal Needs Toolkit; Iowa Balance of State HMIS Network**

Renewal or New Project: **Renewal**

Type of Project (PSH, PH-RRH, TH, SSO, HMIS): **HMIS**

Federal DUNS Number: **149341732**

Address: **1111 – 9th Street, Suite 245, Des Moines, IA 50314**

Contact Person: **Julie A. Bevins-Eberbach**

E-mail & Phone: julie.eberbach@icalliances.org **515-246-6643**

Secondary Contact Person: **David A. Eberbach**

Email & phone: david.eberbach@icalliances.org **515-246-6643**

Is your organization registered in the federal System for Award Management (SAM)? **Yes**

AGENCY AND PROJECT SUMMARY (3 point)

- 1) Provide a brief introduction to your agency. **(1 point)**

The Institute for Community Alliances (ICA) was founded in 1990 to develop, implement and evaluate innovative programs targeted to at-risk and underserved households within Iowa. We are a private, not-for-profit, 501c3 agency. Our agency provides services in a wide range of practice areas, including housing, homelessness, social services, health, and disaster preparedness. These services include: Homeless Management Information Systems management, research and analysis, performance and outcome measurement, data analysis, program evaluation, strategic planning, IT training and education services, and administrative support.

- 2) Provide a description that addresses the entire scope of the proposed project. **(2 points)**

The I-COUNT (Iowa's Continuum Outcome and Universal Needs Toolkit) Network is the statewide implementation of Iowa's Homeless Management Information System (HMIS). Our network collects and manages data for over 150 homeless and housing agencies statewide with approximately 450 end users at the local agency level. Participating agencies utilize the network to meet their federal and state data collection and reporting requirements, and in many cases, producing local data outcomes reports for purposes of agency funding requests and program performance evaluation. The U.S. Department of Housing and Urban Development requires that all CoC jurisdictions have an HMIS network in place for data

collection and reporting. The I-COUNT network meets and exceeds this rigorous requirement.

ICA has been providing HMIS services in all three Iowa CoCs since 2001. All state and federally funded emergency, transitional, permanent supportive housing and supportive service programs in the CoC participate in the HMIS project. We are also fortunate to have some privately funded faith based programs for homeless Iowans, food pantry and meal sites also contributing data to the Iowa network. ICA serves as the lead administrative arm for the Balance of State's annual Point in Time Count and assembles all data for the Housing Inventory Chart submissions. ICA will also be fully supporting the collection and reporting of data on the HUD System Performance Measures on behalf of the Iowa Balance of State into the Homeless Data Exchange (HDX). ICA is currently actively involved with the development of a web-enabled coordinated entry process and consumer prioritization report to assist local planning bodies to determine the priority order by which consumers should be housed and supports a referral for that consumer, either locally or across the balance of state.

CONTINUUM OF CARE PARTICIPATION (10 points)

- 3) Annual Performance Report (APR) Submission:
 - a. What is your project's operating year end date? **June 1 – May 31.**
 - b. On what date did you submit a complete copy of your HUD APR to the Iowa Finance Authority?
ICA's "main" HMIS grant APR ending May 31, 2015 was submitted to both HUD and IFA on August 31, 2015. Our "expansion" HMIS grant ending July 31, 2015 was submitted to HUD and IFA on October 5, 2015. ICA is now operating under a single merged HMIS grant which ended May 31, 2016. We are currently completing that APR for submission. We will forward that APR to IFA immediately upon its completion.
 - c. Did your project meet the 90 day requirement?
Yes, please see the response to Question b, above. (2 points if within 90 days or an acceptable extension granted or E-snaps unavailable; no points if not)
- 4) Local Collaboration: How does your local region plan and collaborate together regarding homelessness? If your local region has an organized planning group, what is it called? How does your agency participate? **(3 points)**

One of the inherent advantages of being a state wide network is that our staff is actively working all the time collaboratively with agencies and programs all across the state. So ICA has a presence in all the local planning groups across the state! This allows us to share ideas and concepts across geographic boundaries and learn about new initiatives that may assist another community.

- 5) Has any representative of your program been an active participant in the Iowa Council on Homelessness bi-monthly meetings? *(Note that anyone can participate in council meetings even if not a voting member.)* Briefly describe. **(3 points)**

ICA staff members are highly active with the Iowa Council. Our staff is present at every meeting of the ICH, typically providing data resources and/or administrative support. The Lead System Administrator from our agency, serving the Balance of State provides regular reports at each meeting on data quality and network participation.

ICA staff also meets with the Iowa Council Executive Committee at their regular meetings to update them on any current projects or upcoming deliverables for the Council.

Our agency provides the primary administration for the annual Point In Time count, and calculation of the Housing Inventory Count for the Iowa Council. ICA staff provides management and assembly of all data and submits the relevant data to HUD's Homeless Data Exchange as required. This report is then provided to Iowa Council members at their next regular meeting following the final data submission deadline, and all results are posted on IFA's website.

- 6) Has any representative of your program been an active participant in Iowa Council on Homelessness committees and working groups? Briefly explain. **(2 points)**

ICA's Lead System Administrator for the Iowa Balance of State, along with ICA's Iowa Projects Manager provides guidance and staff support to the ICH Research and Analysis Committee and the Coordinated Entry Work Team. As mentioned previously, we manage the annual Point In Time and Housing Inventory Count and provide final reports to the Research and Analysis Committee. Our staff analyst works closely with Research and Analysis, as well as the Continuum of Care Committee to determine appropriate practices for performance evaluation of the Balance of State homeless service providers. This includes report composition to assist Council leadership and technical assistance in understanding the scope of the performance data. ICA is currently preparing to submit to HUD's Homeless Data Exchange (HDX) the Balance of State's initial baseline data for the 6 System Performance Measures required from every CoC.

ICA is actively supporting the Coordinated Entry planning and implementation and has developed a web enabled assessment process that produces a local client prioritization list to support area agencies in their efforts to house those with the highest, most urgent needs first.

ICA coordinated with the Public Awareness Committee to provide all data resources for the Council's annual "Day on the Hill" Legislative Event at the State Capital on March 29, 2016. This included production of data summary one page handouts – including homeless numbers by each Iowa House and Senate district, Power Point slides and projection, and additional data with geocoded locations of homeless service providers and corresponding client numbers. Additionally, ICA staff is available to the ICH Executive Committee to provide support as needed.

BUDGET AND CAPACITY (14 points)

- 7) HUD Grant Monitoring: Check the box to describe any HUD CoC Project monitoring results during the current program year and the previous two program years (select only ONE option): **(2 points)**
- No monitoring visits from HUD **(2 points)**;
 - Monitoring visit(s) from HUD with no findings or concerns **(2 points)**;
 - Monitoring visit(s) from HUD with fewer than three findings or concerns, all of which have been resolved in the time requested by HUD **(1 point)**;
 - Monitoring visit(s) from HUD with more than three findings or concerns, and/or findings or concerns that were not resolved in the time requested by HUD **(no points)**.
- 8) Will the amount requested for Administration Costs in the E-snaps Project Application be less than or equal to 7% (or the amount listed on the GIW)? Yes No (circle) **(1 point for “yes”; no point for “no”)**
- 9) Is your agency drawing down CoC funds from HUD at least quarterly? Yes No (circle) **(1 point for “yes”; no point for “no”). ICA draws funds through the E-LOCCS on a monthly basis.**
- 10) Spending history: Provide your project’s spending history as follows. All information should reflect the most recently-completed operating year for which an APR has been submitted: **(10 points)**
- a. Project operating year end date: **May 31, 2015 & July 31, 2015***
 - b. Total Amount of grants: **\$348,578.00**
 - c. Total funds expended: **\$348,578.00**
 - d. Funds remaining (unexpended funds): **\$0**
 - e. Unexpended funds percentage (d) / (b): **0%** **(10 points if funds were fully expended (0% unexpended); 9 points if up to 1% of funds are unexpended; 8 points if up to 2% of funds are unexpended; 7 points if up to 3% of funds are unexpended, and so forth down to zero points if 10% or more of funds are unexpended)**
- *Reminder – our two HMIS grants that ended in 2015 are now merged into one single grant that ended May 31, 2016. The APR for this grant is due to HUD by August 31, 2016 and is currently being composed. It will be delivered to IFA when it is completed. The dollar amount above reflects the total of both grants that were fully expended.**

HMIS PROJECTS ONLY (70 points; in lieu of Questions 11 – 18)

1) HMIS-only questions:

- a. Is the HMIS section of the Governance Charter up-to-date and accurate? **(1 point)**

Yes. ICA worked collaboratively with the Executive Committee in May and June of 2015 to review and update the Iowa Governance Charter. The updated version of the Charter was approved by the full Council at their July 10, 2015 meeting.

We expect that the Executive Committee and the Iowa Council will take up a review of the Charter for this year during their next meetings.

- b. Are the following plans in place:

- i. Privacy Plan? **(1 point) - Yes**
- ii. Security Plan? **(1 point) - Yes**
- iii. Data Quality Plan? **(1 point) - Yes**

- c. How are these plans reviewed by the CoC and HMIS Lead regularly? **(3 points)**

We have attached a current copy of the HMIS Policies and Procedures Manual to this application under “Attachment A” The privacy, security and data quality plans are to be reviewed by the CoC annually, and are reviewed by ICA staff several times a year for regular updates. The attached manual is the most updated version by our staff. This version was approved by the Council as part of the Governance Charter review at their July 10, 2015 meeting. The Research and Analysis Committee of the Council does the initial review of the HMIS manual, taking their recommendation for approval to the full Council. ICA will be providing the Research and Analysis Committee the current version of the HMIS manual reflected at their next meeting (July 12, 2016) for review and recommendation to the full Council at their July 15, 2016 meeting.

- d. How much of the total HMIS budget (not including required match) is supported through non-CoC Program cash or in-kind sources? If less than 25%, describe efforts to increase funding from non-HUD sources. **(3 points)**

ICA’s total non-CoC program cash income supporting our network project for the Iowa Balance of State is \$92,821.00 (27%). ICA also tracks “in-kind” support to the project in local agency data entry time spent. Our conservative analysis of that time puts those resources at approximately \$200,000. This puts our cash and in-kind program support resources at 84% of our total Iowa Balance of State HMIS budget.

- e. What was the percentage of null or missing values for the Universal Data Elements for the 2016 Point-in-Time count? If greater than 10%, describe steps to support the CoC in reducing null or missing values. (3 points)

We have attached charts from our project's Annual Performance Report (APR) that will be submitted to HUD and IFA – found as “Attachment B”. These charts pulls the data quality for missing values for our program year. We have included two charts, one for residential programs and one for street outreach and supportive services only programs. The Iowa network's missing values exceed 10% in only one area – Destination at Exit at 24% and 16% respectively. This data element is often the most challenging for agencies to collect, as clients frequently leave without notice and the program has no ability to capture any data. ICA staff continues to emphasize in trainings the importance of this data element, and we hope to see this completion rate improve. Other than those two elements, our data completion rates are very low. It is important to note that this chart also include data missing due to the client's choice to not provide the information (refused) or was not able to provide the information at all (don't know). These responses are not considered missing values by HUD.

- f. Do the existing HMIS Policies and Procedures include adequate procedures to ensure valid program entry and exit dates are recorded in HMIS? (3 points)

Yes, between the current Policies and Procedures and the follow-up by ICA staff, agencies have high level of validity with Program entry and exit dates. ICA has in place a process to receive from each agency on a quarterly basis an Annual Homeless Assessment Report (AHAR) data quality report. This provides the mechanism for our staff to track entry and exit time frames and identify data entry problems and then provide technical assistance. Agreement to capture program entry and exit dates is also included in the “Minimum Required Data Set Agreement” that is signed by each agency collecting and submitting data into the HMIS network. A copy of this form can be seen as part of the Policies and Procedures Manual found under “Attachment A”

- g. Were PIT results reported to HUD in HDX by the 2015 deadline? (3 points)

Yes, the PIT/HIC submission deadline for 2016 was May 2, 2016, and ICA staff submitted the Iowa Balance of State Point in Time and Housing Inventory data on April 22, 2016. An print out from the Homeless Data Exchange confirming this information has been included as “Attachment C”.

- h. Does the HMIS Lead support the CoC in collecting and reporting accurate and quality subpopulation data for the sheltered homeless during the PIT? (3 points)

Yes. For programs using HMIS, subpopulation data was gathered from the universal data elements and program data in HMIS. All emergency shelter and transitional programs on our HMIS collect disability detail and chronic homeless status on all clients, and veteran status and domestic violence status on all adults. Four web trainings (January 13, 15, 20 and 22, 2016) were held prior to the point-in-time count, during which the chronic homeless definition was reviewed. The VA's specifications for determining veteran status were covered and all programs were encouraged to review the veteran status for all existing clients. Two of the trainings listed above were provided for programs not on HMIS. These programs were instructed to survey clients who stayed on the night of the count, tally the subpopulation data and submit the total counts. The two point-in-time web trainings for HMIS programs were conducted and focused on how to produce a system report to tabulate the count. They were instructed to complete data entry, review their report and verify its accuracy, and make corrections within 10 days of the count. An email was sent a week after the count as a deadline reminder. After the deadline, the HMIS lead ran a report of total clients and utilization for all programs and emailed the report to all programs as a final check. Programs were given 15 days to submit totals. Any program that did not submit was contacted by phone and email until results were submitted.

- i. Does the HMIS Lead support methods to reduce double-counting of the unsheltered homeless during the PIT count? (3 points)

A combination of known locations and service based counts, supported by HMIS data, was determined to be the best approach to meet the needs of the Iowa Balance of State. During two webinar sessions (January 6 and 7, 2016), instruction was provided on a timetable for mapping of known locations where homeless persons are living or may typically gather. Training was provided on the use of the interview survey to be used uniformly by all groups. The survey collected personally identifiable information including name, age or birthdate, and other details to help ensure accurate data. The training also included direction to utilize a limited specific time frame for counting –blitz count. The survey collected first and last name, age or birth date, and additional details, to provide for effective de-duplication. The survey included an area that enumerators could use to describe the location where the individual or family was interviewed, so that in the event that the person was unwilling to provide complete identifiable information, location comparisons could be done. Finally, survey data was compared to longitudinal HMIS data entry from homeless programs serving areas in the Balance of State to verify accuracy and to eliminate any possible duplication of persons that might occur.

We are pleased to report that we increased our street count coverage for the State of Iowa from 8 reporting jurisdictions in 2015 to 29 jurisdictions in 2016! We expect that coverage to increase even further in the next year.

- j. What is the current overall bed coverage rate for the CoC? Briefly describe steps to support the CoC in increasing the rate. (5 points)

As of the 2016 Point-In-Time, the overall bed coverage rate was 82%. *This represents a significant increase in our bed coverage from 2015, when our bed coverage stood at 71%.* This positive increase was the result of ICA's collaborative effort with members of the Iowa Council from around the state to identify local agencies not participating in the network and seek out local community advocates to bring those agencies onto the network. This resulted in some new agencies joining the network and also some agencies that had dropped off (due to loss of funding) to rejoin the data collection effort.

We are very pleased with the positive outcome, and will continue to engage in local communities to bring new partners to the network. We also believe that as Coordinated Entry implementation is executed in communities across Iowa, this will result in more providers utilizing the HMIS network. We will continue to provide the Iowa Council a quarterly update on bed coverage during the next year to provide an opportunity for a proactive response to bed changes as they occur.

- k. How does the HMIS Lead respond to identified HMIS-related CoC project needs? (provide specific examples including how HMIS user satisfaction is evaluated) (10 points)

ICA supports local project across the state with comprehensive reporting support that includes, but is not limited to the: CoC Annual Performance Report, the HOPWA Consolidated Annual Progress and Evaluation Report (CAPER), Emergency Solutions Grant CAPER data, all data required for the Programs to Assist in the Transitions from Homelessness (PATH) CAPER, and the data files and execution of upload to the Veteran's Administration Data Registry on behalf of the SSVF project sponsors. ICA also supports the state's Runaway and Homeless Youth Programs (RHY) with data orientation and training, project set up in HMIS and Help Desk support. ICA provided leadership on a national level during this past year to assist the RHY programs with their data registry uploads. ICA provides the report and technical support to agencies funded by the state ESG and SAF programs, providing their monthly data quality reports and quarterly performance reports. We're pleased to report that this was the first year that Iowa Finance Authority was required to provide their ESG CAPER data through a data file upload to the E-CART system, and ICA was able to deliver the file to IFA staff and their contractor in a complete and timely manner.

ICA also will provide customized reports to agencies to support local community funders if requested, i.e. United Way, Community Foundations, etc.

Regarding user satisfaction, during HMIS training sessions class members are asked to complete an evaluation of the class in order to inform what is working in our training methods and what might be improved. Also, in 2015, ICA distributed a community survey that covered all aspects of our services for Iowa and Wisconsin. ICA used the results of these community surveys for staff training on service improvements and administrative planning as well. Our management team intends to conduct these comprehensive community surveys on a bi-annual basis.

1. How does the HMIS Lead respond to identified HMIS-related CoC system needs (specific examples)? **(10 points)**

We have provided detailed information under earlier questions regarding ICA's comprehensive support of the Iowa Balance of State Point-in-Time and Housing Inventory. ICA staff produced the majority of the supporting materials used for the Iowa Council's "Day on the Hill" legislative event. This included production of data summary one page handouts – including homeless numbers by each Iowa House and Senate district, Power Point slides, and a large display map with geocoded locations of homeless service providers and corresponding client numbers. ICA supports the CoC by composing all HMIS and Point-in-Time sections of the CoC NOFA's Consolidated Application. From a HMIS software system level, ICA manages all software upgrades and any related trainings or updates that may be in order as a result of the upgraded software. Our staff reviews the data collection work flow in the HMIS software at least two times per year – and additionally if needed through regulatory changes. This allows for us to improve the end user experience if it is possible to do so as a result of software improvements.

- m. How is the HMIS Lead supporting the move toward measuring CoC system performance (specific examples)? **(10 points)**

The Iowa HMIS network now has embedded into its software, all the required CoC System Performance Reports. ICA will be entering the baseline data into the Homeless Data Exchange (HDX) system beginning the week of June 27th and will be providing the preliminary reports to the Research and Analysis Committee, the CoC Committee and the Iowa Council. ICA staffs have been reviewing the reports, running data quality checks behind those reports and are currently following up with Iowa agencies that have data quality issues that may impact Iowa's System Performance. You will find the detailed report on the System Performance Measures prepared for the Research and Analysis Committee and the Council Executive Committee attached to this application as "Attachment D".

- n. How is the HMIS Lead supporting non-HMIS agencies in the CoC with data collection and reporting needs? (10 points)

As mentioned earlier, ICA has done all the administrative and reporting work contributing to the Point-In-Time and Housing Inventory for non-HMIS agencies. This includes providing all training and forms to complete their data submissions, as well as comprehensive follow up with the agencies and technical support to submit their reports.

ICA continues to support an interim comparable data collection system for domestic violence specific service providers to support their HUD required data collection while the Crime Victims Assistance Division moves towards full implementation of a reporting system for their providers. ICA hosts 10 DV agencies to assist them in meeting their grant requirements around data collection through a “comparable system”. One stand out benefit of this data system has been the ability of ICA to deliver to IFA the required ESG CAPER data file for a full and complete program year on behalf of these providers. Without this system, those providers’ data would have had to be excluded from those reports.

ICA also regularly provides non-HMIS agencies with reports on the numbers and characteristics of the homeless population in their area, for purposes of local program planning and fund raising.

**Iowa Balance of State
2016 HMIS Project Application**

Attachment A

**Institute for Community Alliances
HMIS Policies & Procedures Manual
June 2016**

Institute for Community Alliances

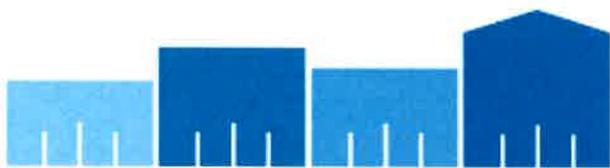
Homeless Management Information System

POLICIES & PROCEDURES

For: Iowa Balance of State CoC

Des Moines/Polk County CoC

Sioux City/Woodbury County CoC



Institute for Community Alliances

1111 Ninth Street, Suite 245

Des Moines, IA 50314

TABLE OF CONTENTS

Version – June 2016

1	INTRODUCTION.....	3
2	PROJECT OVERVIEW.....	3
3	GOVERNING PRINCIPLES.....	5
4	ROLES AND RESPONSIBILITIES.....	6
5	OPERATING PROCEDURES.....	8
6	OTHER OBLIGATIONS AND AGREEMENTS.....	23
	A. ATTACHMENTS	
	I. USER CONFIDENTIALITY AND RESPONSIBILITY AGREEMENT	
	II. MINIMUM REQUIRED DATA COLLECTION AGREEMENT	

1. INTRODUCTION

This document provides the framework for the ongoing operations of the Institute for Community Alliances Homeless Management Information System Project (ICA HMIS). The *Project Overview* provides the main objectives, direction and benefits of ICA HMIS. The *Governing Principles* establish the values that are the basis for all policy statements and subsequent decisions. Finally, the *Operating Procedures* provide specific policies and steps necessary to control the operational environment for:

Privacy

- Release and Disclosure of Client Data

Security

- User Authorization
- Server Security
- Server Availability
- Workstation Security

Data Quality

- Project Participation
- Collection and Entry of Client Data
- Training
- Technical Support

Other Obligations and Agreements discuss external relationships required for the continuation of this project.

2. PROJECT OVERVIEW

The long-term vision of the ICA HMIS is to enhance our Continua of Care participating agencies' collaboration, service delivery and data collection capabilities. Accurate information will put the various Continua of Care that ICA supports in a better position to request funding from various sources and help plan better for future needs.

The mission of the ICA HMIS Project is to support an integrated network of homeless and other service providers that use a central database to collect, track and report uniform information on client needs and services. This system will not only meet Federal requirements but also enhance local service planning and delivery.

The fundamental goal of the ICA HMIS is to document the demographics of homelessness in our partner Continua according to the HUD HMIS Data and Technical Standards. It is then the goal of the project to identify patterns in the utilization of assistance, and document the effectiveness of the services for the client. This will be accomplished through analysis of data that is gathered from the actual experiences of homeless persons and the service providers who assist them in shelters and homeless assistance programs throughout the partner Continua. Data that is gathered via intake interviews and program participation will be used to complete HUD required and related reports. This data may also be analyzed to provide unduplicated counts and anonymous aggregate data to policy makers, services providers, advocates, and consumer representatives.

The project utilizes a web-enabled application (ServicePoint™) residing on a central server to facilitate data collection by homeless service organizations across the various CoCs. Access to the central server is limited to agencies formally participating in the project and then only to authorized staff members who meet the necessary training and security requirements.

This HMIS project is staffed and advised by The Institute for Community Alliance. The Institute for Community Alliance's Executive Director is the authorizing agent for all agreements made between participating agencies and The Institute for Community Alliance. The ICA HMIS System Administrators are responsible for the administration of the network and user access. The Institute for Community Alliance Project Staff will also provide training and technical assistance to users of the system throughout the continua.

Various data related sub-committees of the Continua are responsible for oversight and guidance of the ICA HMIS. These groups are committed to balancing the interests and needs all stakeholders involved; homeless men, women, and children; service providers; and policy makers.

Potential benefits for homeless men, women, and children and case managers: Service coordination can be improved when information is shared among case management staff within one agency or with staff in other agencies (with written client consent) who are serving the same clients.

Potential benefits for agencies and program managers: Aggregated, information can be used to develop a more complete understanding of clients' needs and outcomes, and then used to advocate for additional resources, complete grant applications, conduct evaluations of program services, and report for funding agencies such as HUD.

Potential benefits for community-wide Continua of Care and policy makers: CoC - wide involvement in the project provides the capacity to generate HUD Annual Progress Reports (APRs), Consolidated Annual Performance and Evaluation Reports (CAPERs), and other HUD required or related reports. The network provides data to the Continua of Care and allows access to aggregate information both at the local and regional level that will assist in identification of gaps in services, as well as the completion of other service reports used to inform local policy decisions aimed at addressing and ending homelessness.

3. Governing Principles

Described below are the overall governing principles upon which all decisions pertaining to the ICA HMIS are based.

Participants are expected to read, understand, and adhere to the spirit of these principles, even when the Policies and Procedures do not provide specific direction.

Confidentiality

The rights and privileges of clients are crucial to the success of the ICA HMIS. These policies will ensure clients' privacy without impacting the delivery of services, which is the primary focus of agency programs participating in this project.

Policies regarding client data are founded on the premise that a client owns his/her own personal information and provide the necessary safeguards to protect client, agency, and policy level interests. Collection, access and disclosure of client data through the ICA HMIS will only be permitted by the procedures set forth in this document.

Data Integrity

Client data is the most valuable and sensitive asset of the ICA HMIS. These policies will ensure integrity and protect this asset from accidental or intentional unauthorized modification, destruction or disclosure.

System Availability

The availability of a centralized data repository is necessary to achieve the ultimate state or CoC-wide aggregation of unduplicated homeless statistics. The System Administrator is responsible for ensuring the broadest deployment and availability for homeless service agencies across all participating Continua.

Compliance

Violation of the policies and procedures set forth in this document will have serious consequences. Any deliberate or unintentional action resulting in a breach of confidentiality or loss of data integrity will result in the withdrawal of system access for the offending entity.

4. Roles and Responsibilities

The Institute for Community Alliances

Executive/Associate Director

- Liaison with HUD
- Project Staffing
- The Institute for Community Alliances Signatory for Memorandums of Understanding
- Overall Responsibility for Success of ICA HMIS

Project Manager (Security Officer) and System Administrator

- Selection and Procurement of Server Hardware
- Hosting Facility Agreement
- Domain Registration
- Procurement of Server Software and Licenses
- Distribution of End User Licenses
- Creation of Project Forms and Documentation
- Project Website Maintenance
- Project Policies and Procedures and Compliance

- General Ongoing Network Management
- Central Server Administration
 - ◆ Server Security, Configuration, and Availability
 - ◆ Maintenance of Software
 - ◆ Configuration of Network and Security Layers
 - ◆ Anti-Virus Protection for Server Configuration
 - ◆ System Backup and Disaster Recovery
- Keeper of Signed Memorandums of Understanding
- User Administration
 - ◆ Manage participating Agency Administrators
 - ◆ Manage User Licenses
- System Uptime and Performance Monitoring
- Ongoing Protection of Confidential Data
- Curriculum Development
- Training Documentation
- Confidentiality Training
- Application Training for Agency Administrators and End Users
- Outreach/End User Support
- Training Timetable
- Helpdesk

Data Analyst

- Adherence to HUD Data Standards
- Application Customization
- Data Monitoring
- Data Validity
- Aggregate Data Reporting and Extraction
- Assist Partner Agencies with Agency-Specific Data Collection and Reporting Needs (Within Reason and Within Constraints of Other Duties)

Participating Agency (CoC)

Participating Agency Executive Director

- Authorizing Agent for CoC agreements (Memorandum of Understanding)
- Designation of Agency Administrator
- Agency Compliance with Policies and Procedures
- Oversight and Distribution of End User Licenses

- Agency Level HUD Reporting
- Each Participating Agency is responsible for ensuring they meet the Privacy and Security requirements detailed in the HUD HMIS Data and Technical Standards. Annually, Participating Agencies, in cooperation with the Institute will conduct a thorough review of internal policies and procedures regarding HMIS.

Participating Agency Administrator

- Authorizing Agent for Participating Agency User Agreements
- Keeper of Participating Agency User Agreements
- Keeper of Executed Client Informed Consent Forms
- Authorizing Agent for End User License Requests
- Staff Workstations
- Internet Connectivity
- End User Adherence to Workstation Security Policies
- Detecting and Responding to Violations of the Policies and Procedures
- First Level End User Support
- Maintain Agency/Program Data in ICA HMIS Application

Agency End User Staff

- Safeguard Client Privacy Through Compliance with Confidentiality Policies
- Data Collection as Specified by Training and Other Documentation

5. Operating Procedures * Security

5.1 Project Participation

Policies

- Agencies participating in ICA HMIS shall commit to abide by the governing principles of ICA HMIS and adhere to the terms and conditions of this partnership as detailed in the Memorandum of Understanding

Procedures

Confirm Participation

1. The Partner Agency shall confirm their participation in ICA HMIS by submitting a Memorandum of Understanding to the ICA HMIS System Administrator.
2. The ICA HMIS System Administrator will obtain the co-signature of The Institute for Community Alliance Executive Director.
3. The ICA HMIS System Administrator will maintain a file of all signed Memorandums of Understanding.
4. The ICA HMIS System Administrator will maintain a list of all Partner Agencies

Terminate Participation

Voluntary

1. The Partner Agency shall inform the ICA HMIS System Administrator in writing of their intention to terminate their agreement to participate in ICA HMIS.
2. The ICA HMIS System Administrator will inform the The Institute for Community Alliance's Executive Director and update the Participating Agency List.
3. The ICA HMIS System Administrator will revoke access of the Partner Agency staff to ICA HMIS. Note: All Partner Agency-specific information contained in the ICA HMIS System will remain in the ICA HMIS system.
4. The ICA HMIS System Administrator will keep all termination records on file with the associated Memorandums of Understanding.

Lack of Compliance

1. When the ICA HMIS System Administrator determines that a Partner Agency is in violation of the terms of the partnership, Executive Directors of Partner Agency and ICA will work to resolve the conflict(s).
2. If the Executive Directors are unable to resolve conflict(s), the appropriate CoC Data Committee will be called upon to resolve the conflict. If that results in a ruling of Termination:
 - i. The Partner Agency will be notified in writing of the intention to terminate their participation in ICA HMIS.
 - ii. The ICA HMIS System Administrator will revoke access of the Partner Agency staff to ICA HMIS.

- iii. The ICA HMIS System Administrator will keep all termination records on file with the associated Memorandums of Understanding.

Assign Primary HMIS Administrator Contact

1. The Partner Agency shall designate a primary contact for communications regarding ICA HMIS by submitting information in writing to the ICA HMIS System Administrator.
2. The ICA HMIS System Administrator will obtain all signatures necessary to execute the Partner Agency Technical Administrator Agreement.
3. The ICA HMIS System Administrator will maintain a file of all signed Technical Administrator Assignment forms.
4. The ICA HMIS System Administrator will maintain a list of all assigned Partner Agency Technical Administrators and make it available to the ICA HMIS staff.

Re-Assign Technical Administrator

1. The Partner Agency may designate a new or replacement primary contact in the same manner as above.

Site Security Assessment

1. Prior to allowing access to ICA HMIS, the Partner Agency Technical Administrator and the ICA HMIS System Administrator may meet to review and assess the security measures in place to protect client data. The Partner Agency Executive Director (or designee) and Partner Agency Administrator may meet with a The Institute for Community Alliance staff member to assess The Partner Agency's information security protocols. This review shall in no way reduce the responsibility for Partner Agency information security, which is the full and complete responsibility of the Partner Agency, its Executive Director, and Administrator.
2. Partner Agencies shall have virus protection software on all computers that access ICA HMIS.

a. User Authorization & Passwords

Policies

- Partner Agency staff participating in ICA HMIS shall commit to abide by the governing principles of ICA HMIS and adhere to the terms and conditions of the Partner Agency User Agreement.
- The Partner Agency Technical Administrator must only request user access to ICA HMIS for those staff members that require access to perform their job duties.
- All users must have their own unique user ID and should never use or allow use of a user ID that is not assigned to them (see Partner Agency User Agreement).
- Temporary, first time only, passwords will be communicated via email or phone to the owner of the user ID.
- User-specified passwords should never be shared and should never be communicated in any format.
- New user IDs must require password change on first use.
- Passwords must consist of at least 8 characters and must contain a combination of letters and numbers (no special characters; alpha and numeric only). The password must contain at least two numbers (required by software). According to the HUD Data and Technical Standards Final Notice (July 2004):
User authentication. Baseline Requirement. A CHO must secure HMIS systems with, at a minimum, a user authentication system consisting of a username and password. Passwords must be at least eight characters long and meet reasonable industry standard requirements.
- Passwords must be changed every 45 days. If they are not changed within that time period they will expire and the user will be locked out of the system.
- For Partner Agency Administrators and Agency Users, passwords may only be reset by the ICA HMIS System Administrator.
- Three consecutive unsuccessful attempts to login will disable the User ID until the account is reactivated by the ICA HMIS System Administrator.
- It is the responsibility of the partnering Agency to inform The Institute for Community Alliance about any changes to IP address information previously submitted and approved for authorized access to ICA HMIS.

Procedures

Workstation Security Assessment

1. Prior to requesting user access for any staff member, the Partner Agency Administrator will assess the operational security of the user's workspace.
2. Partner Agency Administrator will confirm that workstation has virus protection properly installed and that a full-system scan has been performed within the last week.
3. Partner Agency Administrator will confirm that workstation has and uses a hardware or software firewall.

Request New User ID

1. When the Partner Agency Administrator identifies a staff member that requires access to ICA HMIS, a "User Ethics & Responsibility Agreement" (UERA) *will* be provided to the prospective user.
2. The prospective user must read, understand and sign the *UERA* and return it to the Executive Director.
3. The Agency Executive Director will co-sign the *UERA*, retain a copy on file and return original to ICA.
4. The ICA System Administrator will create the new user ID as specified and notify the user ID owner of the temporary password via email.

Change User Access

1. When the Partner Agency Administrator determines that it is necessary to change a user's access level, the Partner Agency Technical Administrator will contact ICA who will update the user ID as needed.

Rescind User Access

Voluntary

Use this procedure when any ICA HMIS user leaves the agency or otherwise becomes inactive.

Compliance Failure:

Use this procedure when any ICA HMIS user breaches the "User Ethics & Responsibility Agreement" (UERA), or violates

the Policies and Procedures, or breaches confidentiality or security.

1. The Partner Agency Administrator will deactivate staff user IDs
2. The ICA HMIS System Administrator will deactivate all other user IDs

Reset Password

1. When a user forgets his or her password or has reason to believe that someone else has gained access to their password, they must immediately notify their Partner Agency Technical Administrator.
2. The Partner Agency Technical Administrator will reset the user's password and notify the user of the new temporary password.

b. Collection and Entry of Client Data

****Privacy/Data Quality***

Policies

- Client data will be gathered according to the policies, procedures and confidentiality rules of each individual program.
- Client data may only be entered into ICA HMIS with client's authorization to do so.
- All universal and program data elements from the HUD ICA HMIS Data and Technical Standards Final Draft should be collected, subject to client consent.
- Client data will only be shared with Partner Agencies if the client consents, has signed the Client Consent form, and the signed Client Consent form is available on record.
- Client data will be entered into ICA HMIS in a timely manner.
 - ◆ Client identification should be completed during the intake process or as soon as possible following intake and within 24 hours.
 - ◆ Required assessments should be entered as soon as possible following the intake process and within 48 hours.

- ◆ If service records are recorded, ICA recommends these should be entered on the day services began or as soon as possible within the next 24 hours.

- All client data entered into ICA HMIS will be kept as accurate and as current as possible.
- Hardcopy or electronic files will continue to be maintained according to individual program requirements, and according to the HUD ICA HMIS Data and Technical Standards Final Draft.
- No data may be imported without the client's authorization.
- Any authorized data imports will be the responsibility of the Partner Agency.
- Partner Agencies are responsible for the accuracy, integrity, and security of all data input by said Agency.
- Our Continuum of Care is committed to entering client specific data into ICA HMIS that is accurate, complete, and timely to ensure quality of data, and to provide reports to agency executive management, public policy decision makers, and all participating homeless service and housing providers.
- Data quality of client specific data is essential to the meaningful analysis and accurate reporting of Continuums of Care data.
- Data quality shall be a concern of highest importance and all members of Continuums of Care will work to continuously improve quality.
- Quality assurance shall be the ultimate responsibility of each Partner's Agency's Executive Director. The Institute for Community Alliance will provide Exception Reports to the Partner Agency Technical Administrator who is designated by the Partner Agency Executive Director.
- The Partner Agency that creates a client record owns the responsibility for a baseline of data quality to include: non-duplication of client record, Release of Information (ROI), Universal & Program level data elements as defined by HUD Data Standards, up-to-date Program Entries and Exits, and answers to the questions, "Currently Homeless?" and "Chronically Homeless?".
- Each Partner Agency that comes in contact with a client has an opportunity to improve data quality and should make every effort to do so when that opportunity arises.

- Each Partner Agency has agreed to and is responsible for collecting and entering all of the data elements on Iowa Basic or MACCH Basic Intake Form, whether required by HUD or not.
- The Continuums of Care will decide on a plan to dispose of (or remove identifiers from) client data seven (7) years after it was created or last changed.

Procedures

1. Refer to User Manual and/or Training Materials for specific data entry guidelines.
2. The Institute for Community Alliance will provide each agency with an ongoing Exceptions Report, and provide the training necessary in order for the Partner Agency to be able to download and report to the appropriate parties within the agency.
3. The Partner Agency Technical Administrator will share data with authorized personnel only (those with ICA HMIS authorization).
4. Partner Agency Technical Administrator will be responsible for reviewing the weekly Exception Reports and notifying users to make corrections, within one week.
5. Partner Agency Technical Administrator will inform the ICA HMIS System Administrator if there are any technical issues retrieving the Exception Reports within three (3) business days.
6. Upon request of Partner Agency Executive Management, The Institute for Community Alliance will provide measures and metrics to verify data quality.
7. Upon request by The Continuum's Executive Committee, The Institute for Community Alliance will provide measures and metrics to assess the data quality of individual programs.
8. The CoC's Data Committee shall develop with ICA the procedure to properly dispose of client data within the seven-year time frame allocated in the HUD Data Standards.

c. Release of Disclosure of Client Data

Policies

- Client-specific data from ICA HMIS may be shared with Partner Agencies only when the sharing agency has secured a valid Release of Information from that client authorizing such sharing, and only during such time that

Release of Information is valid (before its expiration). Other non-ICA HMIS inter-agency agreements do not cover the sharing of ICA HMIS data.

- Sharing of client data may be limited by program specific confidentiality rules.
- No client-specific data will be released or shared outside of the Partner Agencies unless the client gives specific written permission or unless withholding that information would be illegal (see Release of Information). Note that services may NOT be denied if client refuses to sign Release of Information or declines to state any information.
- Release of Information must constitute INFORMED consent. The burden rests with the intake staff to inform the client before asking for consent. As part of informed consent, a notice must be posted explaining the reasons for collecting the data, the client's rights, and any potential future uses of the data. An example of such a sign for posting may be found at www.icalliances.org under "Iowa Forms".
- Client shall be given print out of all data relating to them upon written request and within 10 working days.
- A report of data sharing events, including dates, agencies, persons, and other details, must be made available to the client upon request and within 10 working days.
- Aggregate data that does not contain any client specific identifying data may be shared with internal and external agents without specific permission. This policy should be made clear to clients as part of the Informed Consent procedure.
- Each Partner Agency Executive Director is responsible for his or her agency's internal compliance with the HUD Data Standard.

Procedures

1. Procedures for disclosure of client-specific data are readily obtained from the above policies, combined with the configuration of ICA HMIS, which facilitates appropriate data sharing.

5.5 Server Security

Policies

- The ICA HMIS System Administrator and our HMIS Vendor will strive to secure and keep secure the servers, both physically and electronically.

Procedures

1. All procedures for maximizing Server Security are the responsibility of the ICA HMIS System Administrator and our HMIS vendor.

5.6 Server Availability

Policies

- The ICA HMIS System Administrator will strive to maintain continuous availability by design and by practice.
- Necessary and planned downtime will be scheduled when it will have least impact, for the shortest possible amount of time, and will only come after timely communication to all participants.
- The ICA HMIS System Administrator is responsible for design and implementation of a back and recovery plan (including disaster recovery).

Procedures

1. A user should immediately report unplanned downtime to his or her Partner Agency Technical Administrator.
2. All other procedures for maximizing server availability, recovering from unplanned downtime, communicating, and avoiding future downtime are the responsibility of the ICA HMIS System Administrator.
3. The ICA HMIS System Administrator or our HMIS vendor will backup system, software, and database data on a weekly basis, as well as incremental backups nightly.

5.7 Workstation Security

Policies

- The Partner Agency Technical Administrator is responsible for preventing degradation of the whole system resulting from viruses, intrusion, or other factors under the agency's control.
- The Partner Agency Technical Administrator is responsible for preventing inadvertent release of confidential client-specific information. Such release may come from physical or electronic or even visual access to the workstation, thus steps should be taken to prevent these modes of inappropriate access (that is, don't let someone read over your shoulder: lock your screen).

- All workstations to be used with ICA HMIS must be secured by a firewall between the workstation and the internet. Software firewalls are acceptable.
- Recommended Internet connection: DSL or Cable Modem, at least 128 kbits.
- Definition and communication of all procedures to all Partner Agency users for achieving proper agency workstation configuration and for protecting their access by all Agency users to the wider system are the responsibility of the Partner Agency Technical Administrator.

Procedures

1. At a minimum, any workstation accessing the central server shall have anti-virus software with current virus definitions (24 hours) and frequent full-system scans (weekly).

5.8 Training

Policies

- The Partner Agency Executive Director shall obtain the commitment of the Partner Agency Technical Administrator and designated staff persons to attend training(s) as specified in the *Memorandum of Understanding (MOU)* between Partner Agency and The Institute for Community Alliance.

Procedures

Start-up Training

The Institute for Community Alliance will provide training in the following areas prior to the Partner Agency using ICA HMIS:

- Partner Agency Administrator training
- End User training
- Confidentiality training

Partner Agency Technical Administrator Training

Training will be done in a group setting, where possible to achieve the most efficient use of time and sharing of information between agencies. Training will include:

- New user set-up
- Assigning agency within ICA HMIS hierarchy
- End User training
- Running package reports

- Creating customized reports

5.9 Compliance

Policies

- Compliance with these Policies and Procedures is mandatory for participation in ICA HMIS.
- Using the Servicepoint™ software, all changes to client data are recorded and will be periodically and randomly audited for compliance.
- Each Partner Agency is responsible for ensuring they meet the Privacy and Security requirements detailed in the HUD HMIS Data and Technical Standards. Annually, Partner Agencies will conduct a thorough review of internal policies and procedures regarding ICA HMIS.

Procedures

1. See “Project Participation” and “User Authorization” sections for procedures to be taken for lack of compliance.

5.10 Technical Support

Policies

- Support requests include problem reporting, requests for enhancements (features), or other general technical support.
- Users shall submit support requests to their Partner Agency Technical Administrator (email is suggested).
- Users shall not, under any circumstances, submit requests to software vendor.
- Users shall not submit requests directly to The Institute for Community Alliance without specific invitation. All requests to The Institute for Community Alliance shall be submitted to Partner Agency Technical Administrator, who may then escalate to The Institute for Community Alliance, who may then escalate to vendors as appropriate.
- The Institute for Community Alliance will only provide support for issues specific to ICA HMIS software and systems.

Procedures

Submission of Support Request

1. User encounters problem or originates idea for improvement to system or software.
2. User creates support request via email sent to Partner Agency Technical Administrator specifying the severity of the problem and its impact on their work, specific steps to reproduce the problem, and any other documentation that might facilitate the resolution of the problem. User shall also provide contact information and best times to contact.
3. The Partner Agency Administrator, upon receipt of a support request, shall make reasonable attempts to resolve the issue.
4. If the Partner Agency Administrator is unable to resolve the issue and determines that the problem is specific to ICA HMIS software and systems, the Partner Agency Administrator shall consolidate multiple similar requests and submit to ICA. *Note: If the Support Request is deemed by ICA HMIS System Administrator to be an agency-specific customization¹, resolution of the request may be prioritized accordingly. ICA reserves the right to charge on an hourly basis for these changes if/when the workload for such agency-specific customizations becomes burdensome.*
5. The ICA HMIS System Administrator may at this point determine that the cause of reported issue is outside the scope of control of the ICA HMIS software and systems.
6. The ICA HMIS System Administrator will consolidate such requests from multiple Partner Agencies, if appropriate, and strive to resolve issues according to their severity and impact.
7. If the ICA HMIS System Administrator is unable to resolve the issue, other software or system vendor(s) may be included in order to resolve the issue(s).
8. In cases where issue resolution may be achieved by the end user or other Partner Agency personnel, the ICA HMIS System Administrator will provide instructions via email to the Partner Agency Administrator.

5.11 Changes to This and Other Documents

Policies

- The Data Committee of the Continua will guide the compilation and amendment of these Policies and Procedures.

Procedures

Changes to Policies & Procedures

1. Proposed changes may originate from any participant in ICA HMIS.
2. When proposed changes originate within a Partner Agency, they must be reviewed by the Partner Agency Executive Director, and then submitted by the Partner Agency Executive Director to the ICA HMIS System Administrator for review and discussion.
3. ICA HMIS System Administrator will maintain a list of proposed changes.
4. The list of proposed changes will be discussed by the Technology Committee, subject to line item excision and modification. This discussion may occur either at a meeting of the Technology Committee, or via email or conference call, according to the discretion and direction of the Technology Committee Chairperson.
5. Results of said discussion will be communicated, along with the amended Policies and Procedures. The revised Policies and Procedures will be identified within the document by the date of the Technology Committee discussion.
6. Partner Agencies Executive Directors shall acknowledge receipt and acceptance of the revised Policies and Procedures within 10 working days of delivery of the amended Policies and Procedures by notification in writing or email to ICA HMIS System Administrator. The Partner Agency Executive Director shall also ensure circulation of the revised document within their agency and compliance with the revised Policies and Procedures.

6 Other Obligations and Agreements

Certain HUD grants for ICA HMIS projects provide for a limited number of user licenses within various Continua. While it may not be possible to meet every agency's full requirements for licenses within the HUD grant to The Institute for Community Alliance, the ICA HMIS System Administrator will endeavor to ensure that every agency

participating in Continua with these designated funds, will have their minimum requirements met from the HUD grant as long as these funds are available.

6.1 HUD HMIS Data and Technical Standards

This document should, at a minimum, reflect the baseline requirements listed in the HMIS Data and Technical Standards Final Notice, published by HUD in July 2004, and revised in 2010 and 2014. Users of ICA HMIS are required to read and comply with the HMIS Data and Technical Standards. Failure to comply with these standards carries the same consequences as does failure to comply with these Policies and Procedures. In any instance where these Policies and Procedures are not consistent with the ICA HMIS Standards from HUD, the HUD Standards take precedence. Should any inconsistencies be identified, notice should be made to:

david.eberbach@icalliances.org

6.2 HIPAA

For agencies or programs where HIPAA applies, HIPAA requirements take precedence over both the HUD ICA HMIS Data Requirements (as specified in those requirements) and these policies and procedures.

It should be noted here that the Iowa HMIS network software ServicePoint™ is fully HIPPA compliant and can support HIPPA requirements in the local agency setting.

I-COUNT ServicePoint™ NETWORK
IOWA'S CONTINUUM OUTCOME AND UNIVERSAL NEED TOOLKIT
Iowa's Homeless Management Information System Network
Minimum Required Data Set

Provider Name: _____ Project Name: _____
Contract Fiscal Year January 2016 thru December 2016

DATA COLLECTION POLICY

As a funding requirement of both the U.S. Department of Housing and Urban Development and the State of Iowa, All homeless services provider agencies must attempt to collect a minimum data set from each client served by any program that is supported by the Iowa Statewide Emergency Solutions Grant (ESG), the Shelter Assistance Fund (SAF), the Continuum of Care Program (CoC), Runaway and Homeless Youth (RHY), Projects for Assistance in Transition from Homelessness (PATH), or the Housing Opportunities for Persons with AIDS/HIV (HOPWA) program.

Provider agencies shall at all times have rights to the data pertaining to their clients that was created or entered by them in ServicePoint™ (this is the software used by the I-COUNT Network). Provider Agencies shall be bound by all restrictions imposed by clients pertaining to the use of personal data that they do not formally release.

It is a Client's decision about which information, if any, entered into ServicePoint™ shall be shared and with any other provider agencies. The I-COUNT Client Informed Consent/Release of Information must be completed and signed by the Client if the Client wishes to share information with other service provider agencies.

Minimum data entry on each consenting Client will be:

- Client Full Name
- Client Social Security Number
- Client Birth date
- Client Gender
- Client Race/Ethnicity
- Client Veteran Status
- All questions included in the program specific assessment section of ServicePoint™.
- Complete/updated entry, update, and exit information for each client.

I understand and agree to comply with all the statements listed above.

ServicePoint™ User Signature Date

Agency Executive Director Date

I-COUNT ServicePoint™ NETWORK
IOWA'S CONTINUUM OUTCOME AND UNIVERSAL NEED TOOLKIT
USER CONFIDENTIALITY AND RESPONSIBILITY CERTIFICATION
Iowa's Homeless Information Management System

Provider Name: _____ Project Name: _____
Contract Fiscal Year January 2016 thru December 2016

USER CONFIDENTIALITY AND RESPONSIBILITY AGREEMENT

Your User ID and Password give you access to the statewide ServicePoint™ software of the I-COUNT Network. **Initial each item below to indicate your understanding and acceptance of the proper use of your User ID and password and your intention to comply with all elements of the Homeless Management Information System Data and Technical Standards Notice – published in the Federal Register on July 30, 2004 and revised July 2015 by the U. S. Department of Housing and Urban Development.** Failure to uphold the confidentiality and security standards set forth below is grounds for immediate termination from the Iowa Homeless Information Management System and forfeiture of grant funds if applicable.

- _____ An I-COUNT Network “Notice of Data Collection” sign will be posted at any location that client intake activity occurs that is entered or will be entered into the ServicePoint™ system.
- _____ This agency has a written privacy policy that includes the allowable uses and disclosures of protected personal information by this agency and it will be made available to the client upon request.
- _____ If applicable, this agency has their privacy policies posted on their agency internet website.
- _____ My ServicePoint™ User ID and Password are for my use only and must not be shared with anyone, including coworkers within my own agency.
- _____ I will take all reasonable means to keep my User ID and Password physically secure.
- _____ I understand that the only individuals who can view information in the ServicePoint™ system are authorized users and the Clients to whom the information pertains.
- _____ I may only view, obtain, disclose, or use the database information that is necessary to perform my job.
- _____ If I am logged into ServicePoint™ and must leave the work area where the computer is located, I **must log-off** of ServicePoint before leaving the work area.
- _____ I will attend any and all HMIS and related topic training sessions as required to ensure accurate and appropriate data entry and use of the I-COUNT Network.
- _____ Any computer that has ServicePoint™ “open and running” shall never be left unattended.
- _____ Any computer used to access ServicePoint™ must be located in a secure area that is not available for public access and use.
- _____ Any computer that is used to access ServicePoint™ must be equipped with locking (password protected) screen savers.
- _____ Any computer that is used to access ServicePoint™ must have virus protection software installed with auto-update functions.
- _____ Any computer that is used to access ServicePoint™ must have software and/or hardware firewall protection.
- _____ Failure to log off ServicePoint™ appropriately may result in a breach in client confidentiality and system security.
- _____ Hard copies of Iowa ServicePoint™ information must be kept in a secure file.
- _____ When hard copies of Iowa ServicePoint™ information are no longer needed, they must be properly destroyed to maintain confidentiality.
- _____ If I notice or suspect a security breach, I must immediately notify the System Administrator - Institute for Community Alliances (ICA).

I understand and agree to comply with all the statements listed above. I further understand that at the time of program site visits conducted under the direction of Iowa Finance Authority or other applicable funder, our agency will be monitored for compliance with the I-COUNT Network management elements listed above.

ServicePoint™ User (License Holder) Signature _____ Date _____

Agency Executive Director _____ Date _____

**Iowa Balance of State
2016 HMIS Project Application**

Attachment B

**Institute for Community Alliances
Data Completion Reports
ICA HMIS APR June 2016**

HMIS APR

Question 11a-c: Data Quality

Reporting Period: 6/1/15 - 5/31/16

Data Quality for Residential Programs

Program Types Included:

- Emergency Shelter (HUD)
- PH - Housing with services (no disability required for entry) (HUD)
- PH - Permanent Supportive Housing (disability required for entry) (HUD)
- PH - Rapid Re-Housing (HUD)
- Transitional housing (HUD)

	% Don't Know / Refused	% Missing
Name	0%	0%
SSN	12%	1%
Date of Birth	0%	0%
Race	1%	0%
Ethnicity	1%	1%
Gender	0%	0%
Veteran Status - Adult Only	0%	1%
Disabling Condition	1%	0%
Residence Prior to Program Entry	2%	1%
Project Entry Date	0.00%	0.00%
Project Exit Date	0.00%	0.00%
Destination	6%	24%
Personal ID	0.00%	0.00%
Household ID	0.00%	0.00%
Relationship to Head of Household	0%	3%
Client Location	0.00%	4%
Client Entering from the Streets, ES, or, SH	1%	3%

HMIS APR

Question 11a-c: Data Quality

Reporting Period: 6/1/15 - 5/31/16

Data Quality for Street Outreach/SSO Programs

Program Types Included:

Services Only (HUD)
Street Outreach (HUD)

	% Don't Know / Refused	% Missing
Name	0%	0%
SSN	5%	1%
Date of Birth	0%	1%
Race	0%	1%
Ethnicity	0%	0%
Gender	0%	0%
Veteran Status - Adult Only	0%	3%
Disabling Condition	0%	0%
Residence Prior to Program Entry	1%	1%
Project Entry Date	0.00%	0.00%
Project Exit Date	0.00%	0.00%
Destination	3%	16%
Personal ID	0.00%	0.00%
Household ID	0.00%	0.00%
Relationship to Head of Household	0%	5%
Client Location	0.00%	3%
Client Entering from the Streets, ES, or, SH	0%	4%

**Iowa Balance of State
2016 HMIS Project Application**

Attachment C

**Institute for Community Alliances
Verification of Timely
PIT/HIC Submission**

WEDNESDAY, JUNE 22, 2016

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 Secretary Julián Castro

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[Housing Inventory Counts \(HIC\)](#) [Organizations and Projects](#) [Inventory List](#) [Inventory Details](#) [HIC Questions](#) [Reporting Status](#)

[Import Data](#)

Reporting Status for IA-501 - Iowa Balance of State CoC

Year: 2016

Current Status	Submitted
Date of the Housing Inventory Counts	1/27/2016 Change
Reports +	13
Last Update On	4/22/2016
Last Update By	Gary Wickersing
Submitted On	4/22/2016 ✓
Submitted By	Gary Wickersing
Validation Errors +	0 Validation Errors
Validation Warnings +	3 Validation Warnings Print
Messages +	1 Message

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[Point-in-Time \(PIT\)](#) [PIT Counts](#) [Homeless Populations](#) [Homeless Subpopulations](#) [Youth Populations](#) [Veteran Populations](#)

[Methodology](#) [Notes](#) [Reporting Status](#)

Reporting Status for IA-501 - Iowa Balance of State CoC

Date of Count:

Current Status	Submitted
Reports	<ul style="list-style-type: none"> • Point-in-Time Summary • Point-in-Time Summary Youth Populations • Point-in-Time Methodology • Point-in-Time Summary Veterans • Point-in-Time Subpopulations Summary • Notes Report
Last Update On	6/8/2016
Last Update By	Stephanie Mills
Submitted On	4/22/2016
Submitted By	Gary Wickersing
Validation Errors +	0 Validation Errors
Validation Warnings +	2 Validation Warnings Print
Messages +	1 Message

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**Iowa Balance of State
2016 HMIS Project Application**

Attachment D

**Institute for Community Alliances
System Performance
Measures Reports
June 2016**

HUD

System Performance Measures

Iowa Balance of State Continuum of Care

**These reports were run on
June 3, 2016 for the period
October 1, 2014 through
September 30, 2015**

**NO RESULTS ARE
OFFICIAL**

Length of Time Persons Remain Homeless, Metric 1

Summary

Report Dates: 10/1/2014 - 9/30/2015

	Current Year Counts (Persons)	Current Year Average LOT	Current Year Median LOT
Persons in Emergency Shelter and Safe Haven	3,665	28.09	16
Persons in Emergency Shelter, Safe Haven, and Transitional Housing	5,111	80.42	30

NO RESULTS ARE OFFICIAL

Length of Time Persons Remain Homeless, Metric 1

Additional Information

Report Dates: 10/1/2014 - 9/30/2015

User Prompt Field	Value(s) Selected
Select Provider(s):	- Optional Prompt -
Select CoC Code(s):	IA-501 (Iowa Balance of State)
EDA Provider:	-Default Provider-
Enter Start Date:	10/1/2014
Enter End Date PLUS 1 Day:	10/1/2015
Enter Prior Year Start Date:	10/1/13
Enter Effective Date:	10/1/15

Provider	Proj Type	Transaction Count	Unique Client Count
ASAC - Adult Halfway House (TH)(340)	TH	62	61
ASAC - Heart of Iowa Halfway House (TH)(342)	TH	114	111
BCHP - Crawford Hall Family Shelter (ES)(944)	ES	24	23
Bethany for Children & Families (TH)(892)	TH	19	17
CAOFSEIA - ESG Rapid Rehousing (RRH)(1055)	RRH	88	88
Catherine McAuley Center (TH)(40)	TH	40	40
Catholic Worker House (ES)(475)	ES	330	304
CHI - Permanent Housing (PSH)(632)	PSH	17	17
CHI - Transitional Housing (TH)(631)	TH	54	54
Christian Community Development (TH)(109)	TH	74	74
Community and Family Resources (TH)(147)	TH	36	30
Dubuque Rescue Mission - Emergency Shelter (ES)(588)	ES	81	76
Emergency Residence Project - Emergency Shelter (ES)(1187)	ES	307	241
Emergency Residence Project - Motel Voucher (ES)(717)	ES	296	249
Emergency Residence Project - Transitional Housing (TH)(724)	TH	38	38
FAVA - SSVF Rapid Rehousing (RRH)(1176)	RRH	154	152
Fort Dodge Housing Agency (TH)(760)	TH	20	20
Foundation 2 Youth Shelter - Non System (ES)(1210)	ES	124	98
Gateway to Discovery (TH)(1100)	TH	8	5
HACAP - Benton Co Local (TH)(628)	TH	19	19
HACAP - CR CHF Maniccia House (PSH)(907)	PSH	10	10
HACAP - ESG Rapid Rehousing (RRH)(1215)	RRH	42	42
HACAP - Johnson Co HUD V (TH)(208)	TH	150	150
HACAP - Johnson Co local (TH)(203)	TH	75	75
HACAP - Linn Co HUD II - Inn Circle (TH)(684)	TH	193	193
HACAP - Linn Co HUD II - Off-Site (TH)(685)	TH	135	135
HACAP - SSVF Rapid Rehousing (RRH)(1178)	RRH	245	238
HACAP - Washington Co local (TH)(232)	TH	81	79
Hightower Place - Halfway House (TH)(388)	TH	125	107
Hillcrest Family Services - Transitional Supported Housing (TH)(459)	TH	25	25
HMHI Non-HUD Permanent Supportive Housing (PSH)(888)	PSH	8	8
HMHI Pershing Transitional Housing (TH)(884)	TH	24	24
HMHI SCtC Permanent Supportive Housing (PSH)(886)	PSH	27	27

Length of Time Persons Remain Homeless, Metric 1

Additional Information

Report Dates: 10/1/2014 - 9/30/2015

Provider	Proj Type	Transaction Count	Unique Client Count
HMHI SCtC Transitional Housing (TH)(885)	TH	145	141
HMSI-Housing First (PSH)(780)	PSH	14	14
HMSI-Permanent Supportive Housing (PSH)(787)	PSH	33	33
HMSI-TH Service Coordination (TH)(779)	TH	57	57
HMSI-VA Grant Per Diem (TH)(952)	TH	46	46
HMSI - VALOR SSVF Rapid Rehousing (RRH)(1182)	RRH	150	147
Humility of Mary Shelter, Inc. (ES)(773)	ES	2,089	774
King House - Halfway House (TH)(389)	TH	49	46
Madge Phillips - Emergency Shelter (ES)(234)	ES	358	327
Mason City Housing Authority-HUD VASH (PSH)(880)	PSH	47	43
Mason City Housing Authority-Shelter Plus Care (PSH)(882)	PSH	37	36
MCSA - Family Transitional Housing (TH)(213)	TH	157	118
MCSA - Gateway/Pathway Transitional Housing (TH)(566)	TH	17	15
MCSA - Overnight/Transient Shelter (ES)(563)	ES	197	124
MCSA - Permanent Supportive Housing (PSH)(565)	PSH	53	51
Mission of Hope - Men's Shelter House (ES)(742)	ES	62	50
NICAO - ESG Rapid Rehousing (RRH)(1047)	RRH	91	80
Northern Lights - Men's Emergency Shelter (ES)(486)	ES	177	164
Northern Lights - New Beginnings House of Hope (ES)(712)	ES	226	213
Northern Lights - Transitional Housing for Men (TH)(488)	TH	18	18
Opening Doors - Maria House (TH)(55)	TH	68	64
Opening Doors - Teresa Shelter Emergency (ES)(671)	ES	236	208
Opening Doors - Teresa Shelter Transitional (TH)(857)	TH	64	62
Pathway Living Center - Home Sweet Homes (PSH)(906)	PSH	10	8
Pathway Living - Group Living Emergency (ES)(607)	ES	16	9
Pathway Living - Group Living Transitional (Group Home) (TH)(606)	TH	12	12
Pathway Living - Young Adult Emergency (ES)(609)	ES	1	1
Pathway Living - Young Adult Transitional (Brick House) (TH)(608)	TH	8	7
PHC - SSVF Rapid Rehousing(1180)	RRH	262	255
Project Concern - Motel Vouchers (ES)(1127)	ES	48	47
Project Concern - Rapid Rehousing (RRH)(1194)	RRH	48	47
Project Concern - Shelter Plus Care (Phoenix House) (PSH)(735)	PSH	31	31
Safe Place - Transitional Housing (TH)(273)	TH	125	109
Shelter House - Emergency Shelter (ES)(93)	ES	1,339	845
Shelter House - ESG Rapid Rehousing (RRH)(1064)	RRH	644	533
Shelter House - Fairweather Lodge (PSH)(1249)	PSH	3	3
Shelter House - GPD Veterans TLP (TH)(927)	TH	53	36
Shelter House - Overflow (ES)(549)	ES	112	60
Shelter House - Temporary Winter Shelter (ES)(1193)	ES	350	124
The Bridge (TH)(786)	TH	24	19
The Salvation Army - Davenport (ES)(97)	ES	384	346
The Salvation Army - Davenport Transitional Housing (TH)(571)	TH	77	77
The Salvation Army W/CF - Emergency Shelter (ES)(414)	ES	717	595
The Salvation Army W/CF - Men's Transitional Housing (TH)(411)	TH	25	25
UDMO - ESG Rapid Rehousing (RRH)(1060)	RRH	24	24
United Action for Youth (TLP)(450)	TH	21	21
Vera French - Master Lease HUD 1 (PSH)(713)	PSH	11	11
Vera French - Master Lease HUD 2 (PSH)(714)	PSH	6	6
Victory Center Ministries - Transitional Housing (TH)(980)	TH	10	10

Length of Time Persons Remain Homeless, Metric 1

Additional Information

Report Dates: 10/1/2014 - 9/30/2015

Provider	Proj Type	Transation Count	Unique Client Count
Victory Center Rescue Mission - Men's Shelter (ES)(1212)	ES	134	120
Victory Center Rescue Mission - Women's Shelter (ES)(1081)	ES	18	18
Waypoint - Community Rapid Rehousing (RRH)(1147)	RRH	431	410
Waypoint - ESG Rapid Rehousing (RRH)(1051)	RRH	330	319
Willis Dady - Emergency Shelter (ES)(95)	ES	474	455
YSS - Boone County (TLP)(863)	TH	22	22
YSS - MCHHadmitted (TLP)(264)	TH	35	35
YSS - MCLHadmitted (TLP)(263)	TH	14	13
YSS - MCTLPadmitted (TLP)(256)	TH	11	10
YSS - Rosedale Shelter (ES)(877)	ES	41	37
YSS - Story County (TLP)(862)	TH	57	55
YSS - Subcontractors (TLP)(1222)	TH	1	1
Z Community Corrections Improvement Association (PSH) disc6302015(761)	PSH	18	19
ZFamily Promise of Linn County (DISC 03012015)(1036)	ES	28	28
ZJericho Supportive Housing (OPH) -DISC 08312015(217)	PH-S	9	9

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Bowman Systems
 333 Texas Street, 300
 Shreveport, LA 71101
 Toll Free: (844) 213-8780
 Direct: (318) 213-8780
 Fax: (318) 213-8784
<http://www.bowmansystems.com>

Exits to Permanent Housing with Returns to Homelessness, Metric 2 Summary

Prior Year Date Range: 10/1/2012 - 9/30/2013 Reappear Date Range: 10/1/2012 - 9/30/2015

Measure 2a and 2b: The extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness within 6 to 12 months (and 24 months in a separate calculation)									
	Total Number of Persons who Exited to Permanent Housing Destination (2Years Prior)	Number Returning to Homelessness in Less than 6 Months (0-180 days)	Percentage of Returns in Less than 6 Months (0-180 days)	Number Returning to Homelessness from 6 to 12 Months (181-365 days)	Percentage of Returns from 6 to 12 Months (181-365 days)	Number Returning to Homelessness from 13 to 24 Months (366-730 days)	Percentage of Returns from 13 to 24 Months (366-730 days)	Number of Returns in 2 Years	Percentage of Returns in 2 Years
Exits from SO	406	39	9.61%	22	5.42%	12	10.34%	103	25.37%
Exits from ES	1,106	138	12.48%	79	7.14%	96	8.68%	313	28.30%
Exits from TH	734	48	6.54%	41	5.59%	30	5.45%	129	17.57%
Exits from All PH	272	12	4.41%	5	1.84%	11	4.04%	28	10.29%
TOTAL Returns	2,518	237	9.41%	147	5.84%	189	7.51%	573	22.76%

NO RESULTS AVAILABLE

Exits to Permanent Housing with Returns to Homelessness, Metric 2 Additional Information

Prior Year Date Range: 10/1/2012 - 9/30/2013

Reappear Date Range: 10/1/2012 - 9/30/2015

User Prompt Field	Value(s) Selected
Enter Two Year Prior Start Date (Red):	10/1/2012
Enter One Year Prior Start Date (White):	10/1/2013
Enter Current Year End Date PLUS 1 Day (Blue):	10/1/2015
Select Provider(s):	
Select CoC Code(s):	IA-501 (Iowa Balance of State)
EDA Provider:	-Default Provider-

BISData Providers	Proj Type	Transaction Count	Unique Client Count
Abbe Center for Community Mental Health - CR(462)	SO	116	114
Abbe Center for Community Mental Health - IC(453)	SO	57	54
ASAC - Adult Halfway House (TH)(340)	TH	19	19
ASAC - Heart of Iowa Halfway House (TH)(342)	TH	20	20
BCHP - Crawford Hall Family Shelter (ES)(944)	ES	26	26
Bethany for Children & Families (TH)(892)	TH	2	2
Black Hawk Grundy Mental Health(473)	SO	99	99
Burlington Area Homeless Shelter (ES)(141)	ES	17	17
CAOFSEIA - ESG Rapid Rehousing (RRH)(1055)	PH	25	25
Catherine McAuley Center (TH)(40)	TH	11	11
Catholic Worker House (ES)(475)	ES	66	65
CHI - Permanent Housing (PSH)(632)	PH	11	11
CHI - Transitional Housing (TH)(631)	TH	29	29
Christian Community Development (TH)(109)	TH	28	28
Community and Family Resources (TH)(147)	TH	4	4
Fort Dodge Housing Agency (TH)(760)	TH	14	14
HACAP - Benton Co Local (TH)(628)	TH	4	4
HACAP - Johnson Co HUD V (TH)(208)	TH	49	49
HACAP - Johnson Co local (TH)(203)	TH	30	30
HACAP - Linn Co Chronic Outreach(710)	SO	1	1
HACAP - Linn Co HUD II - Inn Circle (TH)(684)	TH	67	67
HACAP - Linn Co HUD II - Off-Site (TH)(685)	TH	42	42
HACAP - Washington Co local (TH)(232)	TH	22	22
Hightower Place - Halfway House (TH)(388)	TH	35	35
Hillcrest Family Services PATH Program(618)	SO	31	28
Hillcrest Family Services - Transitional Supported Housing (TH)(459)	TH	3	3
HMHI Non-HUD Permanent Supportive Housing (PSH)(888)	PH	17	17
HMHI Pershing Transitional Housing (TH)(884)	TH	9	9
HMHI SctC Permanent Supportive Housing (PSH)(886)	PH	13	12
HMHI SctC Transitional Housing (TH)(885)	TH	32	32
HMSI-Housing First (PSH)(780)	PH	4	4
HMSI-Permanent Supportive Housing (PSH)(787)	PH	6	6
HMSI-TH Service Coordination (TH)(779)	TH	22	22
HMSI-VA Grant Per Diem (TH)(952)	TH	15	15
Humility of Mary Shelter, Inc. (ES)(773)	ES	6	6
King House - Halfway House (TH)(389)	TH	9	9

Exits to Permanent Housing with Returns to Homelessness, Metric 2 Additional Information

Prior Year Date Range: 10/1/2012 - 9/30/2013

Reappear Date Range: 10/1/2012 - 9/30/2015

BISData Providers	Proj Type	Transaction Count	Unique Client Count
Madge Phillips - Emergency Shelter (ES)(234)	ES	112	112
Madge Phillips - Supportive Services(824)	SO	87	87
Mason City Housing Authority-Shelter Plus Care (PSH)(882)	PH	12	12
MCSA - Family Transitional Housing (TH)(213)	TH	67	66
MCSA - Gateway/Pathway Transitional Housing (TH)(566)	TH	1	1
MCSA - Overnight/Transient Shelter (ES)(563)	ES	30	30
MCSA - Permanent Supportive Housing (PSH)(565)	PH	11	11
Mission of Hope - Men's Shelter House (ES)(742)	ES	55	54
NICAO - ESG Rapid Rehousing (RRH)(1047)	PH	41	41
Northern Lights - Men's Emergency Shelter (ES)(486)	ES	37	37
Northern Lights - New Beginnings House of Hope (ES)(712)	ES	57	56
Northern Lights - Transitional Housing for Men (TH)(488)	TH	9	8
Opening Doors - Maria House (TH)(55)	TH	32	32
Opening Doors - Teresa Shelter Emergency (ES)(671)	ES	42	41
Opening Doors - Teresa Shelter Transitional (TH)(857)	TH	16	16
Pathway Living - Group Living Emergency (ES)(607)	ES	4	4
Pathway Living - Group Living Transitional (Group Home) (TH)(606)	TH	2	2
Pathway Living - Young Adult Emergency (ES)(609)	ES	2	2
Pathway Living - Young Adult Transitional (Brick House) (TH)(608)	TH	4	4
Project Concern - Shelter Plus Care (Phoenix House) (PSH)(735)	PH	5	5
Safe Place - Transitional Housing (TH)(273)	TH	56	54
Shelter House - Emergency Shelter (ES)(93)	ES	198	190
Shelter House - ESG Rapid Rehousing (RRH)(1064)	PH	54	51
Shelter House - GPD Veterans TLP (TH)(927)	TH	11	11
The Bridge (TH)(786)	TH	10	10
The Salvation Army - Davenport (ES)(97)	ES	93	93
The Salvation Army - Davenport Transitional Housing (TH)(574)	TH	40	40
The Salvation Army W/CF - Emergency Shelter (ES)(414)	ES	247	240
The Salvation Army W/CF - Men's Transitional Housing (TH)(411)	TH	7	7
UDMO - ESG Rapid Rehousing (RRH)(1060)	PH	4	4
Vera French Community Mental Health Center (615)	SO	58	56
Vera French - Master Lease HUD 1 (PSH)(713)	PH	1	1
Waypoint - ESG Rapid Rehousing (RRH)(1051)	PH	122	122
Willis Dady - Emergency Shelter (ES)(95)	ES	182	181
Willis Dady - Outreach(369)	SO	6	6
YSS - Boone County (TLP)(863)	TH	7	7
YSS - MCHHadmitted (TLP)(264)	TH	7	7
YSS - MCLHadmitted (TLP)(263)	TH	8	8
YSS - MCTLPadmitted (TLP)(256)	TH	1	1
YSS - Story County (TLP)(862)	TH	13	13
Z Community Corrections Improvement Association (PSH) disc6302015(761)	PH	6	6
Z_Matura - ESG Rapid Rehousing DISC 01/01/2014(1080)	PH	36	36

NO RESULTS ARE OFFICIAL

Exits to Permanent Housing with Returns to Homelessness, Metric 2 Additional Information

Prior Year Date Range: 10/1/2012 - 9/30/2013

Reappear Date Range: 10/1/2012 - 9/30/2015

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Bowman Systems
333 Texas Street, 300
Shreveport, LA 71101
Toll Free: (844) 213-8780
Direct: (318) 213-8780
Fax: (318) 213-8784
<http://www.bowmansystems.com>

NO RESULTS ARE OFFICIAL

Number of Homeless Persons, Metric 3.2

Summary

Prior Year Report Dates: 10/1/2013 - 9/30/2014

Current Year Report Dates: 10/1/2014 - 9/30/2015

	Prior Year Counts	Current Year Counts	Difference
Unduplicated Total Sheltered Homeless Persons	5,754	6,232	478
Emergency Shelter	4,218	4,605	387
Safe Haven	0	0	0
Transitional Housing	1,987	2,119	132

NO RESULTS ARE OFFICIAL

Number of Homeless Persons, Metric 3.2

Additional Information

Report Dates: 10/1/2014 - 9/30/2015

User Prompt Field	Value(s) Selected
Select Provider(s):	
Select CoC Code(s):	IA-501 (Iowa Balance of State)
EDA Provider:	-Default Provider-
Enter Prior Year Start Date:	10/1/2013
Enter Current Year Start Date:	10/1/2014
Enter Current Year End Date PLUS 1 Day:	10/1/2015

Provider	Proj Type	Transaction Count	Unique Client Count
ASAC - Adult Halfway House (TH)(340)	TH	95	94
ASAC - Heart of Iowa Halfway House (TH)(342)	TH	201	198
BCHP - Crawford Hall Family Shelter (ES)(944)	ES	72	70
Bethany for Children & Families (TH)(892)	TH	27	25
Catherine McAuley Center (TH)(40)	TH	62	61
Catholic Worker House (ES)(475)	ES	487	454
CHI - Transitional Housing (TH)(631)	TH	105	105
Christian Community Development (TH)(109)	TH	99	99
Community and Family Resources (TH)(147)	TH	52	45
Dubuque Rescue Mission - Emergency Shelter (ES)(588)	ES	81	76
Emergency Residence Project - Emergency Shelter (ES)(1187)	ES	307	241
Emergency Residence Project - Motel Voucher (ES)(717)	ES	296	249
Emergency Residence Project - Transitional Housing (TH)(724)	TH	38	38
Fort Dodge Housing Agency (TH)(760)	TH	34	34
Foundation 2 Youth Shelter - Non System (ES)(1210)	ES	174	142
Gateway to Discovery (TH)(1100)	TH	8	5
HACAP - Benton Co Local (TH)(623)	TH	21	21
HACAP - Johnson Co HUD V (TH)(208)	TH	201	201
HACAP - Johnson Co local (TH)(203)	TH	105	105
HACAP - Linn Co HUD II - Inn Circle (TH)(684)	TH	305	305
HACAP - Linn Co HUD II - Off-Site (TH)(685)	TH	234	234
HACAP - Washington Co local (TH)(232)	TH	108	106
Hightower Place - Halfway House (TH)(388)	TH	191	173
Hillcrest Family Services - Transitional Supported Housing (TH)(459)	TH	36	36
HMHI Pershing Transitional Housing (TH)(884)	TH	38	38
HMHI SctC Transitional Housing (TH)(885)	TH	191	186
HMSI-TH Service Coordination (TH)(779)	TH	80	80
HMSI-VA Grant Per Diem (TH)(952)	TH	67	67
Humility of Mary Shelter, Inc. (ES)(773)	ES	3,453	1,261
King House - Halfway House (TH)(389)	TH	77	74
Madge Phillips - Emergency Shelter (ES)(234)	ES	634	599
MCSA - Family Transitional Housing (TH)(213)	TH	262	209
MCSA - Gateway/Pathway Transitional Housing (TH)(566)	TH	18	16
MCSA - Overnight/Transient Shelter (ES)(563)	ES	295	204

Number of Homeless Persons, Metric 3.2

Additional Information

Report Dates: 10/1/2014 - 9/30/2015

Provider	Proj Type	Transation Count	Unique Client Count
Mission of Hope - Men's Shelter House (ES)(742)	ES	239	204
Northern Lights - Men's Emergency Shelter (ES)(486)	ES	283	267
Northern Lights - New Beginnings House of Hope (ES)(712)	ES	390	372
Northern Lights - Transitional Housing for Men (TH)(488)	TH	34	33
Opening Doors - Maria House (TH)(55)	TH	94	90
Opening Doors - Teresa Shelter Emergency (ES)(671)	ES	378	345
Opening Doors - Teresa Shelter Transitional (TH)(857)	TH	103	101
Pathway Living - Group Living Emergency (ES)(607)	ES	16	9
Pathway Living - Group Living Transitional (Group Home) (TH)(606)	TH	18	18
Pathway Living - Young Adult Emergency (ES)(609)	ES	2	2
Pathway Living - Young Adult Transitional (Brick House) (TH)(608)	TH	9	8
Project Concern - Motel Vouchers (ES)(1127)	ES	67	66
Safe Place - Transitional Housing (TH)(273)	TH	198	177
Shelter House - Emergency Shelter (ES)(93)	ES	1,927	1,283
Shelter House - GPD Veterans TLP (TH)(927)	TH	83	61
Shelter House - Overflow (ES)(549)	ES	201	123
Shelter House - Temporary Winter Shelter (ES)(1193)	ES	350	124
The Bridge (TH)(786)	TH	26	21
The Salvation Army - Davenport (ES)(97)	ES	610	571
The Salvation Army - Davenport Transitional Housing (TH)(571)	TH	103	103
The Salvation Army W/CF - Emergency Shelter (ES)(414)	ES	1,254	1,107
The Salvation Army W/CF - Men's Transitional Housing (TH)(411)	TH	40	40
United Action for Youth (TLP)(450)	TH	21	21
Victory Center Ministries - Transitional Housing (TH)(980)	TH	10	10
Victory Center Rescue Mission - Men's Shelter (ES)(1212)	ES	198	181
Victory Center Rescue Mission - Women's Shelter (ES)(1031)	ES	18	18
Willis Dady - Emergency Shelter (ES)(95)	ES	731	706
YSS - Boone County (TLP)(863)	TH	37	37
YSS - MCHHadmitted (TLP)(264)	TH	54	54
YSS - MCLHadmitted (TLP)(263)	TH	25	23
YSS - MCTLPadmitted (TLP)(256)	TH	16	15
YSS - Rosedale Shelter (ES)(877)	ES	41	37
YSS - Story County (TLP)(862)	TH	86	84
YSS - Subcontractors (TLP)(1222)	TH	1	1
ZFamily Promise of Linn County (DISC 03012015)(1036)	ES	66	66

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333 Texas Street, 300
Shreveport, LA 71101
Toll Free: (844) 213-8780
Direct: (318) 213-8780
Fax: (318) 213-8784
<http://www.bowmansystems.com>

Employment and Income Growth for CoC Funded Projects, Metric 4 Summary

Prior Year Report Dates: 10/1/2013 - 9/30/2014

Current Year Report Dates: 10/1/2014 - 9/30/2015

Metric 4.1 - Change in earned income for adult system stayers during the reporting period

	Prior Year Counts	Current Year Counts	Difference
Number of adults (system stayers)	74	73	-1
Number of adults with increased earned income	0	12	12
Percentage successful exits	0	16.44%	

Metric 4.2 - Change in non-employment cash income for adult system stayers during the reporting period

	Prior Year Counts	Current Year Counts	Difference
Number of adults (systems stayers)	74	73	-1
Number of adults with increased non-employment cash income	3	9	6
Percentage of adults who increased non-employment cash income	4.05%	12.33%	

Metric 4.3 - Change in total income for adult stayers during the reporting period

	Prior Year Counts	Current Year Counts	Difference
Number of adults (system stayers)	74	73	-1
Number of adults with increased total income	3	16	13
Percentage of adults who increased total income	4.05%	21.92%	

Metric 4.4 - Change in earned income for adult system leavers

	Prior Year Counts	Current Year Counts	Difference
Number of adults who exited (system leavers)	238	219	-19
Number of adults who exited with increased earned income	44	38	-6
Percentage of adults who increased total income	18.49%	17.35%	

Metric 4.5 - Change in non-employment cash income for adult systems leavers

	Prior Year Counts	Current Year Counts	Difference
Number of adults who exited (system leavers)	238	219	-19
Number of adults who exited with increased non-employment cash income	38	34	-4
Percentage of adults who increased non-employment cash income	15.97%	15.53%	

Metric 4.6 - Change in total income for adult system leavers

	Prior Year Counts	Current Year Counts	Difference
Number of adults who exited (system leavers)	238	219	-19
Number of adults who exited with increased total income	119	92	-27
Percentage of adults who increased total income	50.00%	42.01%	

Employment and Income Growth for CoC Funded Projects, Metric 4

Additional Information

Prior Year Report Dates: 10/1/2013 - 9/30/2014

Current Year Report Dates: 10/1/2014 - 9/30/2015

User Prompt Field	Value(s) Selected
Select Provider(s):	
Select CoC Code(s):	IA-501 (Iowa Balance of State)
EDA Provider:	-Default Provider-
Enter Prior Year Start Date:	10/1/2013
Enter Current Year Start Date:	10/1/2014
Enter Current Year End Date PLUS 1 Day:	10/1/2015
Enter Effective Date:	10/1/2015

Provider	Proj Type	Federal Partner Program	Grant Start	Grant End	EE Count	Client Count
CHI - Permanent Housing (PSH)(632)	PSH	HUD:CoC - Permanent Supportive Housing	5/1/2013	4/30/2014	21	21
CHI - Permanent Housing (PSH)(632)	PSH	HUD:CoC - Permanent Supportive Housing	5/1/2014	4/30/2015	21	21
CHI - Permanent Housing (PSH)(632)	PSH	HUD:CoC - Permanent Supportive Housing	5/1/2015	4/30/2016	21	21
CHI - Transitional Housing (TH)(631)	TH	HUD:CoC - Transitional Housing	10/1/2013	9/30/2014	38	38
CHI - Transitional Housing (TH)(631)	TH	HUD:CoC - Transitional Housing	10/1/2014	9/30/2015	38	38
DV Crisis Intervention Services - Pathway 2 Independence (TH)(941)		HUD:CoC - Transitional Housing	10/1/2013	9/30/2014		
DV Crisis Intervention Services - Pathway 2 Independence (TH)(941)		HUD:CoC - Transitional Housing	10/1/2014	9/30/2015		
DV CVFF - Northeast Iowa Permanent Housing Program (PSH)(997)		HUD:CoC - Permanent Supportive Housing	12/1/2013	11/30/2014		
DV CVFF - Northeast Iowa Permanent Housing Program (PSH)(997)		HUD:CoC - Permanent Supportive Housing	12/1/2014	11/30/2015		
DV CVFF - Turning Point Rural Housing (TH)(227)		HUD:CoC - Transitional Housing	3/1/2013	2/28/2014		
DV CVFF - Turning Point Rural Housing (TH)(227)		HUD:CoC - Transitional Housing	3/1/2014	2/28/2015		
DV CVFF - Turning Point Rural Housing (TH)(227)		HUD:CoC - Transitional Housing	3/1/2015	2/28/2016		
DV YWCA Clinton - Rapid Rehousing (RRH)(1057)		HUD:CoC - Rapid Re-Housing	3/1/2015	2/28/2016		
HACAP - Johnson Co HUD V (TH)(208)	TH	HUD:CoC - Transitional Housing	7/1/2013	6/30/2014	73	73
HACAP - Johnson Co HUD V (TH)(208)	TH	HUD:CoC - Transitional Housing	7/1/2014	6/30/2015	73	73
HACAP - Johnson Co HUD V (TH)(208)	TH	HUD:CoC - Transitional Housing	7/1/2015	6/30/2016	73	73
HACAP - Linn Co HUD II - Inn Circle (TH)(684)	TH	HUD:CoC - Transitional Housing	7/1/2013	6/30/2014	151	151
HACAP - Linn Co HUD II - Inn Circle (TH)(684)	TH	HUD:CoC - Transitional Housing	7/1/2014	6/30/2015	151	151
HACAP - Linn Co HUD II - Inn Circle (TH)(684)	TH	HUD:CoC - Transitional Housing	7/1/2015	6/30/2016	151	151

Employment and Income Growth for CoC Funded Projects, Metric 4

Additional Information

Prior Year Report Dates: 10/1/2013 - 9/30/2014

Current Year Report Dates: 10/1/2014 - 9/30/2015

Provider	Proj Type	Federal Partner Program	Grant Start	Grant End	EE Count	Client Count
HACAP - Linn Co HUD II - Off-Site (TH) (685)	TH	HUD:CoC - Transitional Housing	7/1/2013	6/30/2014	83	83
HACAP - Linn Co HUD II - Off-Site (TH) (685)	TH	HUD:CoC - Transitional Housing	7/1/2014	6/30/2015	83	83
HACAP - Linn Co HUD II - Off-Site (TH) (685)	TH	HUD:CoC - Transitional Housing	7/1/2015	6/30/2016	83	83
Hightower Place - Halfway House (TH) (388)	TH	HUD:CoC - Transitional Housing	5/1/2013	4/30/2014	86	79
Hightower Place - Halfway House (TH) (388)	TH	HUD:CoC - Transitional Housing	5/1/2014	4/30/2015	86	79
Hightower Place - Halfway House (TH) (388)	TH	HUD:CoC - Transitional Housing	5/1/2015	4/30/2016	86	79
Hillcrest Family Services - Transitional Supported Housing (TH)(459)	TH	HUD:CoC - Transitional Housing	5/1/2013	4/30/2014	12	12
Hillcrest Family Services - Transitional Supported Housing (TH)(459)	TH	HUD:CoC - Transitional Housing	5/1/2014	4/30/2015	12	12
Hillcrest Family Services - Transitional Supported Housing (TH)(459)	TH	HUD:CoC - Transitional Housing	5/1/2015	4/30/2016	12	12
HMSI-Housing First (PSH)(780)	PSH	HUD:CoC - Permanent Supportive Housing	4/1/2013	3/31/2014	15	15
HMSI-Housing First (PSH)(780)	PSH	HUD:CoC - Permanent Supportive Housing	4/1/2014	3/31/2015	15	15
HMSI-Housing First (PSH)(780)	PSH	HUD:CoC - Permanent Supportive Housing	4/1/2015	3/31/2016	15	15
HMSI-Permanent Supportive Housing (PSH)(787)	PSH	HUD:CoC - Permanent Supportive Housing	5/1/2013	4/30/2014	38	38
HMSI-Permanent Supportive Housing (PSH)(787)	PSH	HUD:CoC - Permanent Supportive Housing	5/1/2014	4/30/2015	38	38
HMSI-Permanent Supportive Housing (PSH)(787)	PSH	HUD:CoC - Permanent Supportive Housing	5/1/2015	4/30/2016	38	38
HMSI-TH Service Coordination (TH) (779)	TH	HUD:CoC - Transitional Housing	5/1/2013	4/30/2014	80	80
HMSI-TH Service Coordination (TH) (779)	TH	HUD:CoC - Transitional Housing	5/1/2014	4/30/2015	80	80
HMSI-TH Service Coordination (TH) (779)	TH	HUD:CoC - Transitional Housing	5/1/2015	4/30/2016	80	80
Mason City Housing Authority-Shelter Plus Care (PSH)(882)	PSH	HUD:CoC - Permanent Supportive Housing	3/22/2013	3/21/2014	31	30
Mason City Housing Authority-Shelter Plus Care (PSH)(882)	PSH	HUD:CoC - Permanent Supportive Housing	3/22/2014	3/21/2015	31	30
Mason City Housing Authority-Shelter Plus Care (PSH)(882)	PSH	HUD:CoC - Permanent Supportive Housing	3/22/2015	3/21/2016	31	30
Opening Doors - Maria House (TH)(55)	TH	HUD:CoC - Supportive Services Only	7/1/2013	6/30/2014	30	28
Opening Doors - Maria House (TH)(55)	TH	HUD:CoC - Transitional Housing	5/1/2014	4/30/2015	30	28
Opening Doors - Maria House (TH)(55)	TH	HUD:CoC - Transitional Housing	5/1/2015	4/30/2016	30	28
Project Concern - Shelter Plus Care (Phoenix House) (PSH)(735)	PSH	HUD:CoC - Permanent Supportive Housing	6/11/2013	6/10/2014	38	38
Project Concern - Shelter Plus Care (Phoenix House) (PSH)(735)	PSH	HUD:CoC - Permanent Supportive Housing	6/11/2014	6/10/2015	38	38
Project Concern - Shelter Plus Care (Phoenix House) (PSH)(735)	PSH	HUD:CoC - Permanent Supportive Housing	7/1/2015	6/30/2016	38	38
Shelter House - Fairweather Lodge (PSH)(1249)	PSH	HUD:CoC - Permanent Supportive Housing	7/23/2015	7/22/2016	3	3

NO RESULTS ARE OFFICIAL

Employment and Income Growth for CoC Funded Projects, Metric 4 Additional Information

Prior Year Report Dates: 10/1/2013 - 9/30/2014

Current Year Report Dates: 10/1/2014 - 9/30/2015

Provider	Proj Type	Federal Partner Program	Grant Start	Grant End	EE Count	Client Count
YSS - MCLHAdmitted (TLP)(263)	TH	HUD:CoC - Transitional Housing	3/1/2013	2/28/2014	11	10
YSS - MCLHAdmitted (TLP)(263)	TH	HUD:CoC - Transitional Housing	4/1/2014	3/31/2015	11	10
YSS - MCLHAdmitted (TLP)(263)	TH	HUD:CoC - Transitional Housing	4/1/2015	3/31/2016	11	10
YSS - MCTLPAdmitted (TLP)(256)	TH	HUD:CoC - Transitional Housing	5/1/2013	4/30/2014	13	12
YSS - MCTLPAdmitted (TLP)(256)	TH	HUD:CoC - Transitional Housing	6/1/2014	5/31/2015	13	12
YSS - MCTLPAdmitted (TLP)(256)	TH	HUD:CoC - Transitional Housing	6/1/2015	5/31/2016	13	12
Z Community Corrections Improvement Association (PSH) disc6302015(761)	PSH	HUD:CoC - Permanent Supportive Housing	3/1/2013	2/28/2014	13	13
Z Community Corrections Improvement Association (PSH) disc6302015(761)	PSH	HUD:CoC - Permanent Supportive Housing	7/1/2014	6/30/2015	13	13
Z Community Corrections Improvement Association (PSH) disc6302015(761)	PSH	HUD:CoC - Permanent Supportive Housing	7/1/2015	6/30/2016	13	13
Z DV YWCA Clinton - Transitional DISC12312015(246)		HUD:CoC - Transitional Housing	3/1/2013	2/28/2014		
Z DV YWCA Clinton - Transitional DISC12312015(246)		HUD:CoC - Transitional Housing	3/1/2014	2/28/2015		

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Bowman Systems
333 Texas Street, 300
Shreveport, LA 71101
Toll Free: (844) 213-8780
Direct: (318) 213-8780
Fax: (318) 213-8784
<http://www.bowmansystems.com>

Number of Persons First Time Homeless, Metric 5 Summary

Prior Year Report Dates: 10/1/2013 - 9/30/2014

Current Year Report Dates: 10/1/2014 - 9/30/2015

Metric 5.1 - Change in the number of persons entering ES, SH, and TH projects with no prior enrollments in HMIS

	Prior Year Counts	Current Year Counts	Difference
Persons with entries into ES, SH, or TH during the reporting period	4,913	5,362	449
Of persons above, count those who were in ES, SH, or TH within 24 months prior to their entry during the reporting year.	833	967	134
Of the persons above, count those who did not have entries in ES, SH, or TH in the previous 24 months. (Number of persons experiencing homelessness for the first time.)	4,104	4,395	291

Metric 5.2 - Change in the number of persons entering ES, SH, TH, and PH projects with no prior enrollments in HMIS

	Prior Year Counts	Current Year Counts	Difference
Persons with entries into ES, SH, TH or any PH during the reporting period	5,382	6,222	840
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	912	1,129	217
Of the persons above, count those who did not have entries in ES, SH, TH or any PH in the previous 24 months. (Number of persons experiencing homelessness for the first time.)	4,499	5,093	594

NO RESULTS ARE OFFICIAL

Number of Persons First Time Homeless, Metric 5

Additional Information

Prior Year Report Dates: 10/1/2013 - 9/30/2014

Current Year Report Dates: 10/1/2014 - 9/30/2015

User Prompt Field	Value(s) Selected
Select Provider(s):	
Select CoC Code(s):	IA-501 (Iowa Balance of State)
EDA Provider:	-Default Provider-
Enter Prior Year Start Date:	10/1/2013
Enter Current Year Start Date:	10/1/2014
Enter Current Year End Date PLUS 1 Day:	10/1/2015
Enter Transaction Cutoff Date:	10/1/2012

Provider	Proj Type	Transaction Count	Unique Client Count
ASAC - Adult Halfway House (TH)(340)	TH	86	85
ASAC - Heart of Iowa Halfway House (TH)(342)	TH	181	179
BCHP - Crawford Hall Family Shelter (ES)(944)	ES	63	63
Bethany for Children & Families (TH)(892)	TH	23	21
CAOFSEIA - ESG Rapid Rehousing (RRH)(1055)	RRH	112	110
Catherine McAuley Center (TH)(40)	TH	54	53
Catholic Worker House (ES)(475)	ES	472	442
CHI - Permanent Housing (PSH)(632)	PSH	14	14
CHI - Transitional Housing (TH)(631)	TH	86	86
Christian Community Development (TH)(109)	TH	74	74
Community and Family Resources (TH)(147)	TH	39	36
Dubuque Rescue Mission - Emergency Shelter (ES)(538)	ES	81	76
Emergency Residence Project - Emergency Shelter (ES)(1187)	ES	307	241
Emergency Residence Project - Motel Voucher (ES)(717)	ES	296	249
Emergency Residence Project - Transitional Housing (TH)(724)	TH	38	38
FAVA - SSVF Rapid Rehousing (RRH)(1176)	RRH	158	156
Fort Dodge Housing Agency (TH)(760)	TH	23	23
Foundation 2 Youth Shelter - Non System (ES)(1210)	ES	174	142
Gateway to Discovery (TH)(1100)	TH	8	5
HACAP - Benton Co Local (TH)(628)	TH	15	15
HACAP - CR CHP Mariccia House (PSH)(907)	PSH	4	4
HACAP - ESG Rapid Rehousing (RRH)(1215)	RRH	42	42
HACAP - Johnson Co HUD V (TH)(208)	TH	168	168
HACAP - Johnson Co local (TH)(203)	TH	78	78
HACAP - Linn Co HUD II - Inn Circle (TH)(684)	TH	252	252
HACAP - Linn Co HUD II - Off-Site (TH)(685)	TH	183	183
HACAP - SSVF Rapid Rehousing (RRH)(1178)	RRH	245	238
HACAP - Washington Co local (TH)(232)	TH	75	75
Hightower Place - Halfway House (TH)(388)	TH	167	151
Hillcrest Family Services - Transitional Supported Housing (TH)(459)	TH	21	21
HMHI Pershing Transitional Housing (TH)(884)	TH	22	22
HMHI SCiC Permanent Supportive Housing (PSH)(886)	PSH	13	13
HMHI SCiC Transitional Housing (TH)(885)	TH	105	100

Number of Persons First Time Homeless, Metric 5

Additional Information

Prior Year Report Dates: 10/1/2013 - 9/30/2014

Current Year Report Dates: 10/1/2014 - 9/30/2015

Provider	Proj Type	Transaction Count	Unique Client Count
HMSI-Housing First (PSH)(780)	PSH	4	4
HMSI-Permanent Supportive Housing (PSH)(787)	PSH	18	18
HMSI-TH Service Coordination (TH)(779)	TH	68	68
HMSI-VA Grant Per Diem (TH)(952)	TH	54	54
HMSI - VALOR SSVF Rapid Rehousing (RRH)(1182)	RRH	150	147
Humility of Mary Shelter, Inc. (ES)(773)	ES	3,471	1,245
King House - Halfway House (TH)(389)	TH	71	68
Madge Phillips - Emergency Shelter (ES)(234)	ES	1,116	591
Mason City Housing Authority-HUD VASH (PSH)(880)	PSH	24	22
Mason City Housing Authority-Shelter Plus Care (PSH)(882)	PSH	26	25
MCSA - Family Transitional Housing (TH)(213)	TH	243	199
MCSA - Gateway/Pathway Transitional Housing (TH)(566)	TH	6	6
MCSA - Overnight/Transient Shelter (ES)(563)	ES	285	199
MCSA - Permanent Supportive Housing (PSH)(565)	PSH	39	38
Mission of Hope - Men's Shelter House (ES)(742)	ES	231	197
NICAO - ESG Rapid Rehousing (RRH)(1047)	RRH	103	92
Northern Lights - Men's Emergency Shelter (ES)(486)	ES	275	261
Northern Lights - New Beginnings House of Hope (ES)(712)	ES	370	354
Northern Lights - Transitional Housing for Men (TH)(488)	TH	25	25
Opening Doors - Maria House (TH)(55)	TH	88	84
Opening Doors - Teresa Shelter Emergency (ES)(671)	ES	498	335
Opening Doors - Teresa Shelter Transitional (TH)(857)	TH	95	93
Pathway Living Center - Home Sweet Homes (PSH)(906)	PSH	2	1
Pathway Living - Group Living Emergency (ES)(607)	ES	16	9
Pathway Living - Group Living Transitional (Group Home) (TH)(606)	TH	12	12
Pathway Living - Young Adult Emergency (ES)(609)	ES	2	2
Pathway Living - Young Adult Transitional (Brick House) (TH)(608)	TH	5	5
PHC - SSVF Rapid Rehousing(1180)	RRH	262	255
Project Concern - Motel Vouchers (ES)(1127)	ES	87	66
Project Concern - Rapid Rehousing (RRH)(1194)	RRH	48	47
Project Concern - Shelter Plus Care (Phoenix House) (PSH)(735)	PSH	30	30
Safe Place - Transitional Housing (TH)(273)	TH	164	151
Shelter House - Emergency Shelter (ES)(93)	ES	1,865	1,240
Shelter House - ESG Rapid Rehousing (RRH)(1064)	RRH	890	756
Shelter House - Fairweather Lodge (PSH)(1249)	PSH	3	3
Shelter House - GPD Veterans TLP (TH)(927)	TH	73	55
Shelter House - Overflow (ES)(549)	ES	201	123
Shelter House - Temporary Winter Shelter (ES)(1193)	ES	350	124
The Bridge (TH)(786)	TH	18	13
The Salvation Army - Davenport (ES)(97)	ES	563	527
The Salvation Army - Davenport Transitional Housing (TH)(571)	TH	60	60
The Salvation Army W/CF - Emergency Shelter (ES)(414)	ES	1,217	1,079
The Salvation Army W/CF - Men's Transitional Housing (TH)(411)	TH	32	32
UDMO - ESG Rapid Rehousing (RRH)(1060)	RRH	39	39
United Action for Youth (TLP)(450)	TH	21	21
Vera French - Master Lease HUD 1 (PSH)(713)	PSH	7	7
Vera French - Master Lease HUD 2 (PSH)(714)	PSH	2	2
Victory Center Ministries - Transitional Housing (TH)(980)	TH	6	6
Victory Center Rescue Mission - Men's Shelter (ES)(1212)	ES	187	172

Number of Persons First Time Homeless, Metric 5 Additional Information

Prior Year Report Dates: 10/1/2013 - 9/30/2014

Current Year Report Dates: 10/1/2014 - 9/30/2015

Provider	Proj Type	Transaction Count	Unique Client Count
Victory Center Rescue Mission - Women's Shelter (ES)(1081)	ES	18	18
Waypoint - Community Rapid Rehousing (RRH)(1147)	RRH	513	487
Waypoint - ESG Rapid Rehousing (RRH)(1051)	RRH	504	486
Willis Dady - Emergency Shelter (ES)(95)	ES	705	683
YSS - Boone County (TLP)(863)	TH	35	35
YSS - MCHHadmitted (TLP)(264)	TH	52	52
YSS - MCLHadmitted (TLP)(263)	TH	23	21
YSS - MCTLPadmitted (TLP)(256)	TH	13	13
YSS - Rosedale Shelter (ES)(877)	ES	41	37
YSS - Story County (TLP)(862)	TH	72	72
YSS - Subcontractors (TLP)(1222)	TH	1	1
Z Community Corrections Improvement Association (PSH) disc6302015(761)	PSH	17	17
ZFamily Promise of Linn County (DISC 03012015)(1036)	ES	66	66

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333 Texas Street, 300
Shreveport, LA 71101
Toll Free: (844) 213-8780
Direct: (318) 213-8780
Fax: (318) 213-8784
<http://www.bowmansystems.com>

Measure 6

Does Not Apply

Permanent Housing Placement/Retention, Metric 7 Summary

Prior Year Report Dates: 10/1/2013 - 9/30/2014

Current Year Report Dates: 10/1/2014 - 9/30/2015

Metric 7a.1 - Change in exits to permanent housing destinations

	Prior Year Counts	Current Year Counts	Difference
Persons who exited Street Outreach	706	655	-51
Exited to temporary & some institutional destinations	117	144	27
Exited to permanent housing destinations	277	317	40
Percentage successful exits/retention	55.81%	70.38%	

Metric 7b.1 - Change in exits to permanent housing destinations

	Prior Year Counts	Current Year Counts	Difference
Persons in ES, SH, TH, and RRH who exited	3,950	5,304	1,354
Exited to permanent housing destinations	1,701	2,332	631
Percentage successful exits/retention	43.06%	43.97%	

Metric 7b.2 - Change in exits to or retention of permanent housing

	Prior Year Counts	Current Year Counts	Difference
Persons in PH-H, PSH, and PH-S who exited	308	293	-15
Remained in applicable PH projects and or exited to permanent housing destinations	260	254	-6
Percentage successful exits/retention	84.42%	86.69%	

NO RESULTS ARE OFFICIAL

Permanent Housing Placement/Retention, Metric 7

Additional Information

Prior Year Report Dates: 10/1/2013 - 9/30/2014

Current Year Report Dates: 10/1/2014 - 9/30/2015

User Prompt Field	Value(s) Selected
Select Provider(s):	
Select CoC Code(s):	IA-501 (Iowa Balance of State)
EDA Provider:	-Default Provider-
Enter Prior Year Start Date:	10/1/2013
Enter Current Year Start Date:	10/1/2014
Enter Current Year End Date PLUS 1 Day:	10/1/2015

Provider	Proj Type	Transaction Count	Unique Client Count
Abbe Center for Community Mental Health - CR(462)	SO	404	383
Abbe Center for Community Mental Health - IC(453)	SO	311	292
ASAC - Adult Halfway House (TH)(340)	TH	95	94
ASAC - Heart of Iowa Halfway House (TH)(342)	TH	201	198
BCHP - Crawford Hall Family Shelter (ES)(944)	ES	72	70
Bethany for Children & Families (TH)(892)	TH	27	25
Black Hawk Grundy Mental Health(473)	SO	616	568
CAOFSEIA - ESG Rapid Rehousing (RRH)(1055)	RRH	146	144
Catherine McAuley Center (TH)(40)	TH	62	61
Catholic Worker House (ES)(475)	ES	487	454
CHI - Permanent Housing (PSH)(632)	PSH	23	23
CHI - Transitional Housing (TH)(631)	TH	105	105
Christian Community Development (TH)(109)	TH	99	99
Community and Family Resources (TH)(147)	TH	52	45
Dubuque Rescue Mission - Emergency Shelter (ES)(588)	ES	81	76
Emergency Residence Project - Emergency Shelter (ES)(1187)	ES	307	241
Emergency Residence Project - Motel Voucher (ES)(717)	ES	296	249
Emergency Residence Project - Transitional Housing (TH)(724)	TH	38	38
FAVA - SSVF Rapid Rehousing (RRH)(1176)	RRH	158	156
Fort Dodge Housing Agency (TH)(760)	TH	34	34
Foundation 2 Youth Shelter - Non System (ES)(1210)	ES	174	142
Gateway to Discovery (TH)(1100)	TH	8	5
HACAP - Benton Co Local (TH)(628)	TH	21	21
HACAP - CR CHP Maniccia House (PSH)(907)	PSH	12	12
HACAP - ESG Rapid Rehousing (RRH)(1215)	RRH	42	42
HACAP - Johnson Co HUD V (TH)(208)	TH	201	201
HACAP - Johnson Co local (TH)(203)	TH	105	105
HACAP - Linn Co Chronic Outreach(710)	SO	56	56
HACAP - Linn Co HUD II - Inn Circle (TH)(684)	TH	305	305
HACAP - Linn Co HUD II - Off-Site (TH)(685)	TH	234	234
HACAP - SSVF Rapid Rehousing (RRH)(1178)	RRH	245	238
HACAP - Washington Co local (TH)(232)	TH	108	106
Hightower Place - Halfway House (TH)(388)	TH	191	173
Hillcrest Family Services PATH Program(618)	SO	533	481

Permanent Housing Placement/Retention, Metric 7

Additional Information

Prior Year Report Dates: 10/1/2013 - 9/30/2014

Current Year Report Dates: 10/1/2014 - 9/30/2015

Provider	Proj Type	Transation Count	Unique Client Count
Hillcrest Family Services - Transitional Supported Housing (TH)(459)	TH	36	36
HMHI Non-HUD Permanent Supportive Housing (PSH)(888)	PSH	12	12
HMHI Pershing Transitional Housing (TH)(884)	TH	38	38
HMHI SCtC Permanent Supportive Housing (PSH)(886)	PSH	31	31
HMHI SCtC Transitional Housing (TH)(885)	TH	191	186
HMSI-Housing First (PSH)(780)	PSH	15	15
HMSI-Permanent Supportive Housing (PSH)(787)	PSH	38	38
HMSI-TH Service Coordination (TH)(779)	TH	80	80
HMSI-VA Grant Per Diem (TH)(952)	TH	67	67
HMSI - VALOR SSVF Rapid Rehousing (RRH)(1182)	RRH	150	147
Humility of Mary Shelter, Inc. (ES)(773)	ES	3,453	1,261
King House - Halfway House (TH)(389)	TH	77	74
Madge Phillips - Emergency Shelter (ES)(234)	ES	634	599
Madge Phillips - Supportive Services(824)	SO	132	130
Mason City Housing Authority-HUD VASH (PSH)(880)	PSH	64	60
Mason City Housing Authority-Shelter Plus Care (PSH)(882)	PSH	52	51
MCSA - Family Transitional Housing (TH)(213)	TH	262	209
MCSA - Gateway/Pathway Transitional Housing (TH)(566)	TH	18	16
MCSA - Overnight/Transient Shelter (ES)(563)	ES	295	204
MCSA - Permanent Supportive Housing (PSH)(565)	PSH	70	67
Mission of Hope - Men's Shelter House (ES)(742)	ES	239	204
NICAO - ESG Rapid Rehousing (RRH)(1047)	RRH	111	100
Northern Lights - Men's Emergency Shelter (ES)(486)	ES	283	267
Northern Lights - New Beginnings House of Hope (ES)(712)	ES	390	372
Northern Lights - Transitional Housing for Men (TH)(488)	TH	34	33
Opening Doors - Maria House (TH)(55)	TH	94	90
Opening Doors - Teresa Shelter Emergency (ES)(671)	ES	378	345
Opening Doors - Teresa Shelter Transitional (TH)(857)	TH	103	101
Pathway Living Center - Home Sweet Homes (PSH)(906)	PSH	10	8
Pathway Living - Group Living Emergency (ES)(607)	ES	16	9
Pathway Living - Group Living Transitional (Group Home) (TH)(606)	TH	18	18
Pathway Living - Young Adult Emergency (ES)(609)	ES	2	2
Pathway Living - Young Adult Transitional (Brick House) (TH)(608)	TH	9	8
PHC - SSVF Rapid Rehousing(1180)	RRH	262	255
Project Concern - Motel Vouchers (ES)(1127)	ES	67	66
Project Concern - Rapid Rehousing (RRH)(1194)	RRH	48	47
Project Concern - Shelter Plus Care (Phoenix House) (PSH)(735)	PSH	49	49
Safe Place - Transitional Housing (TH)(273)	TH	196	177
Shelter House - Emergency Shelter (ES)(93)	ES	1,927	1,283
Shelter House - ESG Rapid Rehousing (RRH)(1064)	RRH	1,090	938
Shelter House - Fairweather Lodge (PSH)(1249)	PSH	3	3
Shelter House - GPD Veterans TLP (TH)(927)	TH	83	61
Shelter House - Overflow (ES)(549)	ES	201	123
Shelter House - Temporary Winter Shelter (ES)(1193)	ES	350	124
The Bridge (TH)(786)	TH	26	21
The Salvation Army - Davenport (ES)(97)	ES	610	571
The Salvation Army - Davenport Transitional Housing (TH)(571)	TH	103	103
The Salvation Army W/CF - Emergency Shelter (ES)(414)	ES	1,254	1,107
The Salvation Army W/CF - Men's Transitional Housing (TH)(411)	TH	40	40

Permanent Housing Placement/Retention, Metric 7

Additional Information

Prior Year Report Dates: 10/1/2013 - 9/30/2014

Current Year Report Dates: 10/1/2014 - 9/30/2015

Provider	Proj Type	Transation Count	Unique Client Count
UDMO - ESG Rapid Rehousing (RRH)(1060)	RRH	39	39
United Action for Youth (TLP)(450)	TH	21	21
Vera French Community Mental Health Center(615)	SO	474	424
Vera French - Master Lease HUD 1 (PSH)(713)	PSH	13	13
Vera French - Master Lease HUD 2 (PSH)(714)	PSH	8	8
Victory Center Ministries - Transitional Housing (TH)(980)	TH	10	10
Victory Center Rescue Mission - Men's Shelter (ES)(1212)	ES	198	181
Victory Center Rescue Mission - Women's Shelter (ES)(1081)	ES	18	18
Waypoint - Community Rapid Rehousing (RRH)(1147)	RRH	513	487
Waypoint - ESG Rapid Rehousing (RRH)(1051)	RRH	573	554
Willis Dady - Emergency Shelter (ES)(95)	ES	731	706
Willis Dady - Outreach(969)	SO	310	227
YSS - Boone County (TLP)(863)	TH	37	37
YSS - MCHHadmitted (TLP)(264)	TH	54	54
YSS - MCLHadmitted (TLP)(263)	TH	25	23
YSS - MCTLPadmitted (TLP)(256)	TH	16	15
YSS - Rosedale Shelter (ES)(877)	ES	41	37
YSS - Story County (TLP)(862)	TH	86	84
YSS - Subcontractors (TLP)(1222)	TH	1	1
Z Community Corrections Improvement Association (PSH) disc6302015(761)	PSH	31	31
ZFamily Promise of Linn County (DISC 03012015)(1036)	ES	66	66
ZJericho Supportive Housing (OPH) -DISC 08312015(217)	PH-S	9	9

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Bowman Systems
 333 Texas Street, 300
 Shreveport, LA 71101
 Toll Free: (844) 213-8780
 Direct: (318) 213-8780
 Fax: (318) 213-8784
<http://www.bowmansystems.com>