



North Dakota-500 Statewide Continuum of Care

Written Standards for Emergency Solutions Grant and Continuum of Care Programs

CoC Board Approval: April 20, 2020
CoC Membership Approval: May 6, 2020
Dept. Of Commerce Approval: Pending

Next Review: April 2021

I. Introduction

- A. The North Dakota Housing Finance Agency (NDHFA) is the Collaborative Applicant (CA) for the North Dakota Continuum of Care (CoC). A CoC works to coordinate a community-based process of identifying needs relating to the experience of homelessness and of building a system of housing and services to address those needs. The ND CoC works to establish local priorities for system planning and to evaluate system-wide performance with the goal of making homelessness rare, brief, and non-recurring.
- B. The Department of Housing and Urban Development (HUD) requires that a CoC establish and follow written standards for recipients and subrecipients providing assistance with CoC and Emergency Solutions Grant (ESG) Program funds.
- C. The North Dakota Commerce Division of Community Services (DCS) is the statewide recipient of ESG funds for the state of North Dakota.

II. Mandate Overview

- A. The CoC Program interim rule requires that these standards be developed in consultation with the ESG recipient(s) also funding projects within the CoC's geographic area.
- B. The specific standards that must be addressed are policies and procedures for:
 - 1. Evaluating individuals' and families' eligibility for assistance through the CoC Program;
 - 2. Determining and prioritizing eligible individuals and families for transitional housing, rapid re-housing, and permanent supportive housing assistance;
 - 3. Determining the percentage and amount of rent program participants must pay while receiving rapid re-housing assistance;
 - 4. For designated high-performing CoCs, determining and prioritizing individuals and families for homelessness prevention and rapid re-housing assistance, including the percentage or amount of rent and utilities costs each program participant must pay while receiving homelessness prevention and rapid re-housing assistance and the amount and duration of rental assistance; and the type, amount, and duration of housing stabilization and/or relocation services.
NOTE: The ND CoC is not considered a high-performing CoC.
- C. ESG recipients are also required to develop several similar policies and procedures for subrecipients to use when providing ESG assistance (state recipients may allow subrecipients to develop their own written standards) (see 24 CFR 576.400(d)). Although ESG recipients are not explicitly required to consult with CoCs on the development of written standards for providing ESG assistance, many of the ESG standards for prioritizing assistance will influence the development and implementation of the local plan to prevent and end homelessness, the implementation of coordinated entry system, as well as the development of the CoC's written standards.
- D. Ideally, CoCs and ESG recipient(s) should collaborate to coordinate and/or align their written standards to ensure all populations eligible for assistance within the geographic area are assessed and prioritized for available assistance as consistently as possible.
- E. The written standards for providing ESG assistance must include policies and procedures that address the following:
 - 1. Evaluating eligibility for ESG assistance;

2. Targeting and providing essential services related to street outreach activities;
 3. Admission to, diversion from, referral to, and discharge from emergency shelters;
 4. Assessing, prioritizing, and re-assessing the need for essential services related to street outreach;
 5. Coordination among other emergency shelters, essential services, homelessness prevention, and rapid re-housing providers as well as with other mainstream housing and service providers;
 6. Determining and prioritizing individuals and families for homelessness prevention and rapid re-housing assistance;
 7. Determining the percentage and amount of rental assistance and utilities each program participant must pay while receiving homelessness prevention or rapid rehousing assistance;
 8. Determining the amount and duration of rental assistance, including how the amount will be adjusted over time, as appropriate; and
 9. Determining the type, amount, and duration of housing stabilization and/or relocation services.
- F. Under the purview of HUD regulations and guidelines, DCS, as recipient of ESG funds, has the discretion to set local standards regarding rental assistance amounts, length of assistance available for participants, and other project components as necessary and has agreed to partner with the CoC to issue joint guidance to ESG subrecipients. All projects receiving ESG Program funds must comply in full with the applicable standards described below.

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III. Definitions

- A. Emergency Solutions Grant (ESG) Interim Rule broadened existing emergency shelter and homelessness prevention activities, placing greater emphasis on helping people quickly regain stability in permanent housing after experiencing a housing crisis and/or homelessness by expanding prevention as an eligible use and adding a rapid rehousing component. ESG funds are authorized and intended for rapid rehousing, homelessness prevention, and emergency shelter. The interim rule updated the annual action plan requirements to include written standards for the provision of ESG assistance and performance standards for evaluating ESG activities.

ESG funds can be used for a variety of services, including: Emergency Shelter, short- or medium-term Rental Assistance, Housing Search and Placement, Utility Arrears, and Housing Stability Case Management. The Homelessness Prevention component includes various housing relocation and stabilization services and short- and medium-term rental assistance. DCS is the recipient of HUD ESG Program funds and administers this award via eligible organizations referred to as subrecipients.

ESG Program Eligible Components				
Street Outreach	Homeless Prevention	Emergency Shelter	Rapid Rehousing	HMIS

- B. Continuum of Care (CoC) Program Funds provide housing and supportive services to households with and without children experiencing homelessness. Projects funded under the CoC Program seek to assist households with attaining and sustaining permanent housing as quickly as possible.

CoC Program Eligible Components

Transitional Housing	Rapid Rehousing	Coordinated Entry	Permanent Supportive Housing	HMIS
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- C. Collaborative Applicant is the eligible applicant (state, unit of local government, private, nonprofit organization, or public housing agency) designated by the CoC to collect and submit the required CoC application information for all projects the CoC has selected for funding and apply for CoC planning funds on behalf of the CoC.
- D. Homeless Management Information System (HMIS) is a local information technology system used to collect client-level data and data on the provision of housing and services to individuals and families who are homeless or at risk of homelessness.
- E. HUD Homeless Categories: There are four federally defined categories under which persons are defined as homeless:
 1. Literally Homeless
 2. Imminent Risk of Homelessness
 3. Homeless Under other Federal statutes
 4. Fleeing/Attempting to flee domestic violence
- F. At risk of homelessness is defined as individuals and families living in "housing that has characteristics associated with instability and an increased risk of homelessness. For ESG subrecipients, eligible households must align with the definition listed in the state approved Consolidated Plan.

IV. CoC Written Standards

All projects funded under the CoC and ESG Programs shall apply the following standards consistently for the benefit of all program participants. The CoC strongly encourages organizations and projects that do not receive the abovementioned funds to accept and utilize these standards.

- A. General Standards *Training on each of the general standards can be found on the CoC online training site. If your agency needs access to the site, please contact the CoC Coordinator.*
 1. Housing First Orientation. The ND CoC practices a Housing First model of care that follows five core principals of practice:
 - a. Low Barrier Access: Immediate access to permanent housing with no housing readiness requirements.
 - b. Client Choice: Client centered approach that emphasizes client choice of housing options and level and time of supports currently available to them.
 - c. Recovery Orientation: Assures clients have access to a wide range of supports that help stabilize and thrive in housing and that care be provided with a harm reduction orientation aimed at reducing the risks and harmful effects associated with addictive and other harmful behaviors versus expecting zero tolerance for these behaviors unless they threaten the rights or safety of others.
 - d. Individualized client-driven supports: Supports are offered based on each client's unique needs and desires and are presented in a creative, ongoing, and culturally appropriate manner.

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- e. Social and community integration: Providers assist clients to integrate into their community and connect with natural supports that are healthy, to avoid isolation, and support long-term stability.
2. Fair Housing and Equal Opportunity. All recipients and subrecipients of CoC Program and ESG Program funding must comply with the non-discrimination and equal opportunity provisions of federal civil rights laws as specified at 24 C.F.R. 5.105(a), including, but not limited to the following:
 - a. Fair Housing Act
 - b. Section 504 of the Rehabilitation Act
 - c. Title VI of the Civil Rights Act
 - d. Title II of the Americans with Disabilities Act
 - e. HUD's Equal Access Rule
 - f. Affirmatively Furthering Fair Housing. Providers must have non-discrimination policies in place and conduct assertive outreach to people least likely to engage in the homeless system. Organizations receiving CoC Program and ESG Program funding shall market housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, age, familial status, or disability; and, shall provide program applicants and participants with information, in writing, on their rights and remedies under applicable federal, state, and local fair housing and civil rights laws.
 - g. Integration and Accessibility (Fair Housing and Equal Opportunity). Housing and supportive services must be offered in an integrated manner, such that persons with disabilities may enjoy a meaningful life within the community. Organizations shall offer housing and supportive services to enable individuals with disabilities to interact with nondisabled persons to the fullest extent possible.
 - h. Reasonable Accommodations and Modifications for Persons with Disabilities. Organizations are required to provide reasonable accommodations and modifications for persons with disabilities. For federally funded housing, the recipient is responsible for paying for the modification. Organizations must inform applicants during the intake process of their right to request a reasonable accommodation or modification. A reasonable modification is a structural change, and a reasonable accommodation is a change to rules, policies, or services so that a person with a disability has equal opportunity to use and enjoy a dwelling unit or common space. An example of a reasonable modification is installing a grab bar in the bathroom of a person with a disability, while examples of reasonable accommodations include, permitting a person with a disability to have a service animal.
 - i. Discrimination Based on Actual or Perceived Gender, HUD's Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity. Final Rule (Equal Access Rule) requires that HUD's housing projects be made available to individuals and families without regard to actual or perceived sexual orientation, gender identity, or marital status. The rule defines "gender identity" to mean "actual or perceived gender-related characteristics." The final rule also prohibits owners and administrators of HUD-assisted or HUD insured housing, approved lenders in an FHA mortgage insurance program, and any other recipients or subrecipients of HUD funds from inquiring about sexual orientation or gender identity to determine eligibility for HUD-assisted or HUD-insured housing.

- j. There is a limited exception to this rule: Temporary, emergency shelters and other buildings and facilities that are not covered by the Fair Housing Act because they provide short-term, temporary accommodations may provide sex-segregated accommodations, which they sometimes do to protect the privacy and security of individuals when the buildings and facilities have physical limitations or configurations that require shared sleeping quarters or shared bathing facilities. For purposes of this rule, shared sleeping quarters or shared bathing facilities are those that are designed for simultaneous accommodation of multiple individuals in the same space. For example, a single-user bathing facility with a lock on the door is not designated for simultaneous occupancy by multiple individuals, so it is not a “shared bathing facility” for purposes of the Equal Access Rule or this rule.
- k. Organizations should ensure that its services do not isolate or segregate victims of domestic violence based upon actual or perceived gender identity.
- l. Discrimination Based on Household Composition. Organizations cannot discriminate against a group of persons presenting as a family based on the composition of the family, the age of any member of the family, the disability status of any members of the family, marital status, actual or perceived sexual orientation, or gender identity. The people who present together for assistance, regardless of age or relationship, are considered a household and are eligible for assistance as a household. Projects that serve families with children must serve all types of families with children; if a project targets a specific population, (e.g. homeless veterans), these projects must serve all families with children that are otherwise eligible for assistance, including families with children that are headed by a single adult or consist of multiple adults who reside together.
- m. Preventing Family Separation. In an effort to maintain family unity, for housing projects serving households with children, the age and gender of a child under age 18 shall not be used as a basis for denying any family’s admission, nor may a recipient deny admission to any member of the family (e.g., 15-year old son). Projects will make every attempt possible to avoid family separation, unless absolutely necessary for the safety and well-being of the family.
- n. Guidance for Placement for Transgender Persons in Single-Sex Emergency Shelters and Other Facilities. Organizations operating ESG-single-sex emergency shelters (or other ESG- and/or CoC facilities) may not make a determination about services for one participant based on the complaints of another participant when those complaints are based on a participant’s gender identity or non-conformity with gender stereotypes. For the purpose of assigning a participant to sex-segregated or sex-specific services, it is a requirement that intake staff and emergency housing providers ask a transgender participant which group or service the participant wishes to join. The organizations must take reasonable steps to address safety and privacy concerns; the organization should provide for privacy in bathrooms and dressing areas. For instance, organizations may install privacy curtains or partitions. When deciding how to house a victim of domestic violence, an organization that provides sex-segregated housing may consider on a case-by-case basis whether a particular housing assignment would ensure the victim’s health and safety. A victim’s own views with respect to personal safety deserve serious consideration. The organizations should ensure that its services do not isolate or segregate victims of domestic violence based upon actual or perceived gender identity.

- o. Prioritized Subpopulations and Fair Housing Implications. Organizations shall comply with applicable civil rights laws, including the Fair Housing Act. Within this framework, these standards establish subpopulations to be prioritized for housing and services that align with the identified needs of the local community and the goals of the Federal Strategic Plan to End Homelessness. Subpopulations may be prioritized as long as doing so does not discriminate against any protected class under federal nondiscrimination laws (e.g., the housing may be limited to homeless veterans, victims of domestic violence and their children, or chronically homeless households); subpopulations may also be prioritized according to who needs the specialized supportive services that are offered by the project (e.g., substance use disorder treatment, domestic violence services, or a high intensity package of services designed to meet the needs of hard-to-reach homeless persons).
- *Dedicated versus Prioritized Projects* and/or beds that are dedicated to serving a specific subpopulation must continue serving only this subpopulation. (For instance, a Permanent Supportive Housing project that is dedicated to serving households experiencing chronic homelessness must continue serving those households). This means that if two otherwise eligible households are seeking admission into the program, one who falls within the designated prioritized subpopulation and one who does not, the household who is in the designated prioritized subpopulation must be given priority for admission. If there are no persons on a waiting list or applying for entrance to the program who fall within the dedicated or first priority subpopulation, organizations should not hold the unit vacant, but instead should serve the next prioritized subpopulation who may benefit from the services being provided.
 - *Fair Housing Implications.* CoC Coordinated Entry may establish priorities for subpopulations by project type (i.e. Permanent Supportive Housing or Transitional Housing), but organizations may not set more restrictive priorities. For instance, while a Permanent Supportive Housing project may prioritize households experiencing chronic homelessness with a qualifying disability per CARES policies, beds may not be reserved to persons with a specific disability (i.e. physical disability). If an individual, who is otherwise qualified, but who does not have a physical disability, seeks admission and would benefit from the services offered, this person may not be excluded from the project. Organizations may reserve beds for persons with HIV/AIDS if the housing also receives funding from the Housing Opportunities for People with AIDS program (HOPWA).
3. Coordinated Entry/CARES: North Dakota's Coordinated Entry System is called Coordinated Assessment, Referral, Entry and Stabilization (CARES) System. All ESG and CoC funded projects are required to participate in CARES and abide by CARES policies and procedures. CARES policies and the Written Standards are therefore intended to be in alignment. All CARES documents can be found on the [CARESLINK website](#).
4. Participation in HMIS: HUD requires that CoC and ESG recipients and subrecipients use the CoC designated HMIS of the CoC and abide by all HMIS and CoC policies related to the use of HMIS. HMIS policies can be found on the [ND ICA website](#).
5. CoC Membership: Each CoC or ESG funded agency is required to be a member of the CoC General Membership Committee. The CoC is a member organization driven by the collaborative efforts of its members. Member participation is

needed to assure that the collective CoC goals and plans are representative of the diverse needs of our state.

6. **Participant Inclusion:** Each CoC funded project is expected to engage participants in ongoing program evaluation and quality improvement processes. Toward that end, at a minimum, each project is required to survey or interview participants at least annually to obtain feedback on program service quality, the housing and service environment, and opportunities for improvement. Each CoC or ESG funded organization must utilize participant feedback to improve program design and implementation.
7. **Access to Mainstream Services:** The CoC expects that every organization that is funded through the CoC or ESG programs will coordinate with and access mainstream and other targeted homeless resources. Organizations should assess and assist participants with obtaining any mainstream resource for which they may be eligible for including: TANF, Veterans Health Care, Supplemental Nutrition Assistance Program (SNAP), Medicaid, Federally Qualified Health plan (Affordable Care ACT), CHIP, SSI/SSDI, Workforce Investment funds, and Welfare-to-Work. Where possible, organizations should streamline processes for applying for mainstream benefits such as the use of a singular form to apply for benefits or collecting necessary information in one step.
8. **Collaboration with Educational Entities:** For projects that serve households with children, program policies must be in place to ensure children are enrolled in school and connected to appropriate services in the community, including early childhood projects such as Head Start, Part C of the Individuals with Disabilities Education Act, and McKinney Vento education services. The CoC encourages projects to utilize the [CoC Educational Agreement](#) as a standard for engagement and collaboration.
9. **Violence Against Women Act (VAWA):** VAWA requires that CoC and ESG programs:
 - a. Provide participants with the HUD Notice of VAWA Occupancy Rights (form HUD-5380) and Self-Certification (from HUD-5383);
 - b. Add a lease addendum that includes VAWA protections; and
 - c. Allow participants to make emergency transfers (form HUD-5381) when safety is a concern.
10. **Transition and Move On Strategy Principles:**
 - a. Transition should be a voluntary process that participants choose.
 - b. Collaboration of mainstream housing and services must be fostered.
 - c. Connections to community-based supports are necessary for housing stability.
11. **Termination and Grievance Procedures:** Organizations must have a written grievance procedure, including a formal process for participants to provide feedback.
 - a. Organizations must have a written termination policy outlining project rules and termination processes, including a formal due process.
 - b. Terminations may only occur in the most severe circumstances, which include, but are not limited to consistent failure to make rental payments or adhere to a repayment schedule, consistent violation of the lease, or destruction of property.

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- c. Termination from a project should not prohibit the household from being readmitted into the program at a future date.
- d. The termination process, at a minimum, must consist of:
 - Providing the participant with a written copy of the rules and the termination process before the participant begins to receive assistance;
 - Written notice to the program participant containing a clear statement of the reasons for termination: e.g. lease obligations, tenant payments, damage to the property.
 - A review of the decision, in which the program participant is given the opportunity to present written or oral objections/appeal before a person other than the person (or a subordinate of that person) who made or approved the termination decision;
 - Prompt written notice of the final decision to the program participant; and
 - Providing Notice of VAWA Occupancy Rights.

B. Standards for the Allocation of Funds

Housing Type	Funding	Homeless Category	Core Services	Eligibility	Prioritization (aligned with CARES Prioritization policy)	*Level of Assistance
Outreach	ESG	1	Engagement Case management Transportation Connection to mainstream services Housing Stability Plan Diversion screen	Persons unsheltered or in places not meant for human habitation.	N/A	N/A
Homeless Prevention	ESG	At-risk, Homeless: 2,4	Deposit Stabilization Short to medium term rental assistance Utilities Assistance Housing Stability Plan Connection to mainstream Services Diversion screen	Persons who would be unsafe or literally homeless without assistance. Income at or below 30% AMI.	Persons should be prioritized based on highest vulnerability defined as those most likely to enter homelessness without assistance.	Relocation/ Rental Assistance sufficient to prevent homelessness
Emergency Shelter	ESG	1,2,4	Shelter or motel voucher for up to 30 days with option for extension. Housing Stability Plan Connection to Mainstream Services Meals Transportation Case management at least 1x weekly Diversion screen	Persons who are literally homeless or escaping violence or stalking. Funder restrictions may limit shelter to specific sub-populations (youth, families, domestic violence, etc.). Not a current risk to other staff or residents.	The CARES Shelter Screening tool should be used to prioritize limited shelter beds and vouchers to those who are the most vulnerable.	N/A

Transitional Housing	CoC ESG	1,4	Rental Assistance for up to 24 months Case Management with weekly contact including in-home visits Linkage to mainstream services Utility Assistance Housing stability plan	Persons with low to moderate barriers exiting homelessness and entering transitional housing services. Homeless exiting shelter. Persons who will be successful w/ short-term help. Capacity to increase income (earned or other cash income), skills. Persons who can't afford housing w/ income until access public housing assistance. Youth w/ or working towards GED or HS diploma. Youth exiting foster care. Persons fleeing DV.	Category 1: Unsheltered Category 1: Other Category 4 Category 3: Youth programs ONLY Category 2 Unsafely or unstably doubled up (MN OEO only)	Up to 24 months of rental assistance with 3 month assessment of need.
Rapid Rehousing	CoC ESG	1,4	Short to medium term rental assistance or utility subsidies Security deposits Voluntary Case management with weekly contact and in-home visits Linkage to mainstream resources Housing Stability planning	Individuals who are literally homeless (HUD) or imminently homeless (ESG) and have a strong chance to increase their income and stabilize their housing with short (up to-6 months) to medium (7-12 months) length support.	Category 1: Unsheltered Category 1: other Category 4 Category 2 Unsafely or unstably doubled up (MN OEO only)	Short term (up to 3 months) Medium term (up to 24 months) No income requirement at entry
Permanent Supportive Housing	CoC	1,4	Rental Assistance for length of eligibility Other direct support services (childcare, transportation, utility) Voluntary Case management with initial weekly contact up to monthly and regular in-home visits Linkage to mainstream resources Housing Stability planning	Persons who are literally homeless or exiting TH or RRH AND has at least one household member with a documented disability in the family. CH must have an adult member with a disability and have at least one year of homelessness or 4+ episodes in the past four years.	Category 1: Unsheltered & Disabled Category 1: Emergency Shelter & Disabled Exiting TH: entered as homeless with a Disability Highest priority homeless	N/A

*Note that all grantees are responsible for understanding and abiding by the allowable costs for their respective programs as listed in their annual grant agreement or amended grant agreement. Grantees should also refer to the eligible program components listed in the HEARTH Act.

C. Performance Standards

1. The project must target those in most need of assistance by following CARES Prioritization Policies.
 2. Projects should strive to reduce the length of time persons are homeless:
 - a. Assuring data is current (entered in a timely manner per CARES policies) and accurate when entering and exiting households in HMIS or alternative databases
 - b. Support clients in housing search in order to secure housing more rapidly
 - c. Utilize the Housing First approach providing permanent housing to people experiencing homelessness quickly without preconditions or service participation requirements, thus ending their homelessness and serving as a platform for which they can pursue personal goals and improve their quality of life.
 3. Projects should assure all staff participate in all trainings required by the CoC or funders.
 4. Programs must abide by Fair Housing and Equal Access Rules.
 5. Programs design must support housing stability by:
 - a. Facilitating connections to mainstream and community supports;
 - b. Having contact with households as least weekly during the first year if services are provided and have regular in-home contact;
 - c. Focusing on increasing household income, both earned and unearned;
 - d. Using creative engagement strategies; and
 - e. Integrating transition strategies to support smooth exit from program assistance.
 6. Program funded activities effectiveness at fulfilling the needs they were intended to meet
 7. Programs compliance with these Written Standards
 8. Projects have a plan to review and use of performance outcomes to improve performance
- D. Documentation Requirements: All programs must verify and retain in each households file proof of program eligibility. This may include one or more of the following depending on funding source:
1. At-Risk of Homelessness Certification – ESG programs must complete the form and provide appropriate document as indicated on the form.
 2. Homeless Definition Certification; Must be completed for each household receiving ESG or CoC housing program.
 3. Disability Verification– CoC PSH will need to document disability status according to HUD requirements. A sample form is available on the CoC website.

4. Income Documentation – All sources of household income must be verified and documented at intake and updated every three months (ESG and CoC TH and RRH) or yearly (COC PSH).
5. Prevention Screen: All ESG funded prevention programs will complete the CARES Prevention Assessment to determine level of assistance.
6. CARES Housing Assessment: All ESG and CoC funded housing programs will complete the CARES Housing Assessment (currently the VI-SPDAT + Supplement) prior to entry into TH, RRH or PSH.
7. Self-Certification: Must be completed if required verifications/other documentation cannot be secured.
8. Lease Agreement: Tenants of ESG and CoC scattered site housing programs hold their own lease agreement.
9. VAWA Forms: All ESG and CoC housing programs must provide recipients with VAWA forms HUD-5380 Notice of Occupancy Rights and HUD-91067 Lease Addendum.
10. Housing Plan: A Housing Plan must be completed for all individuals that receive a housing assessment and are determined eligible for services.
11. Rent Reasonableness: ESG and CoC programs must complete and file a Rent Reasonableness form for rental assistance above Fair Market Rent (FMR).
12. Habitability Standards: All units must meet Habitability Standards before financial assistance can be provided for rent, security deposits, rental arrears, and utility payments.
13. Lead-Based Paint Inspection: Lead-Based Paint Inspection is required for housing for properties if built before 1978 and if a child age 6 or younger or a pregnant woman will be residing in the unit.
14. Annual Reports: CAPER or HUD APRs are due for all funded programs on or before the annual deadline.
15. Universal Data Elements: All projects are required to collect and report upon the required Universal Data Elements for their program. Data is to be current and accurate when reporting.

E. **Data Security & Privacy** All programs must assure they are following HMIS data security and privacy requirements including but not limited to completing the CARES and ESG Release of Information. A full list of data security and privacy requirements can be found on the ND HMIS website in the HMIS Policy Manual. ROI's must be signed for each adult member over age 18.

F. **Performance Evaluation**

Outcome Measures. The CoC has established the following targets for CoC and ESG programs related to performance outcomes:

Measurements	Outreach	Shelters	TH	RRH	PSH
Returns to Homelessness	25% or less will return to homelessness	25% or less will return to homelessness	10% or less will return to homelessness	10% or less will return to homelessness	5% or less will return to homelessness

Housing Retention	N/A	N/A	80% or more of all participants will exit to permanent housing destinations	80% or more of all participants will exit to permanent housing destinations	90% or more of all participants will remain stable in PSH or exit to other permanent housing destinations
Job & Income Growth	N/A	N/A	25% or more of adult participants will increase income from employment or other sources	25% or more of adult participants will increase income from employment or other sources	25% or more of adult participants will increase income from employment or other sources

The ND-500 CoC Written Standards for ESG and CoC Programs were approved by the ND CoC Board on April 20, 2020 and the full CoC membership on May 6, 2020. These written standards are pending review by the ND Department of Commerce.

CoC Coordinator, ND Continuum of Care

Date

Chair, ND CoC Board

Date