
MISSOURI HOUSING INNOVATION PROGRAM

COORDINATED ENTRY DESK GUIDE

2019



Strength, Dignity, Quality of Life
MISSOURI HOUSING
DEVELOPMENT COMMISSION



**EQUAL HOUSING
OPPORTUNITY**

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Introduction

Purpose

The Missouri Housing Innovation Program (“MoHIP”) has been designed as a flexible funding source in order to address evolving community needs. The program is designed to assist Missouri communities create the capacity to:

- Quickly identify and engage people experiencing homelessness and those at risk of experiencing homelessness
- Intervene to prevent the loss of housing and divert people from entering the homelessness service system
- Provide immediate access to shelter and crisis services, without barriers to entry, while permanent stable housing and appropriate supports are being secured
- When homelessness does occur, quickly connect people to housing assistance and services – tailored to their unique needs and strengths – to help them achieve and maintain stable housing
- Address service gap needs as they appear within a community’s systematic response to homelessness

History

To recognize the increased emphasis on coordination and Continuum of Care (CoC) driven performance, the Missouri Housing Innovation Program (MoHIP) is a collaboration between MHDC and the Department of Social Services. The collaboration is an effort to streamline programs and decrease administrative burden on applicants. The collaboration is also intended to increase equal access to housing opportunities, promote success in permanent housing for the hardest to house individuals and families, and to assist Continua in meeting HUD Coordinated Entry requirements.

Eligibility Requirements

Income

All MoHIP Coordinated Entry (CE) funds must be used to serve households at or below 125 percent of the Federal Poverty Level (FPL). The FPL is defined by the Department of Housing and Urban Development (HUD). The FPL limits are adjusted for household size and can be obtained from MHDC’s website at http://mhdc.com/housing_trust_fund/index.htm.

Housing Status

Those assisted with MoHIP CE funds must be either literally homeless, at risk of homelessness, or fleeing/attempting to flee domestic violence as defined within the Description of Grant Types section.

Description of Grant Types

Coordinated Entry System

Coordinated Entry System funds are intended to assist grantees with the operations of their CoC Coordinated Entry System. This includes providing pre-screening, access, assessment, and referral services for those experiencing a housing crisis upon entry to the homeless service delivery system.

MoHIP CE Funding by Region

| MoHIP CE Regions |
|---|
| <p>Balance of State Region Franklin, Jefferson, Crawford, Washington, Iron, St. Francois, Ste. Genevieve, Perry, Madison, Bollinger, Cape Girardeau, Lewis, Shelby, Marion, Monroe, Ralls, Pike, Putnam, Schuyler, Scotland, Clark, Sullivan, Adair, Knox, Linn, Macon, Chariton, Randolph, Atchison, Nodaway, Worth, Gentry, Harrison, Mercer, Holt, Daviess, Grundy, Livingston, Carrol, Caldwell, Clinton, Clay, Platte, Ray, Howard, Boone, Audrain, cooper, Moniteau, Cole, Callaway, Montgomery, Morgan, Miller, Osage, Gasconade, Camden, Pulaski, Phelps, Maries, Stoddard, Scott, Dunklin, New Madrid, Mississippi, Pemiscot, Reynolds, Carter, Wayne, Ripley, Butler, Laclede, Texas, Dent, Wright, Shannon, Douglas, Howell, Oregon, Ozark, Vernon, Cedar, Hickory, Polk, Dallas, Barton, Dade, Lawrence, McDonald, Barry, Stone, Taney, Cass, Lafayette, Saline, Johnson, Pettis, Bates, Henry, Benton, St. Clair</p> |
| <p>Joplin Region Jasper, Newton</p> |
| <p>Kansas City Region Jackson</p> |
| <p>Springfield Region Green, Webster, Christian</p> |
| <p>St. Charles Region St. Charles, Lincoln, Warren</p> |
| <p>St. Joseph Region Andrew, DeKalb, Buchanan</p> |
| <p>St. Louis Region St. Louis City and St. Louis County</p> |

General Information

Contacts

Below are the MHDC –Missouri Housing Innovation Program contacts for 2019 CE funded agencies. Please direct all questions, concerns, updates and submission of documents to the MHTF & MoHIP Administrator, with the exception of Payment Requests which shall be submitted electronically to the Community Initiatives Accounting email, ci.accounting@mhdc.com. Payment Request submissions sent to any other email will not be accepted.

Please direct questions, concerns, and updates to:

Caty Field
MHTF & MoHIP Administrator
920 Main, Suite 1400
Kansas City, MO 64105
catherine.field@mhdc.com
(816) 759-7228

Please submit Payment Requests electronically to:

Community Initiatives Accounting: ci.accounting@mhdc.com.

Website

All information and forms pertaining to the 2019 MoHIP CE grant year can be found under “2019 Coordinated Entry Documents” on the MHDC website at: <http://www.mhdc.com/ci/mohip/index.htm>

Timeline

The following timeline lists the key dates for the grant funding period, and are also detailed in the grant agreement. Grantees are responsible for knowing these dates as well as communicating them to all applicable staff.

| | |
|---------------------------------|-----------------------------------|
| Grant Year Begins: | November 1, 2019 |
| Spending Deadline 1 (SD1): | November 1, 2019-January 31, 2020 |
| SD1 Payment Request Deadline: | February 3, 2020, 5:00 p.m. |
| Spending Deadline 2 (SD2): | February 1, 2020-April 30, 2020 |
| SD2 Payment Request Deadline: | May 1, 2020 5:00 p.m. |
| 50% Spend Down Deadline: | April 30, 2020 5:00 p.m. |
| Spending Deadline 3 (SD3): | May 1, 2020-July 31, 2020 |
| Last Day to Expend Funds: | August 3, 2020 |
| Final Payment Request Deadline: | August 15, 2020, 5:00 p.m. |
| Final Close Out Deadline: | August 30, 2020, 5:00 p.m. |

Financial Processes

Request for Payment

MoHIP CE grants are provided on a reimbursement basis only, therefore MoHIP CE funds must be expended on eligible activities for eligible program participants before funds can be requested. Before grantees can request reimbursement for program year 2019, the following criteria must be met:

- All current year grant agreement documents must be completed and received by December 1, 2019.
- All previous compliance issues must be resolved (i.e., grantee is “in compliance”).

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Once all of the above criteria is met and grantee has expended funds on eligible MoHIP CE activities, grantee may request program year 2019 funds using the MoHIP CE Payment Request form (MoHIP-412) provided.

Submission Requirements

Funded agencies must submit complete MoHIP CE Payment Requests electronically by emailing the documents to the Community Initiatives Accounting email address listed below.

All Payment Requests must include:

- MoHIP-412: MoHIP CE Payment Request form
- HMIS/Comparable Database Report or Client Detail Report

All Payment Requests must be submitted on MHDC's approved MoHIP CE Payment Request form (MoHIP-412). Payment requests require a signature from an authorized signatory as detailed on the Authorized Signature Card (CI-101). All Payment Requests are submitted to DSS (by MHDC) monthly and are typically paid out in 4-6 weeks. Agencies must submit a Payment Request to MHDC no later than 5:00 p.m. on the first business day of the month in order to receive reimbursement on the next Payment Request submitted to DSS. Payment Request submissions via mail or a different email address will not be accepted.

Common Reasons for Discarded Payment Requests

- Certificate of insurance has expired
- Ineligible activities reported
- Expenses paid outside of funding period
- Documents are ineligible

Spending Deadlines

Grantees must have a minimum of one disbursement per spending deadline. Payment Requests that result in discard do not fulfill the Spending Deadline requirements. MoHIP spending and submission deadlines are detailed above under Timeline.

In the event Grantee fails to submit approved Payment Requests for at least 50 percent of the Grant Amount on eligible services by April 30, 2020, MHDC may, in its sole and absolute discretion, recapture all or a portion of the MoHIP CE Funds provided for under this Agreement which have not yet been disbursed.

Funding Period

All MoHIP CE funding provided to grantees must be used for expenses that are incurred, paid, and submitted for payment to MHDC after November 1, 2019 and before July 31, 2020.

Coordinated Entry System

All Missouri CoC’s are required to develop a Coordinated Entry System (CES) in accordance with requirements established by HUD. A CES should provide easy access for households seeking housing or services. All MoHIP-funded non-victim services providers within the CoC’s area must use that assessment system to ensure consistent screening, assessment, prioritization and referral of program participants (24 CFR 576.400(d)). Each provider must also work with its CoC to ensure that the screening, assessment, and referral of program participants are consistent with the required written standards. Victim services providers may choose not to use the CoC’s CES.

Eligible Activities

Salaries and benefits

The salary and benefits for those staff members conducting CES activities (i.e., access, assessment, prioritization, and referral) are eligible for reimbursement.

Supplies

Supplies purchased for the sole use of the CES are eligible for reimbursement.

Equipment – hardware

The purchase of hardware of for the sole use of the CES is eligible for reimbursement. Hardware purchases with a cost of \$5,000.00 or more, per unit, are considered ineligible.

Equipment – software

The purchase of software associated with the continued operations of the CES is eligible for reimbursement.

Mileage associated with Coordinated Entry

Mileage costs incurred by staff for the purpose of the continued operations of the CES are eligible for reimbursement. This includes mileage to regional CES meetings, case conferencing meetings, etc.

Recordkeeping Requirements

| Activity | Acceptable Forms of Documentation (both Cost Incurred and Proof of Payment are required) | |
|---|---|---|
| | Cost Incurred | Proof of Cleared Payment |
| <ul style="list-style-type: none"> • Bills paid • Supplies purchased • Equipment purchased | <ul style="list-style-type: none"> • Invoice • Receipt | <ul style="list-style-type: none"> • Canceled checks, bank statement with MoHIP payments highlighted |

| | | |
|---|---|--|
| <ul style="list-style-type: none"> • Mileage costs | <ul style="list-style-type: none"> • Travel request which includes date(s) of travel, from/to, purpose of travel, supporting documentation | <ul style="list-style-type: none"> • Canceled checks, bank statement with MoHIP payments highlighted |
| <ul style="list-style-type: none"> • Employee Compensation | <ul style="list-style-type: none"> • Timesheets • Effort report • Pay stub listing pay periods, employee listed, last four digits of SSN • Client Detail Report | <ul style="list-style-type: none"> • Copy of pay stub • Bank statement with MoHIP payments highlighted |

Income Eligibility

All households assisted through MoHIP CE are required to be at or below 125 percent of the Federal Poverty Level (FPL). The Federal Poverty Level limits are to be used throughout the entire grant funding period unless otherwise specified by MHDC.

Standard Forms of Income Grantees are expected to utilize the list below when calculating a household's income.

Inclusions:

- Income from all members of the household age 18 and over
- Gross wages from employment
- Full amount of periodic payments
- Unemployment Benefits, Worker's Compensation, Severance
- Entitlements (e.g., TANF, SSI, SSDI, etc.)
- Periodic and determinable allowances (alimony and child support)
- Net income from business operations
- Self-employment (e.g., child care, housekeeping, contracted work, etc.)
- Interest, dividends or other net income from personal property
- Unearned income from children under 18 years of age (i.e., benefits paid to adult member of household on behalf of a minor)

Exclusions:

- Earned income from children under 18 years of age
- Foster care payments
- Lump sum payments
- Reimbursement or payment of medical expenses
- Income of live-in aide
- Financial Aid
- Resident service stipend (part-time work that enhances the quality of life – not to exceed \$200/month)
- Temporary, non-recurring income (gifts)
- Earnings over \$480 per year for full-time students 18 years and older (excluding Head of Household and spouse)

- Adoption assistance payments
- Amounts paid by state to household with a developmentally disabled child to keep them in the home
- Food Stamps, WIC Payments

Additional Forms of Income Grantees are expected to utilize the list below when calculating a household's assets. Income earned from the cash value of a household's assets should be included in the total income. If the net household's assets have a cash value of \$5,000 or over, annual income must include the greater of:

- The actual income from the assets; or
- Imputed income from the assets. (Impute income by multiplying total net household assets by the passbook rate specified by HUD. See HUD Handbook 4350.3: Chapter 5)

Inclusions:

- A mortgage or deed of trust held by an applicant
- Cash held in savings and checking accounts, safe deposit boxes, home, etc.
- Cash value of revocable trusts
- Equity in rental property
- Cash value of stocks, bonds, treasury bills, CDs and money market accounts
- Individuals Retirement and Keogh Accounts
- Retirement and pension funds
- Cash value of life insurance policies
- Personal property held as an investment
- Lump sums not intended as periodic payments

Exclusions

- Necessary personal property (e.g., clothing, furniture, antique cars, etc.)
- Interest in Indian Trust Lands
- Assets not effectively owned by applicant
- When assets are held in an individual's name, but the benefit is to someone that is not in the household
- Assets not accessible to and that provide no income
- Term life insurance policies
- Assets that are part of an active business

Homeless Management Information System

Homeless Management Information System (HMIS) is a database that records and stores client-level data regarding the delivery of housing and services to households who are homeless and/or at-risk of homelessness. All agencies are required to enter data into the HMIS of their Continuum of Care. Grantees serving victims of domestic violence are required to enter data into a comparable database. The data must be entered into the HMIS that represents the county of service. If the grantee serves persons with MoHIP monies in multiple Continua, HMIS data must be entered into the appropriate HMIS. Grantees are responsible for ensuring that all data collection within HMIS and comparable

databases are in compliance with HUD HMIS Minimum Data Standards, therefore grantees should work with HMIS providers to ensure they are trained on proper data entry, etc.

Continuum of Care Meetings

In an effort to encourage collaboration and knowledge of services within areas of the state, all Missouri Housing Innovation Program CE agencies will be required to attend at least 75 percent of all Continuum of Care (CoC) meetings in the Continuum in which MoHIP CE grant funds are allocated. These meetings bring together many different agencies working toward the improvement of housing and ending homelessness in the state of Missouri. The MoHIP CE grantee will be required to submit an attendance tracking sheet for meetings attended at the close out of the grant. It is the grantee's responsibility to provide the CoC representative with an attendance tracking sheet within the requested timeframe to complete after each meeting that is attended. MHDC acquires feedback from each CoC chair regarding the agency's level of participation which may be assessed on future MoHIP CE applications for funding. The list of Missouri Continua is located on the Missouri Governor's Committee to End Homelessness website at: <http://www.endhomelessnessmo.org>

Monitoring

In order to track a grantee's program compliance with MHDC regulations, ensure accurate spending of MoHIP funds, prevent fraud and abuse, and identify technical assistance needs, MHDC staff will monitor grantees' by conducting on-site compliance reviews as well as through review of all financial documentation submitted to MHDC.

On-Site Compliance Visits

On-site compliance visits will be conducted at the location designated by the grantee. The MHDC Compliance Officer will review expenses billed to MoHIP CE. The information reviewed is gathered from the HMIS reports, comparable database reports and Administrative Expense Detail forms submitted with the grantee's Back-Up. The Compliance Officer will not provide the grantee the names of the files to be checked prior to the visit; this is to ensure that all files will be reviewed in the state in which they are normally kept.

The requested files are expected to be produced within fifteen (15) minutes of the Compliance Officer's arrival. Failure to produce requested files within fifteen (15) minutes will result in a compliance violation*. Therefore, it is vital that a grantee staff member is always available to assist the MHDC staff member as needed at the location and during the times provided by grantee.

* The only exception is if a staff member is assisting a client.

Coordinated Entry grantees are expected to place clients on the Coordinated Entry by name list, complete with the name of the agency that was responsible for placing them on there. Reports of those clients placed on the CE list will need to be printed out quarterly, and may be asked for with more specific dates from the Compliance Officer on a visit.

Announced Visit

The announced site visit is scheduled by the Compliance Officer with the grantee. If MHDC staff is unsuccessful in scheduling a site visit after three attempts have been made via telephone and/or e-mail, MHDC staff will notify the grantee informing them that they have 15 days to schedule a site visit, otherwise their funding will be suspended and grantee will be considered out of compliance until the visit is scheduled.

Unannounced Visit

MHDC staff members have the right to conduct unannounced visits at the location(s) and times furnished by the grantee in the updated on the Site Contact Form (CI-102) or updated via email to Community Initiatives Coordinator. It is the grantee's responsibility to notify MHDC if business hours change or if the grantee will be closed for an extended amount of time. Unannounced site visits are conducted based on certain factors, including but not limited to, agency's prior history with MoHIP, outcome of announced visit, and fulfilling grant requirements such as timely and accurate submission of Requests for Payment and Back-Up. MHDC will not conduct site visits on state or federal holidays.

Electronic Files

If the grantee elects to maintain electronic files in lieu of paper files, the grantee will be required to print off all required documentation for compliance visits. As with all files, the time limit to produce these files is fifteen (15) minutes during a site visit.

Exit Interview

At the conclusion of the site visit, the Compliance Officer will discuss the findings of the visit with the appropriate grantee staff member(s). The Grantee will be given the opportunity to discuss the findings as well as any other questions and concerns with the Compliance Officer. The Compliance Officer will conduct a written exit interview in order to ensure that grantee representative is in agreement with the outcome of the visit, as well to documents any follow-up actions required by MHDC and/or grantee. The final compliance status is determined at the discretion of CI Management.

Monitoring Notification

After completing an on-site visit, MHDC staff will prepare a notification detailing the results of the review, including any minor or major findings, areas for improvement, corrective actions that need to be taken and the deadline to complete these actions.

Compliance Violations

Out of Compliance

If the MHDC staff member finds that the grantee is out of compliance, the MHDC staff member will record that the grantee is out of compliance. Until the MHDC staff member has verified that the issue(s) has/have been resolved, funding will be suspended.

If the grantee is found out of compliance they will need to submit a Corrective Action Plan (CAP) detailing the reason(s) for out of compliance status and how the findings will be corrected. Depending

on the reason(s) for out of compliance status, grantee may also be subject to a follow-up site visit conducted by MHDC staff in order to ensure that the issues have been resolved.

If the issue(s) that caused the grantee to be out of compliance are resolved after the CAP and/or follow-up site visit review, the Compliance Officer will notify the grantee that their funding is no longer suspended. If the issue(s) that caused the grantee to be out of compliance are still not resolved after the CAP and/or follow-up site visit review, the Compliance Officer will notify the grantee of their findings and funding will be suspended for all grants that the agency has been awarded through the Community Initiatives department.

Consequences for Non-Compliance

The following violations will be noted in grantee's records, and points may be assessed during future application cycles:

- Grant partially or fully recaptured (i.e., funds not fully expended by the end of the grant term)
- More than half of files reviewed at an on-site visit had missing or incomplete information
- Funds not drawn quarterly
- Grant not fully closed out by deadline

Grant Close Out

Once all funds have been expended, grantee is required to close out their grant. The close out process consists of several components:

1. Close Out form (MoHIP-412)
2. Updated Sources and Uses (MoHIP-411)
3. Continuum of Care Attendance form (CI-107)
4. All funds expended

All complete and final close out information needs to be submitted electronically to MHTF & MoHIP Administrator on or before 5:00 p.m. on August 30, 2020. Any funds unrequested at the end of the grant period are subject to recapture.

Appendix A – Initial Grant Documents

Before any funds can be released, all required initial grant documents must be completed and received by MHDC on or before 5:00 p.m. December 1, 2019. All documents must be submitted in hard-copy to MHDC's Kansas City office.

Authorized Signature Card (CI-101)

Description: This form designates all authorized signatories for each grant. All documents that are required to be signed by grantee must be signed by authorized signatories only. If an unauthorized person signs any MoHIP CE document, the document will be rejected.

Completion Instructions: Form must designate at least two authorized signatories. The form must have original signatures from all designated signatories (i.e., no

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signature stamps should be used). Please note the Authorizing Official must sign in the Authorizing Official box as well as at the bottom of the form.

2019 CE Grant Agreement

Description:

The grant agreement is required for all grantees. The grant agreement specifically details the requirements and expectations for the administration of the grant. It is the grantee's responsibility to know and adhere to all provisions set forth in the grant agreement.

Completion Instructions:

There are three places where the Grant Agreement must be completed by grantee:

1. Signature page – requires signature and notary.
2. Workforce Eligibility Affidavit – requires signature and notary; and,
3. Rider B – requires signature.

All signatures must be original and by an authorized signatory as designated in the Authorized Signature Card (CI-101). The entire original signed, notarized agreement must be returned to MHDC to be considered complete. If any pages of the grant agreement are missing, the grant agreement will be considered incomplete. Failure to submit a fully complete, properly executed grant agreement before December 1, 2019 will result in recapture of the grant.

Site Contact Form (CI-102)

Description:

This form ensures that MHDC has updated information for the upcoming grant year, including staff contact information, office location(s), hours of operation, and any other relevant information. Please note that the information provided will be used to conduct scheduled and unscheduled site visits.

Completion Instructions:

Complete information pertaining to the grant indicated at top of form. If grant contact or hours of operation change, grantee is responsible for submitting an updated Site Contact Form (CI-102) or informing Community Initiatives Coordinator via email

Direct Deposit Form (CI-100) and Blank Check

Description:

All disbursements from MHDC to grantee will occur using an Electronic Funds Transfer (EFT). The Direct Deposit Form provides MHDC with the grantee's banking information for the electronic transfer. A blank voided check from the indicated banking institution is also required to be submitted with the Direct Deposit form. If the agency does not have access to a blank voided check a letter from the bank confirming the account and routing number will be accepted. **Please note that by default your grantee's banking information will be updated for ALL MHDC accounts. If the banking information provided is for Missouri Housing Innovation Program CE – it must be indicated on the Direct Deposit Form.**

Completion Instructions:

Form must be signed with original signatures by authorized signatory.