



COUNTY OF SAN LUIS OBISPO  
DEPARTMENT OF SOCIAL SERVICES

FY 2023 HUD CoC Program –  
Supplemental Application (Renewals, Renewal/  
Expansions, New Bonus Projects)

On July 5, 2023, the U.S. Department of Housing and Urban Development (HUD) released the Notice of Funding Opportunity (NOFO) for Fiscal Year (FY) 2023 Continuum of Care (CoC) Program Competition.

The County of San Luis Obispo is requesting proposals for the FY 2023 Continuum of Care Program competition administered by HUD, and will be accepting applications for renewal projects, as well as new bonus funding projects.

**All FY23 Continuum of Care Program applicants will need to submit a supplemental application in addition to the HUD application submitted in e-snaps.**

**Please note there may be additional questions once HUD releases the e-snaps application. These will be released on the County’s Homeless Services Funding Availability page:**  
<https://www.slocounty.ca.gov/Departments/Social-Services/Homeless-Services-Division/Funding-Availability.aspx>

**Please submit Supplemental Applications by email to [SS.HomelessServices@co.slo.ca.us](mailto:SS.HomelessServices@co.slo.ca.us) or deliver to Erica Jaramillo at the County of San Luis Obispo Department of Social Services, P.O. Box 8119, CA 93403. Both the e-snaps and Supplemental Application must be received no later than **Wednesday, August 16, 2023, at 5pm.****

**Additionally, additional documents described on page 13 of this RFP must be submitted by email or in person no later than August 16, 2023.**

## I. PRIMARY APPLICANT INFORMATION

<b>Organization Name</b>	Community Action Partnership of San Luis Obispo County, Inc. (CAPSLO)
<b>UEI Number</b>	GBL8FWVCLC5
<b>Contact Person/Title</b>	Elizabeth "Biz" Steinberg/CEO
<b>Phone Number</b>	(805) 544-4355
<b>Email</b>	esteinberg@capslo.org
<b>Address</b>	1030 Southwood Drive
<b>City, State, Zip</b>	San Luis Obispo, CA 93401

**II. PROJECT**

<b>Project Name</b>	
<b>Application Type</b>	<input checked="" type="radio"/> Renewal <input type="radio"/> Renewal Expansion <input type="radio"/> New Bonus Project (Non DV Bonus Project)
<p><b>If you are applying to consolidate this project with one or more other projects, please enter the grant number(s) for the other project(s):</b></p> <p><i>You will need to complete an e-snaps application and supplemental application for all projects being consolidated.</i></p>	

**III. EXPERIENCE**

<p><b>1. Describe the experience of the applicant and sub-recipients (if any) in working with the proposed population and in providing housing similar to that proposed in the application.</b></p>
<p>See attachment E</p>
<p><b>2. Describe experience in effectively utilizing federal funds including HUD grants and other public funding, including satisfactory drawdowns and performance for existing grants as evidenced by timely reimbursement of subrecipients (if applicable), regular drawdowns, timely resolution of monitoring findings, and timely submission of required reporting on existing grants.</b></p>
<p>See attachment E</p>

**3. What is the date of the organization's most recent audit?** *(Attachment requirement)*

*Please submit a copy of the organization's most recent audit by email (SS\_HomelessServices@co.slo.ca.us) or by mail to Erica Jaramillo at DSS no later than August 16, 2023.*

March 31, 2022

**4. Housing First and/or Lower Barrier Implementation** *(Attachment requirement)*

**Describe experience with utilizing a Housing First approach. Include:**

- 1) eligibility criteria;**
- 2) process for accepting new clients;**
- 3) process and criteria for exiting clients.**

**Must demonstrate there are no preconditions to entry, allowing entry regardless of current or past substance use, income, criminal records (with exceptions of restrictions imposed by federal, state, or local law or ordinance), marital status, familial status, self-disclosed or perceived sexual orientation, gender identity or gender expression.**

**Must demonstrate the project has a process to address situations that may jeopardize housing or project assistance to ensure that project participation is terminated in only the most severe cases.**

*Existing projects should submit a copy of the project's relevant policies and procedures by email (SS\_HomelessServices@co.slo.ca.us) or by mail to Erica Jaramillo at DSS no later than August 16, 2023.*

See attachment E

**5. Describe how Housing First protocols will be incorporated into the proposed project and what will you do to ensure that people can succeed in programs that cannot have service participation requirements or prerequisites.** *Housing First is a model of housing assistance that prioritizes rapid placement and stabilization in permanent housing that does not have service participation requirements or preconditions (such as sobriety or a minimum income threshold). Transitional housing and supportive service only projects are considered using a Housing First model for the purposes of this application if they operate with low barriers, work to quickly move people into permanent housing, do not require participation in supportive services, and, for transitional housing projects, do not require preconditions for moving into the transitional housing (e.g., sobriety or minimum income threshold) but do provide or assist with access to such supportive services if needed and requested by program participants.*

The CES is Housing First oriented; individuals are quickly housed without preconditions or service participation requirements. CES does not screen people out for assistance due to perceived barriers to housing or services, including, but not limited to, too little or no income, active or a history of substance use, domestic violence history, resistance to receiving services, the type or extent of disability-related services or supports that are needed, history of evictions or poor credit, lease violations or history of not being a leaseholder, or criminal record with exceptions for state or local restrictions that prevent projects from serving people with certain convictions. All participating agencies are adherent to this approach. As CES continues to expand to additional agencies, CAPSLO will provide targeted technical assistance to ensure its programs align with this approach. In addition, when ensuring that individuals can be linked successfully with housing resources such as RRH and PSH, they are also linked with wraparound services throughout the housing and stabilization process. Often, the agency that routed the individuals to housing will coordinate with the households, landlord, and/or other housing providers to ensure that they can maintain the housing and increase linkages to supportive services while in housing.

#### IV. Design of Housing & Supportive Services

**6. Describe the needs of the clients to be served.**

See attachment E

**7. (PSH, RRH & Joint TH-RRH Projects) Describe the type and scale of all the supportive services that will be offered to program participants to ensure successful retention in or help to obtain permanent housing, regardless of funding source, meets the needs of clients to be served.**

N/A

**8. (Coordinated Entry Projects) Describe how the proposed project will align with the County’s existing Coordinated Entry System.**

This grant application continues and expands the current CES in SLO County. This system has been established to increase efficiency in delivering services and resources to those experiencing homelessness in SLO. In the previous grant year, CES participating agencies met and showed improvements to the current CES. This project will further clarify and expand the CES program areas: CES Management, Policy Oversight, and Evaluation. Currently, the Community Action Partnership of San Luis Obispo (CAPSLO) is the designated CES management entity, SLO County DSS and HSOC are the appointed policy oversight entities, and CAPSLO will work with SLO County DSS and HSOC to establish a qualified third-party evaluation organization.

<p><b>9. For the proposed project, please estimate the expected % of households that will experience an increase in earned income from program start to program exit:</b></p>	<p>10 %</p>
<p><b>10. For the proposed project, please estimate the expected % of households that will experience an increase in non-employment income from program start to program exit:</b></p>	<p>30 %</p>
<p><b>11. For the proposed project, please estimate the expected % of households that will experience an increase in total income from program start to program exit:</b></p>	<p>40 %</p>

IV. Leveraging Housing Resources

**12. For permanent housing applications (PSH) (RRH) (TH-RRH), describe how the project will utilize housing subsidies or subsidized housing units not funded through the CoC or ESG programs. (Housing subsidies or subsidized housing units may be funded through any of the following sources: Private organizations; State or local government, including through the use of HOME funding provided through the American Rescue Plan; Public Housing Agencies, including through the use of a set aside or limited preference; Faith-based organizations; or Federal programs other than the CoC or ESG programs.)**

*Applicants must attach letters of commitment, contracts, or other formal written documents that demonstrate the number of subsidies or units being provided to support the project. For a new permanent supportive housing project, provide at least 50 percent of the units included in the project; or for a new rapid re-housing project, serve at least 50 percent of the program participants anticipated to be served by the project.*

N/A

**13. For permanent housing applications (PSH) (RRH) (TH-RRH), describe the current strategy used to recruit landlords and show how well it works at identifying units across the entire CoC area, including areas where the CoC has historically not been able to find units.**

N/A

**14. For permanent housing applications (PSH) (RRH) (TH-RRH), identify any new practices that have been implemented to recruit landlords in the past 3 years and the lessons learned from implementing those practices.**

N/A

**15. For permanent housing applications (PSH) (RRH) (TH-RRH), describe how you will use data to update your landlord recruitment strategy.**

N/A

**IV. Leveraging Healthcare Resources**

**16. For permanent housing applications (PSH, (RRH) (TH-RRH), describe how the project will utilize healthcare resources to help individuals and families experiencing homelessness. (Sources of health care resources include: Direct contributions from a public or private health insurance provider to the project (e.g., Medicaid), and Provision of health care services, including mental health services, by a private or public organization (including FQHCs and state or local health departments) tailored to the program participants of the project, direct partnerships with organizations that provide healthcare services, including mental health services to individuals and families (including FQHCs and state and local public health departments) experiencing homelessness who have HIV/AIDS). Eligibility for the project must comply with HUD program and fair housing requirements. Eligibility criteria cannot be restricted by the eligibility requirements of the health care service provider).**

*Applicants must attach formal written agreements and must include the value of the commitment and dates the healthcare resources will be provided. In the case of a substance use treatment or recovery provider, it will provide access to treatment or recovery services for all program participants who qualify and choose those services; or the value of assistance being provided is at least an amount that is equivalent to 50 percent of the funding being requested for the project, which will be covered by the healthcare organization. In-kind resources must be valued at the local rates consistent with the amount paid for services not supported by grant funds.*

N/A

**V. Addressing Severity of Needs**

<p><b>17. Estimated percentage of participants to be served that are chronically homeless:</b></p>	<p>30 %</p>
<p><b>18. Estimated percentage of participants to be served that have low or no income:</b></p>	<p>100 %</p>

## FY23 HUD COC COMPETITION - SUPPLEMENTAL APPLICATION

<b>19. Estimated percentage of participants to be served that have history of victimization/abuse, domestic violence, sexual assault, childhood abuse:</b>	15 %
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### VI. Timeliness

<p><b>20. Describe plan for rapid implementation of the program, documenting how the project will be ready to begin housing the first program participant. Provide a detailed schedule of proposed activities for 60 days, 120 days, and 180 days after grant award. Please also estimate the average time from a client’s program entry to housing placement.</b></p>
<p>Utilizing the CES, a homeless individual or family can arrive at the CES agencies’ doors, be entered into the system, receive needed services, and then be referred to the best-suited agency to meet their needs. In this way, the entire homeless services system can reduce duplication of services and more efficiently end someone’s experience of homelessness. The average duration of time from program enrollment to exit was 360 days in FY 21, in FY22 this was reduced to 203 days. Through increased efficiency in the CES program and expansion of providers CES anticipates an ability to further reduce the time from entry to housing by at least 50 days.</p> <p>60 days: Continue to expand CES to additional partner agencies by having targeted meetings with any remaining agencies or non-profits who provide services to gauge level of interest in joining CES as either a CES access point or a CES referral point. Have at least two individuals with lived experience join the CES Oversight Body.</p> <p>120 days: Convene monthly public meetings to increase awareness and education of CES. Establish an on-line portal that can allow the public and potential participants to access key documents, review policies and processes, and attend meetings digitally. Partner with non-CES businesses and community resources to educate on CES and increase awareness of existing referral and access points.</p> <p>180 days: Integrate into SLO County’s new HMIS system. Embed the entire CES process into HMIS, including the permanent housing inventory, to allow matching to resources to occur within HMIS.</p>

### VII. Project Effectiveness

<b>21. Coordinated Entry Participation- Minimum percent of entries projected to come from CE referrals</b>	100
<b>22. Projected number of households to exit to permanent housing</b>	250

### VIII. Equity Factors

<b>23. Project has under-represented individuals (BIPOC, LGBTQ+, etc) in managerial and leadership positions</b>	YES <input checked="" type="radio"/> NO <input type="radio"/>
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<p><b>24. Project's organizational board of directors includes representation from more than one person with lived experience (per 24 CFR 578.75(g) Participation of Homeless Individuals)</b></p>	<p>YES <input checked="" type="radio"/></p> <p>NO <input type="radio"/></p>
<p><b>25. Describe how your organization has identified any barriers to participation (e.g., lack of outreach) faced by persons of different races and ethnicities, particularly those over-represented in the local homelessness population.</b></p>	
<p>CAPSLO has participation in various community meetings that are focused on a diverse array of populations, with staff in leadership roles in multiple aspects of the social safety net. There is frequent collaboration between CAPSLO departments and other nonprofits with a focus on addressing any service delivery gaps that are brought forward in those spaces. For example, it was identified in multiple community meetings that those who are in a shelter and experience homelessness in SLO County are increasing in overall age and there have been increases in age-related incidents (falls) within these facilities. This was reinforced by multiple program suggestions by current participants to better support those who are have increased geriatric conditions while experiencing homelessness.</p> <p>CAPSLO also has implemented a functional model approach to its homeless services division, focusing on the ability to deliver the full continuum of services with ease through partner agencies or via CAPSLO itself. Through this process CAPSLO was able to identify a gap in services being offered to individuals in outreach, safe parking, shelter programs for families, and housing navigation.</p> <p>In addition to being embedded in planning or coordination meetings with service providers, CAPSLO regularly solicits and integrates feedback from program participants through participant advisory bodies, annual satisfaction surveys, and monthly town hall meetings.</p>	
<p><b>26. Describe the actions the organization has taken or will take to eliminate the identified barriers.</b></p>	
<p>CAPSLO, as a member of the SLO County Commission on Aging, successfully advocated to prioritize the county to participate in the California Statewide Adult Assisted Living Waiver (AALW) program. The AALW program will help service providers better provide high level care to medically fragile adults who often need to move out of SLO County to seek the care they need. Oftentimes these referrals are for those over age 60 and have been staying in shelter programs for over a year. In addition to this policy advocacy, the CAPSLO Homeless Services Division, specifically the Prado Shelter program, expanded its accommodation of older adults through increased access to primary healthcare and increased access to stable shelter programming through expanded day program hours.</p> <p>CAPSLO seeks to address service gaps that have been presented through the implementation of the functional model. Specifically CAPSLO has increased its outreach program by 5 FTEs, increased its safe parking programs from one, six vehicle program to three programs with an overall capacity of 100 vehicles/households. CAPSLO has received a grant from the Bezos Day One Foundation to address the lack of family emergency shelter programming, and has increased its case management/housing navigation services from 1 FTE to 5 FTEs.</p>	

**27. Describe the actions the organization will take to serve subpopulations that the CoC has identified as being underserved.**

See attachment E

**28. How will your organization affirmatively market this project to ensure you reach all persons experiencing homelessness within the county?**

CAPSLO will continue to expand the services providers who are participating CES agencies. CES has been able to be integrated into the HMIS system in SLO County, and has been able to reach out to housing providers to establish a matching process and protocol that all PHAs and housing providers are familiar with. In addition to these program efforts CES will hold monthly meetings in the county that are open to the public to educate housed and unhoused individuals on how CES operates, and how to access CES. These meetings will take place throughout the county and will be led by CAPSLO and other CES agencies. CAPSLO will also work with SLO County to proactively promote CES through on-line platforms and social media. In addition, CES will work to provide educational materials at spots that are frequented by those at risk or currently experiencing homelessness, such as churches, coffee shops, libraries, and other public spaces. CAPSLO will also provide these presentations and materials in both Spanish and English.

**29. Describe your plan to inform program participants of their rights and remedies available under federal, state and local fair housing and civil rights laws.**

Through the assessment and prioritization process, CAPSLO has committed CES to provide education on housing rights and access to appeal processes. CAPSLO will continue its partnership with SLOLAF to provide education to program staff and to participants on their rights in regards to fair housing and civil rights laws. CAPSLO will work with SLOLAF and other organizations, such as CRLA, SLO County CoC, and others to develop an on-line portal that can educate all participants who are in CES on what their rights are and how to use CES to be able to access services that can help them assert those rights.

**30. Describe your plan to report conditions or actions your organization becomes aware of that impede fair housing choice for program participants.**

CES has two approaches for this. First, CES will implement a new prioritization methodology that addresses three aspects of a household when matching them to a potential housing resource: eligibility, vulnerability, and choice. A household's eligibility is determined through their initial CES assessment, which reviews medical, mental health, substance use, housing, and employment histories and current status. Their vulnerability is currently captured by the ViSPDAT, however, CES will enter a process to shift away from using the ViSPDAT and will work with the community and a team of national experts to determine a tool that can better capture someone's vulnerability. Finally, CES will prioritize participant choice. All households will be asked what their housing preferences are (location, amenities, type, rental % of income, etc.) and will be presented with potential housing matches that meet as many of those preferences as possible.

**IX. Involving Individuals with Lived Experience of Homelessness in Service Delivery and Decision Making and Providing Professional Development and Employment Opportunities.**

**31. Describe and provide examples of Professional Development (e.g. internships, continuing education, skill-based training) and employment opportunities provided to individuals with lived experience of homelessness by your organization.**

CAPSLO has a long track record of professional development of former participants; many staff persons employed by CAPSLO are former participants. The core mission of CAPSLO is to address the underlying causes of poverty in SLO County. One of the most effective ways to do that is through employment and opportunities for training and advancement. Specifically, in homeless services, some roles are designed to elevate those with lived experience, such as the role of peer advocate. This role has been a hallmark of CAPSLO homeless services for several years and is an effective pathway for those with lived experience to start a career in homeless services.

In addition to the direct employment of those with lived experience, CAPSLO partners with myriad local education and workforce development programs to link participants with these opportunities. Currently, 19% of the staff who are employed in the Homeless Division of CAPSLO have self reported lived experience of homelessness, and three current staff are former participants in CAPSLO programming.

**32. Do you have a mechanism for obtaining feedback from program participants? Please describe (e.g. annual focus groups, consumer advisory panels, etc.).**

There are multiple pathways that CAPSLO takes to obtain and integrate feedback from program participants. CAPSLO implements an annual client satisfaction survey with questions designed to improve programs and services. Example questions are: "I value the program service(s) I received; I found the program service(s) helpful; Staff were kind and caring; Staff met my needs; I was helped promptly; Do you feel better able to meet your or your family's needs in the past year as a result of CAPSLO's services?" These results are reviewed by the CAPSLO Planning Department and provided to CAPSLO leadership to improve the services delivered. In addition, CAPSLO's Homeless Services Department facilitates client feedback groups to review new or ongoing policies and program regulations to ensure goodness of fit and appropriateness.

CAPSLO also began hosting monthly town halls that are open to all current and former program participants. These meetings are a forum where CAPSLO updates program participants on current program performance, policies, and updates to CES. This is also where participants can share concerns and give feedback to CAPSLO. CAPSLO is forming a participant advisory committee to help give participants more indepth input on programs and policies.

The CES program in the upcoming year is focused on integrating participant feedback on an ongoing basis through focus groups and recruiting for individuals with lived experience to join the CES Policy Oversight body.

**X. Addressing the Needs of LGBTQ+ Individuals**

**33. Does your agency have anti-discrimination policies in place? (If so, please provide copy as an attachment)**

See attachment E; also see sections in attachment F: 10.6 CAPSLO's Position & 10.7 Abusive Conduct.

**34. Describe what actions your organization will you take to ensure that LGBTQ+ individuals and families receive supportive services, shelter, and housing free from discrimination.**

We provide training for all staff and ensure that all subcontracted agencies have anti-discrimination training. In addition, we work to ensure that all participants can voice concerns when potential harassment or discrimination occurs. There are frequent reviews of staff interactions and actions to ensure that discrimination is not occurring. Specifically, within CAPSLO's Homeless Services Department, all participants can fill out (verbally or physically and with options for anonymous submission) a conflict resolution form. This form is transcribed into our database (coded to a generic profile if anonymous) and is reviewed by the appropriate management team. The resolution is recorded in our database. If an issue arises more than once or is profoundly severe, it is escalated to the appropriate management role within CAPSLO.

Provision, denial, and exit from services are reviewed monthly. Special attention is given to those who are in underserved or protected classes. In cases where it is at the very least unclear if there was any discrimination based on these or any other protected factors, an investigation is undertaken by CAPSLO management in documented communication with the CAPSLO Human Resources team.

**XI. Alignment with the San Luis Obispo Countywide Plan to address homelessness**

**35. Describe how the project will align with a Line of Effort to support the San Luis Obispo Countywide Plan to address homelessness (2022- 2027).**

The CES project complements nearly all aspects of the San Luis Obispo Countrywide Plan to address homelessness due to the all-encompassing nature of CES, which connects all aspects of the homeless services system through efficient pathways and works with all programs to ensure that participants are correctly matched to resources. For example, the goal of CES is to implement a completed housing resources system to allow for automatic resource (housing) matching that best facilitates objectives in LOE 1 and 2 by developing an inventory and would reduce the length of time people experience homelessness; facilitate the development of regional community standards, including housing program entry/exit criteria; and would expand diversion efforts through CE by expanding and continuing to maintain an accessible housing list (the housing inventory) that will give staff/clients the ability to find housing quicker & prioritize participant choice.

The most aligned LOE to this program, continues to be, LOE 3: "Improve and expand data management efforts through HMIS and coordinated entry system to strengthen data-driven operational guidance and strategic oversight." Primarily the first objective of this LOE is to create a coordinated entry system that is open and accessible to all. This program and proposed bonus expansion allow this to be achieved by expanding and improving the existing CES without other major changes -- an efficiency that cannot be offered in many other LOE's. Additionally, a main goal of the CES in this grant year is to better formalize the structures that support agencies in CES and to develop a regional performance based structures in SLO CES.

Through expanded activities and already being embedded in HMIS CES achieved multiple goals outlined in LOE 3; specifically in section B - CES's focus on Access, Assessment, Prioritization, & Matching coupled with its approach to include more providers allow for CES to truly be a program that can help all other programs to improved system functioning. Specifically CES will increased its capacity by hiring additional staffing at CAPSLO to provide matching, administrative support, training, and public forums that can be of benefit for all providers

### X. Attachments

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#### **Attachment A – Organizations most recent audit (Required)**

Attach a copy of the organizations most recent audit no later than August 16, 2023

#### **Attachment B – Project’s Policies and Procedures (Required)**

Attach a copy of the project’s Housing First Policies and Procedures no later than August 16, 2023

#### **Attachment C – Leveraging Housing Resources Commitment**

PSH, RRH, Joint TH-RRH Applicants must attach letters of commitment, contracts, or other formal written documents that demonstrate the number of subsidies or units being provided to support the project. For a new permanent supportive housing project, provide at least 50 percent of the units included in the project; or for a new rapid re-housing project, serve at least 50 percent of the program participants anticipated to be served by the project.

#### **Attachment D – Leveraging Health Care Resources Commitment**

PSH, RRH, Joint TH-RRH Applicants must attach formal written agreements and must include the value of the commitment and dates the healthcare resources will be provided. In the case of a substance use treatment or recovery provider, it will provide access to treatment or recovery services for all program participants who qualify and choose those services; or the value of assistance being provided is at least an amount that is equivalent to 50 percent of the funding being requested for the project, which will be covered by the healthcare organization. In-kind resources must be valued at the local rates consistent with the amount paid for services not supported by grant funds.

#### **Attachment E – Supplemental Answers to Questions (Optional)**

If you need more room to answer any of the application questions, please attach the additional information here. Include the question number for each question being answered.

For other additional or optional attachments, please label them clearly (e.g. Attachment E – “Title”).

### **XI. APPLICATION SUBMISSION:**

Supplemental Applications will be due to Homeless Services Unit, County of San Luis Obispo Department of Social Services, August 16, 2023, 5PM.

*Applicants may submit digital or hard copy applications to the locations below:*

1. Soft Copy – email to [SS.HomelessServices@co.slo.ca.us](mailto:SS.HomelessServices@co.slo.ca.us)  
Subject line: FY 2023 HUD CoC Program Competition Supplemental Application – (Applicant Name)
2. Hard Copies – Mail  
Attn: Erica Jaramillo, Homeless Services Division  
County of San Luis Obispo Department of Social Services  
P.O. Box 8119



**CAPSLO Homeless Services Division**  
**Housing First Policy**  
**Last revised: 08/2022**

For CAPSLO, “Housing First” means that we seek to provide housing without preconditions and with as little barriers as possible, rather than a reward or something to be earned. Our overarching goal is to connect homeless people to permanent housing as quickly as possible. Meeting the client “where they’re at,” our work is focused on the development of a case plan that is oriented toward their success in obtaining or maintaining housing, which is predicated by consumer choice and self-determination. Our services support the client in identifying the barriers to stable housing that they are experiencing, and assisting them with services to address these fundamental challenges. Each level of service adheres to Housing First practices, which are embedded in policies, procedures, and staff training.

Through this Housing First lens, we engage clients in a progressive process that takes our clients through engagement, assessment, diversion, and addressing immediate needs (such as food and sheltering) as we work with the client with housing stabilization planning, including financial management. We embrace partnerships that we have with other Housing First organizations, such as 5 Cities Homeless Coalition, El Camino Homeless Organization, Salvation Army, and Transitions Mental Health Association, among others.

CAPSLO offers services as needed and requested on a voluntary basis and does not make housing contingent on participation in services. Within the Housing First framework, our approach with clients is based on the following principles: Trauma Informed; Housing Focused; Harm Reduction; Person Centered; and Strengths Based.

## **ATTACHMENT E - CAPSLO Supplemental Answers to Questions CES RENEWAL**

### **1. Describe the experience of the applicant and sub-recipients (if any) in working with the proposed population and in providing housing similar to that proposed in the application.**

In 2016, CAPSLO, 5Cities Homeless Coalition (5CHC), and El Camino Homeless Organization (ECHO) were awarded funding for the Coordinated Entry System (CES) to provide a system of screening, diversion, and case management services to homeless individuals and families throughout the county. These partners working with County staff have developed an integrated approach that prevents duplication of services and streamlines access to the most appropriate service provider to meet client needs. Since its inception in 2017, this collaborative program has served approximately 6,000 households. In addition to the Coordinated Entry assessment, these partners provide a comprehensive spectrum of services for those who are experiencing or are at-risk of homelessness, including outreach, shelter, housing navigation and supportive services.

In the previous grant year, CES in SLO County expanded to include an additional 5 partners; Transitions-Mental Health Association (T-MHA), Salvation Army, LUMINA Alliance, The Center for Family Strengthening (CFS), and Family Care Network (FCN). Through this expanding CES system, the CES partners either provide directly or ensure effective referral to a broader range of community supports that affect housing stability, including immediate needs, employment, education, parenting, behavioral and physical health services (including street medicine), and benefit acquisition. In the coming year, we seek to further expand CES to all providers who provide homeless services or related services, including but not limited to Good Samaritan Shelter, People Assisting the Homeless (PATH), SLO County Department of Social Services, SLO County Drug and Alcohol, SLO County Public Health, SLO County Behavioral Health, SLO City Mobile Crisis Unit (MCU).

The CES lead agency, Community Action Partnership of San Luis Obispo County (CAPSLO) has provided comprehensive services since 1989 that shelter, feed, and the guiding services of case management to support individuals and families seeking to end their experience of homelessness and achieve self-sufficiency. CAPSLO's 40 Prado Homeless Services Center provides 24/7 services, 124 beds allocated for individuals and families experiencing homelessness, a health clinic administered by Community Health Centers of the Central Coast (a community partner), and mental health care onsite co-administered by CAPSLO and SLO County Behavioral Health (known as SLO Hub).

### **2. Describe experience in effectively utilizing federal funds including HUD grants and other public funding, including satisfactory drawdowns and performance for existing grants as evidenced by timely reimbursement of subrecipients (if applicable), regular drawdowns, timely resolution of monitoring findings, and timely submission of required reporting on existing grants.**

Since its designation as the county's federal Community Action Agency in 1965, CAPSLO has been awarded countless government grants. For over 17 years, CAPSLO has consistently received US Department of Housing and Urban Development (HUD) funding, successfully providing services to San Luis Obispo County's homeless population. CAPSLO also receives funding through the US Departments of Health and Human Services (HHS), Energy, Agriculture, and Veterans Affairs (VA). State grants include Community Services Block Grants (CSBG), and those through the Departments of Housing Community Development, HHS, and Social Services (DSS). Numerous County of SLO grants is received annually. With over 225 grants awarded each year, CAPSLO is meticulous in completing the required program activities and outcomes as requested by the funder and has a long record of passing all audits/reviews with no findings.

With the necessary infrastructure to successfully implement and monitor complex grants and contracts, CAPSLO undergoes an agency-wide, rigorous audit process annually, including inquiry and observation to understand and evaluate CAPSLO's internal controls, confirmations, interim testing, and compliance audits, and substantive, procedural analysis. Critical audit areas include compliance with federal and state awards, program and support services expenses, accounts payable and accrued liabilities, program and unearned

deferred revenue, cash, property, equipment, and long-term debt.

CAPSLO's Finance Department will be responsible for processing payment requests. They have a long history of working with the County of San Luis Obispo in submitting payment requests for many grants from various County departments.

**4. Housing First and/or Lower Barrier Implementation (Attachment requirement) Describe experience with utilizing a Housing First approach. Include: 1) eligibility criteria; 2) process for accepting new clients; 3) process and criteria for exiting clients. Must demonstrate there are no preconditions to entry, allowing entry regardless of current or past substance abuse, income, criminal records (with exceptions of restrictions imposed by federal, state, or local law or ordinance), marital status, familial status, self-disclosed or perceived sexual orientation, gender identity or gender expression. Must demonstrate the project has a process to address situations that may jeopardize housing or project assistance to ensure that project participation is terminated in only the most severe cases.**

1. All current CES agencies, CAPSLO, ECHO, LUMINA, TMHA, Salvation Army, CFS, and 5CHC, work in partnership to follow a Housing First, low-barrier approach to accepting clients through Coordinated Entry. While certain agencies may work with specific target populations, collectively the CES partners affirm that there are no preconditions to entry; allowing entry regardless of current or past substance abuse, income, criminal records (with exceptions of restrictions imposed by federal, state, or local law or ordinance), marital status, familial status, self-disclosed or perceived sexual orientation, gender identity or gender expression.
2. In the previous grant year, CAPSLO & CES transitioned away from the use of ClientTrack (CT) and moved all CES activities that were possible to move into HMIS. Specifically, the already established *universal intake* (combining and simplifying all agencies' intake processes and Coordinated Entry Assessment) was moved into HMIS and is now open to all CES providers. This intake is interchangeable between the agencies ensuring participants do not have to repeat general intake information (demographics, income, disability, benefits status, legal history, etc.). This allows for CES to have a more client-centered approach and utilize a single database.

After this assessment, there is enough information to best match these families or individuals to the appropriate intervention (diversion, prevention, RRH, Interim Housing, PSH, etc.). When necessary, and once these first steps are accomplished, the individual/family is referred to a Case Manager for more intensive assistance in finding housing. Case managers assess the household's vulnerability, utilizing the VISPDAT tool as part of their assessment process. Using a needs assessment and t VI tool, the CES in SLO County can match and prioritize households for the most appropriate intervention. Utilizing low-barrier, opt-in, housing-focused case management is a hallmark of housing-first programming and is something the SLO County CES has required and will continue to require. However, since many homeless services providers have previously not been part of the CES in SLO County, continuing to expand CES will ensure that all services offered to those experiencing homelessness in SLO County are part of the CES and that participants can universally access the full spectrum of services without preconditions.

3. All participants are provided the tools to problem-solve their housing situation. Since SLO County has limited case managers, only those who are VISPDAT scoring a three and above will be assigned to a housing-focused case manager. Clients may be referred to Adult Protective Services (APS), THMA FSP, County Behavioral Health, or any other appropriate referral based on their needs. Households are exited from services when they have continually refused services, violated the program rules such as an act of violence to another participant or staff, have exited to non-supportive housing options, or cannot be located. Individuals are not withdrawn from services in CES due to mental health, substance abuse, mental disability, difficulty in engagement, or other disabling conditions.

## **6. Describe the needs of the clients to be served.**

Housing is the primary need of the CES clients in SLO County. 100% of individuals who are accessing CES are either at risk of or currently experiencing homelessness, with 29% experiencing chronic homelessness. Beyond housing, access to mental health care, public benefits, critical documentation possession (to obtain housing), and a lack of affordable housing are substantive and consistent barriers for this population. In an analysis of CES data in the last four years, the largest, historically identified need (31% in 2022) is to increase/gain public benefits and obtain required documents to secure permanent housing or other resources. This need is being met primarily through expanding CES to include more agencies and the development of a matching process for all individuals to match housing resources better.

Additionally, a need articulated by folks with lived experience is to increase the ability of participants to have a choice in the process of obtaining housing. This is embedded in the current year's matching process for CES. CES proposed revising the prioritization and matching process for housing resources primarily driven by participant choice and vulnerability.

Programs and services that can better serve an aging population are a significant need that persists with this population. Over the last three years, the average age of participants has increased. 50% of all participants in CES were over 49 years old, with an average Vi-SPDAT score of 8 for all individuals on the By-Name List (BNL). Additional needs that clients have articulated in feedback forums are increased transparency in programming and options, increased support for participants who struggle with substance use disorders, and increased non-congregant shelter programming.

## **27. Describe the actions the organization will take to serve subpopulations that the CoC has identified as being underserved.**

CAPSLO is committed to continuing and expanding this work, not just in interim housing but all programs (including CES). This commitment involves four legs, accurate and meaningful data collection, intentional training and program policies, frequent and diverse venues for current and former participant feedback, and documented quality improvement mechanisms.

Initially, there need to be clear definitions around all data collection in all programs that are clear and coherent so that each staff understands differences between services, incident reports, how to document program exits, etc.. Frequently, those underserved in a CoC are engaged by program staff who are not as adept in data collection and often do not prioritize this. This initial barrier is best addressed through clear definitions and determining the most efficient and meaningful data collection points - that is, data will only be collected to help a person obtain housing and to determine what steps are taken or not taken to help them achieve this goal.

Efforts to improve CES with subpopulations like Veterans, TAY, and families are still ongoing. 5CHC is broadening TAY outreach and CES is a fundamental piece of their services. CAPSLO and Good Samaritan (in partnership with 5CHC) and HUD-VASH are actively working to address veteran homelessness and are soon expected to reach functional zero in SLO County. The CoC saw an increase in families experience homelessness, CES is expanding to include all family services providers and CAPSLO has integrated other family support services offered by CAPSLO and others to better reach out and engage with families who are not enrolled in CES.

Training is critical for correct data collection and effective policies and procedures. CAPLSO will continue implementing a training program that brings in national and regional experts for staff training and partnered agencies. This annual training program includes training on trauma-informed care, housing first, harm reduction, client-centered care, fair housing, lived experience panels, etc.

CAPSLO and its partner agencies will commit to a multiveneue approach to get feedback from

current and former participants with mechanisms to integrate this feedback to improve services. This leads into the last leg - a quality improvement process - in which CAPLSO will move from an informal process to a formalized process throughout all programs.



5cities homeless coalition  
resources. support. hope.

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**5Cities Homeless Coalition**

A 501(c)(3)  
Nonprofit Corporation  
ID #27-041359

August 16, 2023

Mr. Devin Drake  
Dept. of Social Services Director  
San Luis Obispo County  
3433 South Higuera  
San Luis Obispo, CA 93401

Re: CA1628L9D141802 Coordinated Entry Program  
– Continuum of Care

Dear Mr. Drake,

5Cities Homeless Coalition has entered into a Memorandum of Understanding in the amount of \$29,000 with Community Action Partnership of San Luis Obispo in which 5Cities Homeless Coalition will provide coordinated entry services as detailed in the Continuum of Care Grant Application between June 1, 2024 and May 31, 2025.

Per the conditions of this grant, 5Cities Homeless Coalition certifies that it will provide a minimum of \$7,250 in-kind match as detailed below:

Match	Type	Source	Contributor	Value
Match	Cash	Private Donations	Private Donations	\$500
Match	Facility In-Kind	Private Donations	Private Donations	\$6,820

If I can answer additional questions, please contact me.

Sincerely,

Janna Nichols  
Executive Director  
(805) 574-1638, ext. 102  
5Cities Homeless Coalition



# ECHO

El Camino Homeless Organization



— EST. 2001 —

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[www.echoshelter.org](http://www.echoshelter.org)  
(805) 462-3663

**All contributions to ECHO  
are tax-deductible.**

501(c)(3)  
Tax ID# 77-0545434

August 16, 2023

Mr. Devin Drake  
Dept. of Social Services Director  
San Luis Obispo County  
3433 South Higuera  
San Luis Obispo, CA 93401  
Re: Coordinated Entry Program – Collaboration with CAPLSO

Dear Mr. Drake,

The El Camino Homeless Organization (ECHO) has entered into a Memorandum of Understanding, in the amount of \$29,000, with the Community Action Partnership of San Luis Obispo. The role of ECHO is to provide coordinated entry services as detailed in the Continuum of Care Grant #CA1628L9D141802 between June 1, 2024 and May 31, 2025.

Per the conditions of the grant, ECHO certifies that it will provide a cash match of \$7,250 through private donations.

Please feel free to contact me should I be able to answer any additional questions.

Sincerely,

A handwritten signature in cursive script that reads "Wendy Lewis".

Wendy Lewis  
CEO/President  
ECHO  
805.792.0090



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August 2023

Devin Drake, Director  
Department of Social Services  
County of San Luis Obispo  
3433 South Higuera St.  
San Luis Obispo, CA 93401

Dear Mr. Drake:

Per the conditions of FY 2024-25 Continuum of Care Grant Program, the Community Action Partnership of San Luis Obispo Co., Inc. (CAPSLO) certifies that it will provide a match as detailed below:

	Type	Source	Contributor	Value
Annual	Cash Match	Private Donations	Private Donations	\$74,285

John "Jack" Lahey, MSW  
Director of Homeless Services