ANSWERS TO QUESTIONS REGARDING THE 2021 EMERGENCY SOLUTIONS GRANT STREET OUTREACH NOFA

QUESTION #1

Regarding Section III letter A –Does data to be submitted in this instance require a separate ROI?

In this instance, the data would be aggregate data that does not identify specific individuals, so it would not require a separate Release of Information.

QUESTION #2

Regarding Section IV- Can you please clarify what is meant by "encampment assessment" and what entity will determine which assessments need to be conducted? Will this be a consensus decision, and who will be involved?

An encampment assessment includes an assessment of the number of individuals and structures at an encampment, whether the encampment is located on or a near a site with specific health and safety concerns, identification of specific service needs and other details about the location to help create a service plan for the encampment. Assessments can be done in partnership with city and county staff. The city's goal is for assessments to occur at all encampment sites, but the selected provider and city will work together to prioritize where assessments will take place if capacity does not allow an assessment to occur at each location.

QUESTION #3

Section V letter D- For the QPR, the team has been unable to access the report of total number of people served that have CES Assessments completed-will there be assistance in this area?

Yes, support will be available with ICA and/or Hennepin County HMIS Administrative Support. Also, this information can be found in *Client Coordinated Entry Status Report Summary Tab (Clients Active in CE) or Client Coordinated Entry Status report (Active in CE Detail – Lists CE activity by client)*

QUESTION #4

Section V letter G- Can you provide clarity around the meaning of "clients open longer than 90 days?" Specifically "open," as this work tends to be flexible in timeframe depending on lack of available housing and the lives of clients.

Street outreach provides a critical role in connecting people to the homelessness response system, shelter, and housing. To analyze performance of these efforts and to ensure the needs of unsheltered households are being met it is important to have accurate, real time data. Understanding that persons served may stay open longer

than 90 days, data should reflect ongoing contacts (*Current Living Situation*) within a 90 day time frame to show that ongoing services are being provided and that contacts/engagements are occurring during this time period. The requested narrative portion of the quarterly report gives the chosen provider an opportunity to explain the nuances of this work and how it is reflected in data. For example, if someone is open in the ESG street outreach program for 90 days and there have been no contacts or services provided, this is an opportunity to explain why this is so and why then the client should still be considered open/active in the program.

This information is captured in the *Contact and Engagement Monitoring Report Summary Tab* (Number of clients with no contact in more than 90 days) or *Date of Engagement Detail* which lists all clients served during the report period. These reports can be filtered to show clients who have been enrolled more than 90 days or clients who have had no contact in more than 90 days).

QUESTION #5: Regarding Proposal Format

Letter C number 3- Can you clarify what entity decides eligible households, and when caseloads are full, what is the expectation?

The Hennepin County Coordinated Entry System prioritizes households who have experienced Chronic Homelessness and often have co-occurring issues related to mental health, substance use, and/or physical health including but not limited to living with a Traumatic Brain injury and/or a Serious and Persistent Mental Illness. It is these very same households who need intentional, supportive case management to ensure that they are able to navigate and access the housing for which they are referred to via the CES by connecting with housing providers, supporting document readiness, and assisting with housing navigation. Providers are expected to establish caseloads that are manageable and aligned with best and emerging practices. If the provider is unable to provide ongoing case management to a household it has assessed for CES, it's expected that they connect unsheltered households to a case manager at a partner agency or mainstream resources to assist them with these tasks that resolve their homelessness.