2017 Seattle King County Continuum of Care (CoC) Program Renewal Phase II Application

Due: Thursday, July 27, 2017 by 4:00pm

Phase II Application Submission Information

<table>
<thead>
<tr>
<th>2017 Phase II Application</th>
</tr>
</thead>
<tbody>
<tr>
<td>✷ ONE (1) ELECTRONIC COPY (with all attachments)</td>
</tr>
<tr>
<td>✷ Submit to: <a href="mailto:eileen.denham@seattle.gov">eileen.denham@seattle.gov</a></td>
</tr>
</tbody>
</table>

Each year, the U.S. Department of Housing and Urban Development (HUD) provides funding for homeless programs authorized under McKinney Vento as amended by the Homeless Emergency and Rapid Transition to Housing (HEARTH) Act through a competitive Continuum of Care (CoC) NOFA process (Notice of Funding Availability). The NOFA details the requirements for all Continua of Care (CoC) and the individual applicants included in the CoC’s application. In preparation for the NOFA, Seattle and King County, on behalf of All Home, also conduct an annual local evaluation process.

The Seattle King County 2017 renewal process consists of three parts:

1. **Phase I – 2017 Seattle King County CoC Program Local Intent to Renew Process due June 15, 2017**
   The Phase I results in the preliminary CoC performance based rank order. Shortly after June 7, 2017, HMIS data was pulled for the operating period 4/1/16 to 3/31/17. This data will be used to assess project performance according to the key CoC Program indicators adopted by the All Home System Performance Committee as part of the 2017 Local Process.

2. **Phase II – 2017 HUD CoC Program Phase II Application Due July 27, 2017**
   Phase I and Phase II data will be used to assess project performance according to the key CoC Program indicators endorsed by the All Home System Performance Committee. Phase II collects the following information:
   a. Non—HMIS generated project information related to efficiency/effectiveness measures, one of the rating and review factors necessary to the preliminary rank order; and
   b. Other project specific information needed to respond effectively to the NOFA.

3. **Phase III – Submittal of a 2017 HUD NOFA Project Application due TBD.**
   At the conclusion of the Phase II Application process, projects selected for renewal will be invited to submit a HUD CoC project application.

Please direct your questions via email to Eileen Denham of your CoC Program team as noted below.

**Contact:** Eileen Denham  
City of Seattle Department of Human Services  
Phone (206) 684-0915  E-mail: eileen.denham@seattle.gov
2017 Local Process Guidance

2017 Project Review and Tiering

Each year the U.S. Department of Housing and Urban Development (HUD) releases a Notice of Funding Availability (NOFA), signifying the beginning of a funding competition among Continua of Care (CoC) across the country. Before the application is submitted to HUD, each CoC is required to hold a local funding process that rates and ranks all projects according to local criteria. This local review determines which project applications will be included in the consolidated application, along with their relative priority. This results in the priority listing.

Here is what to expect with the 2017 NOFA:

- The Tier 1 / Tier2 ranking approach is expected to continue and all CoC’s will again be required to place projects into one of two required “Tiers”. Tiers are financial thresholds based on the value of the CoC annual renewal demand minus a percentage reduction (Tier 2) determined by HUD and published in the Federal Register (15% in 2015 and 7% in 2016).

- Each CoC is required to rate and rank each of its projects. HUD then applies its own selection priorities to the tiered ranking, especially for project placement in Tier 2. We expect HUD to continue the following for 2017:
  - Prioritize a housing type preference (permanent housing over transitional housing)
  - Prioritize the principles of Housing First (no service participation requirements or preconditions to entry);
  - Prioritize performance and rapid placement and stabilization in permanent housing;
  - Prioritize serving those who are literally homeless, coming from streets or shelter or fleeing DV

- Reallocation remains an option. New projects can be created through re-allocation but only to (1) create new Permanent Housing projects, either Permanent Supportive Housing (PSH) projects for chronically homeless, (2) Rapid Re-Housing serving homeless individuals and families who come directly from streets or shelter, or (3) a new Rapid Rehousing / Transitional Housing Program (details of this component are not known at the time of the release of the Phase 2 application).

- Bonus funding if sufficient funding is available. If so, it will be targeted to projects that further HUD strategic goals. Likely this means NEW Permanent Supportive Housing projects that will serve 100% chronically homeless individuals/families or new Rapid Re-Housing serving homeless individuals and families who come directly from streets/shelter or fleeing DV.

Preliminary Rank Order

HUD’s evaluation and selection process has been increasingly focused on how well a CoC demonstrates that its projects and investments align with and help achieve HUD’s strategic goals and priorities especially those related to permanent housing, both permanent supportive housing and rapid re-housing. HUD is focused on individual project and system-wide performance again with a strong focus on housing performance. To remain competitive the Seattle King County CoC Program process must be strategic in the use of CoC Program funding within our community and be prepared for the 2017 national CoC Program competition.

The CoC rank order will be based on individual project scores which are tightly linked to HUD and the Seattle King County CoC priorities. In addition, the CoC reserves the right to consider additional factors that may adjust the final rank. This would be done to achieve a strong and balanced HUD application that
achieves local priorities, maximizes points and thus funding for the entire Continuum. Additional factors that will be considered include:

- the geographic and population diversity of the projects;
- the potential impact of the loss of housing units on the CoC homeless system
- the opportunity to respond to local CoC priorities and HUD strategic goals for this fund source, including:
  - No or low barrier to housing
  - Serving literally homeless
  - Rapid exits to permanent housing or long/term housing stability in permanent housing

Local Values

Under our CoC governance structure, All Home King County has an important role in framing CoC policies and priorities, including those for the HUD CoC Program.

1. Maintain as much HUD Continuum of Care Program funding in our CoC as possible.
2. Promote our goals of reducing racial disparities and making homelessness rare, brief, and one time in King County.
3. Prioritize projects that:
   a. Actively participate in the Continuum of Care
   b. Help advance the collective goals of the CoC, including addressing racial disproportionality, and specifically advance the goal of increasing permanent housing exits for the American Indian/Alaska Native (AI/AN) population
   c. Have movement to permanent housing and subsequent stability as the primary focus
   d. Leverage and do not replace mainstream / other resources
   e. Focus on those who are literally homeless (streets, shelter, transitional housing for homeless)
   f. Participate in the HMIS with complete, high quality data;
   g. Demonstrate low barriers to program entry
   h. Perform well against HUD McKinney Continuum of Care goals and positively impact system performance
   i. Consistently meet and exceed operational standards for spending, match, occupancy and reporting.
4. Listen to, hear, and implement strategies to address the needs of people who access Continuum of Care services.

Community Meeting

The results of the local Phase I and Phase II process will be used to strengthen our HUD NOFA application and help us to respond to HUD’s announced priorities. The 2017 project rank order status will be determined before we submit the CoC response to the HUD’s 2017 NOFA.

CoC staff will review all information provided with each project and the preliminary results will be shared at a community meeting.
Local Review and Key Indicators
Shortly after June 7, 2017, HMIS data was pulled for the operating period 4/1/16 to 3/31/17. This data will be used to assess project performance according to the key indicators that populate your APR. Additional efficiency and effectiveness measures will also be considered. The following review elements were approved by the System Performance Committee of All Home King County.

The CoC will assess projects in six categories which are outlined in the following chart:

<table>
<thead>
<tr>
<th>2017 Key Indicator Measures</th>
<th>87 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Movement to Housing:</strong> Measured against HUD standards and local performance targets for persons obtaining or maintaining housing.</td>
<td></td>
</tr>
<tr>
<td>• PSH: % remaining in PSH for at least 12 months or longer</td>
<td>Up to 15</td>
</tr>
<tr>
<td>• TH: % moving to PH (zero point if less than 50%). Full points to meet/exceed system target</td>
<td></td>
</tr>
<tr>
<td>• RRH: % moving to PH (zero point if less than 50%). Full points to meet/exceed system target</td>
<td></td>
</tr>
<tr>
<td>• Bonus: % TH to PH in 90 days or less</td>
<td>5</td>
</tr>
<tr>
<td>• % PSH moving to other PH destinations</td>
<td></td>
</tr>
<tr>
<td>• % RRH moving to PH in 30 days or less</td>
<td></td>
</tr>
<tr>
<td>• Extent to which the project is meeting system expectations for length of stay:</td>
<td>5</td>
</tr>
<tr>
<td>TH: The project meets or exceeds system targets</td>
<td></td>
</tr>
<tr>
<td>PH: Participants stay at least 12 months or move to other permanent housing</td>
<td></td>
</tr>
<tr>
<td>RRH: Participants meet or exceed system targets</td>
<td></td>
</tr>
<tr>
<td>• Extent to which participants exit to a known destination.</td>
<td>7</td>
</tr>
<tr>
<td>• Extent to which persons who exit homelessness to permanent housing destination return to homelessness within 6 months. The national target is less than 5%</td>
<td>5</td>
</tr>
<tr>
<td><strong>2. Income Progress:</strong> Measures the extent to which participants show positive changes in income</td>
<td></td>
</tr>
<tr>
<td>• Exits with Earned Income: Extent to which adults in the program exit with employment income</td>
<td>3</td>
</tr>
<tr>
<td>• Exits with Non-earned income: Extent to which adults in the program exit with cash income from other sources (e.g. TANF, SSDI) or non-cash (e.g. EBT, Medicaid)</td>
<td>3</td>
</tr>
<tr>
<td>• No Financial Resources: Extent to which no more than 10% of participants exit with “no financial resources” (cash or non-cash)</td>
<td>3</td>
</tr>
<tr>
<td><strong>3. Participant Outreach</strong></td>
<td></td>
</tr>
<tr>
<td>• Proportion of households served coming directly from the Streets and/or Emergency Shelter</td>
<td>Up to 10</td>
</tr>
<tr>
<td><strong>4. HMIS Data Quality/Completeness:</strong> Measures complete/quality data reported in HMIS (this criterion is waived for confidential DV programs)</td>
<td></td>
</tr>
<tr>
<td>• No more than 5% reported missing/not collected etc., for data in any element (excluding Name/SSN, HIV Aids)</td>
<td>7</td>
</tr>
</tbody>
</table>
5. System Priority Measures

- Program Component Priority:  
  - PH = 15 pts
  - TH = 10 pts
  - Serving Exclusively Chronically Homeless = 3 pts
- Client Participation:  Extent to which program demonstrates that it solicits and uses feedback from consumers = 2 pts

6. Project Efficiency and Effectiveness Measures

- Project Expenditures:  Extent to which the project drew down 100% of HUD funds
- Occupancy:  Extent to which the project maintains capacity/occupancy (zero points if less than 85%). Full points if meet/exceed 95%. Note: RRH scores are determined by move-in rate.

NOTE: Scoring adjustments are made where needed for projects with fewer than 10 units / where "n" is less than 10, or where there are no exits

Due Date and Deadline Information:

Whether you are a direct HUD grantee/recipient or a sub-recipient (project sponsor) of the City of Seattle or King County, you must submit your Phase II: 2017 Local CoC Program Application to Seattle-King County by the due date and time required in order to be considered for inclusion in Seattle King County’s consolidated HUD CoC Program application.

✓ A deadline is a deadline!  Submit your Phase II Application by the due date and time of 4:00pm, Thursday, July 27, 2017.

✓ Late responses will not be reviewed and will mean that the project will be ranked in a non-competitive position and placed at the bottom of the local priority rank order.

✓ The Phase II Application must be received via the email address noted below by the specified deadline to meet the deadline requirement.

✓ The Phase II Application is due date is 4:00pm, Thursday July 27, 2017. Late submittals will mean your project will not be ranked.
<table>
<thead>
<tr>
<th>Date(s)</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 15, 2017</td>
<td><strong>DUE DATE:</strong> 2017 Phase I Application – Notice of Intent to Renew Funding</td>
</tr>
<tr>
<td>July 12, 2017</td>
<td>2017 Phase II Application Distributed</td>
</tr>
<tr>
<td>July 12, 2017</td>
<td>2017 Mandatory HUD CoC Program NOFA Workshop for Renewal</td>
</tr>
<tr>
<td></td>
<td><strong>Wednesday, July 12, 2017 from 10:30am to 11:30am</strong></td>
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<tr>
<td></td>
<td>YWCA Opportunity Place</td>
</tr>
<tr>
<td></td>
<td>Jennings Room</td>
</tr>
<tr>
<td></td>
<td>2024 Third Avenue</td>
</tr>
<tr>
<td></td>
<td>Seattle, Washington, 98144</td>
</tr>
<tr>
<td>July 27, 2017</td>
<td><strong>DUE DATE:</strong> Phase II Application: 2017 CoC Program Renewal Grants <strong>Thursday, July 27, 2017 by 4:00pm</strong></td>
</tr>
<tr>
<td></td>
<td>Submit by e-mail to: <a href="mailto:eileen.denham@seattle.gov">eileen.denham@seattle.gov</a></td>
</tr>
<tr>
<td>July 27, 2017</td>
<td>CoC staff: review HMIS Data and Phase II information and prepare preliminary renewal rank order</td>
</tr>
<tr>
<td></td>
<td>All Home Coordinating Board and Funder Alignment Committee review preliminary rank order</td>
</tr>
<tr>
<td>TBD</td>
<td>2017 Phase III Application Workshop</td>
</tr>
<tr>
<td></td>
<td>Mandatory HUD CoC Program NOFA Workshop for All (Time and Date TBD)</td>
</tr>
<tr>
<td>TBD</td>
<td>All CoC Application program applications complete and ready for submittal to esnaps</td>
</tr>
<tr>
<td></td>
<td>- Upload federal forms/current 501c.3 documents</td>
</tr>
<tr>
<td></td>
<td>- Complete and submit pdf of esnaps application (direct grantees only)</td>
</tr>
<tr>
<td>TBD</td>
<td>2017 CoC Program Community Meeting for presentation of priority rank order All projects notified of final CoC Application Project Listing results</td>
</tr>
<tr>
<td>September / October 2017</td>
<td>2017 Seattle King County NOFA Application Due to HUD—TBD</td>
</tr>
</tbody>
</table>

*Dates and activities will be determined subject to access to the 2017 HUD NOFA. Please be responsive to all CoC Program Alerts! All notifications or requests will come via email.*
2017 CoC Program NOFA Project Application Process Guidance

Be Ready for Your HUD NOFA Application:

You will be notified as soon as the 2017 HUD CoC Application is available in esnaps!!! This is expected to happen at any time in July. Your HUD Application and Certifications will be due soon after. Timelines are very short and quick turn-around is essential to meet the HUD deadline.

All projects will be expected to complete their applications using HUD’S electronic application “e-snaps”. Seattle and King County staff do this for their project sub-recipients, but those who contract directly with HUD for their funding (direct HUD grantee) are responsible for submitting their “CoC Program” renewal application into e-snaps.

NOTE to “Direct Grantees”:

- **BE PREPARED!!**
  Direct HUD Grantees should know who is responsible for submitting the electronic application(s) and ensure they can access e-snaps. This means reviewing your User Names and Passwords and assuring they still work. Additional training will be provided to direct HUD grantees to help make sure the electronic application process goes as smoothly as possible, especially for first time users.

- **Ensure the Accuracy of Information in your 2016 Application for 2017!**
  a. Review your budgets. Did your budgets change during the 2016 HUD Grant Agreement process? Did you add a new activity or increase/decrease fte staffing to your services budget?
  b. Did anything else change during that process that must be brought forward for 2017. For example, agency contact information. **ADVICE: Don’t wait**—review now! The HUD electronic application system “esnaps” is not ready for the 2017 applications yet so use this time to get ready. You will not be given much time.
# Phase II Application

## A. Project Information

### Project Title:

### Name of Lead Agency/Organization (project sponsor):

### Project Address:

### Primary Contact Person:

   **Telephone:** (  )  
   **Fax:** (  )

   **E-mail address:**

### Do you have a Direct Grant with HUD for your CoC Program Funds?

- [ ] Yes  
- [ ] No

**Instructions:** If **Yes** respond to the questions below and certify. If **No**, continue to the Phase II Application.

If the response was **YES**: Please certify to the following:

### A. Required Federal Forms:

   - Are the following forms ready for signature and upload for your 2017 HUD Application. Must be dated between **June 1, 2017** and **August 14, 2017**:
     - HUD Form 2880  
     - HUD Form 50070 Certification for Drug Free Workplace

### B. DUNS#, CCR/SAM and Code of Conduct Confirmed:

   - To be eligible for funding under the 2017 NOFA, all recipients (Direct HUD Grants) **MUST** have a current **DUNS number, active registration in CCR/SAM**, and duplicated Code of Conducted the primary vendor database for the federal government. HUD will not issue a grant award if these are not correct and current. Have you confirmed the following?
   
   - **Confirmed Agency/Program DUNS#**  
     - [ ] Yes  
     - What is your DUNS #_______________
   
   - **Confirmed Central Contractor Registry (CCR) /SAM is current**  
     - [ ] Yes

   - **Confirmed Agency Code of Conduct is current and uploaded as required**  
     - [ ] Yes

### Authorizing Signature/Title:

   - [ ] Yes  
   - [ ] No  

   **Title**
   **Date**
2017 HUD CoC Program Phase II Application

Renewal projects (projects previously funded) with a “CoC Program” funding award that ends in calendar year 2018 must submit the information required in this Phase II Application in order to be included in the HUD 2017 Continuum of Care Homeless Assistance Program NOFA process and to be eligible for continued funding for 2018-2019.

Checklist for Submission

This checklist is provided to help ensure your submission is complete. Please refer to the specific instructions for each section for information on how to prepare and submit your responses to each section.

☐ Efficiency/Effectiveness/Recipient Performance Information
  ➢ Grant Spending
  ➢ HUD Monitoring / Audit Confirmation (Attachment required, as applicable)
  ➢ Recipient / Sub-recipient Grant Information (Timely APR, LOCCS Draws)

☐ Other Information Collected for the HUD Application Response
  ➢ Project Match Workbook (Attachment required of all)
  ➢ Housing First Table
  ➢ Mainstream Resources and SOAR Training Table
  ➢ Consumer Participation / Feedback

CoC Project Efficiency / Effectiveness / Recipient Performance

1. Grant Spending: Did this project expend 100% of awarded HUD funds. Three Year Spending History

   NOTE: Rental Assistance programs will be considered to have fully met the standard if they are serving more than the number of households required under their contract.

   Instructions: Complete the chart below with information about the three most recently completed grant terms for which an APR has been submitted. If the project grant term ended in March, April, or May 2017, there may not be a completed APR with reported final expenditures. In that case, you may choose the grant with a 2016 end date as your most recently completed term. (all listed amounts will be verified with HUD). If the grant has only renewed twice, you will only require two lines. If the grant has only renewed once, enter that recapture amount. If the grant has not yet renewed, enter -0-.

<table>
<thead>
<tr>
<th>HUD Grant Number WA00.......</th>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$ Total Grant Award</td>
<td>$ Total Drawn Down in LOCCS 90 days after the grant ending date</td>
<td>Percentage of Funds Expended [B/A x 100]</td>
</tr>
<tr>
<td>WA00000L07001508</td>
<td>200,000</td>
<td>190,000</td>
<td>190,000/200,000,000 x 100</td>
</tr>
</tbody>
</table>
2. **HUD Monitoring / Audit:** When did HUD last monitor this project? __________________

- Are there any unresolved HUD monitoring findings or concerns related to this project or other HUD projects within your Agency?
  - yes
  - no

- Are there any unresolved Audit findings related to this project or any project in your Agency that required HUD review?
  - yes
  - no

- Has HUD instituted any sanctions on any project of your agency, including but not limited to, suspending disbursements (e.g., freezing LOCCS, requiring repayment of grant funds or de-obligating grant funds due to performance)?
  - yes
  - no

If yes to any of the above, an **Attachment is required.** Please include a brief narrative (no more than 1 page) describing the issue and status of the concerns/findings and include the following documentation:

- All correspondence by and between HUD to current for HUD monitoring
- A copy of the Audit finding and related correspondence/action to resolve the finding.

3. **Quarterly LOCCS Drawdowns (Response required for Direct HUD Grants Only):**

   Has this project maintained at least quarterly draws for the most recent grant term related to this renewal grant request? Response will be verified with HUD. If marked NO, please attach brief explanation.

   - Yes
   - No

4. **On-time APR (APR’s due on or before 12/31/16):**

   Was the program APR successfully submitted on time for the most recently expired grant that ended on or before 12/31/16?

   **Instructions:** The APR is due 90 days after the grant term expires*.

   - Select “Yes” to indicate that an APR was submitted on time for the grant term that most recently expired (for most, this will be your FY 2015 renewal — grants ending on or before 11/30/16). For those with a calendar year term it will be your FY 2014 grant which ended on 12/31/16).
   - Select “No” to indicate that an APR was submitted late or has not been submitted for the grant term most recently expired. If no, please explain why the APR was not submitted to HUD in a timely fashion, and the steps you are taking to ensure timely submission in the future.
   - Select N/A if this is a first-time renewal for which the original grant term has not yet.

   **NOTE:** It is recognized that for some of 2016, HUD changes to esnaps prevented APR’s from being submitted on time. For certain projects, due dates were extended to November 30, if this impacted your APR, please indicate YES.
Match:

What dollar amount of match is the project providing for the upcoming award year (2018-2019) $________ Match

• Complete and submit Project Excel Match Workbook—Attachment required

• Insert the summary information from the report in the space to the right.

• NOTE: Match letters do not need to be submitted with the Phase II Application, but must be submitted and available for review and upload with your 2017 HUD application.

Housing First:

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). It is an approach to: 1) quickly and successfully connect individuals and families experiencing homelessness to permanent housing; 2) without barriers to entry, such as sobriety, treatment or service participation requirements; or 3) related preconditions that might lead to the program participant’s termination from the project. Adherence to Housing First Principles is a system measure and is a scoring element for the Seattle King County consolidated application.

NOTE: We will verify CEA bands and screening criteria for all projects approved for participation in Coordinated Entry for All

See Below: Please check all that are true

1. At Program Entry: The project ensures participants are NOT screened out based on:
   - [ ] Having too little or no income
   - [ ] Active or history of substance abuse
   - [ ] Having a criminal record with exceptions for state/SHA-mandated restrictions
   - [ ] Fleeing domestic violence (e.g., lack of a protective order, period of separation from abuser, or law enforcement involvement).
   - [ ] Sexual Orientation or Gender Identity

2. At Program Exit: The project ensures participants are NOT terminated from the program for the following reasons:
   - [ ] Failure to participate in supportive services
   - [ ] Failure to make progress on a service plan
   - [ ] Loss of income or failure to improve income
   - [ ] Being a victim of domestic violence
   - [ ] Any other activity not covered in lease agreement typically found in the project’s geographic area.

Projects that are unable to check all the boxes are not Housing First.
For any element not checked, programs may submit a short response that explains why not (one page limit).
Mainstream Benefits and Other Assistance:

A HUD priority is to ensure CoCs demonstrate CoC Program funded projects supplement CoC Program funds with resources from other public and private sources, including mainstream programs that assist homeless program participants in applying for and receiving mainstream benefits. CoCs must demonstrate (1) that program staff are kept systematically up-to-date regarding mainstream resources available for homeless program participants (e.g., Food Stamps, SSI, TANF, substance abuse programs), (2) there is collaboration with healthcare organizations to assist homeless program participants with enrolling in health insurance, and (3) projects provide assistance with the effective utilization of Medicaid and other benefits.

See Below, please check all that are true:

☐ 1. Case Managers systematically assist clients in completing applications for mainstream benefit programs.

☐ 2. We supply transportation assistance to clients to attend mainstream benefit appointments, employment training, or jobs.

☐ 3. We use the DSHS single application form that helps program participants sign up for four or more mainstream programs.

☐ 4. We have staff who systematically follow-up with program participants (at least annually) to ensure that they have applied for and are receiving their mainstream benefits and that benefits are renewed.

☐ 5. We are participating in enrollment and outreach activities to ensure eligible households know of and are enrolled in health insurance (e.g., Medicaid, Medicare, Affordable Care Act options).

See Below, please check all that are true and add the required information:

☐ 1. We have specialized staff whose primary responsibility is to identify, enroll, and follow up with clients on participation in SSI/SSD.

   NOTE: If the box is checked, list below those staff by name, job title, and organization.

☐ 2. We have staff, or contract with another organization who has staff who participated in an in person or online SOAR training regarding Social Security in the last 24 months.

   NOTE: If the box is checked, specify the SOAR Training dates below.
Consumer Participation / Feedback

The Seattle King County CoC and All Home affirm the value that all services should reflect the expressed needs of persons who are experiencing homelessness. All Home believes that when consumers are provided opportunities to contribute experiences and expertise related to the assistance and services that they need, projects and the continuum are strengthened.

Please respond to the questions below

Does the agency regularly solicit and respond to feedback from consumers?  
☐ yes  ☐ no

If yes, in the space below, please describe the process you use for residents/clients to provide feedback. Describe how the information is collected and provide an example of how client feedback has been used in your program within the past two years.