



ESG

SUBRECIPIENT ORIENTATION

City of New Bedford
Office of Housing & Community Development
Joshua Amaral, Director

*Photo credit for some photos included
within this presentation: UNSPLASH*

WELCOME

A copy of this presentation is now available on our website at <https://www.newbedford-ma.gov/housing-community-development/>.

Please feel free to contact our office at OHCD@newbedford-ma.gov if you require translation assistance with the PowerPoint. Questions may be asked either through the chat box available through this Zoom meeting, or through email at OHCD@newbedford-ma.gov. All comments and questions are welcome.

Una copia de esta presentación ya está disponible en nuestro sitio web en <https://www.newbedford-ma.gov/housing-community-development/>. No dude en ponerse en contacto con nuestra oficina en OHCD@newbedford-ma.gov si necesita asistencia de traducción con PowerPoint. Las preguntas pueden hacerse a través del cuadro de chat disponible a través de esta reunión de Zoom, por correo electrónico a OHCD@newbedford-ma.gov. Todos los comentarios y preguntas son bienvenidos. Las respuestas a las preguntas frecuentes se publicarán en línea en tres idiomas.

Uma cópia desta apresentação está agora disponível em nosso site em <https://www.newbedford-ma.gov/housing-community-development/>. Não hesite em entrar em contato com nosso escritório em OHCD@newbedford-ma.gov se precisar de ajuda na tradução do PowerPoint. As perguntas podem ser feitas através da caixa de bate-papo disponível nesta reunião do Zoom, ou através do e-mail OHCD@newbedford-ma.gov. Todos os comentários e perguntas são bem-vindos. As respostas às perguntas frequentes serão publicadas on-line em três idiomas.



ESG

SUBRECIPIENT ORIENTATION

AGENDA

Purpose of Orientation

ESG 101 Basic Rules and Requirements

The Subrecipient Agreement

- A. Scope and Performance
- B. Reimbursements
- C. Activity Budget Summary
- D. Procurement
- E. Written Standards
- F. Certifications & Forms

Expectations

Past Compliance Problems

Potential Challenges

Next Steps

Resources



ESG

SUBRECIPIENT ORIENTATION

PURPOSE OF ORIENTATION



ESG

SUBRECIPIENT ORIENTATION

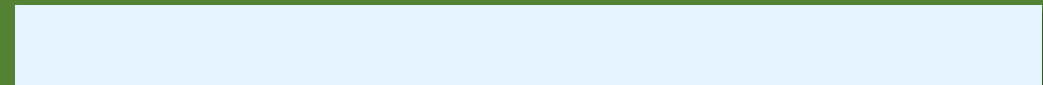
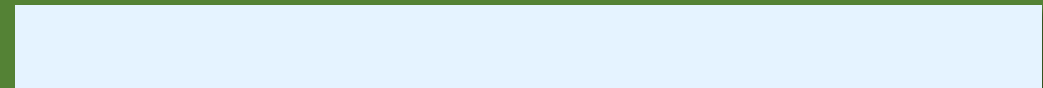
Purpose of Orientation

- To open or re-establish lines of communication.
- To reinforce the basic rules and requirements of the ESG program.
- To establish clear expectations concerning performance standards.
- To address broad program objectives, requirements and expectations that affect all projects at the beginning of the program year.
- To provide an overview of ESG administration at the outset of the contract term.
- To discuss potential challenges.



ESG

SUBRECIPIENT ORIENTATION



ORIENTATION |

Typically held for groups of subrecipients at the beginning of the program year and addressing broad program objectives and requirements.

TRAINING |

Conducted periodically throughout the program year to address specific program areas for larger groups of subrecipients and/or to provide guidance on project aspects.

TECH ASSISTANCE

Offered to individual subrecipients when the activity is in progress and a specific issue has arisen either through a question or in mitigating a problem.



ESG

SUBRECIPIENT ORIENTATION

ESG 101

BASIC RULES & REQUIREMENTS



ESG

SUBRECIPIENT ORIENTATION

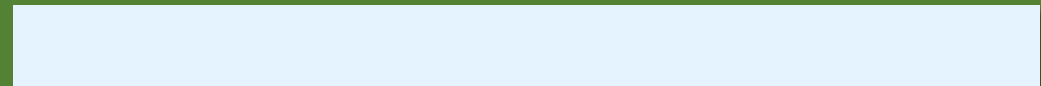
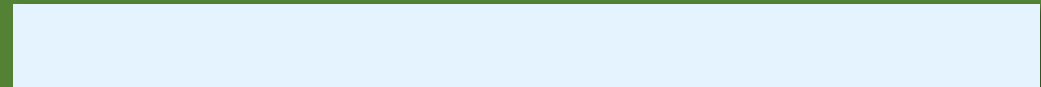
ESG 101 Basic Rules & Requirements

- The City of New Bedford is an entitlement program for Emergency Solutions Grant (ESG) – formula-based funding.
- The goal of the ESG program is to provide essential services to shelter residents, to rapidly re-house individuals and families experiencing homelessness and to prevent individuals and families from becoming homeless.
- This work is done by subrecipients who are contracted by the recipient of ESG funds (City of New Bedford through its Office of Housing & Community Development OHCD).
- Contracts between the OHCD and agencies who undertake the funded activities are called “Subrecipient Agreements.”



ESG

SUBRECIPIENT ORIENTATION



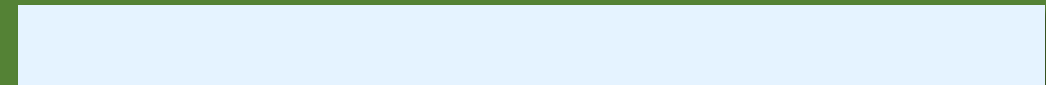
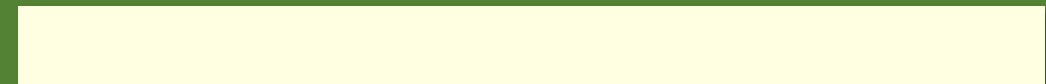
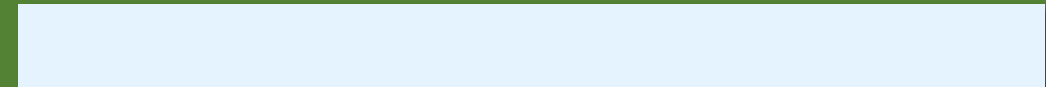
ESG 101 Basic Rules & Requirements

- All subrecipients must comply with federal regulations and requirements and must abide by the terms of their Subrecipient Agreements.
- The information provided in this orientation is meant to supplement—not substitute—regulations and policies of the ESG program.



ESG

SUBRECIPIENT ORIENTATION



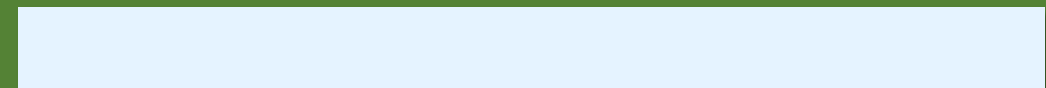
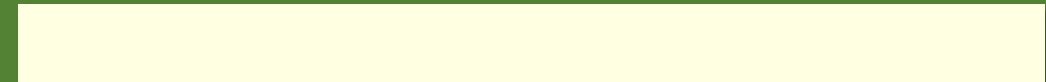
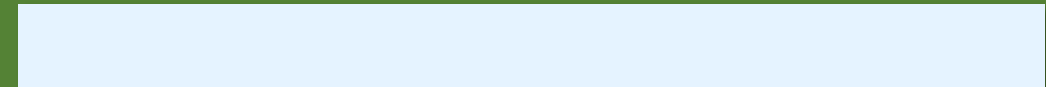
ESG 101 Basic Rules & Requirements

Entitlement and Administration	All subrecipients must comply with federal regulations and requirements and must abide by the terms of their Subrecipient Agreements.
Orientation	Held after City Council allocates awards and prior to start of the new program year beginning July 1 st . Purpose is to educate subrecipient agencies as to basic rules under which their ESG activities must operate and to establish clear expectations as to performance and administration..
Subrecipient Agreements	The central part of the subrecipient compliance with the ESG program. Fulfills legal requirement and presents a concise statement of ESG program rules, conditions under which funds are provided and delineates fiscal and program performance.
Procurement Requirements	Agencies receiving federal funding must follow a free and open competitive process in securing products or services/undertaking construction activities. Proper documentation, documented outreach, etc. must be followed.
Site Visits	A site visit may be conducted to review the agency's fiscal, management and operational procedures, compliance with ADA and ESG requirements and to survey the program/services being offered.
Audits	If applicable, all agencies must provide an audit for the most recently audited year including any management letters and responses the agency has made to the audit. If not applicable, a reviewed Financial Statement signed by the Board President and Treasurer are required.



ESG

SUBRECIPIENT ORIENTATION



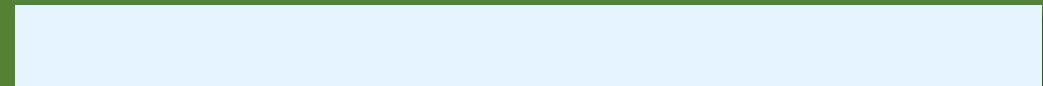
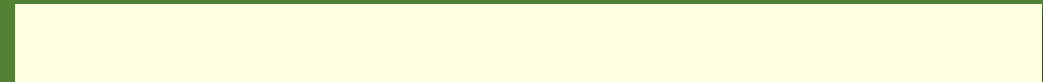
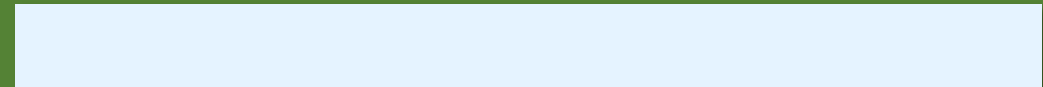
ESG 101 Basic Rules & Requirements

- ✓ The Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 (HEARTH Act) amended the McKinney-Vento Homeless Assistance Act and revised Emergency Shelter Grants as they previously existed.
- ✓ In 2012 the ESG Interim Rule took effect which changed Emergency Shelter Grants to Emergency Solutions Grants
- ✓ The name change reflected the program's new focus from addressing needs of people in emergency or transitional shelters to assisting people quickly regain stability in permanent housing after experiencing a housing crisis and/or homelessness.



ESG

SUBRECIPIENT ORIENTATION



ESG 101 Basic Rules & Requirements

- ✓ There are 5 eligible ESG program components

Street Outreach

Emergency
Shelter

Homeless
Prevention

Rapid Re-Housing
Assistance

Homeless Mgt
Information System
(HMIS)



ESG

SUBRECIPIENT ORIENTATION

ESG 101 Basic Rules & Requirements

Street Outreach

Services reaching out to unsheltered individuals/families, connecting them with Emergency Shelter, housing, critical services, and providing them with urgent non-facility-based care.

Eligible costs: engagement, case mgt, emergency health and mental health services, transportation, services for special populations

Eligible persons: individuals and families who qualify under paragraph 1 of the homeless definition.

Emergency Shelter

Homeless Prevention

Rapid Re-Housing Assistance

Homeless Mgt Information System (HMIS)



ESG

SUBRECIPIENT ORIENTATION

ESG 101 Basic Rules & Requirements

Street Outreach

Services reaching out to unsheltered individuals/families, connecting them with Emergency Shelter, housing, critical services, and providing them with urgent non-facility-based care.

Eligible costs: engagement, case mgt, emergency health and mental health services, transportation, services for special populations

Eligible persons: individuals and families who qualify under paragraph 1 of the homeless definition.

Emergency Shelter

Eligible costs: Renovation of a bldg. to serve as an ES. Essential Services including case mgt, child care, employment assistance, outpatient health services, legal services, SA treatment svcs, transp, etc.

Shelter Operations including maintenance, rent, repair, security, fuel, equipment insurance, utilities, food, etc.

Eligible persons: Individuals and families meeting criteria of homeless under 24 CFR 576.2

Homeless Prevention

Rapid Re-Housing Assistance

Homeless Mgt Information System (HMIS)



ESG

SUBRECIPIENT ORIENTATION

ESG 101 Basic Rules & Requirements

Street Outreach

Services reaching out to unsheltered individuals/families, connecting them with Emergency Shelter, housing, critical services, and providing them with urgent non-facility-based care.

Eligible costs: engagement, case mgt, emergency health and mental health services, transportation, services for special populations

Eligible persons: individuals and families who qualify under paragraph 1 of the homeless definition.

Emergency Shelter

Eligible costs: Renovation of a bldg. to serve as an ES. Essential Services including case mgt, child care, employment assistance, outpatient health services, legal services, SA treatment svcs, transp, etc.

Shelter Operations including maintenance, rent, repair, security, fuel, equipment insurance, utilities, food, etc.

Eligible persons: Individuals and families meeting criteria of homeless under 24 CFR 576.2

Homeless Prevention

Housing relocation and stabilization services and short and/or medium-term rental assistance as necessary to prevent individuals or family homelessness.

Eligible costs: rental assistance and rental arrears, financial assistance for rental application fees, security and utility deposits, utility payments, last month's rent and moving costs and services like housing search and placement, housing stability case management, landlord-tenant medication, tenant legal services, credit repair.

Rapid Re-Housing Assistance

Homeless Mgt Information System (HMIS)



ESG

SUBRECIPIENT ORIENTATION

ESG 101 Basic Rules & Requirements

Street Outreach

Services reaching out to unsheltered individuals/families, connecting them with Emergency Shelter, housing, critical services, and providing them with urgent non-facility-based care.

Eligible costs: engagement, case mgt, emergency health and mental health services, transportation, services for special populations

Eligible persons: individuals and families who qualify under paragraph 1 of the homeless definition.

Emergency Shelter

Eligible costs: Renovation of a bldg. to serve as an ES. Essential Services including case mgt, child care, employment assistance, outpatient health services, legal services, SA treatment svcs, transp, etc.

Shelter Operations including maintenance, rent, repair, security, fuel, equipment insurance, utilities, food, etc.

Eligible persons: Individuals and families meeting criteria of homeless under 24 CFR 576.2

Homeless Prevention

Housing relocation and stabilization services and short and/or medium-term rental assistance as necessary to prevent individuals or family homelessness.

Eligible costs: rental assistance and rental arrears, financial assistance for rental application fees, security and utility deposits, utility payments, last month's rent and moving costs and services like housing search and placement, housing stability case management, landlord-tenant medication, tenant legal services, credit repair.

Rapid Re-Housing Assistance

Housing relocation and stabilization services and/or short-and/or medium-term rental assistance as necessary to help homeless individuals or families (living in shelters or in places not meant for human habitation) move as quickly as possible into permanent housing and achieve stability.

Eligible costs: rental assistance and rental arrears, financial assistance: rental application fees, security and utility deposits, utility payments, last month's rent and moving costs and services: housing search and placement, hsg stability case mgt. credit repair, etc.

Homeless Mgt Information System (HMIS)



ESG

SUBRECIPIENT ORIENTATION

ESG 101 Basic Rules & Requirements

Street Outreach

Services reaching out to unsheltered individuals/families, connecting them with Emergency Shelter, housing, critical services, and providing them with urgent non-facility-based care.

Eligible costs: engagement, case mgt, emergency health and mental health services, transportation, services for special populations

Eligible persons: individuals and families who qualify under paragraph 1 of the homeless definition.

Emergency Shelter

Eligible costs: Renovation of a bldg. to serve as an ES. Essential Services including case mgt, child care, employment assistance, outpatient health services, legal services, SA treatment svcs, transp, etc.

Shelter Operations including maintenance, rent, repair, security, fuel, equipment insurance, utilities, food, etc.

Eligible persons: Individuals and families meeting criteria of homeless under 24 CFR 576.2

Homeless Prevention

Housing relocation and stabilization services and short and/or medium-term rental assistance as necessary to prevent individuals or family homelessness.

Eligible costs: rental assistance and rental arrears, financial assistance for rental application fees, security and utility deposits, utility payments, last month's rent and moving costs and services like housing search and placement, housing stability case management, landlord-tenant medication, tenant legal services, credit repair.

Rapid Re-Housing Assistance

Housing relocation and stabilization services and/or short-and/or medium-term rental assistance as necessary to help homeless individuals or families (living in shelters or in places not meant for human habitation) move as quickly as possible into permanent housing and achieve stability.

Eligible costs: rental assistance and rental arrears, financial assistance: rental application fees, security and utility deposits, utility payments, last month's rent and moving costs and services: housing search and placement, hsg stability case mgt. credit repair, etc.

Homeless Mgt Information System (HMIS)

ESG funds may be used to pay for data collection.

Eligible costs: Cost of participating in and contributing to the HMIS designated by the CoC (CaseWorthy). In the NB CoC all costs are borne by the City of NB OHCD.



ESG

SUBRECIPIENT ORIENTATION

ESG 101 Basic Rules & Requirements

■ Basic Program Requirements for Subrecipients...

✓ Consultation

All subrecipients must consult and actively participate in the Continuum of Care

✓ Match

All subrecipients must match grant funds as a 1-1 from non-ESG sources; end of year match

✓ Obligations/Expenditure

All subrecipients must drawdown funds at least once each quarter, though preferably monthly

✓ External Standards

All subrecipients must abide by both the CoC's performance standards and operating standards

✓ Internal Standards

All subrecipients must develop operating policies and procedures for the program and the agency

✓ HMIS Participation

All subrecipients must participate in the CoC's established HMIS

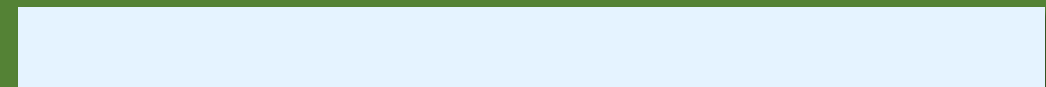
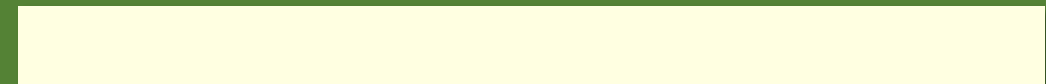
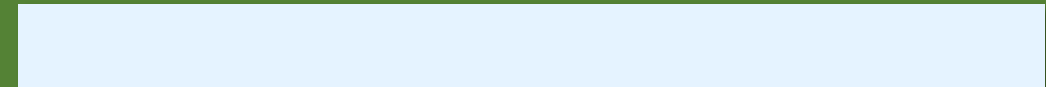
✓ Reporting

All subrecipients must complete and submit quarterly reporting to the OHCD



ESG

SUBRECIPIENT ORIENTATION



THE SUBRECIPIENT AGREEMENT



ESG

SUBRECIPIENT ORIENTATION

- New for FY23 funding cycle

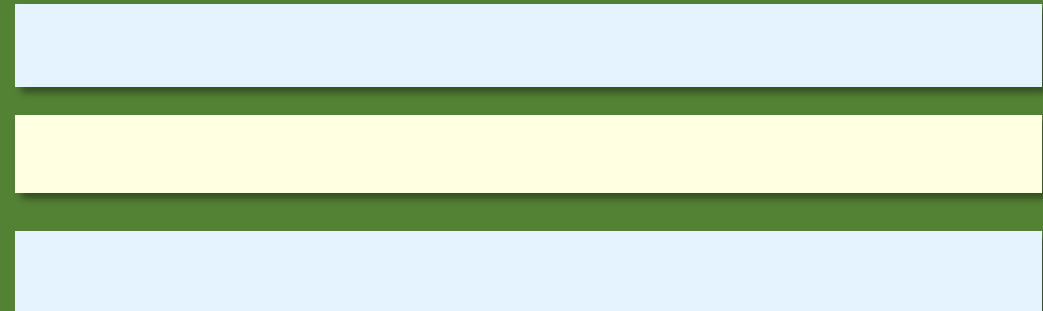
Subrecipient Agreement Format

- Existing Subrecipient Agreement template has been updated to comply with HUD standards and requirements.
- Overall, the new Subrecipient Agreement is very similar to the previous version but many of the sections have been re-organized and standardized.
- Appendix A (Scope, Performance Measures and Budget) has also been updated to include additional language regarding client eligibility and performance requirements / standards and monitoring.



ESG

SUBRECIPIENT ORIENTATION



Subrecipient Agreement

- ✓ The city is the recipient of federal ESG funding.
- ✓ As an agency awarded funding under this program, your agency must enter a contractual relationship with the city.
- ✓ The Subrecipient Agreement follows the fiscal year.
- ✓ The FY2023 agreement covers July 1, 2023 – June 30, 2024.
- ✓ Subrecipient Agreements are detailed documents that serve as the basis for understanding the operation of the funded program and grant management.

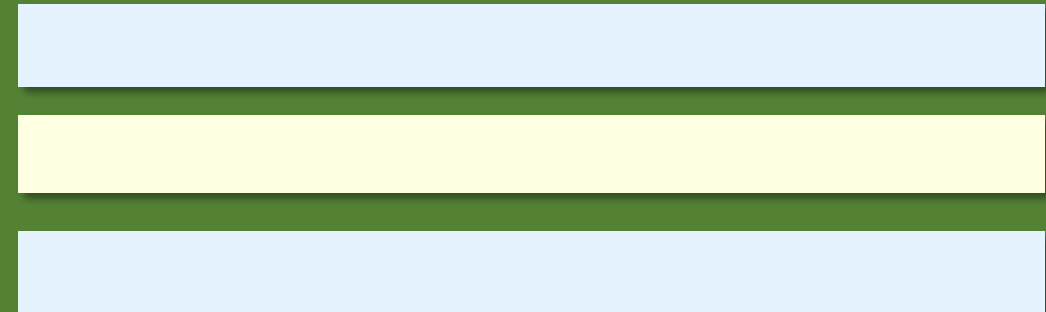
○ Key Sections of the Agreement

- Signature Page
- Scope of Services
- Performance & Outcome Measurements
- Reimbursement Process / Form
- Budget Summary
- Reimbursement Basics
- Budget Amendment Process/Form
- Procurement Policy



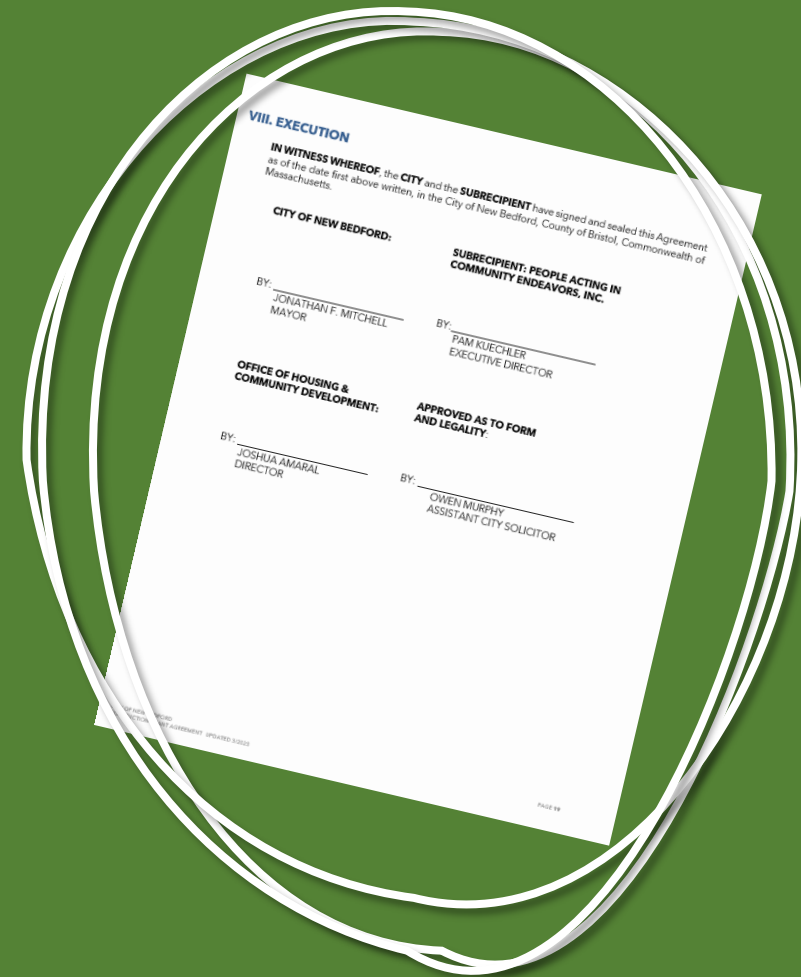
ESG

SUBRECIPIENT ORIENTATION



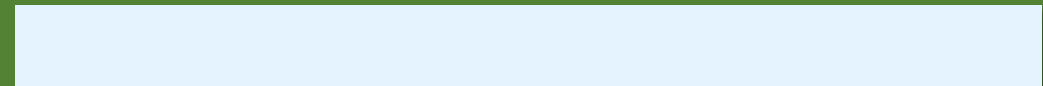
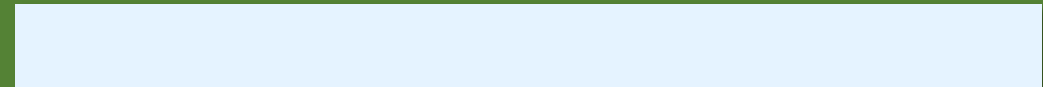
○ Executing the Agreement

- ✓ Not a legally executed contract until it is properly signed by each of the signatories for both the city and your agency.
- ✓ Agencies are required to sign the document first. Only an authorized signatory for your agency can sign the agreement.
- ✓ Once that's done, the city will then sign it.
- ✓ Agencies will receive a copy of the fully executed agreement for agency files.
- ✓ The executed agreement is central to all that is done relative to your funded project, its administration, operation and its performance.



ESG

SUBRECIPIENT ORIENTATION

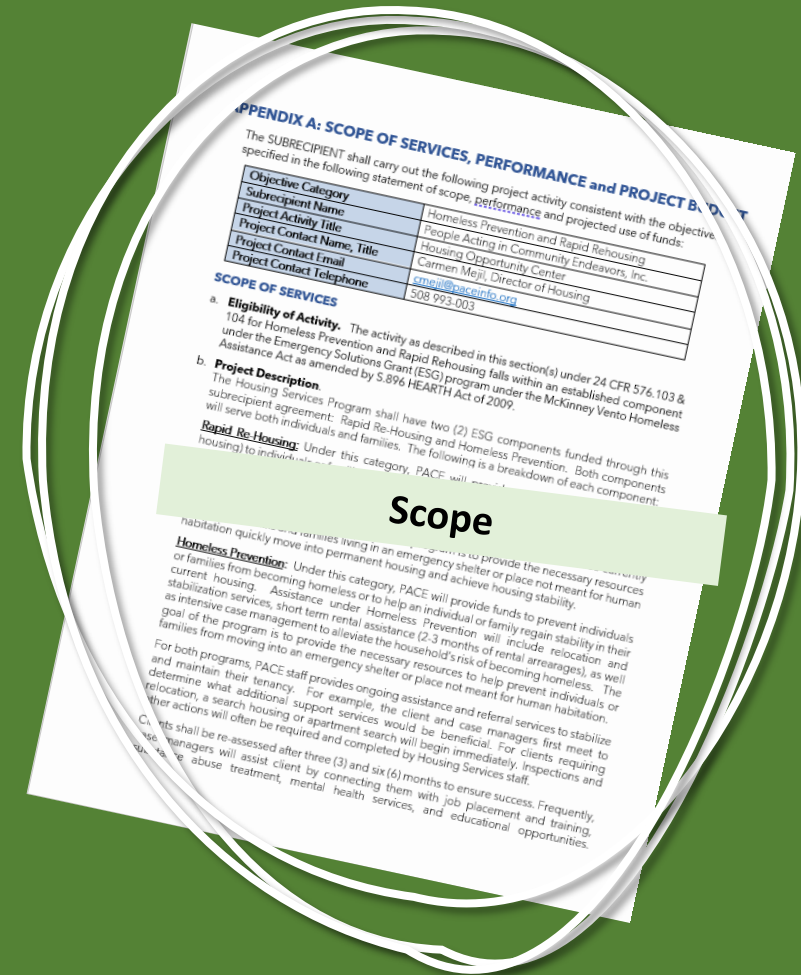


○ Appendix A: Scope of Services

- ✓ Describes what it is that is being funded and what you are agreeing to do as a result of that funding.
- ✓ Refined based on the amount of funding awarded
- ✓ Becomes the final agreed-upon description of the awarded activity

○ The Performance section includes...

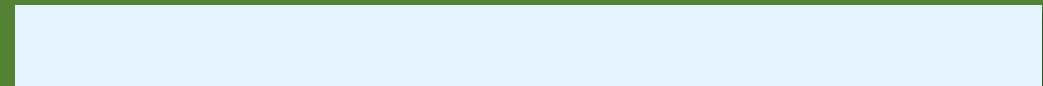
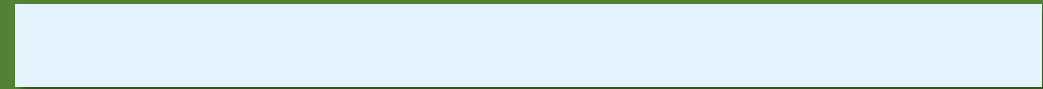
- ✓ Total households to be served
- ✓ Total unduplicated people to be served including the number of those age 18 or over and 18 or below
- ✓ For HP only--Anticipated % of LMI people to be served



OFFICE OF HOUSING & COMMUNITY DEVELOPMENT

ESG

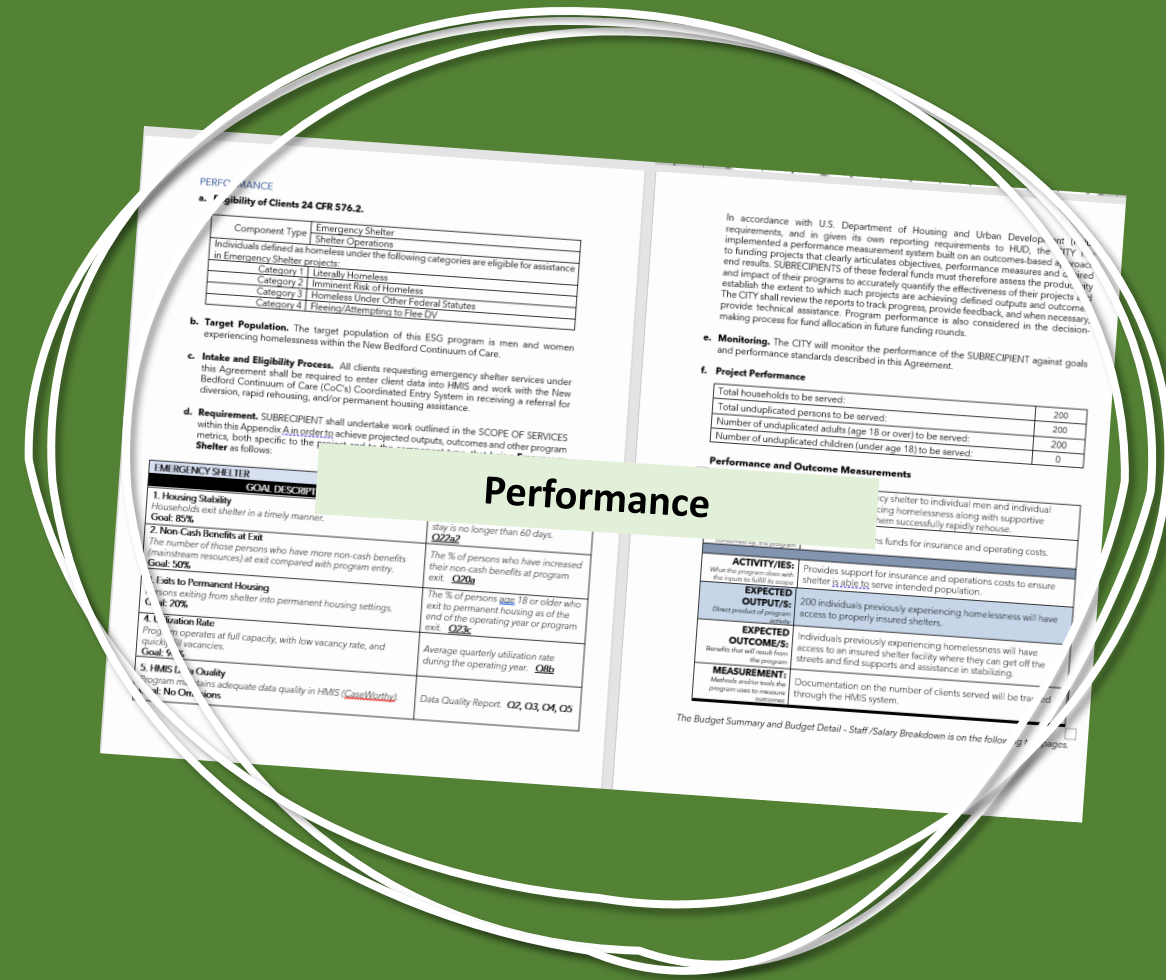
SUBRECIPIENT ORIENTATION



o Performance and Outcomes

✓ The Performance Section contains a number of important requirements including:

- Eligibility of Clients,
- Target Population,
- Intake Process,
- OHCD Performance Standards
- Monitoring
- Project Performance #s
- Performance and Outcome Measures



PERFORMANCE

a. Eligibility of Clients 24 CFR 576.2.

Component Type	Emergency Shelter
Shelter Operations	
Individuals defined as homeless under the following categories are eligible for assistance in Emergency Shelter projects:	
Category 1	Literally Homeless
Category 2	Imminent Risk of Homeless
Category 3	Homeless Under Other Federal Statutes
Category 4	Fleeing/Attempting to Flee DV

b. Target Population. The target population of this ESG program is men and women experiencing homelessness within the New Bedford Continuum of Care.

c. Intake and Eligibility Process. All clients requesting emergency shelter services under this Agreement shall be required to enter client data into HMIS and work with the New Bedford Continuum of Care (CoC's) Coordinated Entry System in receiving a referral for diversion, rapid rehousing, and/or permanent housing assistance.

d. Requirement. SUBRECIPIENT shall undertake work outlined in the SCOPE OF SERVICES within this Appendix A in order to achieve projected outputs, outcomes and other program metrics, both specific to the project and to the continuum of care.

EMERGENCY SHELTER	GOAL DESCRIPTION	MEASUREMENT
1. Housing Stability	Households exit shelter in a timely manner.	Goal: 85% Exit is no longer than 60 days. O2, O2a
2. Non-Cash Benefits at Exit	The number of those persons who have more non-cash benefits (maintenance resources) at exit compared with program entry.	Goal: 50% The % of persons who have increased their non-cash benefits at program exit. O2b
3. Exits to Permanent Housing	Persons exiting from shelter into permanent housing settings.	Goal: 20% The % of persons age 18 or older who exit to permanent housing as of the end of the operating year or program. O2c
4. Utilization Rate	Program operates at full capacity, with low vacancy rate, and quickly fills vacancies.	Goal: 90% Average quarterly utilization rate during the operating year. O2d
5. HMIS Data Quality	Program maintains adequate data quality in HMIS (CaseWorthy).	Goal: No Outcomes Data Quality Report: O2, O3, O4, O5

In accordance with U.S. Department of Housing and Urban Development (HUD) requirements, and in given its own reporting requirements to HUD, the CITY has implemented a performance measurement system built on an outcomes-based approach to funding projects that clearly articulates objectives, performance measures and desired results. SUBRECIPIENTS of these federal funds must therefore assess the productivity and impact of their programs to accurately quantify the effectiveness of their projects. The CITY shall review the reports to track progress, provide feedback, and when necessary, make technical assistance. Program performance is also considered in the decision-making process for fund allocation in future funding rounds.

e. Monitoring. The CITY will monitor the performance of the SUBRECIPIENT against goals and performance standards described in this Agreement.

f. Project Performance

Total households to be served:	200
Total unduplicated persons to be served:	200
Number of unduplicated adults (age 18 or over) to be served:	200
Number of unduplicated children (under age 18) to be served:	0

Performance and Outcome Measurements

ACTIVITY/ES:	DESCRIPTION
Provides support for insurance and operating costs to ensure shelter is able to serve intended population.	
EXPECTED OUTPUT:	200 individuals previously experiencing homelessness will have access to properly insured shelters.
EXPECTED OUTCOME:	Individuals previously experiencing homelessness will have access to an insured shelter facility where they can get off the streets and find supports and assistance in stabilizing.
MEASUREMENT:	Documentation on the number of clients served will be tracked through the HMIS system.

The Budget Summary and Budget Detail - Staff/Salary Breakdown is on the following pages.

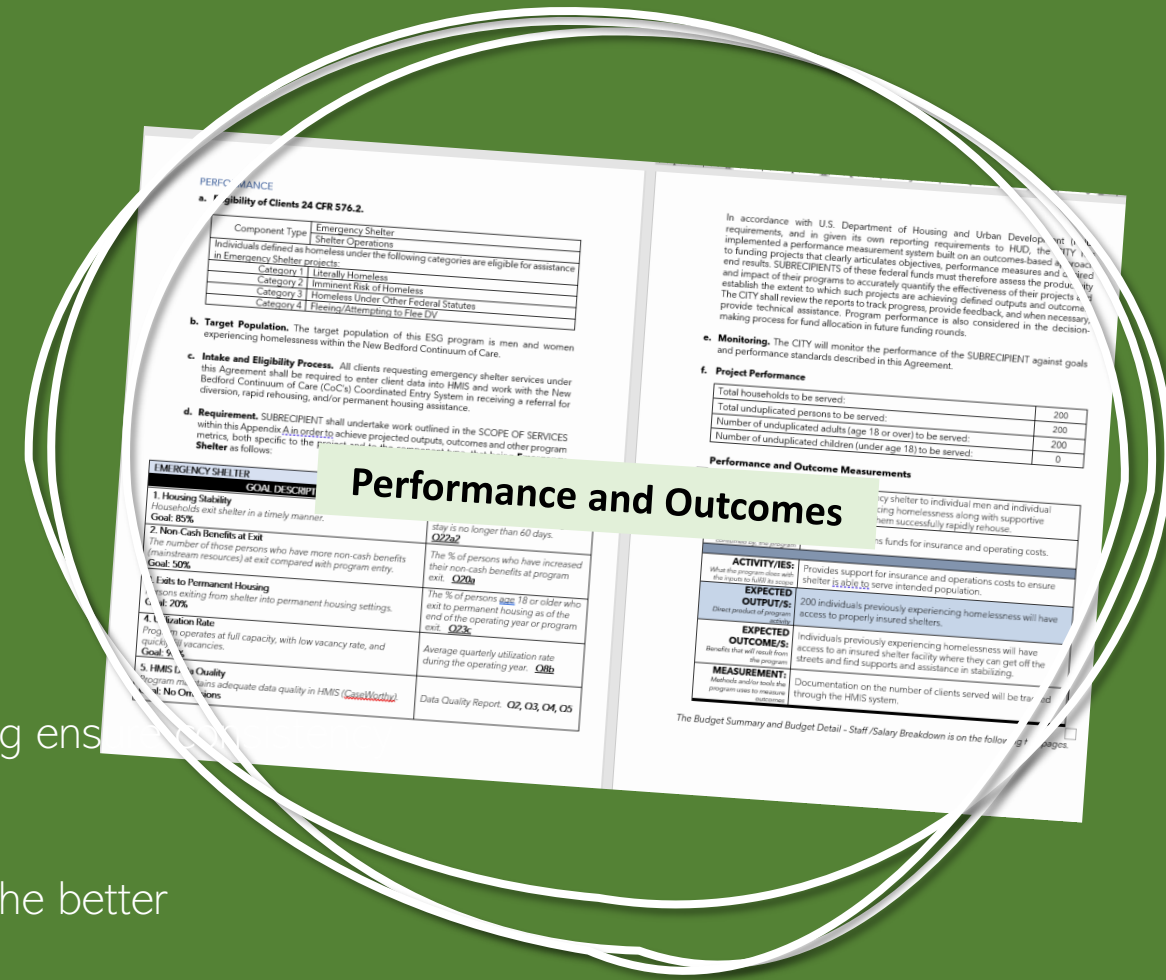


ESG

SUBRECIPIENT ORIENTATION

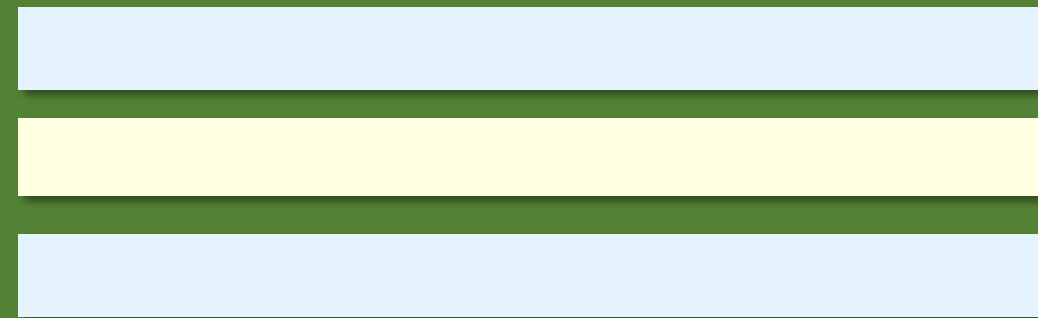
○ Performance and Outcomes

- ✓ Projects are expected to perform according to subrecipient agreement
- ✓ Projects are expected to perform according to subrecipient agreement
- ✓ Reporting on outputs and outcomes is due each quarter
- ✓ Understanding project performance benefits agencies by helping ensure with, and movement toward, established performance targets
- ✓ The earlier any issues are revealed and discussed with OHCD, the better



ESG

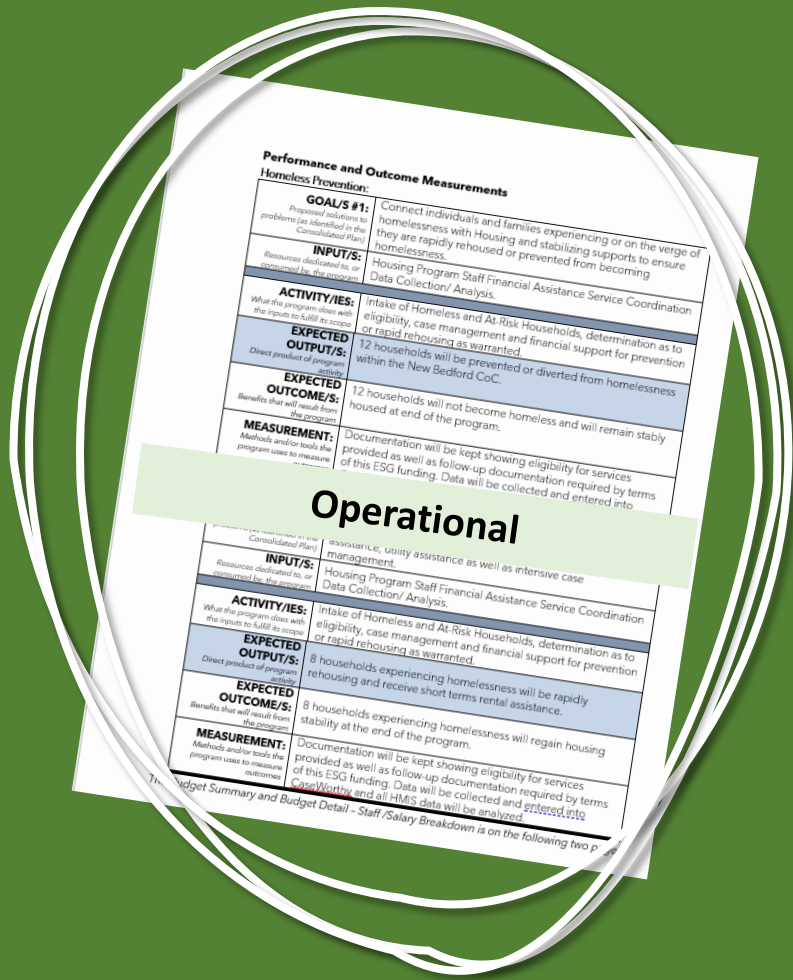
SUBRECIPIENT ORIENTATION



Operational Standards

✓ The operating standards each ESG project should be following:

<https://www.nbhspn.com/nbhspn/wp-content/uploads/2019/09/OPERATIONAL-STANDARDS.pdf>



ESG

SUBRECIPIENT ORIENTATION



○ Performance Standards

- ✓ Performance Standards are the means by which the effectiveness of the project is assessed according to HUD goals and standards.

<https://www.nbhspn.com/nbhspn/wp-content/uploads/2019/09/PERFORMANCE-STANDARDS.pdf>

- ✓ Individual standards have been created for all program types:
 - Emergency Shelter
 - Homeless Prevention
 - Rapid Re-Housing
 - Street Outreach
 - Coordinated Entry



ESG

SUBRECIPIENT ORIENTATION

Activity Budget Summary

- ✓ The Activity Budget Summary outlines the overall project budget and provides a budget detail relative to project staffing.

The budget summary is broken down by line items and is intended to reflect both ESG funding and any additional project funding being leveraged from other sources, all of which is reviewed by both parties prior to executing the subrecipient agreement.

Where ESG funding is used to fund a position/s in whole or in part, this is identified in the budget detail staff/salary breakdown.

Budget Summary

Category Breakdown	ESG Funding	Match Funds	Source of Match Funds	Total Funds
Personnel	\$	\$50,000	HB / CSBG	\$50,000
Salaries	\$	\$		\$30,000
Personnel Subtotal				\$30,000
Direct Financial Assistance	\$30,000	\$		\$30,000
Rental Assistance (HF)	\$20,000	\$		\$
Rental Assistance (RFH)	\$	\$		\$
Utility Deposits	\$	\$		\$
Utility Payments	\$	\$		\$
Security Deposits	\$	\$		\$
Last Month's Rent	\$	\$		\$50,000
Fees	\$	\$		\$
Moving & Storage	\$50,000	\$		\$
Financial Asst. Subtotal				\$
Other Costs (non-personnel)	\$	\$		\$
Transportation	\$	\$		\$
Advertising & Marketing	\$	\$		\$
Equipment	\$	\$		\$
Materials & Supplies	\$	\$		\$
Relocation Expenses	\$	\$		\$
Contractual Services	\$	\$		\$
Other (please specify)	\$	\$		\$
Other Costs Related to Emergency Shelter Operations (non-personnel)	\$	\$		\$
Utilities	\$	\$		\$
Insurance	\$	\$		\$
Repairs & Maintenance	\$	\$		\$
Renovation	\$	\$		\$50,000
Other Supplies for Shelter	\$	\$		\$50,000
Other Costs Subtotal	\$50,000	\$50,000		\$100,000
Total ESG Request	\$50,000	\$50,000		\$100,000
Total Match Funds	\$50,000	\$50,000		\$100,000
Total Project Funds	\$50,000	\$50,000		\$100,000

Budget Detail - Staff/Salary Breakdown

Position Title	Is this a current or proposed position?	Annual Salary	Annual Fringe Benefits	Total Annual Salary	% Time Spent on this ESG Project/Program	Total Annual Salary
					X	
					X	
					X	
					X	



ESG

SUBRECIPIENT ORIENTATION



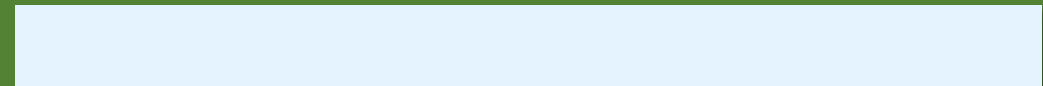
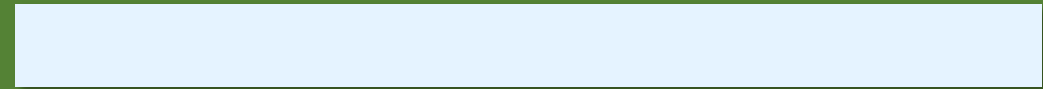
○ Appendix D: Procurement

- ✓ Contact the OHCD first—before procuring goods, services, supplies or equipment.
- ✓ Goods and services must be procured according to MA General Law 30B and the subrecipient agreement.
- ✓ Procurement regulations were updated in July 2020 and are a part of the subrecipient agreement.
- ✓ Be sure to read the subrecipient agreement for procurement information.



ESG

SUBRECIPIENT ORIENTATION



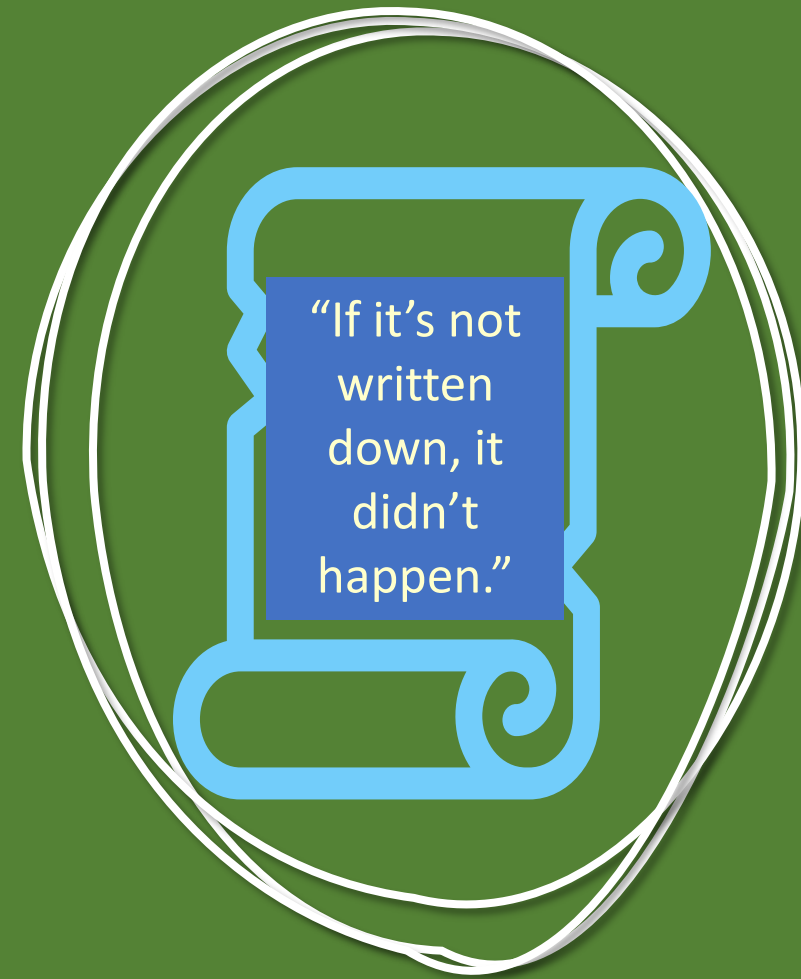


ESG

SUBRECIPIENT ORIENTATION

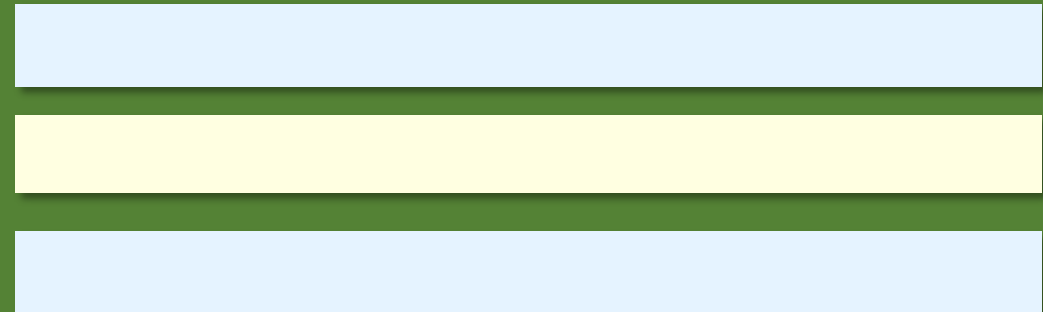
○ Appendix D Compliance Reporting and Monitoring

- ✓ HUD requires reporting
- ✓ It's the means by which the productivity and impact of a program is assessed
- ✓ Quarterly reports are the performance outcome vehicle by which such productivity and impact is reviewed and measured
- ✓ Quarterly monitoring reports highlight the number of clients served in relation to the goals, outcomes and outputs agreed upon in the subrecipient agreement
- ✓ Quarterly monitoring reports serve as a tool to identify any issues with program compliance



ESG

SUBRECIPIENT ORIENTATION



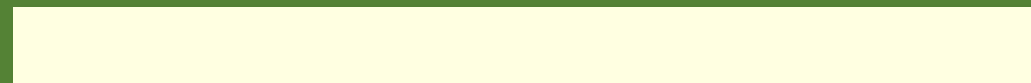
○ Compliance Reporting

- ✓ Reports are due on the 10th of the month following the service period being reported (e.g. the first quarterly report for July 1, 2023 – September 30, 2023 is due no later than October 10th).
- ✓ Payment of invoices can be delayed if reports are late, incomplete or inaccurate.
- ✓ Quarterly reporting includes statistical, narrative and budgetary components.
- ✓ As part of its Quarterly submission, each subrecipient must also submit an APR report from HMIS (CaseWorthy) for that specific quarter. This APR is the basis for Quarterly report data and narratives.
- ✓ A Training Session or individual TA will be made available upon request to ensure correctness in completing Quarterly Reports.
- ✓ Report forms will be provided to all subrecipients.



ESG

SUBRECIPIENT ORIENTATION



○ Compliance Reports

- ✓ Subrecipients will receive a Quarterly Evaluation Report template based on program type (component) and anticipated performance metrics.
- ✓ Data is captured in CaseWorthy (HMIS). The subrecipient is responsible for producing a report for the reporting period and completing the Quarterly Evaluation Report using that data.
- ✓ Step by step instructions as to how the CaseWorthy report for this purpose is pulled is available from the OHCD.

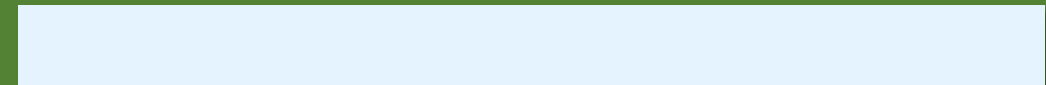


**Quarterly
Monitoring**



ESG

SUBRECIPIENT ORIENTATION



○ Compliance Reporting

- ✓ All ESG subrecipients are required to enter client data into CaseWorthy (HMIS).
- ✓ This should be done in real-time or as close to that as possible.
- ✓ When reviewing your program's data, the OHCD will contact you if data is incomplete or if data quality is problematic.
- ✓ Run reports often—do not wait for a quarterly report coming due to run one!

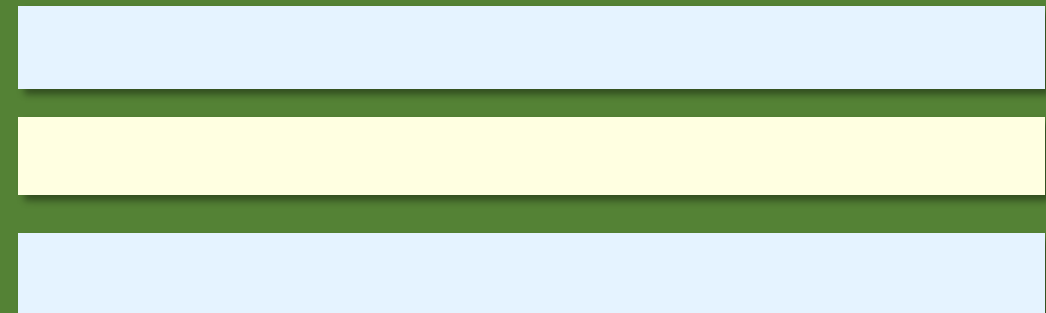


**SAGE
REPORTING**
required annually



ESG

SUBRECIPIENT ORIENTATION



○ Reporting

- ✓ All ESG program participants must first be given a Client Release of Information to execute demonstrating their consent to participate in both the local NB HMIS as well as the State Rehousing Data Collective.
- ✓ The Client Release Form includes consent of all household members and an option for client revocation of consent.
- ✓ The Client Release Form is available in English and Spanish online at: <https://www.nbhspn.com/for-agencies/>

HSPN
New Bedford Continuum of Care | Homeless Management Information System

Client Release of Information
NB HMIS

To provide you with the most effective and efficient service, we must collect relevant data for our Homeless Management Information System (HMIS).

This secure and confidential database operated by trained representatives allows providers to work together with you to make sure you are receiving the assistance you need in a timely manner. Beyond that, the HMIS allows the local "Continuum of Care" to get an accurate count of all people experiencing homelessness or who are at risk of homelessness in the City of New Bedford.

To help us serve you and in order to improve our current service system we need to collect your personally identifiable information (PII). To better coordinate with other agencies, you have the right to consent to release your information to these other agencies.

Please review the information below and sign and date where indicated.
(If you have a family household, please complete the back of this form as well).

I understand that this agency will enter my information into the Homeless Management Information System (HMIS). The information I have provided is true and correct. My information may be shared among local (Bristol County) authorized service providers for the purpose of connecting me to services. **Additionally my information will be shared with a database (State Rehousing Data Collective) held by the Commonwealth of Massachusetts to better understand and coordinate services.**

I understand that information about me that is in HMIS may be used by the agency and the New Bedford Continuum of Care (as well as the Fall River Continuum of Care and Greater Bristol County Attleboro Taunton Continuum of Care) to conduct research related to homelessness and housing programs, service needs, income supports, education and employment and program effectiveness. My complete name, date of birth, full social security number, or other information that would identify me personally will never be shared with anyone without my authorization.

An agency representative has answered my questions about my privacy concerns.

By signing this release form, I fully understand the above terms and conditions.

CLIENT NAME [PRINT] DATE CLIENT SIGNATURE DATE

AUTHORIZED STAFF NAME [PRINT] DATE AUTHORIZED SIGNATURE DATE

Client Consent on Behalf of Household Members
An adult head of household may provide consent on behalf of family members to share their information in the HMIS.

FAMILY MEMBER NAME 1 [PRINT] HEAD OF HOUSEHOLD [INITIALS]

FAMILY MEMBER NAME 1 [PRINT] HEAD OF HOUSEHOLD [INITIALS]

FAMILY MEMBER NAME 2 [PRINT] HEAD OF HOUSEHOLD [INITIALS]

FAMILY MEMBER NAME 3 [PRINT] HEAD OF HOUSEHOLD [INITIALS]

FAMILY MEMBER NAME 4 [PRINT] HEAD OF HOUSEHOLD [INITIALS]

FAMILY MEMBER NAME 5 [PRINT] HEAD OF HOUSEHOLD [INITIALS]

FAMILY MEMBER NAME 6 [PRINT] HEAD OF HOUSEHOLD [INITIALS]

FAMILY MEMBER NAME 7 [PRINT] HEAD OF HOUSEHOLD [INITIALS]

Client Revocation of Consent

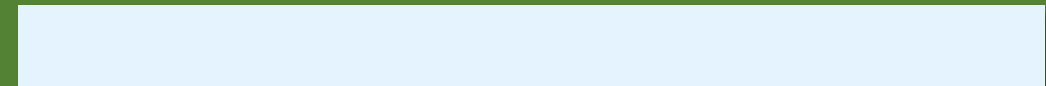
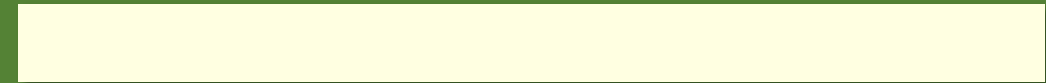
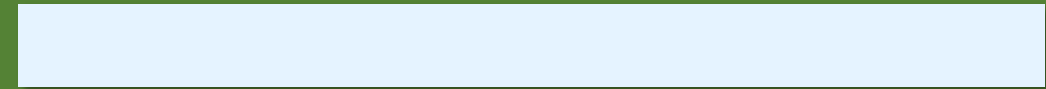
If client checks this box and signs their name below, they are indicating their intent to rescind/cancel the authority and consent previously granted herein as of the date noted.

CLIENT NAME [PRINT] DATE FAMILY MEMBER NAME [PRINT]



ESG

SUBRECIPIENT ORIENTATION



○ Monitoring

- ✓ Programs are formerly monitored for compliance on an annual basis and on an ongoing basis to ensure performance objectives are on schedule and within budget.
- ✓ Monitoring is an effective management tool to ensure satisfactory operation

CITY OF NEW BEDFORD
OFFICE OF HOUSING & COMMUNITY DEVELOPMENT
EMERGENCY SOLUTIONS GRANT PROGRAM :: RAPID RE-HOUSING PROGRAM
1ST QUARTER - EVALUATION REPORT :: FY 2023

Name of Subrecipient Agency: _____
Agency Address: _____
ESG Project Name: _____
ESG Grant Amount: _____
Report Completed By: _____ Date Report Submitted: _____
Report Period: 07/1/23 thru 09/30/23 Quarter Number: 1

1. GOALS AND OBJECTIVES REVIEW:
From your subrecipient agreement enter the goal for total number of people to be served: _____
From your subrecipient agreement enter the goal for total number of households to be served: _____

PROFILE	1st QRT	2nd QRT	3rd QRT	4th QRT	TOTALS
New Clients this Quarter	12				
Total New Clients to Date	12				
Total New Clients as a Percent of Goal		12			
New Households this Quarter					

Formal Monitoring

- Annual risk assessment to determine onsite formal monitoring visits
- Enhanced focus on compliance with all regulations governing admin, financial and program operations
- New programs and those with previous year findings automatically monitored; otherwise, programs formally monitored every three years

Ongoing Monitoring

- Can be both desk audit or onsite monitoring
- Enhanced focus on meeting performance objectives, scheduling targets and budget issues
- Regular monitoring concurrent with invoicing and quarterly reporting

Quarterly Monitoring

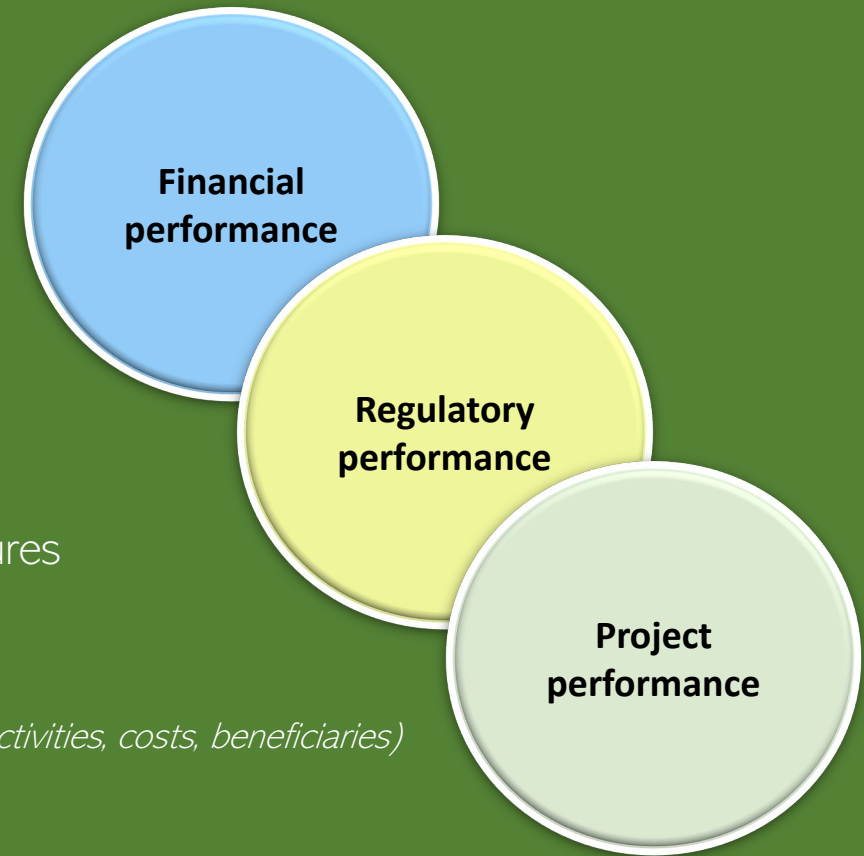


ESG

SUBRECIPIENT ORIENTATION

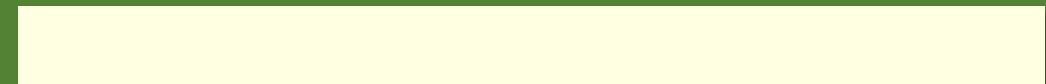
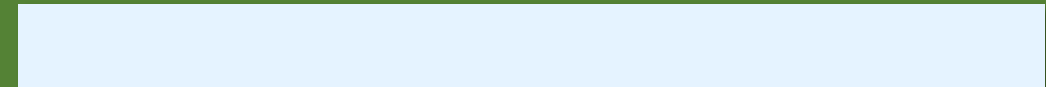
○ Monitoring

- ✓ Scope of Services Consistency with actual activities
- ✓ Accomplishments Planned vs. Actual
- ✓ Time of Performance Program start-up issues
- ✓ Budget Compare actual expenditures vs. planned expenditures
- ✓ Requests for Payment Timeliness
- ✓ Recordkeeping Comprehensiveness/accuracy of documentation (*activities, costs, beneficiaries*)
- ✓ Financial Management Systems in place (*accounting, expenses, income*)



ESG

SUBRECIPIENT ORIENTATION

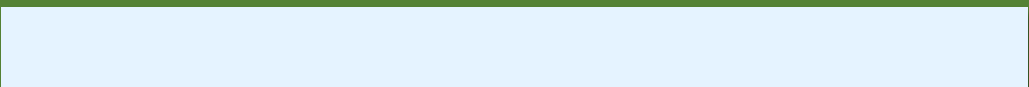
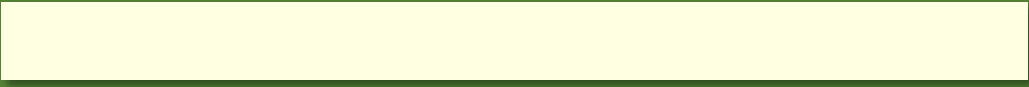
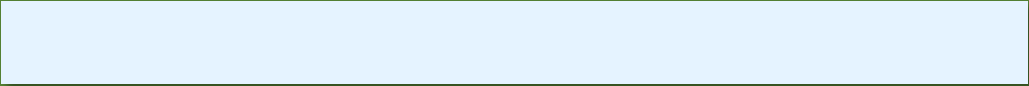




○ Monitoring

- ✓ All ESG programs must use ESG forms provided by the OHCD
- ✓ The majority of these forms constitute client files

- CLIENT FILE CHECKLIST
- FORM 00 HOMELESS HISTORY TIMELINE
- FORM 01 HOMELESS CERTIFICATION
- FORM 02 AT RISK OF HOMELESSNESS
- FORM 03 CHRONIC HOMELESS CERTIFICATION
- FORM 04 DISABILITY CERTIFICATION
- FORM 05 SELF CERTIFICATION
- FORM 06 STAFF AFFIDAVIT OF ELIGIBILITY
- FORM 07 VERIFICATION OF TRACKING INCOME
- FORM 08 VERIFICATION OF INCOME
- FORM 09 CALCULATION WORKSHEET
- FORM 10 RENT REASONABLENESS CHKLST
- FORM 11 HOUSING HABITATILIBYT STDS INSP.
- FORM 12 LEAD SCREENING WORKSHEET
- FORM 13 UTILITY ASSISTANCE ELIGIBILITY



ESG

SUBRECIPIENT ORIENTATION



Monitoring

✓ Where one can access ESG forms online:

AGENCY RESOURCES

Emergency Solutions Grant (ESG) Forms

Forms for use by ESG funded agencies

- ESG CLIENT FILE CHECKLIST
- ESG CLIENT FILE CHECKLIST Instructions
- ESG FORM 00 HOMELESS HISTORY TIMELINE
- ESG FORM 01 HOMELESS CERTIFICATION
- ESG FORM 02 AT RISK OF HOMELESSNESS CERTIFICATION
- ESG FORM 03 CHRONIC HOMELESS CERTIFICATION
- ESG FORM 04 DISABILITY CERTIFICATION
- ESG FORM 05 SELF CERTIFICATION
- ESG FORM 06 STAFF AFFIDAVIT OF ELIGIBILITY
- ESG FORM 07 VERIFICATION OF INCOME
- ESG FORM 08 VERIFICATION OF...
- ESG FORM 09 CALCULATION WORKSHEET
- ESG FORM 10 RENT REASONABLENESS CHKLST and FMR CERT
- ESG FORM 11 HOUSING HABITABILITY STDS INSPECTION CHECKLST
- ESG FORM 12 LEAD SCREENING WORKSHEET
- ESG FORM 13 UTILITY ASSISTANCE

CoC Fact Sheets

Check your facts...

- CoC Program Eligibility Requirements
- Program Components
- Eligible Costs
- Definition of Chronic Homelessness
- Dedicated Versus Prioritized Beds

Veterans

- For Veterans

RESOURCES

- Resources Main
- Homeless Assistance
 - StreetSheet English
 - StreetSheet Portuguese
 - StreetSheet Spanish
- Federal, State & Local
 - For Agencies
 - For Veterans
- Acronyms, Etc. Guide (PDF)

www.nbhspn.com/resources

ESG
SUBRECIPIENT ORIENTATION



○ Monitoring – Performance Standards

✓ There are performance standards for every type of ESG component:

GOALS	PERFORMANCE STANDARD
STREET OUTREACH	
1. Outreach – Number of unduplicated persons contacted increases. (Q9a) Goal: 10%	The number of unduplicated persons <u>contacted</u> each year increases by 10%.
2. Outreach – Number of unduplicated persons contacted increases. (Q9b) Goal: 10%	The number of unduplicated persons <u>engaged</u> each year increases by 10%.
3. Housing Destination – Unduplicated persons placed in permanent housing destinations as a result of street outreach services. (Q23c) Goal: 10%	The % of persons served who move from the streets to permanent housing destinations as a result of street outreach services.
4. HMIS – Program maintains adequate data quality in HMIS. (Q2,3,4 & 5) Goal: No Omissions	See Data Quality Report.



ESG

SUBRECIPIENT ORIENTATION



○ Monitoring – Performance Standards

- ✓ There are performance standards for every type of ESG component:

GOALS	PERFORMANCE STANDARD
EMERGENCY SHELTER	
1. Housing Stability - Households exit shelter in a timely manner. (Q22a2) Goal: 85%	The % of households whose length of stay is no longer than 60 days.
2. Non-Cash Benefits at Exit—Persons who increase non-cash benefits (<i>mainstream resources</i>) at exit as compared with entry. (Q20a) Goal: 50%	The % of persons age 18 or older who increased their non-cash benefits (<i>mainstream resources</i>) at program exit.
3. Exit to Permanent Housing – (Q23c) Goal: 20%	The % of persons age 18 or older who exit to permanent housing as of the end of the operating year or program exit.
4. Utilization Rate - Program operates at full capacity, with low vacancy rate, and quickly fills vacancies. (Q8b) Goal: 90%	Average daily utilization rate during the operating year. (<i>NOTE – For ESG programs, this goal can only be measured on a quarterly basis and for units. Cannot calculate beds.</i>)
5. HMIS-Program maintains adequate data quality – (Q2,3,4 & 5) Goal: No Omissions	Data Quality Report



ESG

SUBRECIPIENT ORIENTATION



○ Monitoring – Performance Standards

- ✓ There are performance standards for every type of ESG component:

GOALS	PERFORMANCE STANDARD
HOMELESS PREVENTION	
1. Housing Stability – Ability to maintain the housing they had at project entry—with/without a subsidy—or move into other permanent housing (Q24 1-8 Categories) Goal: 75%	The % of persons who have remained in permanent housing at program exit.
2. Non-Cash Benefits at Exit—The number of those who have more non-cash benefits at exit than at entry. (Q20a) Goal: 50%	The % of persons who have increased their non-cash benefits at program exit.
5. HMIS – Program maintains adequate data quality in HMIS. (Q2,3,4 & 5) Goal: No Omissions	See Data Quality Report.



ESG

SUBRECIPIENT ORIENTATION



○ Monitoring – Performance Standards

✓ There are performance standards for every type of ESG component:

GOALS	PERFORMANCE STANDARD
RAPID REHOUSING (ESG)	
1. Housing Stability – Persons residing in rapid re-housing will remain in this housing for a minimum of one year or exit to other permanent housing. (Q1 & Q23a / b) Goal: 85%	The % of persons who remain in the RRH program as of the end of the operating year or exited to PH during the operating year.
2. Length of Time Between Entry and Move-In - Persons length of time between program entry and placement shall be timely (Q22c) Goal: 80%	The % of persons whose length of time between project entry and housing placement will be no longer than 14 days.
3. Non-Cash Benefits – Persons will increase non-cash benefit (<i>mainstream resources</i>) income. (Q20a) Goal: 85%	The % of persons age 18 or older who increased their non-cash benefit income (<i>mainstream resources</i>) as of the end of the operating year or program exit.
4. Utilization Rate - Program operates at full capacity, with low vacancy rate, and quickly fills vacancies. (Q8b) Goal: 90%	Average daily utilization rate during the operating year. (NOTE – For ESG programs, this goal can only be measured on a quarterly basis and for units. Cannot calculate beds.)
5. HMIS – Program maintains adequate data quality in HMIS. (Q2,3,4 & 5) Goal: No Omissions	See Data Quality Report.

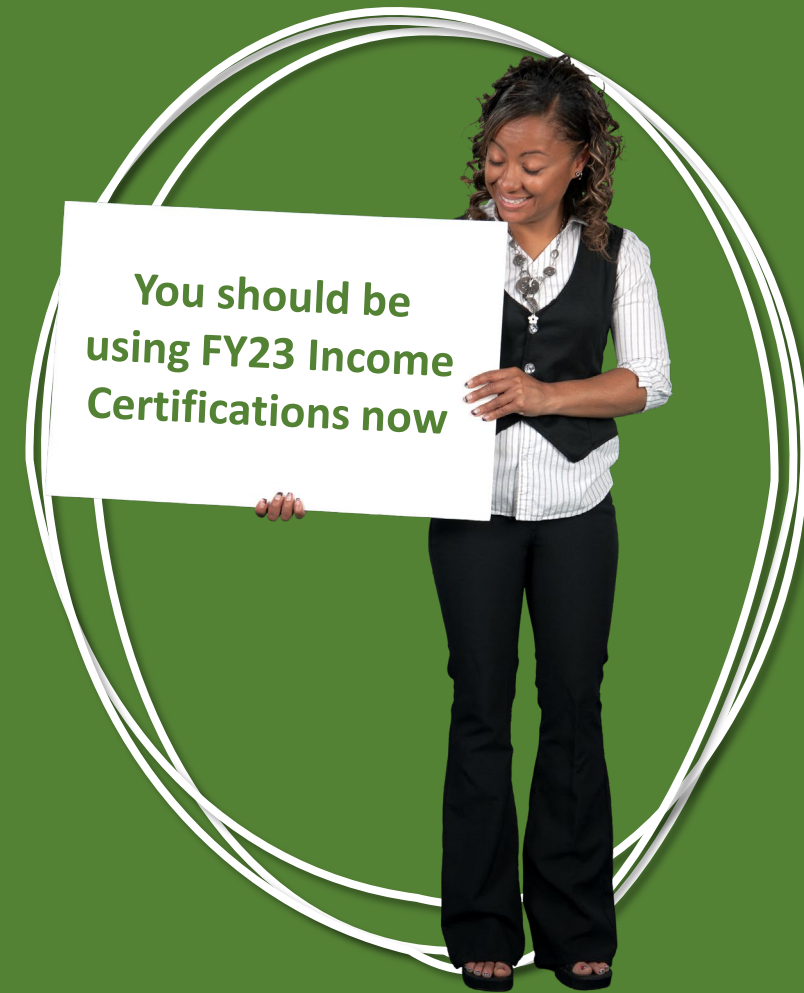


ESG

SUBRECIPIENT ORIENTATION

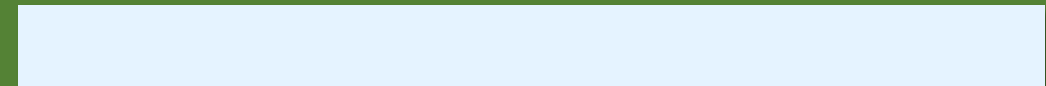
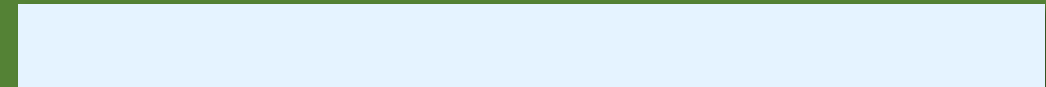
o Income Certifications

- ✓ Participants in ESG (HP and RRH) funded programs are required to complete and sign an income certification form.
- ✓ OHCD annually provides subrecipients with an Income Certification Form (in three languages) that lists specific income limits for the program year.
- ✓ All subrecipients should be using FY2023 Forms. Older forms will not be accepted.
- ✓ For an agency to be able to count a participant, the program participant must complete the required Income Certification form.



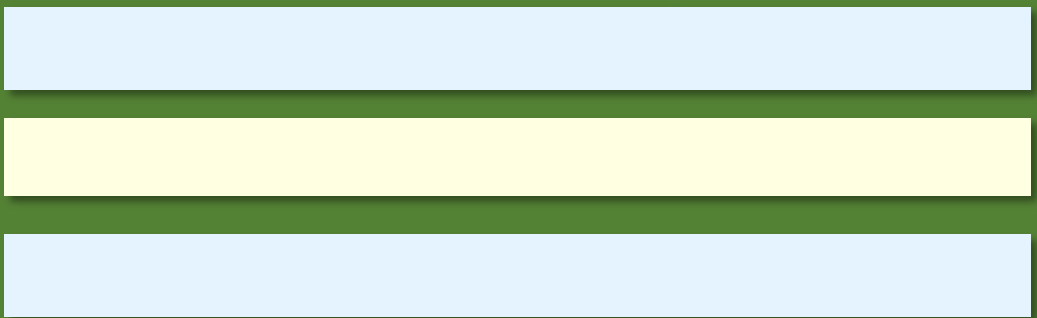
ESG

SUBRECIPIENT ORIENTATION



Appendix E: Reimbursements Process

- ✓ All grant awards are reimbursements
- ✓ Agencies invoice for payment of eligible reimbursables using a “Request for Reimbursement” form
- ✓ Reimbursement requests can be submitted monthly (preferred) or quarterly
 - Monthly requests reflect the previous month
Example: Reimbursement for eligible program activities in July must be submitted by August 10th.
 - Quarterly requests reflect quarter previous to submission
Example: A second quarter reimbursement request must be submitted by January 10th.
- ✓ All reimbursement requests must include invoices, receipts, cancelled checks and other documentation justifying the claimed reimbursement costs.



- ✓ Expenses for FY23 must fall between July 1, 2023 through June 30, 2024 only.
- ✓ Costs incurred prior to July 1, 2023 are ineligible.
- ✓ Final invoices for Fiscal Year 2023 must be submitted no later than July 5, 2024.

Reimbursements must...

- Be accompanied by supporting documentation
- Show how reimbursable items conform to scope
- Include explanatory documentation notes as needed

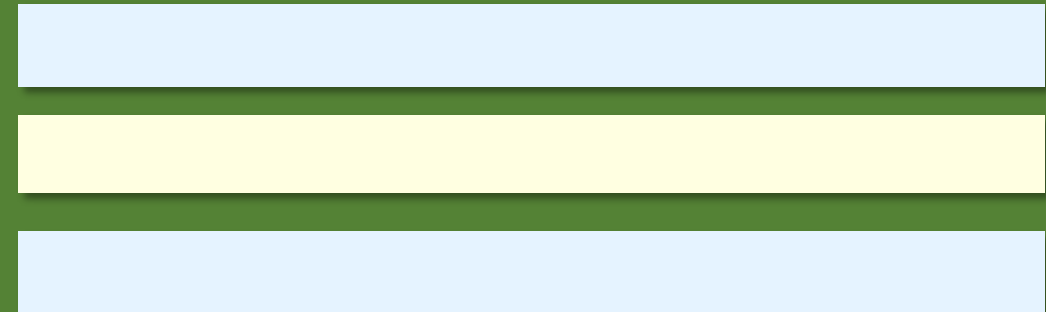
Reimbursements must NOT...

- Include state/ federal taxes or late fees or prohibited unallowed unallocable expenses
- Be submitted after the due dates



ESG

SUBRECIPIENT ORIENTATION



○ Subrecipient Request for Reimbursement Form

- ✓ The Subrecipient Request for Reimbursement Form provides an itemized breakdown of the approved ESG budget.
- ✓ This is the coversheet to all invoicing to the city.
- ✓ Form tailored to your budget/project will be provided to you prior to program year.
- ✓ Form requires information on:
 - Category Breakdown (line items)
 - ESG Budget—dollar amount allocated from ESG grant award
 - Budget Adjustment—city-approved modification
 - Current Expenditure—dollar amount being billed to ESG
 - Cumulative Expenditures—dollar amounts year to date
 - ESG Balance after Reimbursement—dollar amount of ESG award remaining to be spent

CDBG Subrecipient Request for Reimbursement FY2023

Agency Name: _____ Contract #: _____
 Project Name: _____ Project #: _____
 Date of Request: _____ Period Covered by this Request: 7.1.2023 - 6.30.2024
 Contact Person: _____ Contact Title: _____
 Authorized Signature: _____ Amount Requested Now: \$0.00

Category Breakdown	CDBG Budget	Budget Adjustment	Current Expenditures	Cumulative Expenditures	CDBG Balance after this Reimbursement
Personnel					\$0.00
SubTotal Personnel	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Contractual Services	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Rent & Utilities	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Communications	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Travel	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Other (Specify)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
TOTAL CDBG BUDGET	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
GRAND TOTAL	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

For City Use Only
 Expenditures presented are deemed eligible and in accordance with the Scope of Services as outlined in the Subrecipient Agreement. Furthermore, all quarterly reporting has been submitted correctly and are up-to-date.

Eligibility Reviewed/Approved By: _____ Signature _____ Date of Review/Approval _____
 Adequate financial documentation including, but not limited to, copies of cancelled checks and invoices exist to justify this request for reimbursement.

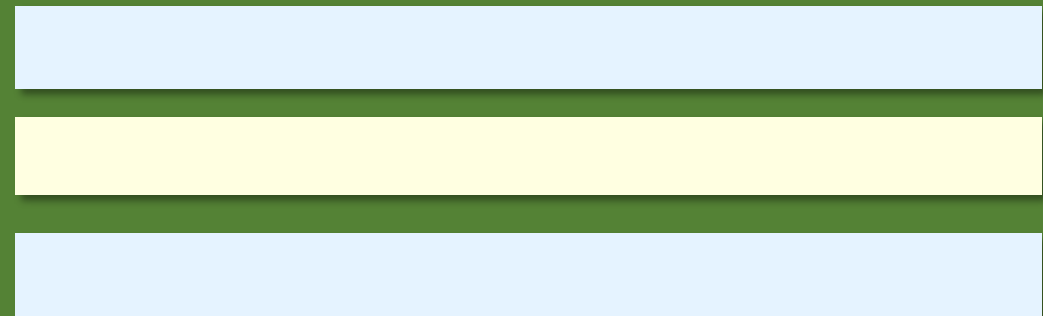
Financial Reviewed/Approved By: _____ Signature _____ Date of Review/Approval _____
 Director Approval for Reimbursement: _____ Signature _____ Date of Review/Approval _____

Comments: _____



ESG

SUBRECIPIENT ORIENTATION



✓ All requests must include the completed form and supporting documentation

- Date of Request
- Authorized Signature
- Period Covered by request
- Amount of request
- Current expenditures
- Remaining balance

✓ Check will only be issued...

... when all documentation is acceptable.

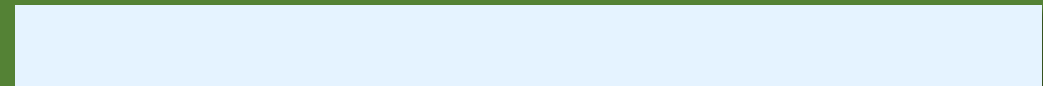
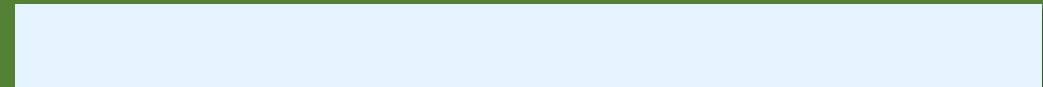
✓ Checks are generally available...

...about two weeks from the date the OHCD receives acceptable documentation.



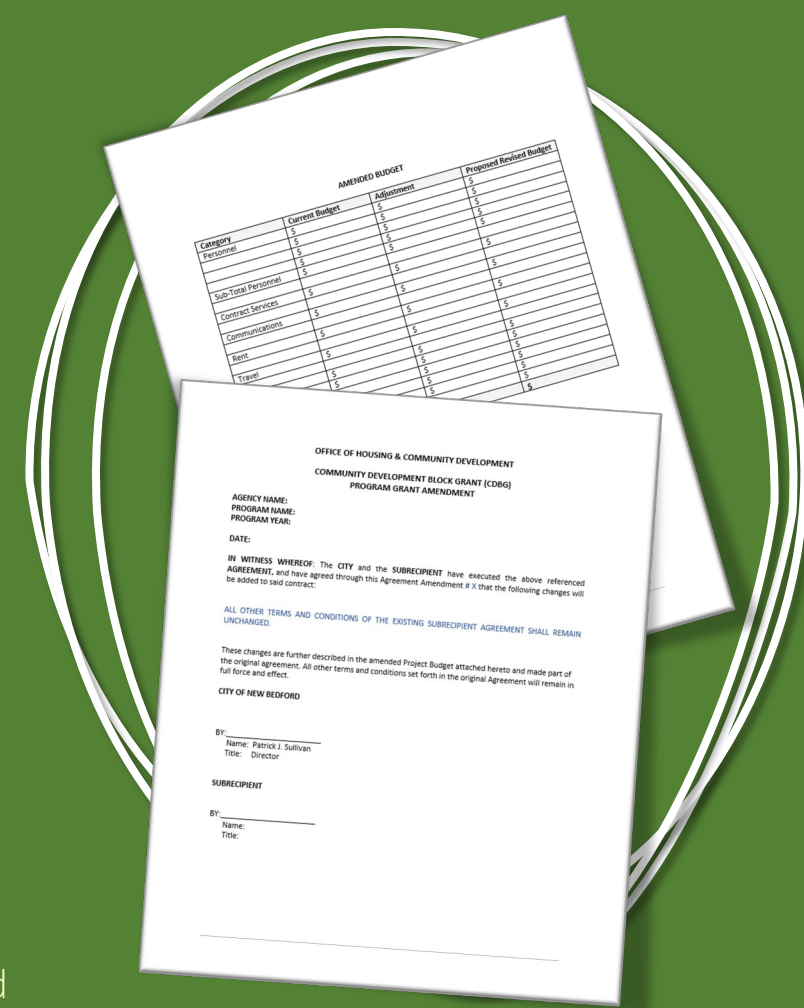
ESG

SUBRECIPIENT ORIENTATION



○ Budget Amendment Process

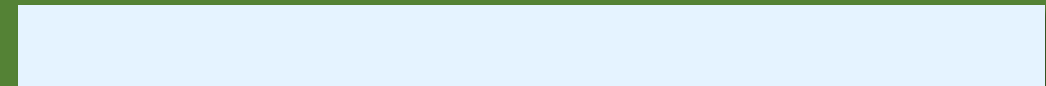
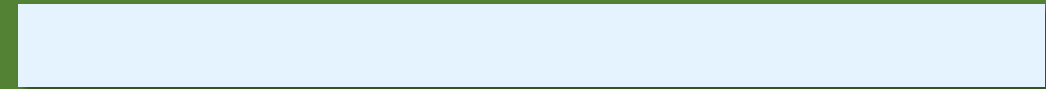
- ✓ Form used by subrecipients to request a budget amendment in order to modify that which was originally allocated.
- ✓ Modifications are considered amendments and must reflect a zero net change to the project budget.
- ✓ Process for making a budget amendment request:
 - Submit a cover letter to the OHCD from the agency, signed by the authorized signer, formally requesting the amendment with an explanation as to why this modification is needed.
 - Submit a completed OHCD budget amendment form with the signed cover letter to the OHCD.
 - A determination as to its eligibility and allowability is made by the OHCD and subrecipient is advised as to approval/rejection.
 - If approved, a subrecipient agreement amendment is executed that includes an updated scope and budget.



OFFICE OF HOUSING & COMMUNITY DEVELOPMENT

ESG

SUBRECIPIENT ORIENTATION



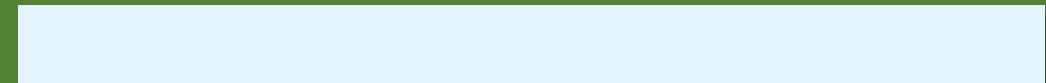
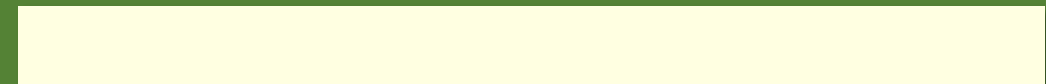
o Appendix F: 2 CFR Part 200, Appendix II

- ✓ Participants in ESG-funded programs are also required to comply with federal contract provisions under 2 CFR Part 200..
- ✓ These provisions or requirements have been outlined in Appendix F and made part of your contractual obligations.
- ✓ Essentially, Part 200 combined eight OMB Circulars or regulations to create one resource or uniform guidance for federal awardees.
- ✓ Contract provisions include guidance on: Financial Management, Internal Controls, Property / Equipment Requirement, Procurement, Contracts, Subrecipient / Contractor Requirements etc..



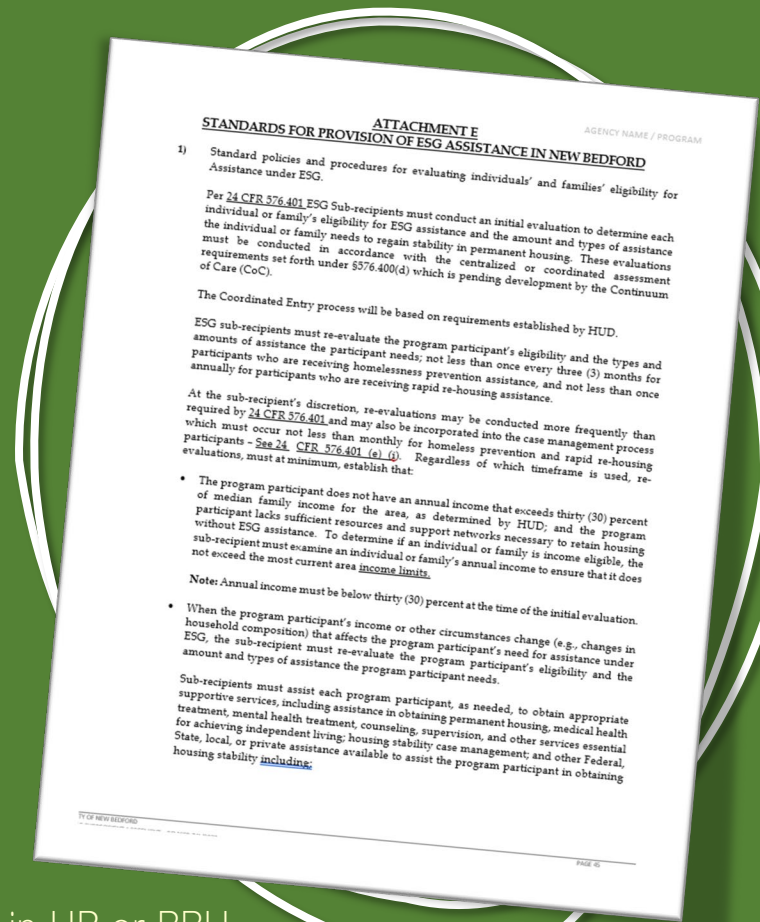
ESG

SUBRECIPIENT ORIENTATION



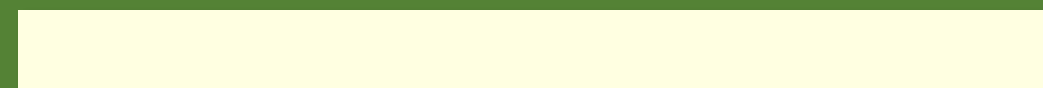
o Appendix G: ESG Written Standards

- ✓ There are 9 major standards for providing ESG assistance in New Bedford:
 - Standard policies and procedures for evaluating eligibility for ESG assistance
 - Standards for targeting/providing essential services related to Street Outreach
 - Policies and procedures for admission, diversion, referral and discharge by emergency
 - Policies and procedures for assessing, prioritizing and reassessing individual/family needs for essential services related to Emergency Shelter
 - Policies and procedures for coordination among emergency shelter providers, essential service workers, HP and RRH assistance providers, mainstream service and housing providers, etc. (CoC)
 - Policies and procedures for determining and prioritizing which eligible persons will receive HP assistance and which eligible persons would receive RRH assistance.
 - Standards for determining the share of rent and utility costs program participants must pay in HP or RRH.
 - Standards for how long recipients may receive rental assistance and how its adjusted over time.
 - Standards for determining type/amount/duration of housing stabilization and/or relocation services for HP or RRH program participants.



ESG

SUBRECIPIENT ORIENTATION





ESG

SUBRECIPIENT ORIENTATION

PAST COMPLIANCE PROBLEMS

Past Compliance Problems

Subrecipients do not ensure that their entire staff is "on board" and clear as to the program operation and administration.

Incomplete Income Certifications.

Required forms are not used or are modified.

Not informing OHCD of a change in agency staffing

Hesitancy in asking for help.

Failure to empower agency staff

Incomplete Reports.

Last minute budget amendment requests

"Housing First doesn't work."

Late Submission of Quarterly Reporting.

"Umm...we didn't know there were ESG forms..."

Data Quality



ESG

SUBRECIPIENT ORIENTATION



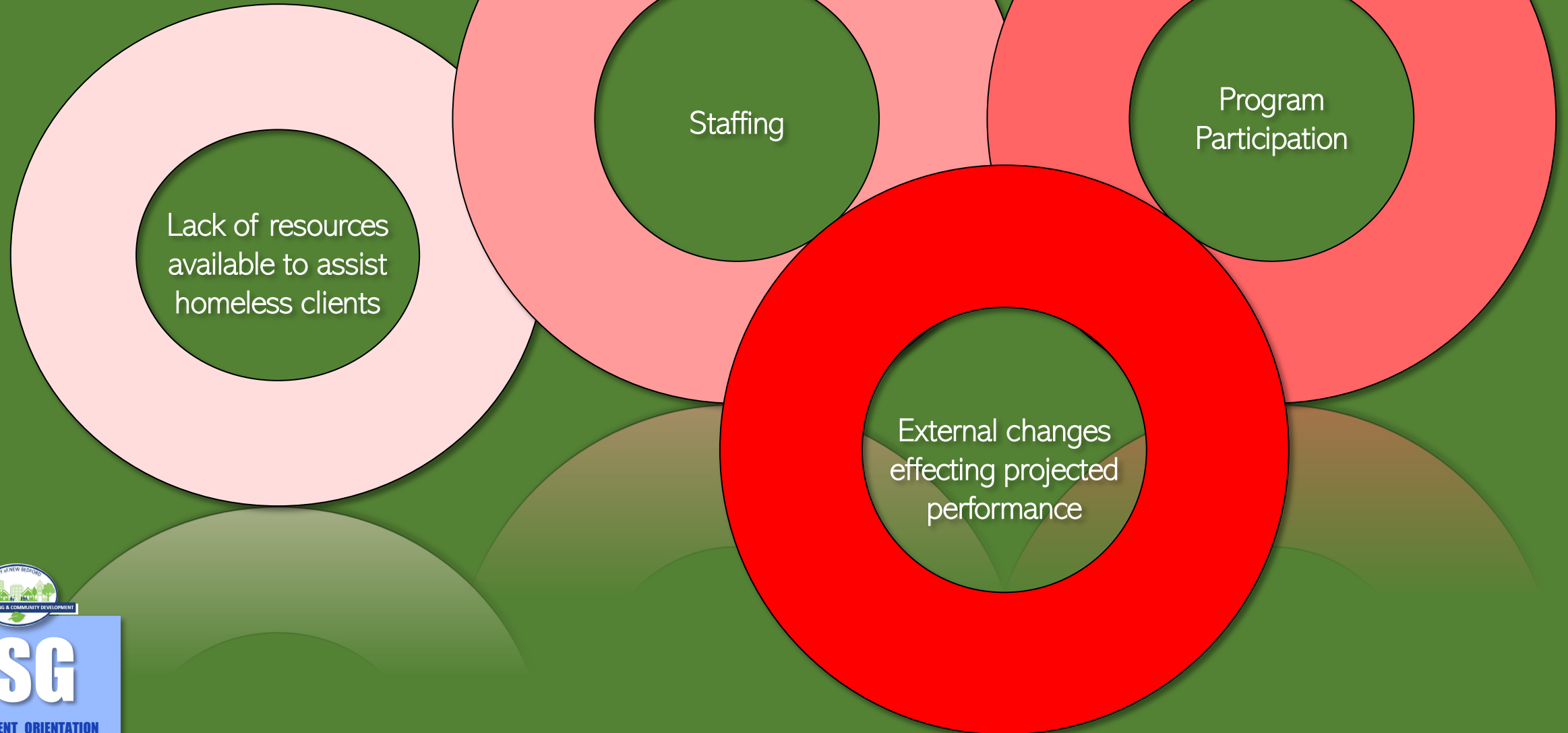
ESG

SUBRECIPIENT ORIENTATION



**POTENTIAL
CHALLENGES**

Potential Challenges



ESG

SUBRECIPIENT ORIENTATION



ESG

SUBRECIPIENT ORIENTATION



NEXT STEPS

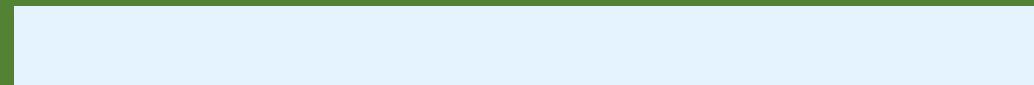
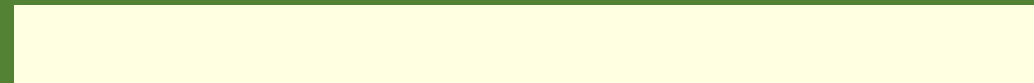
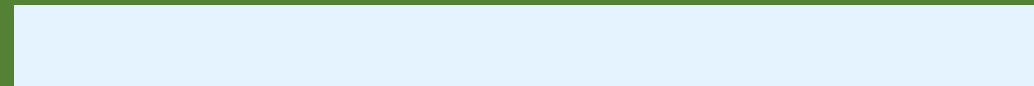
Next Steps

- ✓ Review your program and review ESG requirements.
- ✓ Ensure you've signed a System User Agreement and that all new system users are registered with the OHCD and working with their HMIS Admin Lead.
- ✓ All ESG subrecipients are required to upload their annual CAPER Reports into HUD's reporting system called SAGE.
- ✓ Review and use ESG forms.
- ✓ Ensure all staff is acclimated to operation and expectations of program.
- ✓ Ask questions.
- ✓ Execute and return subrecipient agreement to the OHCD.
- ✓ Reimbursements for activities after July 1, 2023 may be submitted once you've received your fully executed Subrecipient Agreement.
- ✓ The first quarterly report (July – Sept) is due October 10th.



ESG

SUBRECIPIENT ORIENTATION



RESOURCES



ESG

SUBRECIPIENT ORIENTATION

Resources

- **OHCD Staff**

Jennifer Clarke	Deputy Director	Overall Program Issues/Questions Jennifer.Clarke@newbedford-ma.gov
Joe Maia	Grants Compliance Coord	Program Questions Jose.maia@newbedford-ma.gov
Rob Tetrault	Finance Manager	Finance Questions RTetrault@newbedford-ma.gov
Nicole Curral	Office Manager	General Questions Nicole.Curralt@newbedford-ma.gov

- **ESG Program**

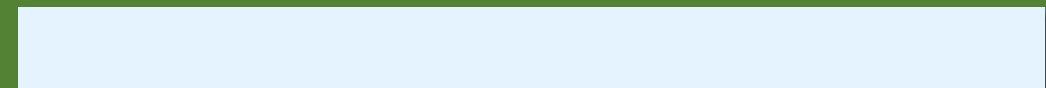
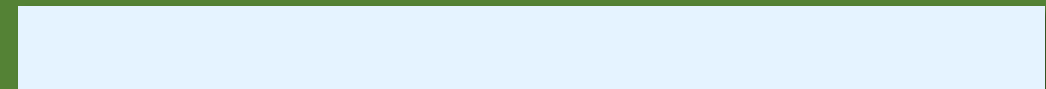
Overview and Directory

<https://www.hudexchange.info/programs/esg/>



ESG

SUBRECIPIENT ORIENTATION





ESG

SUBRECIPIENT ORIENTATION

City of New Bedford
Office of Housing & Community Development
Joshua Amaral, Director

*Photo credit for some photos included
within this presentation: UNSPLASH*