To: Gatekeepers  
From: Homeless Services Section Staff  
Date: 9/2/2022  

Category: Action Required  

Update For:  
☒ MGA Related: Other  

Message: Feedback Workgroup and Manual Updates  

Greetings Network Partners!  

We wanted to take a moment to share some information about upcoming opportunities to provide feedback on the recent Program Operations Manual updates. As you all know, there have been changes made to the content of the manuals with the goal being to provide more robust and relevant guidance for service delivery and program compliance. As you review these updates, feel free to reference the “What’s Different?” guide attached to this email. In October, OHCS will facilitate one Zoom info presentation and two subsequent Zoom engagement workgroup sessions. These workgroup sessions will be scheduled for agencies to share feedback in real time. If interested in participating in the workgroup, please email CRD.Reports@hcs.oregon.gov no later than September 16th and include your agency representative’s contact info to receive the invitation.  

In addition to these scheduled engagements, feedback can be shared by sending suggestions, comments, and questions to CRD.Reports@hcs.oregon.gov As always, thank you for your work and collaboration. Looking forward to discussing further!  

For More Information Contact:  
Email: CRD.Reports@hcs.oregon.gov  

(see next pages for What’s Different)
What’s Different?


**EHA (EHA DRF/DRF VET), ERA, ESG, HSP, HTBA, SHAP**

1. **Overall Succinctness and Consolidation**
   - ERA program manual absorbed into State Homeless Funds (SHF) Manual, along with EHA & SHAP programs
   - HSP, ESG, & HTBA guidance remains in separate manuals
   - “Best Practices” moved out of manuals and onto the HSS Dashboard via Smartsheet
   - One single key performance measure: **80% of homeless households exiting into permanent housing retain that housing for six months or longer**
   - Service Termination/Denial of Assistance folded into Grievance/Appeals section
   - Many definitions moved from “Definitions” section into the body of the manual

2. **Program Delivery: Clarity or Additional Guidance Provided**
   - ROI changed to Privacy Notification
   - When to use Client Service/Housing Plan (hotel/motel vouchers for emergency shelter)
   - Domestic Violence confidentiality provisions
   - Income calculation and consistency requirements
   - Allowable Program Components and Expenditures Section revamped
   - Allowable Financial Assistance definitions and flexibilities across all program areas
   - Intent and service delivery components of Street Outreach
   - Homelessness Prevention and Rapid Re-Housing definitions
   - Acquisition, Rehabilitation, Renovation, Conversion, and Maintenance definitions, clarity, and additional requirements
   - Community Capacity Building section revamped to align intent
   - Destruction of records guidance
   - Gift card use and policy requirements

3. **New Policy Requirements/Clarity**

Some policies have been added and additional clarities provided for other policies.

- Lived Experience policy requirement (new)
- Equity and Racial Justice policy requirement (new)
- Duplication of Benefit policy requirement (new)
- Privacy Notification policy requirement (clarity)
- Nondiscrimination policy requirement (clarity)
- Limited English Proficiency policy requirement (clarity)
- Subrecipient Monitoring policy requirement (clarity)
**What’s Different? – 9/2/2022**

- Remote Application and Documentation policy requirement (clarity)
- Street Outreach Staff Safety policy requirement (clarity)
- Animal Safety policy requirement (if shelter provider allows animals) (clarity)
- Transitional Housing Formula Reassessment policy requirement (clarity)
- Rental Subsidy Assistance policy requirement (ERA) (new)

4. **Financial Management**
   - New section on Advance Requests for Funds, aligns with MGA
   - Implementation Report Amendments and Budget Change Request section updated to reflect changes to IR process
   - Funds Spend Down section adjusted to align with fiscal policy
   - New Funds Rollover section added to provide clarity on specific program's ability to roll between and at end of biennium
   - Additional clarity provided on: Matching, Supplementing existing funds, and procurement

5. **Data Collection & Requirements**
   - “Data Collection” section renamed to “Data Systems Expenses” or “HMIS” in ESG
   - Cost of completing data entry is now considered a function of program delivery
   - Removed EPIC outcomes tool section and Referral Tracking section
   - Reduced Comparable Database section down to HUD requirements
   - Updated Data Timeliness and Data Entry Requirements for all programs, particularly around HMIS Service Start/End dates

6. **HSP**
   - ROI requirement still in place due to sharing of information with ODHS
   - TANF collaboration clarified, and use of new template will be required
   - Additional examples provided of different Household Compositions
   - Clarity provided on Resource Limitation and how it applies
   - DV Waiver section removed, aligns with TANF regulations
   - Client Expenditures section modified to align with layout of requirements and allowable/unallowable expenses for each category
   - Data Collection section aligns with SHF manual, while Financial Management aligns with TANF
   - Reporting Requirements updated to align with HMIS changes in SHF manual, with supplemental tracking sheet clarity provided

7. **HTBA & ESG**
   - Minor changes for consistency and alignment with other OHCS manuals