

REQUEST FOR PROPOSALS (RFP)



~~Homeless~~

**FY 2018 HUD Continuum of Care (CoC) Program
Competition HI-501 Honolulu City and County
Homeless Assistance Programs**

**PARTNERS IN CARE
Oahu's Continuum of Care**

REQUEST FOR PROPOSALS (RFP)
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I. SUMMARY

Aloha United Way (AUW), as the Collaborative Applicant (CA) for Oahu’s Continuum of Care (CoC) known as Partners in Care (PIC), is issuing this Request for Proposals (RFP) to seek applications from qualified nonprofit agencies providing shelter and supportive services to persons experiencing homelessness. Selected applicants will be included in the Honolulu Continuum of Care federal grant application for funds under the U.S. Department of Housing and Urban Development (HUD) Continuum of Care Program (CoC).

The CoC Program (24 CFR Section 578) is designed to promote a community-wide commitment to the goal of ending homelessness; to provide funding for efforts by nonprofit providers, States, and local governments to quickly re-house homeless individuals, families, persons fleeing domestic violence, and youth while minimizing the trauma and dislocation caused by homelessness; to promote access to and effective utilization of mainstream programs by homeless; and to optimize self-sufficiency among those experiencing homelessness.

The CoC Program is authorized by subtitle C of title IV of the McKinney-Vento Homeless Assistance Act, (42 U.S.C 11381-11389) (the “Act”), and the CoC program regulations are found in 24 CFR Section 578 (the CoC Interim Rule). The FY 2017 funds for the CoC Program were authorized by Consolidated and Further Continuing Appropriations Act, 2016 (Public Law 114-113, approved December 18, 2015, the “FY 2017 HUD Appropriations Act”).

AUW submits the consolidated application to HUD as the CA in partnership with the Honolulu CoC, known as Partners in Care (PIC). PIC is a membership organization of homeless service providers, other professionals, units of local and state government, program participants, and other community representatives. PIC is also a planning, coordinating, and advocacy body that develops recommendations for programs and services to fill gaps in Honolulu's CoC. Membership of PIC is not required for submission of interest in response to this RFP.

Total funding available is determined by the Annual Renewal Demand (ARD) [(24 CFR 578.17(b)(2)], which is the total amount of all CoC funding directly with HUD, and is the total amount of all CoC projects that will be eligible for renewal in the FY 2018 CoC Program Competition, before any required adjustments to funding for leasing, rental assistance, and operating budget line items based on FMR changes. The ARD for Honolulu CoC for the FY 2018 CoC Program Competition is estimated at **\$9,080,553**.

CoCs and applicants should read the [NOFA](#) in its entirety in conjunction with the CoC Program interim rule (24 CFR part 578) to ensure a comprehensive understanding of and compliance with all CoC Program requirements. The NOFA frequently makes reference to citations from 24 CFR part 578.

Policy Priorities. These priorities provide additional context regarding selection criteria which are found in Section II.A of the NOFA:

1. Ending homelessness for all persons. To end homelessness, CoCs should identify, engage, and effectively serve all persons experiencing homelessness. CoCs should measure their performance based on local data that consider the challenges faced by all subpopulations experiencing homelessness in the geographic area (e.g., veterans, youth, families, or those experiencing chronic homelessness). CoCs should have a comprehensive outreach strategy in place to identify and continuously engage all unsheltered individuals and families. Additionally, CoCs should use local data to determine the characteristics of individuals and families with the highest needs and longest experiences of homelessness to develop housing and supportive services tailored to their needs. Finally, CoCs should use the reallocation process to create new projects that improve their overall performance and better respond to their needs.
2. Creating a systemic response to homelessness. CoCs should be using system performance measures such as the average length of homeless episodes, rates of return to homelessness, and rates of exit to permanent housing destinations to determine how effectively they are serving people experiencing homelessness. Additionally, CoCs should use their Coordinated Entry process to promote participant choice, coordinate homeless assistance and mainstream housing and services to ensure people experiencing homelessness receive assistance quickly, and make homelessness assistance open, inclusive, and transparent.
3. Strategically allocating and using resources. Using cost, performance, and outcome data, CoCs should improve how resources are utilized to end homelessness. CoCs should review project quality, performance, and cost effectiveness. HUD also encourages CoCs to maximize the use of mainstream and other community-based resources when serving persons experiencing homelessness. CoCs should also work to develop partnerships with Public Housing Authorities (PHAs) to work toward helping CoC Program participants exit permanent supportive housing through Housing Choice Vouchers and other available housing options. Finally, CoCs should review all projects eligible for renewal in FY 2018 to determine their effectiveness in serving people experiencing homelessness, including cost effectiveness.
4. Use a Housing First approach. Housing First prioritizes rapid placement and stabilization in permanent housing and does not have service participation requirements or preconditions. CoC Program funded projects should help individuals and families move quickly into permanent housing, and the CoC should measure and help projects reduce the length of time people experience homelessness. Additionally, CoCs should engage landlords and property owners, remove barriers to entry, and adopt client-centered service methods.

Reallocation and Permanent Housing Bonus. PIC will reallocate between **\$180,000 and \$500,000** to support new eligible housing programs that prioritize Oahu's most vulnerable persons experiencing chronic homelessness and living with: Severe Mental Illness and/or; Substance Use Disorder and/or; Seniors (over 65) with severe (tri-morbid) medical needs. Housing project eligibility requirements are set forth in Section V of the NOFA.

Permanent Housing Bonus. PIC will accept new project proposals for the Permanent Housing

Bonus Project to support new eligible housing programs that prioritize Oahu's most vulnerable persons experiencing chronic homelessness and living with: Severe Mental Illness and/or; Substance Use Disorder and/or; Seniors (over 65) with severe (tri-morbid) medical needs. Housing project eligibility requirements are set forth in Section V of the NOFA. Up to 6 percent of the CoC's Final Pro Rata Need (FPRN), totally **\$544,833**, will support the Permanent Housing Bonus Project.

New Eligible Housing Programs for Reallocation and Permanent Housing Bonus. Pursuant to Section V of the NOFA and in accordance with PIC's 2018 priorities, only Permanent Housing-Permanent Supportive Housing (PH-PSH) projects that meet the requirements of Dedicated PLUS as defined in Section III.C.3.f of this NOFA or where 100 percent of the beds are dedicated to individuals and families experiencing chronic homelessness, as defined in 24 CFR 578.3 are eligible as new housing programs for reallocation and the Permanent Housing Bonus Project.

New Projects for DV Bonus. Up to \$50 million is available nationwide for the DV Bonus which will provide housing and services to survivors of domestic violence, dating violence, and stalking. PIC may apply for up to 10 percent of its Preliminary Pro Rata Need (PPRN), totally **\$586,863**, for one of each of the following types of projects which are limited to a 1-year funding request and must follow the Housing First approach:

- Permanent Housing-Rapid Re-housing projects dedicated to serving survivors of domestic violence, dating violence, sexual assault, or stalking that are defined as homeless at 24 CFR 578.3;
- Joint TH and PH-RRH component projects as defined in Section III.C.3.m of the NOFA dedicated to serving survivors of domestic violence, dating violence, sexual assault, or stalking that are defined as homeless at 24 CFR 578.3; or
- Supportive Service Only-Coordinated Entry project to implement policies, procedures, and practices that equip the CoC's coordinated entry to better meet the needs of survivors of domestic violence, dating violence, sexual assault, or stalking.

Joint TH and PH-RRH Component Projects for DV Bonus. The Joint TH and PH-RRH component project combines two existing program components—transitional housing and permanent housing-rapid rehousing—in a single project to serve individuals and families experiencing homelessness. HUD will require the recipient to adopt a Housing First approach (see Section II.A.4 of the NOFA) across the entire project and program participants may only receive up to 24-months of total assistance. For more information about Joint TH and PH-RRH component projects, see Section V.C.3 of the NOFA for additional information. If funded, HUD will limit eligible costs as follows, in addition to other limitations found in 24 CFR part 578:

- leasing of a structure or units, and operating costs to provide transitional housing;
- short- or medium-term tenant-based rental assistance on behalf of program participants to pay for the rapid rehousing portion of the project;
- supportive services;
- HMIS; and
- project administrative costs.

When a program participant is enrolled in a Joint TH and PH-RRH component project, the recipient or subrecipient must be able to provide both components, including the units supported by the transitional housing component and the tenant-based rental assistance and services provided through the PH-RRH component, to all participants. A program participant may choose to receive only the transitional housing unit, or the assistance provided through the PH-RRH component, but the recipient or subrecipient must make both types of assistance available. Additionally, if CoC Program funds are not being requested for both TH and PH-RRH units, the project application must still describe the number of TH and PH-RRH units that will be utilized by the project, if selected for conditional award, and provide details in the project description of how TH and PH-RRH assistance will be provided.

Unaccompanied Youth. HUD's homeless assistance programs do not prohibit providers from providing assistance to youth who meet the criteria in [HUD's definition of homelessness](#), whether they are unaccompanied children under 18 or youth age 18-24. However, organizations serving unaccompanied children under the age of 18 should be aware that there may be state and local laws or regulations that can affect program design or eligibility for these youth.

II. BACKGROUND

PIC is the CoC for Oahu, Hawaii, which serves the City and County of Honolulu. PIC works to:

- Promote community-wide commitment to the goal of ending homelessness;
- Provide funding for efforts by nonprofit providers, States and local governments to re-house homeless individuals and families rapidly while minimizing the trauma and dislocation caused to homeless individuals, families, and communities as a consequence of homelessness;
- Promote access to and effective use of mainstream programs by homeless individuals and families; and
- Optimize self-sufficiency among individuals and families experiencing homelessness.

PIC develops policies and procedures conforming to the HUD requirements detailed in 24 CFR part 578.1 to designate an agency to serve as the Collaborative Applicant (CA) to support year-round CoC planning of homeless and homeless prevention housing and services.

PIC has designated AUW to serve as the CA, and as such is the sole eligible applicant for the HUD CoC Program Planning Grant funds. AUW shall facilitate and support the required HUD process in collaboration with PIC to ensure the maximum amount of HUD CoC Program funds are received by the CoC and compliance with all applicable HUD rules and regulations.

AUW has been supporting the community for the past 95 years. During the past eight years, AUW has evolved from supporting individual services to developing broader projects and collaborations, striving to address not just immediate need, but the conditions that create need, so the community can benefit from long-term, sustainable solutions.

III. SCOPE OF SERVICES

During the 2018 CoC Competition, PIC will accept the following type of project proposals for

inclusion in the 2018 CoC Consolidated Application to HUD. Please see project type descriptions in the Summary section herein or by reviewing the 2018 NOFA.

- Renewal Project Proposals for PH (both PSH and RRH) and TH for victims of domestic violence.
- Renewal Project Proposals for HMIS.
- Renewal New Project Proposals for PH (both PSH and RRH) and RRH/TH which include all new projects awarded during the 2017 CoC Competition that are not yet under grant agreement with HUD or have not yet operated for an entire grant period.
- Renewal New SSO-CES Project Proposal awarded during the 2017 CoC Competition that is not yet under grant agreement with HUD or has not yet operated for an entire grant period.
- New eligible housing programs that prioritize Oahu's most vulnerable persons experiencing chronic homelessness and living with: Severe Mental Illness and/or; Substance Use Disorder and/or; Seniors (over 65) with severe (tri-morbid) medical needs. Housing project eligibility requirements are set forth in this RFP and in Section V of the NOFA.
- New eligible DV Bonus Projects that provide housing and services to survivors of domestic violence, dating violence, and stalking. DV Bonus Project eligibility requirements are set forth in this RFP and in Section V of the NOFA.

IV. PROJECT EVALUATION

All project applicants must meet all statutory and regulatory requirements in the Act and 24 CFR part 578; and all project applicants must meet *Threshold Requirements* as outlined in Section V.C.3 of the NOFA.

Pursuant to Section I.K of the NOFA, HUD expects each CoC to implement a thorough review and oversight process at the local level for both new and renewal project applications submitted to HUD in the FY 2018 CoC Program Competition. Deficient project applications prolong the review process for HUD, which results in delayed funding announcements, lost funding for CoCs due to rejected projects, and delays in funds to house and assist individuals and families experiencing homelessness. CoCs are expected to closely review information provided in each project application to ensure: (1) all proposed program participants will be eligible for the program component type selected; (2) the information provided in the project application and proposed activities are eligible and consistent with program requirements at 24 CFR part 578; (3) each project narrative is fully responsive to the question being asked and meets all the criteria for that question as required by this NOFA; (4) the data provided in various parts of the project application are consistent; and (5) all required attachments correspond to the list of attachments in e-snaps that must contain accurate and complete information dated between May 1, 2018 and September 18, 2018.

The U.S. Department of Housing and Urban Development (HUD) published the Notice of Funding Availability (NOFA) for the Continuum of Care (CoC) Homeless Assistance Program on June 20, 2018 under Funding Opportunity Number FR-6200-N-25. The deadline for submitting applications to HUD for the FY 2018 CoC Program Competition is **September 18, 2018 at 7:59:59 pm eastern time** at www.hud.gov/esnaps.

The NOFA requires that each CoC conduct a transparent and objective process to review and rank all applications for renewal of existing projects and creation of new projects. Ranking of renewal projects must incorporate regularly collected data on project performance and effectiveness and should reflect compliance with the CoC's established processes and priorities.

HUD will continue the Tier 1 and Tier 2 funding process. Tier 1 is equal to 94 percent of the CoC's ARD (\$8,535,720), as described in Section III.C.3.a of the NOFA. Project applications in Tier 1 will be conditionally selected from the highest scoring to the lowest scoring CoC, provided the project applications pass both eligibility and threshold review. Any type of new or renewal project application can be placed in Tier 1. However, in the event insufficient funding is available to award all Tier 1 projects, Tier 1 will be reduced proportionately, which could result in some Tier 1 projects falling into Tier 2. Therefore, CoCs should carefully determine the priority and ranking for all project applications in Tier.

Tier 2 is the difference between Tier 1 and the CoC's ARD plus any amount available for bonus projects [not including amounts available for DV Bonus projects and before adjustments are made to permanent housing leasing, operating, and rental assistance budget line items based on changes to Fair Market Rent (FMR)] as described in Section III.C.3.c of the NOFA. Project applications that are in Tier 2 will be selected for FY 2018 CoC Program funding using the process described in Section II.B.10 of the NOFA. Project applications placed in Tier 2 will be assessed for eligibility and threshold requirements, and funding will be determined using the CoC Application score as well as the factors listed in Section II.B.10 of this NOFA.

If a project application straddles the Tier 1 and Tier 2 funding line, HUD will conditionally select the project up to the amount of funding that falls within Tier. Using the CoC score and other factors described in Section II.B.10 of the NOFA, HUD may fund the Tier 2 portion of the project. If HUD does not fund the Tier 2 portion of the project, HUD may award the project at the reduced amount, provided the project is still feasible with the reduced funding (e.g., is able to continue serving homeless program participants effectively).

PIC will review all project applications in accordance to Section II.B.1 of the NOFA consistent with *Performance-Based Decisions*. Pursuant to the requirements of the FY 2018 Appropriations Act:

- CoCs cannot receive grants for new projects, other than through reallocation, unless the CoC competitively ranks projects based on how they improve system performance;
- HUD is increasing the share of the CoC score that is based on performance criteria; and
- HUD will prioritize funding for CoCs that have demonstrated the ability to reallocate resources to higher performing projects.

Pursuant to Section V.C.1 of the NOFA, in evaluating applications for funding, HUD will consider an applicant's past performance in managing funds. Items HUD may consider include, but are not limited to:

- Timely use of funds received from HUD;
- Timely submission and quality of reports submitted to HUD;
- Meeting program requirements;
- Meeting performance targets as established in the grant agreement;

- The applicant’s organizational capacity, including staffing structures and capabilities;
- Time-lines for completion of activities and receipt of promised matching or leveraged funds; and
- The number of persons to be served or targeted for assistance.

All project applicants will be reviewed and ranked using the attached [Project Evaluation Rubrics](#). Please note that Renewal New Project Proposals (new projects awarded during the 2017 CoC Competition that are not yet under grant agreement with HUD or have not yet operated for an entire grant period) will be reviewed using the New Project Evaluation Rubric, not the Renewal Evaluation Rubric.

Applicants may appeal any of the following decisions:

- Project ranking in Tier 1
- Placement of project into Tier 2
- Reduction of renewal grant amount (i.e. renewal grant partially re-allocated to a new project)
- Elimination of renewal grant (i.e. entire grant re-allocated to a new project) if not previously notified that grant was to be re-allocated as a result of low performance.

Appeals must be submitted in writing to the PIC Board of Directors and received by **1:00 PM on Wednesday, September 5, 2018**, mailed or delivered to 200 N. Vineyard Boulevard, Ste. 210, Honolulu, HI 96817. Appeals will be heard by an appeal panel made up of the non-conflicted members of the PIC Board of Directors who did not serve on the initial Evaluation Committee. The decision of the appeal panel is final.

V. TERMS AND CONDITIONS

CoC program participants shall be responsible for compliance with all applicable federal, state, and local laws, ordinances, directives, rules, and regulations, including but not limited to the program requirements of 24 CFR 578.

All eligible funding costs, except leasing, must be matched with no less than a 25 % cash or in-kind contribution. No match is required for leasing. The match requirements apply to project administration funds, CoC planning costs, and UFA (Unified Funding Agency) costs, along with the traditional expenses – operations, rental assistance, supportive services, and HMIS. Match must be met on an annual basis.

For an in-kind match, the recipient or subrecipient may use the value of property, equipment, goods, or services contributed to the project, provided that, if the recipient or subrecipient had to pay for such items with grants funds, the costs would have been eligible. If third party services are to be used as a match, the recipient or subrecipient and the third-party services provider that will deliver the services must enter into a memorandum of understanding (MOU) *before the grant is executed* documenting that the third party will provide such services and value towards the project. To be eligible for match, the cash or in-kind must cover services that are eligible under the activities listed in 24 CFR 578 Subpart D.

HUD considers any matching funds above and beyond the minimum required amount to be leverage. Leveraging includes all funds, resources, and/or services that the applicant can secure on behalf of the client being served. While leveraging includes all cash matching funds, it is broader in scope, including any other services, supplies, equipment, space, etc. that are provided by sources other than HUD.

Successful applicants are expected to initiate approved projects promptly after execution of the grant agreement. HUD may take action if certain performance standards are not met. In addition, applicants are expected to expend grant funds on a timely basis.

PIC reserves the right to amend or revise the terms and conditions of this RFP at any time, and will publish any and all amendments at www.partnersincareoahu.org. Applicants should review this website regularly for any and all amendments to the RFP FY 2018 HUD Continuum of Care (CoC) Program Competition HI-501 Honolulu City and County, Homeless Assistance Programs.

VI. PROJECT PROPOPOSAL SUBMISSION REQUIREMENTS:

Applicants are required to submit one (1) original hard copy, and five (5) copies of project proposal packets. Each packet should have all required documents in order. Please note that agencies submitting multiple project proposals are only required to submit one copy of the agency audit and financials.

Renewal Projects

In accordance with Section V.C.3.d of the NOFA, renewal projects must meet minimum project eligibility, capacity, timeliness, and performance standards identified in the NOFA or they will be rejected from consideration for funding. When considering renewal projects for award; HUD will review information in eLOCCS, APRs, and information provided from the local HUD CPD field office; including monitoring reports and audit reports as applicable, and performance standards on prior grants, and will assess projects using the following criteria on a pass/fail basis:

- Whether the project applicant's performance met the plans and goals established in the initial application, as amended;
- Whether the project applicant demonstrated all timeliness standards for grants being renewed, including those standards for the expenditure of grant funds that have been met;
- The project applicant's performance in assisting program participants to achieve and maintain independent living and records of success, except dedicated HMIS projects that are not required to meet this standard; and
- Whether there is evidence that a project applicant has been unwilling to accept technical assistance, has a history of inadequate financial accounting practices, has indications of project mismanagement, has a drastic reduction in the population served, has made program changes without prior HUD approval, or has lost a project site.

HUD reserves the right to reduce or reject a funding request from the project applicant for the following reasons:

- Outstanding obligation to HUD that is in arrears or for which a payment schedule has not been agreed upon;
- Audit finding(s) for which a response is overdue or unsatisfactory;

- History of inadequate financial management accounting practices;
- Evidence of untimely expenditures on prior award;
- History of other major capacity issues that have significantly affected the operation of the project and its performance;
- History of not reimbursing subrecipients for eligible costs in a timely manner, or at least quarterly; and
- History of serving ineligible program participants, expending funds on ineligible costs, or failing to expend funds within statutorily established timeframes.

Proposal Submission Requirements for Renewal Projects – PSH, RRH, AND TH

- Completed e-snap Project Application (please use e-snap’s project export into PDF format).
- Project APR submitted to HUD for the most recent completed grant period.
- APR Report from HMIS Caseworthy for the period between October 1, 2016 to September 30, 2017.
- eLOCCS draw down report for the current and most recent grant period ended.
- Agency most recent financial audit.
- Project Narrative: maximum four (4) pages; 12 pt. font; double-spaced; one-inch margins; addressing the following:
 - Project aligned with Policy Priorities outlined in Section II.A of the 2018 NOFA;
 - Agency participation Partners in Care membership and leadership;
 - Project participation in the CoC Coordinated Entry System;
 - Project impact on CoC system performance; and
 - Timely draw down of grant monies and APR submission to HUD during most recent grant period.
- HUD and/or City monitoring letter(s) received during the last three years for the project.

Proposal Submission Requirements for Renewal Project – HMIS

- Completed e-snap Project Application (please use e-snap’s project export into PDF format).
- A copy of the approved and executed MOU defining the roles and responsibilities of the CoC and the HMIS Lead.
- HUD and/or City monitoring letter(s) received during the last three years for the project.

Proposal Submission Requirements for Renewal New Projects – PSH, RRH and Joint TH/RRH

- Completed e-snap Project Application (please use e-snap’s project export into PDF format).
- Agency financials for the most recent annual reporting period including balance sheet and income statement.
- Project Narrative: maximum four (4) pages; 12 pt. font; double-spaced; one-inch margins; addressing the following:
 - Project aligned with Policy Priorities outlined in Section II.A of the 2018 NOFA;
 - Project continues to meet the needs of the CoC;

- Project participation in the CoC Coordinated Entry System; and
- Project cost effectiveness.

Proposal Submission Requirements for Renewal New Project – SSO-CES

- Completed e-snap Project Application (please use e-snap’s project export into PDF format).
- Agency financials for the most recent annual reporting period including balance sheet and income statement.
- Completed Coordinated Entry Self-Assessment, <https://www.hudexchange.info/resources/documents/coordinated-entry-self-assessment.pdf>

New Projects

Proposal Submission Requirements for New Eligible Housing Projects and DV Bonus Projects

- Completed e-snap Project Application (please use e-snap’s project export into PDF format).
- Agency financials for the most recent annual reporting period including balance sheet and income statement.
- Project Narrative: maximum ten (10) pages; 12 pt. font; double-spaced; one-inch margins; addressing the following:
 - Experience in effectively utilizing federal funds;
 - Project meets unmet need in the CoC for housing services;
 - Experience of applicant and sub-recipients in working with target population and providing housing services;
 - Describe experience in utilizing Housing First approach;
 - Project aligned with Policy Priorities outlined in Section II.A of the 2018 NOFA;
 - Project participation in the CoC’s Coordinated Entry System;
 - How the design of housing and supportive services will effectively meet the needs of the community;
 - Timeline for rapid implementation of the project; and
 - Project cost effectiveness.

Proposals may be mailed or hand delivered but must be received no later than Monday, August 13, 2018 at 4:00 p.m.

Mail or deliver proposal submissions to:

**Partners in Care
200 N. Vineyard Boulevard, Ste. 210
Honolulu, HI 96817**

POINT OF CONTACT:

Sharon Baillie, Planning Coordinator

Phone: 808-543-2246
 Email: sbaillic@auw.org

VII. RFP SCHEDULE:

July 20, 2018	RFP released and posted on PIC website
July 25, 2018 (9-11) July 26, 2018 (9-11)	RFP Information and Q&A Sessions, PIC Office, 200 N. Vineyard Way, Ste. 210
August 13, 2018	DEADLINE TO SUBMIT PROJECT APPLICATION BY 4:00 PM HST
August 10 to August 23	Project Evaluation and Ranking
August 23, 2018	Project Presentations to Evaluation Committee (project applicants will be notified by PIC staff to schedule project presentation)
Week of August 27	Planning Committee and Board of Directors Approval of Project Ranking
August 31, 2018	Written Notifications to Project Applicants
Week of Sept. 7	Draft CoC Consolidated Application and Project Ranking Posted on Website for Public Review and Comment Period
Week of Sept. 10	PIC Final Review and Revision of CoC Application
September 14, 2018	Final Consolidated application and priority listing posted on PIC website
September 17, 2018	AUW Submits HUD Application in e-snaps