

# **HOMELESS SERVICES DELIVERY SYSTEM**

## **GLOSSARY OF TERMS/ACRONYMS**

*This glossary is a document produced by the Los Angeles Homeless Services Authority (LAHSA) to aid those unfamiliar with the Homeless Services Delivery System (HSDS). All terms in this glossary are operationally defined within the confines of the HSDS.*

**Adults with HIV/AIDS** – This subpopulation category of the Point in Time (PIT) includes adults who have been diagnosed with AIDS and/or have tested positive for HIV.

**Adults with a Serious Mental Illness (SMI)** – This subpopulation category of the PIT includes adults with a severe and persistent mental illness or emotional impairment that seriously limits a person's ability to live independently. Adults with SMI must also meet the qualifications identified in the term for "disability" (e.g., "is expected to be long-continuing or indefinite duration").

**Adults with a Substance Use Disorder**–This subpopulation category of the PIT includes adults with a substance abuse problem (alcohol abuse, drug abuse, or both). Adults with a substance use disorder must also meet the qualifications identified in the term for "disability" (e.g., "is expected to be long-continuing or indefinite duration").

**Bridge (Reserved Crisis) Housing** – Safe, reserved, 24-hour emergency shelter to be utilized by eligible homeless individuals, identified through the Coordinated Entry System (CES). The intention of this emergency housing is to provide individuals with some stability, so that they can more easily maintain contact with their Housing Navigator, as they are assisted in their efforts to housing. Crisis Housing bed converts to a Bridge (Reserved Crisis) Housing bed if the program participant does not self-resolve their episode of homelessness within 14 days.

**Case Conferencing** – A region's formal, planned, and structured meeting in which providers coordinate staffing assignments, provide client level updates, and ensure coordination of services. The goal of case conferencing is to provide holistic, coordinated, and integrated services across providers, and to reduce duplication. Case conferences are usually multidisciplinary, and include multiple providers from throughout the SPA or region. Case conferences should be used to identify or clarify issues regarding a participant's housing status and progress towards permanent housing; to review activities including progress and barriers towards housing; to assign primary Housing Navigation responsibilities; to strategize solutions; and to adjust current service plans, as necessary. Case conferences may be face-to-face or by phone/videoconference, held at routine intervals or during significant change. Case conferencing must be documented and must follow any policies and procedures established for the Coordinated Entry System (CES).

**Case Management** – Case management is defined by the Case Management Society of America as "a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services" to meet individual needs. Case Management in the context of the Coordinated Entry System (CES) should be voluntary and client centered, with the goal of identifying strengths and client directed goals, while promoting "health, recognition, and well-being" (USICH, 2016). Case Managers in CES should ultimately focus on linking the client to a permanent housing resource and providing the necessary services needed to promote housing stability.

**Chronically Homeless** –

1. An individual who:
  - a. Is homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter;  
AND
  - b. Has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least twelve months or on at least four separate occasions in the last

three years *where those occasions cumulatively total at least twelve months*; AND

- c. Can be diagnosed with one or more of the following conditions: substance use disorder, serious mental illness, developmental disability (as defined in section 102 of the Developmental Disabilities Assistance Bill of Rights Act of 2000 [42 U.S.C. 15002]), post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability;

2. An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (1) of this definition, before entering that facility; or

3. A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (1) of this definition, including a family whose composition has fluctuated while the head of household has been homeless.

**Chronically Homeless Family with Children** – A family with children with an adult head of household (or if there is no adult in the family with children, a minor head of household) who meets all of the criteria for a chronically homeless individual, including a family with children whose composition has fluctuated while the head of household has been homeless.

**Continuum of Care (CoC)** – A community plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximize self-sufficiency. It includes action steps to end homelessness and prevent a return to homelessness.” In Los Angeles County, there are four CoCs. The Los Angeles Homeless Services Authority serves all cities of the County with the exception of Long Beach, Pasadena, and Glendale, who each have their own CoC.

**Coordinated Entry System (CES)** – CES is a regionally based system that connects new and existing programs into a “no-wrong-door network” by assessing the needs of individuals/ families/youth experiencing homelessness and linking them with the most appropriate housing and services to end their homelessness. The goal of the CES is to streamline processes through which communities assess, house, and support housing retention for individuals/families who are homeless; to ensure all of our homeless neighbors are known and supported; to target and maximize limited housing resources; and comply with the federal mandate to adopt a standardized intake and coordinated assessment process for housing. The essential components of CES are: 1) a system that is low-barrier and easy to access; 2) a system that identifies and assesses people’s needs; and 3) a system that prioritizes and matches housing resources based on those needs.

**Crisis Housing** – An emergency shelter in the homeless coordinated entry system. Crisis Housing means any facility, the primary purpose of which is to provide temporary shelter for the homeless or to provide a bridge to permanent housing.

**Disability** – An individual with one or more of the following conditions:

A. A physical, mental, or emotional impairment, including impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury that:

- (1) Is expected to be long-continuing or of indefinite duration;
- (2) Substantially impedes the individual's ability to live independently; and
- (3) Could be improved by the provision of more suitable housing conditions.

B. A developmental disability, as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C. 15002); or

C. The disease of acquired immunodeficiency syndrome (AIDS) or any condition arising from the etiologic agency for acquired immunodeficiency syndrome (HIV).

**Emergency Shelter (ES)** – Any facility whose primary purpose is to provide temporary shelter for homeless in general or for specific populations of the homeless.

**Evidence of Site Control** – Documentation of an appropriate certificate of occupancy and/or a conditional use permit allowing the legal use of the property for the service/housing being proposed, and at least one of the following types of documentation securing the location for the use of the proposed system component:

- a) Proof of Ownership;
- b) Executed Option to Purchase;
- c) Executed Lease Agreement;
- d) Executed Option to Lease;
- e) Letter of Intent signed by both parties.

**General Relief (GR)** – A county-funded program that provides financial assistance to indigent adults who are ineligible for Federal or State programs.

**Harm Reduction** – An aspect of a program's or system's design established by a set of policies and the resulting procedures and practices whose objective is to reduce the negative consequences of participants' continued use of drugs and/or alcohol or failure to be medication compliant. In housing settings, harm reduction is intended to prevent a participant's loss of housing and/or termination from the program based solely on his or her inability to stop using drugs or alcohol or failure to take prescribed medications. Programs incorporating a harm reduction model must utilize all interventions possible, short of termination from the program to enable the participant to reduce or minimize their risky behaviors while at the same time assisting them to move into and become stabilized in permanent housing. Harm reduction is not intended to prevent the termination of a participant whose actions or behavior constitute a threat to the safety of other participants and staff. Organizations must develop a set of policies and procedures to be implemented in the event of such behavior on the part of a participant.

#### **Homeless –**

An individual who belongs to one of the following categories:

(1) An individual who lacks a fixed, regular, and adequate nighttime residence, meaning:

(i) An individual with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;

(ii) An individual living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals); or

(iii) An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution;

(2) An individual who will imminently lose their primary nighttime residence, provided that:

(i) The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance;

(ii) No subsequent residence has been identified; and

(iii) The individual lacks the resources or support networks, *e.g.*, family, friends, faith-based or other social networks, needed to obtain other permanent housing;

(3) Any individual who:

(i) Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual that has either taken place within the individual's primary nighttime residence or has made the individual afraid to return to their primary nighttime residence;

(ii) Has no other residence; and

(iii) Lacks the resources or support networks, *e.g.*, family, friends, faith-based or other social networks, to obtain other permanent housing.

**Homeless, defined by DPSS** – Applicants/participants are considered homeless when they lack fixed and regular nighttime residences. If they share a residence with family or friends on a temporary basis; if they have a primary nighttime residence that is a supervised publicly or privately operated shelter designed to provide temporary living accommodations; if they reside in a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings; if they have a need for housing in a commercial establishment (*e.g.* hotel/motel), shelter, publicly funded transitional housing or from a person in the business of renting properties, or received an eviction notice or notice to pay rent or quit.

**Housing First** – Housing First is an approach that offers permanent housing as quickly as possible for people experiencing homelessness, particularly for people with long histories of homelessness and co-occurring health challenges, while providing the supportive services people need to keep their housing and avoid returning to homelessness. The provider ensures that the supportive services that program participants need or want in order to achieve permanent housing and to increase income are offered, but are not required as a condition of housing, including links to mainstream programs or partner agencies (*i.e.* mental health services, substance abuse treatment, medical services, child care, etc.). Income, sobriety and/or participation in treatment or other services are voluntary and are not required as a condition for housing.

**Housing Inventory Chart (HIC)** – Consists of three housing inventory charts for: emergency shelter, transitional housing and permanent supportive housing

**Housing Navigation** – Housing Navigation is the process by which homeless clients that have entered the CES system are provided ongoing engagement, document collection, and case management services in order to facilitate a match to an appropriate housing resource. In the context of CES, outreach workers, case managers, and other homeless service providers may provide housing navigation assistance.

**Housing Navigator(s)** – Housing Navigator is the client's primary point of contact in CES, often a social worker, case manager, outreach worker, or volunteer. The primary function of the Housing Navigator is to: 1) assist clients in collecting necessary documents for housing applications, 2) accompany clients to housing appointments, and 3) assist clients in navigating the entire housing search and placement process.

**Matched** – Matched is the process by which an individual in CES is determined to be eligible or initially eligible for a housing resource, and is "matched" to that resource.

**Outreach** – In the context of the CES system, Outreach is defined as the activity of engaging a homeless individual through the process of rapport building with the goal of linking that individual to a permanent housing resource. Outreach and engagement is an ongoing process that "involves creativity, flexibility, may take months or years, and involves establishing a relationship" to connect a client to services (Olivet, Bassuk, Elstad, Kenny, and Jassil, 2010). Outreach can be viewed as a "service in itself" and "a process of building a personal connection that may play a role in helping a person improve his or her housing, health status, or social support network" (Olivet, Bassuk, Elstad, Kenny, and Jassil, 2010). Outreach and engagement should be approached in a client-centered and voluntary manner that does not create any time constraints as to the alacrity in which the client voluntarily seeks permanent housing. Outreach workers should have the capacity to refer clients to resources and services such as Crisis & Bridge (Reserved Crisis) Housing and should regularly participate in case conferencing to ensure clients entering CES are matched to the appropriate permanent housing resource.

**Outreach Coordination** – The planning and ongoing coordination of outreach activities in a region. This should include a multi-disciplinary approach that ensures adequate geographic coverage and the use of best practices to outreach.

**Parenting Youth** – A youth who identifies as the parent or legal guardian of one or more children who are present with or sleeping in the same place as that youth parent, where there is no person over age 24 in the household.

**Permanent Housing (PH)** – Community-based housing without a designated length of stay, which includes both Permanent Supportive Housing (PSH) and Rapid Rehousing (RRH). Examples of permanent housing include, but are not limited to, a house or apartment with a month-to-month or annual lease term or home ownership.

**Permanent Supportive Housing (PSH)** – Long-term, community-based housing that has supportive services for homeless persons with disabilities. This type of supportive housing enables the special needs of populations to live independently as possible in a permanent setting. Permanent housing can be provided in one structure or in several structures at one site or in multiple structures at scattered sites.

**Point in Time (PIT)** – A snapshot of the homeless population taken on a given day. Since 2005, HUD requires all CoC applicants to complete this count every other year in the last week of January. This count includes a street count in addition to a count of all clients in emergency and transitional beds.

**Rapid Rehousing (RRH)** – A support intervention that uses a combination of case management, Housing Navigation, and short to medium term financial assistance to assist mid-range acuity homeless households identify and stabilize in tenant-based, scattered site, permanent housing.

**Regional Coordination** – Oversight of SPA-wide partnerships across public and private entities that ensure homeless persons are fully supported and connected to housing and services within their respective communities. Regional and coordinated access to housing and services ensures that a homeless person does not have to go to multiple agencies to obtain housing and services assistance.

**Rent Reasonableness** – The total rent charged for a unit must be reasonable in relation to the rents being charged during the same time period for comparable units in the private unassisted market and must not be in excess of rents being charged by the owner during the same period for comparable non-luxury unassisted units. Such determinations should consider: (a) location, quality, size, type, and age of unit; and (b) any amenities, housing services, maintenance and utilities to be provided by the owner. Comparable rents may be verified by using a market study, reviewing comparable units advertised for rent, or by obtaining written verification from the property owner documenting comparable rents for other units owned.

**Social Enterprise** - Social Enterprises are profit or non-profit organizations whose primary purpose is “common good to advance their social, environmental and human justice agendas.” Many Social Enterprises provide a supportive work environment for those with significant barriers to employment. Social Enterprises provide those with barriers to employment, including individuals experiencing homelessness, those reentering the community from incarceration, Veterans, disconnected youth, and those with disabilities, subsidized transitional employment combined with case management, supportive services and job readiness skills to prepare the hard-to-serve individual for unsubsidized, permanent employment.

**Supportive Services** – Services that may assist homeless participants in the transition from the streets or shelters into permanent or permanent supportive housing, and that assist persons with living successfully in housing.

**Transition Age Youth (TAY)** – An individual between the ages of 16 and 24.

*Please note that while the Youth Coordinated Entry System serves youth and young adults, ages 16-24, for the purposes of Rapid Rehousing and other housing resources that require a lease to be signed, youth must be at least 18 years old to sign a lease.\* Therefore, for the program area of Rapid Rehousing, TAY are defined as youth ages 18-26.*

*\*Youth under age 18 who have legally emancipated are legally able to sign a lease. However, the prevalence of youth who have emancipated before age 18 is rare.*

**Transitional Housing (TH)** – Transitional housing (TH) is designed to provide homeless individuals and families with the interim stability and support to successfully move to and maintain permanent housing. Transitional housing may be used to cover the costs of up to 24 months of housing with accompanying supportive services. Program participants must have a lease (or sublease) or occupancy agreement in place when residing in transitional housing.

**Unaccompanied Youth** – Unaccompanied youth are persons under age 18 who are not accompanied by a parent or guardian and are not a parent presenting with or sleeping in the same place as his/her child(ren). Unaccompanied youth are single youth, youth couples, and groups of youth presenting together as a household.

**Unduplicated Count** – The number of people who are homeless within a specified location and time period. An unduplicated count ensures that individuals are counted only once regardless of the number of times they entered or exited the homeless system or the number of programs in which they participated.

**Veteran** – This subpopulation category of the PIT includes adults who have served on active duty in the Armed Forces of the United States. This does not include inactive military reserves or the National Guard unless the person was called up to active duty.

**Victims of Domestic Violence** – This subpopulation category of the PIT includes adults who have been victims of domestic violence, dating violence, sexual assault, or stalking.

**Victim service provider** – A private nonprofit organization whose primary mission is to provide services to victims of domestic violence, dating violence, sexual assault, or stalking. This term includes rape crisis centers, battered women's shelters, domestic violence transitional housing programs, and other programs.

**Youth** – Persons under age 25, including children under age 18 and young adults ages 18 to 24.

## Acronyms and Definitions

Acronym	Definition or Term
AB	<b>Assembly Bill</b> <i>AB is a reference to bills originating from the Assembly.</i>
ADA	<b>Americans with Disabilities Act</b> <i>The ADA is federal legislation that was signed into law on July 26, 1990. The ADA is a wide-ranging civil rights law that prohibits, under certain circumstances, discrimination based on disability.</i>
AFTF	<b>Affordable Housing Trust Fund</b> <i>The Affordable Housing Trust Fund was established by the Los Angeles Mayor and City Council through the city's budget process in June 2000.</i>
AHAR	<b>Annual Homelessness Assessment Report:</b> <i>Yearly HUD report estimating the extent and nature of homelessness in the U.S. using Homeless Management Information System data</i>
AMI	<b>Area Median Income:</b> <i>HUD calculations of the median income in an area that are presented by household size and adjusted each year. Many housing programs use percentages of AMI as the guidelines for income eligibility.</i>
APR	<b>Annual Performance Report:</b> <i>HUD required annual progress report for all homeless projects.</i>
ARD	<b>Annual Renewal Demand:</b> <i>Total amount of all the CoC's projects (HUD funded) that are eligible for renewal.</i>
BID	<b>Business Improvement District</b> <i>The Los Angeles Downtown Center Business Improvement District is a coalition of over 400 property owners committed to enhancing the quality of life in Downtown Los Angeles.</i>
CalWORKs	<b>California Work Opportunities &amp; Responsibilities to Kids</b> <i>CalWORKs provides temporary financial assistance and employment focused services to families with minor children who have income and property below State maximum limits for their family size.</i>
CAO	<b>Chief Administrative Office</b> <i>The position of chief administrative officer was established by ordinance to assist the Board of Supervisors in handling the mounting administrative details of the County. In 2007, the Board of Supervisors changed the title of the office to Chief Executive Office.</i>
CAP	<b>Cost Allocation Plan</b> <i>A Cost Allocation Plan (CAP) is a tool that provides a set of methods and procedures that an organization uses to apportion costs to various programs, grants, contracts and agreements.</i>
CBO	<b>Community Based Organization</b> <i>The focus of CBOs is to improve the general physical characteristics of a community.</i>

CDBG	<p align="center"><b>Community Development Block Grant</b></p> <p align="center"><i>The CDBG is a HUD program that provides communities with resources to address a wide range of unique community development needs.</i></p>
CDC	<p align="center"><b>Community Development Commission</b></p> <p align="center"><i>In 1982, the Los Angeles County Board of Supervisors consolidated three County entities- the Housing Authority, the Community Development Department, and the Redevelopment Agency to form the CDC. The L.A. County Board of Supervisors serves as the commissioners of the CDC.</i></p>
CDD	<p align="center"><b>Community Development Department</b></p> <p align="center"><i>The mission of the CDD is to improve the quality of life for L.A. City residents by offering economic, social and employment opportunities for individuals, families and neighborhoods in need. The CDD partners with agencies and service providers throughout Los Angeles.</i></p>
CEO	<p align="center"><b>Chief Executive Office</b></p> <p align="center"><i>The Chief Executive Office of L.A. County is the office that is responsible for making recommendations to the L.A. County Board of Supervisors that will result in cost-efficient programs that will better serve the public, the Board and County departments.</i></p>
CH	<p align="center"><b>Chronically Homeless</b></p> <p align="center"><i>A chronically homeless person is defined by HUD as an unaccompanied homeless individual with a disabling condition who has either been continually homeless for a year or more or has had at least four (4) episodes of homelessness in the past three (3) years.</i></p>
CLA	<p align="center"><b>Chief Legislative Analyst</b></p> <p align="center"><i>The Chief Legislative Analyst's Office provides technical assistance for the L.A. City Council. Office personnel work with different Council Committees and the entire Council to research and compile information that the Council may need for the passage of City legislation.</i></p>
CoC	<p align="center"><b>Continuum of Care</b></p> <p align="center"><i>The Continuum of Care refers to a community plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximum self-sufficiency. It includes action steps to end homelessness and prevent a return to homelessness. It also refers to the system of services that help people move from homelessness to housing.</i></p>
COI	<p align="center"><b>Conflict of Interest</b></p> <p align="center"><i>HUD outlines COI provisions and exceptions relating to some of their programs.</i></p>



COG	<p align="center"><b>Council of Governments</b></p> <p><i>All cities in the County bear responsibility for land use planning, housing policy and development and essential municipal services. To foster regional planning, the cities of Los Angeles have organized themselves into seven COGs. Increasingly, planning for homeless housing has been considered through the COGs, which is a promising mechanism for ensuring regional fair share in the future development of housing and programs for homeless people.</i></p>
ConPlan	<p><b>Consolidated Plan:</b> <i>A locally developed plan that must be submitted to HUD as part of the eligibility process for certain HUD programs, including Community Development Block Grant and HOME Investment Partnership Program</i></p>
CPD	<p><b>Community Planning and Development:</b> <i>The office within HUD that oversees homeless funding. <a href="http://www.hud.gov/offices/cpd/">www.hud.gov/offices/cpd/</a></i></p>
CSH	<p>Formerly known as: <b>Corporation for Supportive Housing:</b> <i>A national non-profit organization that provides organizational support and financing to non-profit housing developers to create permanent supportive housing. CSH also provides training and technical support for CoCs, and they conduct homeless research and advocacy via their state and national offices. <a href="http://www.csh.org">www.csh.org</a></i></p>
DCFS	<p align="center"><b>Department of Children and Family Services</b></p> <p><i>The mission of the L.A. County Department of Children and Family Services is to provide a comprehensive child protection system of prevention, preservation, and permanency to ensure that children are safe, physically and emotionally healthy, educated, and in permanent homes.</i></p>
DHS	<p align="center"><b>Department of Health Services</b></p> <p><i>The mission of the L.A. County Department of Health Services is to improve health through quality medical care. Many of the DHS programs are low cost or no cost.</i></p>
DMH	<p align="center"><b>Department of Mental Health</b></p> <p><i>The L.A. County Department of Mental Health provides different types of mental health services to people of all ages. DMH mental health services include mental health assessments, crisis intervention, case management, and medication support in both residential and outpatient settings.</i></p>
DONE	<p align="center"><b>Department of Neighborhood Empowerment</b></p> <p><i>The mission of the L.A. City Department of Neighborhood Empowerment is to promote public participation in government and make government more responsive to local needs by creating, nurturing, and supporting a citywide system of grass-roots, independent, and participatory neighborhood councils.</i></p>
DOT	<p align="center"><b>Department of Transportation</b></p> <p><i>The mission of the U.S. Department of Transportation is to ensure a fast, safe, efficient, accessible and convenient transportation system that meets our vital national interests, and enhances the quality of life of the American people.</i></p>

DPSS	<p align="center"><b>Department of Public Social Services</b></p> <p align="center"><i>The mission of the L.A. County DPSS is to serve the community through programs established to alleviate hardship and promote health, personal responsibility, and economic independence.</i></p>
DV/IPV	<p align="center"><b>Domestic Violence/Intimate Partner Violence:</b> <i>Domestic violence and emotional abuse are behaviors used by one person in a relationship to control the other. Partners may be married or not married; heterosexual, gay, or lesbian; living together, separated or dating.</i></p>
EDD	<p align="center"><b>Employment Development Department</b></p> <p align="center"><i>The California Employment Development Department offers many services to Californians under the Job Service, Unemployment Insurance, Disability Insurance, Workforce Investment, and Labor Market Information programs. This is one of the largest state departments.</i></p>
EFSP	<p align="center"><b>Emergency Food and Shelter Program</b></p> <p align="center"><i>The EFSP allocates federal funds to local communities for programs such as soup kitchens, food banks, shelters, and homelessness prevention services.</i></p>
EH	<p align="center"><b>Emergency Housing</b></p> <p align="center"><i>Emergency housing is a temporary shelter with services that are designed to facilitate the transition from sleeping in places not meant for human habitation to appropriate housing for homeless individuals and families.</i></p>
EHAP	<p align="center"><b>Emergency Housing Assistance Program</b></p> <p align="center"><i>The mission of the State EHAP is to fund emergency and transitional housing programs. The funds are to assist housing programs with their operational, small capital costs, and for the expansion of their bed capacity and/or supportive services offered to clients.</i></p>
ESG	<p align="center"><b>Emergency Shelter Grant</b></p> <p align="center"><i>Emergency Shelter Grants provide homeless persons with basic shelter and essential supportive services. Grantees are state governments, large cities, and urban counties.</i></p>
eSnaps	<p align="center"><b>Homeless Assistance Application &amp; Grants Management System:</b> <i>Online grants managements system for HUD funding.</i></p>
ESS	<p align="center"><b>Emergency Shelter Services</b></p> <p align="center"><i>CalWORKs Emergency Shelter Services provides funds for programs serving eligible homeless CalWORKs families. ESS is funded by the County of Los Angeles Department of Public Social Services (DPSS).</i></p>
FEMA	<p align="center"><b>Federal Emergency Management Agency</b></p> <p align="center"><i>FEMA is part of the U.S. Department of Homeland Security. The mission of FEMA is to reduce the loss of life and property and protect the Nation from all hazards, including natural disasters, acts of terrorism, and other man-made disasters, by leading and supporting the Nation in a risk-based, comprehensive emergency management system of preparedness, protection, response, recovery, and mitigation.</i></p>

FMR	<p align="center"><b>Fair Market Rent</b></p> <p><i>Under HUD, FMRs are primarily used to determine payment standard amounts for the Housing Choice Voucher program, to determine initial renewal rents for some expiring project-based Section 8 contracts, to determine initial rents for housing assistance payment (HAP) contracts in the Moderate Rehabilitation Single Room Occupancy program (Mod Rehab), and to serve as a rent ceiling in the HOME rental assistance program.</i></p>
FOIA	<p align="center"><b>Freedom of Information Act</b></p> <p><i>The FOIA is federal legislation that allows for the full or partial disclosure of previously unreleased information and documents controlled by the U.S. Government. FOIA outlines procedures relating to disclosure and the agency records that must be disclosed.</i></p>
FUSE	<p><b>Frequent Users of Systems Engagement:</b> <i>Permanent supportive housing model replicated across the country and targeted to break the cycle of homelessness and crisis among individuals with complex behavioral health challenges who are the highest users of emergency rooms, jails, shelters, clinics and other costly crisis service systems.</i></p>
GR	<p align="center"><b>General Relief</b></p> <p><i>GR is a County-funded program that provides financial assistance to indigent adults who are ineligible for federal or State programs.</i></p>
GIS	<p><i>An information system for capturing, storing, analyzing, managing, sharing, and displaying geographically referenced information.</i></p>
GIW	<p><b>Grant Inventory Worksheet:</b> <i>Document annually submitted to HUD confirming the amount of renewal funding to be requested by the CoC (lists the past CoC grants eligible for renewal in the upcoming competition year).</i></p>
HACLA	<p align="center"><b>Housing Authority of the City of Los Angeles</b></p> <p><i>HACLA is a State-chartered public agency that provides the largest stock of affordable housing in the Los Angeles area. HACLA receives the majority of its funding through HUD. HACLA also has partnerships with City and State agencies, nonprofit foundations, community-based organizations, as well as private developers.</i></p>
HACoLA	<p align="center"><b>Housing Authority of the County of Los Angeles</b></p> <p><i>HACoLA provides clean and safe affordable housing for low income families, seniors, and disabled persons. HACoLA helps low-income families and senior citizens find affordable housing with private landlords through the federal Section 8 program.</i></p>

HCV	<i>Housing Choice Voucher: Rental subsidy program (also known as Section 8).</i>
HDX	<i>Homelessness Data Exchange: Point in Time, Annual Homeless Assessment Report and Housing Inventory Chart Data are entered on HUD's Homeless Data Exchange website. <a href="http://www.hudhdx.info/">www.hudhdx.info/</a></i>
HEARTH	<i>Homeless Emergency Assistance and Rapid Transition to Housing: A federal act which amended and reauthorized the McKinney-Vento Homeless Assistance Act. The legislation increased priority on homeless families with children, significantly increased resources to prevent homelessness, continued to provide incentives for developing permanent supportive housing, and granted rural communities greater flexibility.</i>
HF	<i>Housing First: Housing First is an approach to ending homelessness that centers on the concept that a homeless individual or household's first and primary need is to obtain stable housing, and that other issues that may affect the household can and should be addressed once housing is obtained.</i>
HHN	<i>Hold Harmless Need: In CoCs where the total amount needed to fund, for one year, all grants which are eligible for renewal in a competition year exceeds the preliminary pro rata need amount for that CoC, the CoC will receive the higher amount, referred to as the CoC hold harmless amount.</i>
HIC	<i>Housing Inventory Chart: Document submitted to HUD that lists all of the housing available in the CoC dedicated for homeless persons and families.</i>
HMIS	<b>Homeless Management Information System</b> <i>HMIS is a computerized data collection system designed to capture client information over time on the characteristics, service needs and accomplishments of homeless persons. HUD requires all CoC applicants to demonstrate progress in implementing HMIS.</i>
HOME	<i>HOME Investment Partnership Program: A HUD block grant program that provides housing subsidies to local and state governments who are recognized as Participating Jurisdictions. At the discretion of the local government, the money can be used to purchase, rehabilitate or construct housing; it can be used to subsidize rents of tenants as well.</i>
HOPWA	<b>Housing Opportunities for People with AIDS</b> <i>The HOPWA Program was established by HUD to address the specific needs of persons living with HIV/AIDS and their families. HOPWA makes grants to local communities, states, and nonprofit organizations for projects that benefit low-income persons medically diagnosed with HIV/AIDS and their families.</i>

HPI	<b>Homeless Prevention Initiative</b> <i>The Los Angeles County Board of Supervisors approved a \$100-million plan to reduce the concentration of homeless services in Skid Row by establishing five centers across the county that would provide temporary shelter and social services for homeless persons.</i>
HPRP	<b>Homelessness Prevention and Rapid Re-Housing program:</b> HUD program created in 2009 under the Recovery Act that ended in August 2011. It focused on preventing homelessness and rapidly re-housing persons who were living on the streets or in emergency shelter. Washtenaw County got \$1.3 Million in funding.
HQS	<b>Housing Quality Standards</b>
HRE	<b>Homelessness Resource Exchange</b>
HUD	<b>U.S. Department of Housing and Urban Development</b> HUD is a federal department created in 1965 to increase homeownership, support community development and housing free from discrimination. Since 1987, HUD has been responsible for funding homeless programs, which today comprise the CoC.
IDIS	<b>Integrated Disbursement and Information System</b>
JIF	<b>Joint Integrated Funding:</b> Local cooperative funding model including the participation of the City of Ann Arbor, Washtenaw County, Ann Arbor Area Community Foundation, United Way of Washtenaw County and others. This provided approximately \$1.5 Million for support services for 2 years, 2009-2011.
JPA	<b>Joint Powers Authority</b> <i>A Joint Powers Authority is an institution that is allowed under the laws of some U.S. states, whereby two or more public authorities can operate collectively. LAHSA is a Joint Powers Authority established in 1993 as an independent agency by the County and City of Los Angeles.</i>
LACOE	<b>Los Angeles County Office of Education</b> <i>LACOE is the nation's largest intermediate educational agency, serving the county's 80 K-12 school districts, 13 community college districts, and 10 local educational agencies.</i>
LAHCID	<b>Los Angeles Housing Community Investment Department</b> <i>Integrating the operations of the Los Angeles Housing Department and the Community Development Department.</i>
LAPD	<b>Los Angeles Police Department</b> <i>LAPD is the police department of the City of Los Angeles.</i>

LASD	<p align="center"><b>Los Angeles Sheriff's Department</b></p> <p><i>LASD is a local law enforcement agency that serves Los Angeles County. LASD provides general-service law enforcement to unincorporated areas of the county as well as incorporated cities within the county who have contracted with the agency for law-enforcement services.</i></p>
LAUSD	<p align="center"><b>Los Angeles Unified School District</b></p> <p><i>LAUSD is the largest public school system in California and the second largest in the United States. The school district serves almost all of the City of L.A. and all or portions of several adjoining Southern California cities.</i></p>
LIHTC	<p><b>Low Income Housing Tax Credit:</b> <i>A part of the IRS code which grants tax credits to equity investors in low-income housing projects. Administered in Michigan by MSHDA.</i></p>
MI	<p align="center"><b>Mentally Ill</b></p> <p><i>Programs that are tailored for individuals with mental illness are programs that serve individuals substantially limited in one or more major life activity by mental illness, based on confirmed clinical diagnosis, or initially by referral or staff assessment and later confirmed by clinical diagnosis.</i></p>
MOU	<p><b>Memorandum of Understanding:</b> <i>An MOU is a document that outlines the roles and responsibilities of two or more organizations that are collaborating on a project. It is generally broader than a contract and often meant to retain its status over multiple contracts.</i></p>
MTA	<p align="center"><b>Metropolitan Transportation Authority</b></p> <p><i>The mission of the L.A. County Metropolitan Transportation Authority is to serve as a transportation planner and coordinator, designer, builder and operator for one of the country's largest, most populous counties.</i></p>
NAEH	<p><b>National Alliance to End Homelessness:</b> <i>A nationally-recognized leader on the issues of homelessness. NAEH studies and tracks public policies, data, and research, and best practices in the field of homelessness.</i> <i><a href="http://www.endhomelessness.org">www.endhomelessness.org</a></i></p>
NDTF	<p align="center"><b>New Directions Task Force</b></p> <p><i>NDTF is comprised of the directors of key County departments, plus additional local entities, whose charge is to move forward the County's service integration agenda by setting policy in support of the Board's instruction to design a seamless social service delivery model. NDTF reports to the L.A. County Board of Supervisors.</i></p>
NIMBY	<p align="center"><b>Not In My Back Yard</b></p> <p><i>The term "NIMBY" describes the opposition of residents to the nearby location of something they consider undesirable.</i></p>
NOFA	<p><b>Notice of Funding Availability:</b> <i>A NOFA is issued by a governmental body, foundation, etc. which is looking for organizations or individuals to submit proposals in response to a funding opportunity, generally a grant.</i></p>

OMB	<b>Office of Management and Budget</b> <i>The Office of Management and Budget is a Cabinet-level office, and is the largest office within the Executive Office of the President of the United States. It is an important conduit by which the White House oversees the activities of federal agencies.</i>
OneCPD	<i>The HUD listserv and Resource Exchange website. <a href="http://www.onecpd.info/">www.onecpd.info/</a></i>
PBRA	<i>Project Based Rental Assistance</i>
PH	<b>Permanent Housing:</b> <i>A general name for a variety of housing projects which are ongoing and unending, including rapid rehousing. .</i>
PIT	<b>Point-In-Time Count:</b> <i>A HUD-mandated biennial count of persons experiencing homelessness on a specified day of the year intended to provide a snapshot report on the extent of homelessness.</i>
PHA	<b>Public Housing Authority or Agency:</b> <i>A local quasi-governmental agency that typically owns and manages public housing units and may administer a Section 8 program.</i>
PRN	<b>Pro Rata Need:</b> <i>The term used to describe the relative portion of funds a CoC could receive based on CoC geographic areas.</i>
PSH	<b>Permanent Supportive Housing:</b> <i>PSH is permanent housing, with indefinite leasing or rental assistance, paired with supportive services to assist homeless persons with a disability or families with an adult or child member with a disability achieve housing stability. PSH is a critical component of plans to end homelessness, by providing a housing opportunity that enables persons with a history of homelessness and disability to succeed in stable, affordable housing. With some specific exceptions, services are voluntary in a PSH model.</i>
RFP	<b>Request for Proposals</b> <i>LAHSA program funding is distributed through a competitive bid process. In response to RFPs, released by LAHSA, agencies may submit an application for funding to operate the specified program(s). Awards are made based upon the review and scoring criteria stated in the RFP.</i>
RFQ	<b>Request for Qualifications</b> <i>RFQs are used to determine if an entity possesses the qualifications necessary to complete a project.</i>
RHSP	<i>Rural Housing Stability Program</i>
ROI	<b>Release of Information:</b> <i>Consumer/patient consent to release private or protected information.</i>
RRH	<b>Rapid Re-Housing:</b> <i>Rapid re-housing is an intervention designed to help individuals and families to quickly exit homelessness and return to permanent housing. Rapid re-housing assistance is offered without preconditions (such as employment, income, absence of criminal record, or sobriety) and the resources and services provided are typically tailored to the unique needs of the household. The core components of a rapid re-housing program are: housing</i>

	<i>identification; rent and move-in assistance (financial); and, case management and services.</i>
<b>SA</b>	<b>Substance Abuse</b> <i>Programs that are tailored for individuals with substance abuse issues are programs that serve individuals who have acknowledged addiction problems related to alcohol and drug use and who seek services or housing to support their sobriety.</i>
<b>SAMHSA</b>	<b>Substance Abuse Mental Health Services Administration</b> SAMHSA is a public health agency within the U.S. Department of Health and Human Services. The mission of the agency is to be responsible for improving the accountability, capacity, and effectiveness of the Nation's substance abuse prevention, addictions treatment, and mental health services delivery system.
<b>SB</b>	<b>Senate Bill</b> <i>SB is a reference to bills originating from the Senate.</i>
<b>SCAG</b>	<b>Southern California Association of Governments</b> <i>The mission of SCAG is to develop long-range regional plans and strategies that provide for efficient movement of people, goods and information; enhance economic growth and international trade; and improve the environment and quality of life.</i>
<b>Section 8</b>	<b>A federally funded rent-subsidy program for low-income households-</b> recently renamed the Housing Choice Voucher (HCV) program. Under Section 8, a tenant pays 30-40% of their monthly income for rent and the government pays the remainder, up to a set maximum Fair Market Rent. Section 8 subsidies can be tenant-based (awarded to a tenant household that can take them to any private landlord) or site-based/project-based (awarded to an owner who uses it on the same unit over time). Section 8 vouchers in Washtenaw County are primarily administered by MSHDA, the Ann Arbor Housing Commission, the Ypsilanti Housing Commission, or the Plymouth Housing Commission.
<b>SHP</b>	<b>Supportive Housing Program:</b> A HUD homeless program that was once a program under the McKinney-Vento Act; now all SHP projects are now part of the CoC program. SHP provided funds for supportive services, as well as rent subsidies and/or housing operating subsidies.
<b>SOAR</b>	<b>SSI/SSDI Outreach, Advocacy, and Recovery:</b> A technical assistance initiative that assists people who are homeless to successfully apply for Social Security Income (SSI) and Social Security Disability Incomes (SSDI). The purpose of the initiative is to help people who are eligible for such benefits to receive them sooner, thereby more quickly facilitating that person's ability to move into housing.



SPA	<p align="center"><b>Service Planning Area</b></p> <p><i>The Los Angeles County Children's Planning Council created eight geographical areas called SPAs for planning purposes. County departments use these boundaries for data collection and reporting purposes. The 2007 Greater Los Angeles Homeless Count utilized SPAs to more easily manage the canvassing and enumeration of the Unsheltered Street Count.</i></p>
SRA	<i>Sponsor-Based Rental Assistance</i>
SRO	<p align="center"><b>Single Room Occupancy</b></p> <p><i>SROs are private rooms that contain either food preparation or sanitary facilities, or both, that are designed for occupancy by a single individual.</i></p>
SPC/S+C	<p><b>Shelter Plus Care:</b> <i>A HUD homeless program that was once a program under the McKinney-Vento Act. SPC provided rent subsidies to households that are homeless and in which at least one adult has a disability that prevents the person/household from being able to live independently. SPC projects are now part of the CoC program.</i></p>
SSDI	<p align="center"><b>Social Security Disability Insurance</b></p> <p><i>SSDI is an insurance program for disabled people who have paid FICA taxes for a certain number of calendar quarters. SSDI pays a variable monthly benefit amount, which depends on your work history. Payments begin after a 5-month waiting period from the time of disability. The Social Security Administration (SSA) administers SSDI.</i></p>
SSI	<p align="center"><b>Supplemental Security Income</b></p> <p><i>SSI is a federal income supplement program funded by general tax revenues and not Social Security taxes. SSI is designed to help aged and disabled people who have little or no income and provides cash to meet basic needs for food, clothing, and shelter.</i></p>

SSO	<p><b>Supportive Services Only:</b> <i>HUD Homeless Assistance Program term for projects which provide support services only (no housing provided).</i></p>
SuperNOFA	<p align="center"><b>Super Notice of Funding Availability</b></p> <p><i>By using a SuperNOFA, HUD announces the availability of funding awards.</i></p>
TA	<p><b>Technical Assistance:</b> <i>Refers to the provision of support training to organizations that is intended to help the organization strengthen its ability to perform key tasks in the future.</i></p>
TANF	<p><b>Temporary Assistance to Needy Families:</b> <i>The major welfare program that provides income support to poor families. Replaced AFDC (Aid to Families with Dependent Children).</i></p>
TBRA or TRA	<i>Tenant Based Rental Assistance</i>
TH	<p><b>Transitional Housing:</b> <i>A general name for a variety of time-limited housing programs that are intended to help households ready themselves to move to permanent housing. HUD TH programs are limited to homeless households and are</i></p>

	<i>intended to serve households for no more than 2 years and usually have specific supportive services as a part of the program.</i>
<b>USICH</b>	<b><i>United States Interagency Council on Homelessness:</i></b> <i>The mission of the USICH is to coordinate the federal response to homelessness and to constellate a national partnership at every level of government and every element of the private sector to reduce and end homelessness in the nation. <a href="http://www.usich.gov">www.usich.gov</a></i>
<b>VA</b>	<b><i>U.S. Department of Veterans Affairs</i></b> <i>The mission of the VA is to provide excellence in patient care, veterans' benefits and customer satisfaction.</i>
<b>WDACS</b>	<b><i>Department of Workforce Development, Aging and Community Services (formerly known as Community and Senior Services CSS)</i></b> <i>The mission of the L.A. County Department of Workforce Development , Aging and Community Services is to provide comprehensive human services to residents of L.A. County in partnership with communities, businesses, and public and private agencies.</i>
<b>PROGRAMS</b>	
<b>CBDO</b>	<b><i>Community Based Development Organization</i></b> <i>The CBDO Program provides funding for community economic development projects that increase economic opportunity for homeless persons. The CBDO Program is funded with City of Los Angeles Community Development Block Grant (CDBG) funds.</i>
<b>ERT</b>	<b><i>Emergency Response Team</i></b> <i>The LAHSA Emergency Response Team offers outreach services and assistance to people who are homeless or at risk of experiencing homelessness in the City and County of L.A.</i>
<b>ES</b>	<b><i>Emergency Shelter</i></b> <i>An emergency shelter is a short-term shelter providing services designed to facilitate homeless individuals and families transition from sleeping in places not meant for human habitation to appropriate housing. Emergency shelter is provided free of charge for a maximum of ninety (90) days and is operated on a 24-hour basis. On a case-by-case basis, clients may remain for longer than ninety days if they require a longer period to accomplish a specific goal.</i>
<b>ESF</b>	<b><i>Emergency Shelter Fund</i></b> <i>The Emergency Shelter Funds Program provides funding for the development and operation of programs serving homeless individuals and families. The ESF Program is funded with County of Los Angeles general funds. LAHSA administers shelter and services projects and the Community Development Commission of the County of Los Angeles administers capital projects.</i>

<b>GAIN</b>	<p align="center"><b>Greater Avenues for Independence</b></p> <p><i>The GAIN Program is a statewide initiative aimed at increasing the employment and self-sufficiency of recipients of Aid to Families with Dependent Children (AFDC), the nation's major cash welfare program. The GAIN Program is developed by the L.A. County of Department of Public Social Services (DPSS) and provides job skills workshops and employment counselors to support and monitor the progress of participants.</i></p>
<b>GROW</b>	<p align="center"><b>General Relief Opportunities for Work</b></p> <p><i>The GROW Program offers employment and training services to participants and is designed to help GR participants obtain jobs and achieve self-sufficiency. Substance abuse treatment is also available if necessary.</i></p>
<b>OR</b>	<p align="center"><b>Outreach Services</b></p> <p><i>The goal of outreach services is to assist clients to get off the streets or out of places not meant for human habitation and into any form of housing in the CoC. Outreach services may be provided during the day or at night.</i></p>
<b>PH</b>	<p align="center"><b>Permanent Housing</b></p> <p><i>Permanent housing for persons with disabilities is long-term housing that is commonly community-based with supportive services designed to enable homeless persons with disabilities to live as independently as possible in a permanent setting. Permanent housing can be provided in one structure or several structures at one site or in multiple structures at scattered sites.</i></p>
<b>PRA</b>	<p align="center"><b>Project-Based Rental Assistance</b></p> <p><i>PRA's are a HUD eligible components of the S+C program.</i></p>
<b>PSH</b>	<p align="center"><b>Permanent Supportive Housing</b></p> <p><i>Permanent Supportive Housing programs provide permanent housing and supportive services for homeless persons with physical and/or mental health disabilities.</i></p>
<b>SH</b>	<p align="center"><b>Safe Haven</b></p> <p><i>Safe havens are supportive housing that shall not require participation in services and referrals as a condition of occupancy. Instead, it is hoped that after a period of stabilization in a safe haven, residents will be more willing to participate in services and referrals, and will eventually be ready to move to more traditional forms of housing.</i></p>
<b>SHP</b>	<p align="center"><b>Supportive Housing Program</b></p> <p><i>The Supportive Housing Program is a HUD CoC Homeless Assistance Program that provides funding for the development and operation of programs that help homeless persons transition from homelessness to living as independently as possible. Programs are administered by LAHSA.</i></p>
<b>S+C</b>	<p align="center"><b>Shelter Plus Care</b></p> <p><i>The Shelter Plus Care Program is a HUD CoC Homeless Assistance Program that provides funding for rental assistance. The program serves homeless persons with disabilities and requires appropriate supportive services to be provided. Programs are administered by the Housing Authorities.</i></p>
<b>SRA</b>	<p align="center"><b>Sponsor-Based Rental Assistance</b></p> <p><i>SRA's are a HUD eligible components of the S+C program.</i></p>

SSO	<p style="text-align: center;"><b>Supportive Services Only</b></p> <p><i>SSO projects provide services designed to address the special needs of homeless persons. Projects are classified as this component only if the project sponsor is not also providing housing to the same persons receiving the services. Examples of SSO projects include: medical services; childcare; employment programs; mental health services; substance abuse treatment; etc.</i></p>
TANF	<p style="text-align: center;"><b>Temporary Assistance for Needy Families</b></p> <p><i>TANF provides assistance and work opportunities to needy families by granting states the federal funds and wide flexibility to develop and implement their own welfare programs. The Office of Family Assistance (OFA), located in the U.S. Department of Health and Human Services, Administration for Children and Families oversees the TANF Program.</i></p>
TH	<p style="text-align: center;"><b>Transitional Housing</b></p> <p><i>Transitional housing is housing that facilitates the movement of homeless individuals and families to permanent housing. It is housing in which homeless persons live up to 24 months and receive supportive services that enable them to live more independently. This temporary housing is combined with supportive services to enable homeless individuals and families to live as independently as possible. Transitional housing can be provided in one structure or several structures at one site or in multiple structures at scattered sites.</i></p>
TRA	<p style="text-align: center;"><b>Tenant-Based Rental Assistance</b></p> <p><i>TRAs are a HUD eligible components of the S+C program.</i></p>
WIB	<p style="text-align: center;"><b>Workforce Investment Board</b></p> <p><i>The California Workforce Investment Board was established by Executive Order in response to the mandate of the federal Workforce Investment Act (WIA) of 1998. The Board assists the Governor in setting and guiding policy in the area of workforce development.</i></p>
WIC	<p style="text-align: center;"><b>Women, Infants and Children Program</b></p> <p><i>WIC is a federal grant program for which Congress authorizes a specific amount of funds each year for low-income, nutritionally at risk pregnant women (through pregnancy and up to 6 weeks after birth or after pregnancy ends), breastfeeding women (up to infant's 1<sup>st</sup> birthday), non-breastfeeding postpartum women (up to 6 months after the birth of an infant or after pregnancy ends), infants (up to 1<sup>st</sup> birthday), and children up to their 5<sup>th</sup> birthday.</i></p>
WSP	<p style="text-align: center;"><b>Winter Shelter Program</b></p> <p><i>The Winter Shelter Program is a seasonal program that provides overnight mass shelter, two meals (dinner and breakfast) and limited case management services to homeless persons during the winter. The program operates for 105 days from December 1 to March 15 of the following year. The goal of the program is to provide shelter and basic services to homeless persons during the most inclement weather. Shelter is provided free of charge.</i></p>

YRP	<p style="text-align: center;"><b><i>Year Round Shelter Program</i></b></p> <p><i>The Year Round Shelter Program provides overnight shelter, two meals (dinner and breakfast) and case management services to homeless persons throughout the year. Shelter is provided free of charge. Although there is no predetermined set time limit on residence in the Year Round Program, providers are encouraged to utilize a ninety-day time frame in which to place clients into appropriate long-term housing. The ultimate goal of the program is to enable clients to move into long-term housing programs including permanent housing.</i></p>
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