

The Support Hub Q&A

1. Q: What is the current status of the site/campus?
A: It is under renovation.
2. Q: Do we have a timeline regarding construction (which components, expected completion dates, etc.), particularly if any components are expected to open after the campus as a whole opens?
A: To my understanding, everything will be complete before the project launches.
3. Q: Can a site plan of the physical facilities be shared?
A: Not at this time.
4. Q: For organizations applying to Site Management and/or one or more of the individual shelter programs (Navigation Center, Pallet Shelter, Safe Haven), can PfH clarify how staffing responsibilities and costs should be delineated between the Site Manager budget and each program's budget, particularly for shared or overlapping functions like security, front desk/access control, and campus-wide coverage?
A: The Site Manager will have primary responsibility for security, access control, and campus wide coverage. Applicants should develop each program budget independently, as if that is the only component they may be awarded. Costs should be specific to the responsibilities of that individual component and should not duplicate costs assigned to the Site Manager.
5. Q: Data Quality. Does your agency have a Non-Congregate Shelter Data Quality Report with clients enrolled for the period of Jan 1 - Mar 31, 2026?" – does this refer to Atlanta COC specifically, or can we submit one from a different COC?
A: The Data Quality Report may be from any applicable project within GA HMIS and does not have to be specific to the Atlanta CoC. However, reports from projects outside of Georgia will not be accepted.
6. Q: What is the source for the target "Exit at least 60–75% of participants to permanent housing destinations"?
A: The 60 to 75% target is a performance expectation established by Partners for HOME for this funding opportunity and represents the anticipated range for successful exits to permanent housing destinations.
7. Q: Can PfH clarify what would satisfy the Safe Haven threshold criterion for "another eligible provider" beyond a Tier 1 CSB, specifically, whether an applicant could meet this requirement through a partnership or subcontract with a licensed clinical provider, rather than holding that licensure directly?
A: Yes. An applicant may satisfy this requirement through a formal partnership or subcontract with an appropriately licensed clinical provider that is qualified to provide the required behavioral health and clinical services. The applicant should clearly identify the provider, describe its role in the Safe Haven program, and document the partnership or subcontract as part of the application. The applicant itself is not required to hold the clinical licensure if the required services will be provided through an eligible licensed partner.