

Albany City and County Continuum of Care (CoC) NY-503 Policy and Procedures Manual

This document summarizes the Responsibilities and Authorities for the Albany City and County Continuum of Care (CoC) NY-503 under the U.S. Department of Housing and Urban Development (HUD) Homeless Emergency Assistance and Rapid Transition to Housing Act (HEARTH).

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Purpose of this Manual

This Policies and Procedures Manual is established in consultation with the designated Collaborative Applicant and the HMIS Lead Agency. **Part I of this document will review Continuum of Care requirements.** It outlines the establishment of the CoC and the roles and responsibilities assigned by the CoC to the Board. It incorporates the By-Laws (Governance Charter) which provide additional insight into the duties of the Board and describe the standing committees, subcommittees, task groups, and liaisons structure of the CoC. The Code of Conduct for those conducting business on behalf of the CoC is also set forth herein. The policies and procedures in this Manual are subject to regular review by the CoC Board and the Governance Committee.

In addition to Continuum of Care requirements, **Part 2 of this Manual outlines the project level requirements for the five program components funded via HUD CoC funds:** Permanent Housing, Transitional Housing, Supportive Services Only, Homeless Management Information System, and Homelessness Prevention.

Introduction: What is a Homeless Continuum of Care?

In 1987, Congress passed the first federal law specifically addressing homelessness. The Stewart B. McKinney Homeless Assistance Act of 1987, later renamed the **McKinney-Vento Homeless Assistance Act**, provides federal financial support for a variety of programs to meet the many needs of individuals and families who are homeless. The housing programs it authorizes are administered by HUD's Office of Special Needs Assistance Programs.

Initially, HUD did not impose any requirements for systemic planning at the local level. From 1988 to 1993, HUD held national competitions for its homeless assistance funds every year, for which individual organizations throughout the country submitted applications. However, since 1994, HUD has required each community to come together to submit a single comprehensive Continuum of Care (CoC) application rather than allowing applications from individual providers in a community. HUD's intent in creating this structured application process was to stimulate community-wide planning and coordination of programs for individuals and families who are homeless.

The enormous diversity of individuals and families who are homeless and the unique problems and specific needs of each subgroup require highly complex service systems. The need to provide specialized services for different sub-populations means some services or programs are appropriate for some groups of clients but not others. In addition, a single client may need the help of numerous mainstream services beyond housing including health care, cash benefits, food, employment, and substance abuse treatment. Community-wide planning and coordination among homeless service providers and mainstream service providers is important if individuals are to get the help they need and eventually leave homelessness. A Continuum of Care is established by representatives of relevant organizations within a geographic area to carry out the responsibilities set forth in the CoC Program interim rule.

HUD developed the concept of the CoC in 1995 through its annual competition for homelessness assistance grants. The CoC was envisioned as a local network that plans and coordinates funding for services and housing to assist homeless individuals and families. The HEARTH Act amendments to the McKinney-Vento Homeless Assistance Act, enacted on May 20, 2009, codified in law the role and functions of the CoC. The HEARTH Act streamlined HUD's homeless assistance programs (Shelter Plus Care, Supportive Housing, SRO's) into the Continuum of Care Program. By doing this, the HEARTH Act intended to increase the efficiency and effectiveness of coordinated community based systems that provide housing and services to the homeless. The CoC Program Interim Rule, effective August 30, 2012, focuses on the regulatory implementation of the Continuum of Care Program, including the CoC Planning Process.

Each community **must** establish a CoC in compliance with the CoC Program interim rule. The rule gives CoCs more ability to formalize and change to better achieve the goals of the CoC Program. When establishing a CoC, communities must bear in mind that CoCs are designed to:

- Promote a community-wide commitment to the goal of ending homelessness
- Provide funding for efforts for rapidly re-housing homeless individuals and families
- Promote access to and effective use of mainstream programs
- Optimize self-sufficiency among individuals and families experiencing homelessness

The composition of a CoC should be tailored to its unique community circumstances, to the extent possible involving all of the players required to further local efforts to address and end homelessness. The stakeholders, CoC membership, bring their expertise with homeless subpopulations and systems to the table as a valuable resource for the community and for the committees who are developing and implementing procedures at different levels.

The CoC serves two main purposes: First, a CoC is an annual homeless assistance application to HUD for funding to support housing and services targeted for homeless sub populations. Second, a CoC is a strategic plan for addressing homelessness in a community.

HUD Requirements for CoC Operation and Governance

The U.S. Department of Housing and Urban Development (HUD) charges communities that receive funds under the Homeless Continuum of Care Program of the Homeless Emergency Assistance and Rapid Transition to Housing Act (HEARTH Act) with specific responsibilities. 24 CFR 578.3 of the CoC Program Interim Rule published in July 2012 (Interim Rule), defines a Continuum of Care (CoC) as "the group organized to carry out the responsibilities required under this part [Part 578-Continuum of Care Program] and that is composed of representatives of organizations, including nonprofit homeless providers, victim service providers, faith-based organizations, governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, organizations that serve homeless and formerly homeless veterans, and homeless and formerly homeless persons to the extent these groups are represented within the geographic area and are available to participate."

The Interim Rule requires CoCs to establish a Board to act on behalf of the CoC. The CoC assigns the Board responsibilities through a written agreement called a Governance Charter (bylaws) that reflects the policies developed by the CoC. The CoC Board does not have any authority except as specified in the Governance Charter and Bylaws. Otherwise, authority and responsibility are retained by the CoC.

RESPONSIBILITIES OF THE CoC

Section 578.7 of the HEARTH Interim Rule (July 2012) identifies the Responsibilities of the CoC:

A. Operate the CoC

The CoC must:

- Hold meetings of the full membership, with published agendas, at least semiannually;
- Make an invitation for new members to join publicly available within the geographic at least annually;

- Adopt and follow a written process to select a Council to act on behalf of the CoC. The process must be reviewed, updated, and approved by the CoC at least once every 5 years;
- Appoint additional committees, subcommittees, or workgroups;
- In consultation with the collaborative applicant and the Homeless Management Information System (HMIS) Lead, develop, follow, and update annually a governance charter, which will include all procedures and policies needed to comply with subpart B of this part and with HMIS requirements as prescribed by HUD; and a code of conduct and recusal process for the Council, its chair(s), and any person acting on behalf of the Council;
- Consult with recipients and sub-recipients to establish performance targets appropriate for population and program type, monitor recipient and sub-recipient performance, evaluate outcomes, and take action against poor performers;
- Evaluate outcomes of projects funded under the Emergency Solutions Grants (ESG) program and the CoC program, and report to HUD;
- In consultation with recipients of ESG program funds within the geographic area, establish and operate either a centralized or coordinated assessment system that provides an initial, comprehensive assessment of the needs of individuals and families for housing and services. The CoC must develop a specific policy to guide the operation of the centralized or coordinated assessment system on how its system will address the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim service providers. This system must comply with any requirements established by HUD by Notice.
- In consultation with recipients of ESG program funds within the geographic area, establish and consistently follow written standards for providing CoC assistance. At a minimum, these written standards must include:
 - Policies and procedures for evaluating individuals' and families' eligibility for assistance under this part;
 - Policies and procedures for determining and prioritizing which eligible individuals and families will receive transitional housing assistance;
 - Policies and procedures for determining and prioritizing which eligible individuals and families will receive rapid re-housing assistance;
 - Standards for determining what percentage or amount of rent each program participant must pay while receiving rapid re-housing assistance;
 - Policies and procedures for determining and prioritizing which eligible individuals and families will receive permanent supportive housing assistance; and
 - Where the CoC is designated a high-performing community, as described in Subpart G, policies and procedures set forth in 24 CFR 576.400(e)(vi), (e)(vii), (e)(viii), and (e)(ix).

Designating and Operating an HMIS

The CoC must:

- Designate a single HMIS for the geographic area;
- Designate an eligible applicant to manage the CoC's HMIS, which will be known as the HMIS Lead;
- Review, revise, and approve a
 - i. privacy plan
 - ii. a security plan
 - iii. a data quality plan for the HMIS.
- Ensure consistent participation of recipients and sub-recipients in the HMIS; and
- Ensure the HMIS is administered in compliance with requirements prescribed by HUD.

CoC Planning

- a) The CoC must develop a plan that includes:
 - i) Coordinating the implementation of a housing and service system within its geographic area that meets the needs of the homeless individuals (including unaccompanied youth) and families. At a minimum, such system encompasses the following:
 - (1) Outreach, engagement, and assessment;
 - (2) Shelter, housing, and supportive services;
 - (3) Prevention strategies.
- b) Planning for and conducting, at least biennially, a point-in-time count (PITC) of homeless persons within the geographic area that meets the following requirements:
 - i) Homeless persons who are living in a place not designed or ordinarily used as a regular sleeping accommodation for humans must be counted as unsheltered homeless persons.
 - ii) Persons living in emergency shelters and transitional housing projects must be counted as sheltered homeless persons.
 - iii) Other requirements established by HUD by Notice.
- c) Conducting an annual gaps analysis of the homeless needs and services available within the geographic area;
- d) Providing information required to complete the Consolidated Plan(s) within the CoC's geographic area;
- e) Consulting with State and local government ESG program recipients within the CoC's geographic area on the plan for allocating ESG program funds and reporting on and
- f) evaluating the performance of ESG program recipients and sub-recipients.

PART I: CONTINUUM STRUCTURE

Albany City and County CoC

In 1998, Albany City and County assumed the responsibilities for the coverage of the HUD established NY503. Albany City and County CoC boundaries include the geography within the County of Albany. These boundaries contain other HUD designated program components, including fifteen 15 Housing Authorities, two (2) HUD geocode areas, local Emergency Solutions Grant (ESG) recipients, State ESG recipients, as well as federally designated Community Development Block Grant (CDBG) entitlement areas, Housing Opportunities for Persons with AIDS (HOPWA), HOME Investments Partnerships Program (HOME), Violence Against Women Act (VAWA), Office of Mental Health (OMH), Runaway and Homeless Youth (RHY) and Veterans Administration (VA) service areas. The primary area of operations within the CoC geography includes the areas served by the program components listed above. This is referred to collectively as the Albany City and County CoC.

Per Interim Rule 578.5, representatives from relevant organizations within a geographic area must "establish a Continuum of Care for the geographic area to carry out the duties of this part. Relevant organizations include nonprofit homeless assistance providers, victim service providers, faith-based organizations, governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, and organizations that serve veterans, and homeless and formerly homeless individuals."

The Albany City and County CoC is known as the Albany County Coalition on Homelessness (ACCH). The Coalition was developed in 1998 to promote a strong collaboration between agencies to direct planning, development, and implementation of the Albany County 10-Year Plan to End Homelessness. The Coalition provides leadership in creating a comprehensive county-wide network of service delivery to homeless individuals and families, and those at-risk of becoming homeless. ACCH works to ensure that the recommendations listed in the County's 10-Year Plan to End Homelessness are realized. ACCH Membership is composed of elected officials, state and local representatives, community and faith-based organizations, and corporate advocates.

Goals of ACCH

In 2015, ACCH created a Strategic Planning Committee due to the impending expiration of the previous Ten Year Plan. In July 2015, the Strategic Planning Committee began development of a new Plan to bring together all available community resources in order to achieve a common goal. The goals of the Albany County Coalition on Homelessness, as laid out in the current Strategic Plan are:

- Goal 1:** Prevent homelessness among households in Albany County by ensuring families and individuals have adequate resources for maintaining stable housing;
- Goal 2:** Reduce homelessness among households in Albany County by focusing on decreasing the length of time homeless and the number of returns to homelessness.
- Goal 3:** Combat homelessness in Albany County by removing policy barriers and increasing

funding opportunities to decrease homelessness on the system level.

ACCH provides a forum and environment where collaborative public and private nonprofit service providers and faith-based organizations can work together to improve the current delivery of available homeless related services. ACCH seeks to fill the identified gaps in services to the homeless and those at-risk of becoming homeless through the use of innovative strategies and access to the wide range of expertise provided through its partners.

CoC Membership

The CoC works to ensure community-wide commitment to ending and preventing homelessness in all parts of the County through inclusion of representation from the entire CoC geographic area. In addition to the entities identified in Interim Rule section 578.5, CoC membership includes a variety of other community stakeholders to the extent that they are invested in resolving homelessness and present in the CoC geography. Examples of additional stakeholders include employment development and private health service organizations.

For the Albany City and County CoC, participation in the Albany County Coalition on Homelessness is readily available. Interested organizations and individuals can join the Coalition by attending a regularly scheduled meeting, requesting to be added to the ACCH membership roster, submitting a membership application and committing to participate in the work of the CoC to achieve stated purposes and goals. The membership commitment can be fulfilled in various ways such as participation in subcommittee work, contributing to data collection and analysis, or fulfilling the role of liaison between the ACCH and other community groups. ACCH Members obtain and retain voting privileges through attendance and participation in accord with established policies. (See, ACCH Membership Attendance Policy)

ACCH Governance

Authority of the CoC

ACCH is responsible for all duties assigned in the CoC Program Interim rule. Regulations do not require the ACCH to be a legal entity, however, Part 578 requires that the compiling and submitting of the CoC application and operating the HMIS functions be completed by "eligible applicants," meaning organizations that have been designated by the ACCH to apply for assistance on behalf of the continuum. Eligible applicants are legal entities such as government or non-profit organizations that are registered in the federal CCR/ SAM. All CoCs must designate eligible applicants to serve in the Collaborative Applicant and HMIS Lead functions. When the ACCH assumed the responsibilities for the CoC, CARES, Inc. was designated as the Collaborative Applicant (CA) and administrative arm of the Coalition. CARES, Inc. was appointed as the CoC Point of Contact for the submission of the Albany City and County CoC funding application. ACCH always retains ultimate responsibility, including the final approval of the application which is submitted by

the Collaborative Applicant and the operation of the HMIS which is managed by the HMIS Lead.

ACCH may set up committees, subcommittees, or working groups to carry out its duties.

Selection of Collaborative Applicant and HMIS Lead Agency

Albany City and County CoC has designated CARES, Inc. as the eligible entity to complete the annual Consolidated Application, referred to as the Collaborative Applicant. The Collaborative Applicant is responsible for collecting and combining the required application information from all applicants and individual projects in the CoC and submitting this combined CoC application on behalf of Albany City and County CoC. The Collaborative Applicant is the only applicant that is able to apply for planning funds to support the CoC in carrying out all of its responsibilities. The Collaborative Applicant provides these functions on behalf of the broader CoC. The CoC always retains ultimate responsibility, including the final approval of the application. The Collaborative Applicant for the NY-503 CoC also serves as the HMIS Lead Agency for Albany City and County.

Composition of ACCH

The CoC Program Interim rule requires CoC Boards to include representatives from relevant organizations and projects serving homeless subpopulations, such as persons with substance use disorders; persons with HIV/AIDS; veterans; the chronically homeless; families with children; unaccompanied youth; the seriously mentally ill; and victims of domestic violence, dating violence, sexual assault, and stalking. (One Board member may represent more than one subpopulation.) The Board must also include at least one (1) homeless or formerly homeless individual.

CoC Process for Selection of the Board

- The ACCH Board of the CoC and includes 11-15 seats. Members of the Board must be able to represent an array of community sectors, special needs populations, and geographic areas throughout the region.
- ACCH Board Member selection is pre-designated by terms established in the Bylaws.
- ACCH Board Member composition is reviewed regularly through the ACCH Bylaws and Governance Committee.
- ACCH Board Members serve as liaisons to other community stakeholders.
- Results of ACCH Board nominations are reviewed by the Governance Committee and the ACCH Board to ensure that adequate representation is available for each of the required constituencies (community sectors, subpopulations, geography).
- Appointment of ACCH Board Members is made at the ACCH Semi-Annual meeting in October with one vote per eligible voting organization or designated community representative.
- ACCH Board Members serve staggered terms up to 2 years unless the relationship is terminated at either the request of the serving member, member organization or ACCH. After the two (2) year term, the Board Member's position may be renewed by vote of ACCH membership.

- Regular attendance at ACCH meetings and participation in CoC activities is required. Members failing to meet the attendance and participation standard are subject to removal and replacement.
- ACCH maintains four (4) standing committees: Governance, Operations, NOFA and Systems Collaboration. ACCH is charged with facilitating a joint working approach through collaborations among the members to implement action steps adopted in the Strategic Plan.

Governance Responsibilities Designated to CoC Board:

To ensure that the CoC is meeting all of the responsibilities assigned to it by HUD regulations, the ACCH Board must do the following:

- i. Maintain accurate information about HUD and other funding source regulations;
- ii. Inform the CoC of changes in policy or community conditions that impact the effective operation of the CoC;
- iii. Ensure timely compliance with activities required to submit the annual application for CoC funds;
- iv. Maintain oversight of HMIS compliance with HUD regulations and timely completion of required HMIS activities and reports;
- v. Recommend policy changes;
- vi. At the request of the CoC, perform tasks necessary for compliance with changes in HUD regulations.
- vii. Ensure that relevant organizations and projects serving homeless various subpopulations are represented in planning and decision-making (for use of HUD funds).
- viii. Facilitate responses to issues and concerns that affect the agencies funded by the CoC that is beyond those addressed in the annual CoC application process (See also ACCH Public Complaint Policy).
- ix. To build community awareness inclusive of the needs of all homeless populations found in the region.

The ACCH Board is empowered to take the following actions:

- Establish an annual calendar of ACCH Board meetings;
- Schedule activities for achievement of assigned duties;
- Review Performance Reports for the CoC as a whole and make recommendations and corrective actions in accordance with established policies;
- Set Meeting times and Agendas as necessary to complete the responsibilities assigned;
- Advise the full body on best practices and make recommendations for systems enhancement;
- Assume tasks and activities as necessary to act as liaisons to other community forums.

PART II: NY-503 LOCAL CONTINUUM POLICIES

Code of Conduct

The ACCH Board Members are entrusted with specific responsibilities related to use of public funds invested in addressing a serious community concern, homelessness. Members are expected to observe the highest standards of ethical conduct in the execution of these responsibilities. In the performance of their duties, Board Members are expected to carry out the mandate of the CoC to the best of their ability, and to maintain the highest standards of integrity for actions with other Members of the ACCH, CoC Representatives, Service Recipients, Service Providers, and members of the public. Every two years, ACCH will select its officers, a Chairperson and a Co-Chair to conduct meetings in the absence of the Chairperson. The Co-Chair will officiate business in circumstances where the conduct of the Chair has been formally challenged or in instances when the Chair must recuse himself/herself. The CoC Board must conduct/transact business in a fair and transparent manner. To this end, the ACCH Board will promptly create a record of actions, consideration, and decisions.

ACCH Board Members are expected to conduct themselves with courtesy and respect, without harassment, or physical or verbal abuse. Personal relationships should not result in special considerations, including bias or favoritism, that influence the performance of their official duties in a manner contrary to the interest of the broader CoC. ACCH Board Members are expected to exercise adequate control and supervision over matters for which they are individually responsible. In line with the rules and guidelines of the CoC, Members of the Coalition have a responsibility to protect the security of any confidential information provided to, or generated by, the activities of the CoC.

Review of Charges of Violation of the Code of Conduct

When an allegation of misconduct is received by the ACCH, an Ethics Review Ad Hoc Committee will be assembled. This Committee may not exceed 5 members, and must include a minimum of two (2) persons from the official ACCH Membership. If requested by a majority, the Committee may also give guidance to the CoC concerning other aspects of conduct, including actions of staff, consultants or other persons charged with implementation of duties relative to the responsibilities of the ACCH.

Conflict of Interest and Recusal Policy

Although it is not established as a legal entity, ACCH membership will conduct decision-making in accordance with 24 CFR parts 84 or 85 for non-profit organizations and state, local, and government agencies that receive federal funds.

The Conflict of Interest Policy for the CoC Board must also meet the conditions set forth in the **Interim Rule, section 578.95(b):**

“No Board Member may participate in or influence discussions or resulting decisions concerning the award of a grant or other financial benefits to that individual or the organization that the member represents.”

The Conflict of Interest Policy for the CoC Board must also meet the conditions set forth in the **Interim Rule, section 578.95(c)**:

“An organizational conflict of interest arises when, because of activities or relationships with other persons or organizations, the recipient or sub-recipient is unable or potentially unable to render impartial assistance in the provision of any type or amount of assistance under Part 578, or when an individual's objectivity in performing work with respect to any activity assisted under Part 578 is or might be otherwise impaired. Organizational conflicts arise when an ACCH Board Member is who is specifically associated with an applicant organization participates in a decision concerning the award of a grant, or provision of other financial benefits, to the organization that such member represents. It would also arise when an employee, recent employee, ACCH Board Member, or family member affiliated with a recipient or sub-recipient organization participates in contract monitoring or rate setting tasks that directly impacts said organization. Examples of ongoing conflicts of interest include the determination of rent reasonableness under§ 578.49(b)(2) and§ 578.51(g); housing quality inspections of property under§ 578.75(b) that the recipient, sub-recipient, or related entity owns”

The Conflict of Interest Policy for the CoC Board must also meet the conditions set forth In the **Interim Rule 578.95(d)**:

1. The solicitation and acceptance of gifts by an individual who is in a position to participate in a decision making process or gain inside information regarding the activities of the CoC (or by the organization(s) that he or she represents) that would provide a benefit in excess of the minimal value from persons, organizations, or corporations with a vested interest in the outcomes of decisions made by the ACCH on behalf of the CoC or its member agencies is strictly prohibited.
2. ACCH Board Members shall not participate in the selection, award, or evaluation of a contract supported by CoC funds if a real conflict of interest exists. A conflict would arise when the employee, officer, or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ, or employed during the prior 6 months, has a financial or other interest in the organization under consideration for an award, or evaluation.
3. ACCH Board Members shall not solicit monetary value from CoC-funded recipients, sub-recipients, contractors, or vendors.
4. ACCH Board Members will not accept gratuities from Coe-funded recipients, sub-recipients, contractors, or vendors except for unsolicited gifts of nominal value as provided in item 5 below.

Recusal Policy

ACCH Board Members and persons acting on behalf of the Coalition must remove themselves from the decision-making or evaluation process when a personal or organizational conflict exists. ACCH Board Members must recuse themselves during the decision-making or evaluation process, and may not participate in absentia through electronic or other means.

Obligation to Declare Potential Conflict of Interest

To avoid apparent conflicts of interest, ACCH Board Members and Coalition members shall declare any real or potential conflicts of interest or the appearance of such conflicts. The person must disclose this information before participating in the discussion and decision-making or evaluation process, including appointment to any sub-committee having influence over such decisions. This policy applies to both personal and organizational conflicts. Members of the public participating in Coalition committees shall also be screened for potential conflicts.

- **Albany County Coalition on Homelessness: Bylaws**
- **Albany County Coalition on Homelessness: Letter of Support Request Form**
- **Albany County Coalition on Homelessness: Monitoring Process**
- **Albany County Coalition on Homelessness: Rank and Review Process**
- **Albany County Coalition on Homelessness: Written Standards**
- **CARES Regional HMIS Governance Charter**

For the updated documents listed above, please visit the below link.

<http://caresny.org/continuum-of-care/albany-county-coalition-on-homelessness/ny-503-policies-and-procedures-manual/>

ACCH Policy and Procedure Regarding Letters of Support

The policy and procedure for Albany County Coalition on Homelessness requests and approval for letters of support is as follows:

- A. The agency should submit a completed request form and draft letter to CARES.
- B. The Governance Committee will review the letter and make a decision regarding whether the CoC will provide the letter of support by assessing the following:
 - a. Fact-check responses to above criteria
 - b. Handle exceptions on a case by case basis
 - c. Edits letter to omit any information that is subjective or that Governance feels the CoC cannot sign off on
- C. Notice of the decision will be provided to the agency.
- D. The approved letter will be formatted on CoC letterhead and sent to ACCH Co-Chairs for signature.
- E. The letter (or decision of denial) will be returned to the agency within 15 business days of receipt of the original request.

ACCH Letter of Support Request Form

To request a letter of support from the Albany County Coalition on Homelessness, the following form must be completed should accompany the draft of the letter. Both documents should be sent to CARES, with Attention to: Governance Committee.

Please provide a brief summary of the project (250 word limit).

Briefly detail how the project fits within the CoC's mission (250 word limit).

Is the agency requesting the letter a member of the ACCH?

If a member, is the agency in good standing (ie. attendance)

Note what is the agency's involvement in the CoC (Board participation, committee participation, etc.)?

I _____ on behalf of _____ am requesting a letter of support from the Albany County Coalition on Homelessness for a project being proposed to _____ .

Albany County Coalition on Homelessness: Member Attendance Policy

POLICY EFFECTIVE 4/21/16. PENALTIES EFFECTIVE 9/27/16

Member in Good Standing: To be considered a “member in good standing”, all members, funded and non-funded agencies/individuals, must have a membership application and code of conduct on file. They must also attend a minimum of 75% of all membership meetings within the past twelve (12) consecutive months. Fulfilling these requirements will qualify the agency/individual as a member in good standing, which enables them to be a voting member.

Active Participation is defined as: Being a member in good standing and attending 75 percent of meetings. A member is an individual/agency, funded or non-funded, who has completed a membership application and a code of conduct.

Continuum of Care Grantees: All HUD CoC funded agencies are required to be members of and actively participate in the Continuum of Care (CoC) in order to maintain funding or be included in the rank and review process for the combined HUD application to receive new funding. Members without a completed membership application and a signed code of conduct on file with the collaborative applicant will **not** have their projects ranked and reviewed.

- a. **CoC Letters of Support:** In addition to having a membership application and code of conduct on file, members must meet the required attendance. The CoC will sign Letters of Support for funded **and** non-funded agencies that are members in good standing. Exceptions to this policy can be made by agreement of the Governance Committee.
- b. **Rank and Review Process:** During the rank and review process, the review team will award one point *per committee* to agencies *actively* serving on a standing committee (including the BOD). To be considered “actively serving”, an agency needs to attend 75% of the meetings over the last twelve (12) consecutive months. A maximum of five (5) points can be awarded in this section. Example: agency ED serves on the BOD, agency AED serves on the Systems Committee. Total is 2 points. This serves to recognize the increased work load for agencies committing team members to committee work. Committee co-chairs (in partnership with CARES) will track attendance and the Board Secretary will track attendance at Board meetings.

Albany County Coalition on Homelessness: Public Complaint Procedure

Effective March 17, 2016

In the event that the ACCH receives comments or complaints from the public the following procedure has been implemented for the purpose of allowing the community's concerns to be heard and responded to in a fairly and timely manner:

- The ACCH must acknowledge receipt of the comment or complaint;
- The pending comment/complaint will be brought to the Board, who will direct it to the appropriate ACCH committee for consideration;
- After the appropriate ACCH Committee reviews the comment/complaint, the Committee will report back to the Board with any recommendations as to action/response that the ACCH should take;
- The individual will receive correspondence from a Committee co-chair with the final response.

PART 3: Project Component Requirements

Continuum of Care Program Components

Please see HUD Exhibits Chapter 29

<http://caresny.org/continuum-of-care/albany-county-coalition-on-homelessness/ny-503-policies-and-procedures-manual/>

Amendments to This Document

This Policies and Procedures Manual may be amended upon a majority vote of an established quorum of the Members of the ACCH who are eligible to vote and are present at a meeting called for such purpose, provided that notice is provided two (2) weeks prior to the meeting. The vote is conducted in accord with the established Policies and Procedures of the full body. Absentee voting is not permitted.