

# Rensselaer County Homeless Services Collaborative Governance Charter

Effective October 15, 2013  
Amendments Approved September 21, 2021

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## **Mission**

The mission of the Rensselaer County Homeless Services Collaborative (RCHSC), the Rensselaer County Continuum of Care, is to work to ensure a seamless continuum of housing and supportive services aimed at the elimination of homelessness in Rensselaer County, New York.

## **I. Purpose and Responsibilities**

In order to fulfill its mission, the RCHSC takes on the following responsibilities for Rensselaer County, New York:

- a. Hold meetings of the full membership in accordance with HUD regulations;
- b. Invite new members to join in accordance with HUD regulations;
- c. Adopt and follow a written process to select a board to act on behalf of RCHSC in accordance with HUD regulations;
- d. Appoint additional committees, subcommittees, or workgroups;
- e. Develop, follow, and update at least annually this governance charter in accordance with HUD regulations;
- f. Consult with recipients and subrecipients of HUD funds through RCHSC to establish performance targets, monitor performance, evaluate outcomes, and take action against poor performers as per HUD regulations;
- g. Evaluate outcomes of projects funded under the Emergency Solutions Grants program and the Continuum of Care program, and report to HUD;
- h. Establish and operate either a centralized or coordinated assessment system that provides an initial comprehensive assessment of the needs of at-risk and homeless individuals and families for housing and services, which will be updated as necessary;
- i. Establish and consistently follow written standards for providing Continuum of Care assistance in accordance with HUD regulations;
- j. Designate and operate an HMIS in accordance with HUD regulations;
- k. Designate a Collaborative Applicant in accordance with HUD regulations;
- l. Develop a Continuum of Care plan in accordance with HUD regulations;
- m. Prepare an application in response to HUD Continuum of Care Notice of Funding Availability (NOFA); using a process that complies with HUD regulations.
- n. Facilitate dialogue and strategic action among public, private and non-profit sectors to prevent and end homelessness and promote affordable housing.

## **II. Membership**

### **a) Open Membership**

- i. Membership in RCHSC will be open to individuals and organizations committed to ending homelessness in Rensselaer County.
- ii. At least annually, the RCHSC will issue a public invitation for new members.
- iii. New members will complete an application and submit it to the Board Secretary who will confirm membership. The Secretary will retain RCHSC member application records in collaboration with the Collaborative Applicant.
- iv. Renewal of membership will be completed on an annual basis.
- v. The RCHSC will endeavor to include members of all relevant organizations in the covered counties, including but not limited to nonprofit homeless assistance

providers, victim service providers, faith-based organizations, governments, businesses, housing advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, organizations that serve veterans, and homeless or formerly homeless individuals.

- vi. Organizations can have more than one member. In such instances, the organization will pay only one dues fee and will have one vote.

#### b) Membership Meetings

- i. The RCHSC will hold meetings of the full membership, with published agendas, at least semi-annually. A meeting agenda will be prepared and distributed prior to each meeting, along with a draft of the minutes from the prior meeting. Any changes to meeting dates or times will be announced in advance and members will be notified by e-mail.
- ii. The RCHSC will hold an Annual Meeting each year to renew & promote membership, elect Board Officers, review & join Committee(s), review RCHSC Bylaws, Written Standards and other policies and procedures as required by HUD; and for any other business that may arise.
- iii. Members will be notified at least two weeks in advance of the Annual meeting via email as well as via posting on the RCHSC website.
- iv. As necessary, RCHSC budget will be presented to and approved by membership at the Annual meeting. Budget modifications which are not significant may be approved by the Board in between the membership meetings.
- v. Special meetings may be called by request in writing by five members of the Continuum or a majority of the officers. As much advance notice of special meetings as possible will be provided.
- vi. RCHSC has a Code of Conduct (see Section VI). Members who violate this code may lose their membership.

#### c) Voting

- i. A quorum is the minimum number of voting members who must be present at a properly called meeting in order to conduct business in the name of the group. A quorum is defined as a majority of members.
- ii. Each member organization will have one vote.
- iii. In the case when the organization has more than one member, if the member is acting in a representative capacity, they must state the name of the organization they are representing and submit authorization from that organization of their representative capacity.
- iv. A motion will be passed by a majority vote of those casted votes.
- v. Where a matter of procedure is in question, RCHSC shall defer to Robert's Rules of Order.
- vi. Members will have the right to vote on items such as, but not limited to:
  - 1. Annual Board Slate
  - 2. Annual CoC NOFA Application
  - 3. Bylaws

#### d) Dues

- i. An individual or organization becomes a member of the RCHSC by completing a membership application, submitting it to the Secretary of the RCHSC Board and, if applicable, paying annual dues. Organizations with multiple members will only

- need to pay one dues fee.
- ii. The Board will make recommendations to the membership regarding the dues amount and how dues will be used, and the membership will vote on the recommendations. Dues will be established based on the RCHSC's anticipated expenses as provided in the annual budget.
- iii. The RCHSC will make accommodations for those individuals or organizations unable to pay the full dues.
- iv. The Board will identify an organization or a bank to hold the dues.

### **III. RCHSC Board**

#### a) Establishment of the Board

- i. The RCHSC has adopted the process described below for selection of a Board to act on behalf of the Continuum.
- ii. The process will be reviewed, updated, and approved by RCHSC at least once every five years.

#### b) Board Composition

- i. The RCHSC Board will be comprised of between 5 and 13 members.
- ii. The Board will include Officers (see next section).
- iii. The Board will include at minimum one currently or formerly homeless person.
- iv. The homeless/formerly homeless person(s) and the Officers will make recommendations for the remaining Board seats, endeavoring to ensure that all relevant community partners and all geographical areas covered by the RCHSC are represented equitably.
- v. The RCHSC membership will vote on all newly proposed Board members once annually.
- vi. Mid-term Board vacancies will be filled by individuals recommended by one or more remaining Board members and approved by majority vote of the Membership for the unexpired portion of term.

#### c) Officers/Executive Board

- i. Board officer positions will include Chair, Vice-Chair, Secretary and Treasurer.
- ii. Officer Responsibilities will be:
  - 1. Chair: The Chair will call, set agendas for, and preside over all Board and Membership meetings.
  - 2. Vice-Chair: The Vice-Chair will work with the CoC Chair to set agendas for all Board and Membership meetings and will assume all of the Chair's duties in his/her absence.
  - 3. Secretary: The Secretary will be responsible for ensuring notice of any meeting, distribution of minutes, and annual collection of membership applications. The Secretary in coordination with the Collaborative Applicant will track Board and general membership attendance.
  - 4. Treasurer: The Treasurer will be responsible for establishing an annual budget, recommending annual dues amount, and collecting dues.
- iii. Officers will serve two-year, staggered terms, with the exception of the first term. There are no term limits on Officer positions.
- iv. Each Board will vote on all newly proposed Officers to establish the Executive

- Board once annually.
- v. The Executive Board shall report to the membership at the monthly membership meetings.
  - vi. The Executive Board shall appoint its own members to participate in standing committees.

#### d) Terms

- i. Board members will serve two-year, staggered terms.
- ii. There will be no term limits for Board members.
- iii. The homeless representative may choose to serve a one-year term at their convenience.

#### e) Roles and Responsibilities of the Board

- i. The Board shall implement the RCHSC mission and purpose, including setting objectives and plans for the achievement of the RCHSC purpose and mission; implementing HUD CoC requirements; identifying the collaborative applicant, unified funding agency and HMIS lead; designing and implementing a collaborative process for the development, approval of the annual application for HUD funding; and ensuring that planning, systems development and implementation and program performance reviews occur in a collaborative and constructive manner.
- ii. The Board will be responsible for identifying a Collaborative Applicant, which must be approved by the membership.
- iii. The Board will assist the RCHSC in coordinating efforts amongst RCHSC members to fulfill all CoC responsibilities.
- iv. The board may appoint ad hoc committees composed of members and nonmembers of the RCHSC and may also establish other standing committees upon a majority vote of the Board, and a majority vote of Membership.
- v. The Executive Board shall determine annual dues and fees as may be required to accomplish the mission and purpose of the RCHSC.
- vi. Board members can be terminated by the Board for violating the Code of Conduct and/or excessive absenteeism. In considering absenteeism, participation in Board meetings, full membership meetings, and Committee meetings will be reviewed. After such a review, the Board may make a recommendation for removal of that member from the Board. If such a recommendation is made, the Secretary will notify Board members of the need for a Special Meeting.

#### f) Meetings

- i. The RCHSC Board will meet at least quarterly. A meeting agenda will be prepared and distributed prior to each meeting, along with a draft of the minutes from the prior meeting. Any changes to meeting dates or times will be announced in advance and members will be notified by e-mail.

#### g) Voting

- i. A quorum is the minimum number of Board members who must be present at a properly called meeting in order to conduct business in the name of the group. A quorum is defined as a majority of Board members.
- ii. Each Board member will have one vote.
- iii. A motion will be passed by a majority vote of those casted votes.
- iv. Members may not vote by proxy.

- v. The Board may host an electronic meeting (i.e. via email or telephone) to pass a motion. A meeting conducted by electronic means must be a deliberative assembly, providing, at a minimum, conditions of opportunity for simultaneous communications among all participating members equivalent to those of meetings held in one room or area. Under such conditions, an electronic meeting is treated as though it were a meeting at which all the members who are participating are actually present.
  - 1. An electronic meeting is only valid if the invitation is sent to all current Board members.
  - 2. A motion will be proposed by electronic means.
  - 3. Discussion must be made available via electronic means.
  - 4. A quorum is defined by a majority of Board members.
  - 5. A motion will be passed by a majority vote of Board members.
  - 6. Votes will be counted and/or verified by the Board Chair and/or Collaborative Applicant.
- vi. Where a matter of procedure is in question, the Board shall defer to Robert's Rules of Order.
- vii. The Board will have the right to vote on items such as, but not limited to:
  - 1. Annual Officer Slate
  - 2. Rank & Review Application Scoring
  - 3. Rank & Review Application Tiering

#### **IV. Committees**

- a. **Systems Committee** is responsible for engaging, collaborating, and developing communication protocols with system partners to reduce homelessness and/or improve transitions from other systems of care, such as health, mental health, foster care, criminal justice, first responders, and the Department of Social Services.
- b. **Data & Goals Committee** is responsible for the review and discussion of HMIS data quality issues, while working with the HMIS System Administrator to ensure proper and effective HMIS policies and procedures; the review of program performance; and the review of the previous year's Continuum of Care application (NOFA), annual Housing Inventory, and the Continuum of Care's performance relative to its goals. Two representatives from this Committee will take part in the quarterly HMIS Advisory Committee meetings.
- c. **Strategic Planning Committee** is responsible for the review, preparation, and formulation of the Rensselaer County plan to end homelessness with respect to system planning, review of data, needs, and gaps in the overall implementation and coordination of the housing and service system.
- d. **Rensselaer County Veterans Challenge to End Homelessness Committee** is responsible for utilizing comprehensive outreach and engagement strategies to identify Veterans experiencing homelessness. The Committee also works hand in hand with Coordinated Entry to ensure that Veterans are prioritized and housed appropriately.
- e. **Coordinated Entry Committee** is responsible for creating the coordinated entry process in Rensselaer County. It reviews all stages of the assessment, referral, application, vacancy posting and acceptance/denial processes.
- f. **Coordinated Entry Review Team** is responsible for supporting implementation of the coordinated entry process by hosting regular case conferencing meetings to review referrals, applications, the vacancy posting, and determine acceptance/denial in an effort to support the most vulnerable in finding the most appropriate housing.
- g. **NOFA/Applications Committee** is responsible for the design, operation and collaborative

process for the development of relevant government funding applications, including funding priorities and the number and type of applicants through the Rank and Review Process.

- h. **Prevention Committee** is responsible for building relationships between City of Troy Bureau of Code Enforcement and City of Rensselaer Building Department, and RCHSC to prevent avoidable code closures; engaging and collaborating with landlords to develop proactive strategies to address issues that lead to evictions/homelessness; together with the Coordinated Entry System, developing system to include Prevention Services in the Rensselaer County Coordinated Entry process; and coordinating an annual review of STEHP/ESG services in the county.
- i. **Housing Development Committee**
- j. **Youth Advisory Committee**
- k. **HMIS Advisory Committee** is responsible for working with the HMIS Data Administrator to ensure that all HMIS policies and procedures are meeting HUD standards and are being properly enforced. Two members of the Data & Goals Committee participate on the regional HMIS Advisory Committee.

## **V. Code of Conduct**

- a. RCHSC Board members must represent the interests of all people served by RCHSC programs and not favor special interests inside or outside the purview of the Board.
- b. RCHSC Board members will not use the Board or their service on the Board for their own personal interest. "Interest" is defined as a situation in which a Board member or a member of his/her family has an interest in, financial or otherwise, whether as owner, fiduciary, employee, or consultant, or supplier of goods or services, any agency under the purview of the Board.
- c. RCHSC Board members will keep confidential information confidential.
- d. RCHSC Board members will respect and support the decisions of the Board.
- e. RCHSC Board members will approach all Board issues with an open mind, prepared to make the best decisions for everyone involved.
- f. RCHSC Board members will do nothing to violate the trust of those who appointed them to the Board, or of those whom they serve.
- g. RCHSC Board members will never exercise authority as a Board member except when acting in a meeting with the full Board, or as delegated by the Board.
- h. RCHSC Board members will complete annually a Statement of Disclosure, identifying any interests in any agencies under the purview of the Board (see Appendix 1).
- i. When an RCHSC Board member or his/her family has an interest in an agency on which the Board must take a vote, that member shall abstain from participating in the discussion of the matter and from voting on the matter.

## **VI. RCHSC HMIS**

- a. The RCHSC will:
  - i. Designate a single Homeless Management Information System (HMIS) for the geographic area;
  - ii. Designate an eligible applicant to manage the RCHSC HMIS, which will be known as the HMIS Lead;
  - iii. Review, revise, and approve a privacy plan, security plan, and data quality plan for the HMIS.
  - iv. Ensure consistent participation of recipients and subrecipients in the HMIS;
  - v. Ensure the HMIS is administered in compliance with requirements prescribed

- by HUD; and
- vi. Review and Approve an HMIS Charter (see Appendix 2).

## **VII. Planning, Written Standards, Policies and Procedures, Coordinated Entry**

### a) Planning:

Overseen by the Board, the RCHSC will annually review the process for the following:

- i. Coordinating the implementation of the housing and service system within its geographic area that meets the needs of the homeless individuals (including unaccompanied youth) and families. The Board will specifically focus on outreach, engagement, assessment, shelter, housing, supportive services, and prevention strategies.
- ii. Planning for and conducting an annual point-in-time count of homeless persons within the geographic area that meets the following requirements:
  1. 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.
  2. Persons living in emergency shelters and transitional housing projects must be counted as sheltered homeless persons.
  3. Other requirements established by HUD by Notice.
- iii. Conducting an annual gaps analysis of the homeless needs and services available within the RCHSC geographic area;
- iv. Providing information required to complete the Consolidated Plan covered by the RCHSC geographic area;
- v. Consulting with State and local government Emergency Solutions Grants (ESG) program recipients within the RCHSC's geographic area on the plan for allocating ESG program funds and reporting on and evaluating the performance of ESG program recipients and subrecipients.

### b) Written Standards & Policies and Procedures

The RCHSC will annually review the *Written Standards* for funded programs in compliance with HUD regulations. The RCHSC Board will be responsible for ensuring the *Written Standards* include the following:

- i. Policies and procedures for evaluating individuals' and families' eligibility for assistance under this part;
- ii. Policies and procedures for determining and prioritizing which eligible individuals and families will receive transitional housing assistance;
- iii. Policies and procedures for determining and prioritizing which eligible individuals and families will receive rapid rehousing assistance;
- iv. Policies and procedures for determining and prioritizing which eligible individuals and families will receive permanent supportive housing assistance; and
- v. Standards that determine what percentage or amount of rent each program participant must pay while receiving rapid rehousing assistance;

Standards will be reviewed in consultation with Emergency Solutions Grants program funds within the geographic area. There will be an annual review of the *Written Standards* to guide the operation of the coordinated entry system to comply with any requirements established by HUD. If the RCHSC is designated a high-performing community, the written standards will be

developed in accordance with HUD regulations.

c) Applying for HUD Funds

The RCHSC will:

- i. Design, operate, and follow a collaborative process for the development of applications and approve the submission of applications in response to NOFAs published by HUD.
- ii. Establish priorities for funding projects;
- iii. Determine if one application for funding will be submitted for all RCHSC projects or if more than one application will be submitted;
  1. If more than one application will be submitted, RCHSC will designate an eligible applicant to be the collaborative applicant that will collect and combine the required application information from all applicants and for all projects that the RCHSC has selected for funding. The collaborative applicant will also apply for Continuum of Care planning activities. If the Continuum is an eligible applicant, it may designate itself;
  2. If only one application will be submitted, that applicant will be the collaborative applicant and will collect and combine the required application information from all RCHSC projects that the Continuum has selected for funding and apply for Continuum of Care planning activities;
- iv. Retain all of its responsibilities, even if it designates one or more eligible applicants other than itself to apply for funds on behalf of the Continuum. This includes approving the Continuum of Care application.
- v. Establish performance targets appropriate for population and program type, monitor recipient and subrecipient performance, evaluate outcomes, and take action against poor performers.

d) Coordinated Entry System

- i. The RCHSC will operate a coordinated entry system that will provide a comprehensive assessment of the needs of individuals and families for housing and services. It is designed to be easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool. The system is designed to coordinate program participant intake, assessment, and provision of referrals. The RCHSC Board will oversee the operation of the coordinated entry system.

**VIII. Amendments**

- a. This Charter will be reviewed annually and updated as needed.
- b. Amendments or changes to this Charter will be recommended by the Board to the Membership at the Annual meetings, and as needed. Majority vote of membership will be required for passage. The RCHSC will notify members of any proposed changes to this Governance Charter at least two weeks in advance of the Annual meeting.

**Appendix 1**

**STATEMENT OF DISCLOSURE**

The Rensselaer County Continuum of Care Governance Charter requires an annual disclosure of interests in all programs and agencies under the purview of the Board. "Interest" is defined as a situation in which a Board member or a member of his/her family has an interest in, financial or otherwise, whether as owner, fiduciary, employee or consultant, or supplier of goods or services, any program or agency under the purview of the Continuum of Care Board. "Family" shall, at a minimum, include a domestic partner or dependent child.

I hereby identify that I have an interest (as defined above) in the following programs or agencies:

Name of Agency/Program \_\_\_\_\_

Name of Person \_\_\_\_\_  Self  Family

Member Role \_\_\_\_\_

Name of Agency/Program \_\_\_\_\_

Name of Person \_\_\_\_\_  Self  Family

Member Role \_\_\_\_\_

Name of Agency/Program \_\_\_\_\_

Name of Person \_\_\_\_\_  Self  Family

Member Role \_\_\_\_\_

\_\_\_\_\_  
Signature of Board Member

\_\_\_\_\_  
Date

## **Appendix 2**

### CARES REGIONAL HMIS GOVERNANCE CHARTER

The following document describes the governance responsibilities for the CARES Regional HMIS and participating agencies. This will apply to all CoCs in contract with CARES for HMIS System Administration.

#### **Planning and Software Selection**

*HMIS Planning and Strategic Activities* – CARES, Inc. will ensure that activities related to HMIS growth and use are developed, reviewed regularly, and in accordance with the CoC's goals.

*HMIS Program Milestones Development* – CARES, Inc. identifies general milestones for project management, including training, expanded system functionality, etc.

*Universal Data Elements* – CARES, Inc. ensures that the HMIS is able to manage the collection of each data variable and corresponding response categories for the Universal Data Elements as outlined in the HMIS Data and Technical Standards.

*Program-Specific Data Elements* – CARES, Inc. ensures that the HMIS is able to manage the collection of each data variable and corresponding response categories for the program-specific data elements as outlined in the HMIS Data and Technical Standards.

*Unduplicated Client Records* – CARES, Inc. ensures the HMIS is able to generate a summary report of the number of unduplicated client records that have been entered into the HMIS.

*APR Reporting* – CARES, Inc. ensures the HMIS is consistently able to produce a reliable APR.

*HMIS Reports* – CARES, Inc. ensures the HMIS generates other client served, utilization summary, and demographic reports both at the system and program levels for purposes of understanding the nature and extent of homelessness in the CoC.

#### **HMIS Management and Operations – Governance and Management**

*HMIS Governance Structure* – CARES, Inc. ensures an HMIS governance model is developed and formally documented between the HMIS Lead Agency/grantee and the community planning body(ies). Ensures that a formal agreement that outlines management processes, responsibilities, decision-making structures and oversight of the HMIS project has been executed (as evidence by a Memorandum of Understanding, Letter of Agreement, or similar such documentation). CARES, Inc. also regularly monitors the HMIS Lead/Grantee and the CoC HMIS oversight entity on adherence to the agreement.

*HMIS Oversight Inclusive Participation* – the CoC ensures membership of the HMIS steering committee or advisory board is inclusive of decision makers representing the CoC and community.

*HMIS Technical Support* – CARES, Inc. provides technical expertise commensurate with the

general HMIS program oversight; provides timely support on high level technical matters; reviews and authorizes HMIS software changes in response to the changing requirements of participating agencies; and, generally reviews and authorizes special issues brought to it by participating agencies.

*HMIS Software Technical Support* – CARES, Inc. provides technical expertise commensurate with the requirements of the HMIS software and/or system; provides timely support on software technical matters; is responsible for implementation of authorized changes to the HMIS software and processes; and, generally implements resolutions to any special issues authorized by the HMIS Technical Support Entity within the software and/or overall system.

*HMIS IT Issue Tracking* – CARES, Inc. maintains a regularly updated list of HMIS system service requests, activities, deliverables, and resolutions.

*HMIS IT Monitoring (Community Level)* – CARES, Inc. regularly reviews HMIS System service requests, activities, deliverables and resolutions. Provides authoritative support when necessary to expedite issue resolution.

*HMIS Staff Organization Chart* – CARES, Inc. maintains a current and accurate organization chart that clearly identifies all team members, roles and responsibilities, and general work activities/functions. This organization chart is available for review upon request to Nancy Chiarella, CARES, Inc. (518) 489-4130 x1 05 or [nchiarella@caresny.org](mailto:nchiarella@caresny.org).

*HMIS Software Training* – CARES, Inc. provides regular training on software usage, software and data security, and data entry techniques to participating agencies; develops, updates, and disseminates data entry tools and training materials; and monitors and insures system.

*HMIS User Feedback* – CARES, Inc. manages and maintains mechanisms for soliciting, collecting and analyzing feedback from end users, program managers, agency executive directors, and homeless persons. Feedback includes impressions of operational milestones and progress, system functionality, and general HMIS operations. Examples of feedback include satisfaction surveys, questionnaires, and focus groups.

*System Operation and Maintenance* – CARES, Inc. is responsible for the day-to-day operation and maintenance of the HMIS System.

*HMIS Management Issues* – CARES, Inc. ensures that the HMIS is managed in accordance with CoC policies, protocols, and goals.

*HMIS Program Milestones Monitoring* – CARES, Inc. monitors milestones, notes, variances and reports variances to CoC membership.

*Agency and Program HMIS Participation* – CARES, Inc. regularly monitors program and agency-level participation in HMIS via comparison of Point-In-Time census of beds/slots versus clients served and reports findings to CoC on a regular basis. Evidence of monitoring reports are available for review.

*AHAR Participation* – CARES, Inc. ensures participation in the AHAR (Annual Homeless

Assessment Report).

*Client Consent* – Each Participating Agency ensures the completion and documentation of client consent, as appropriate with the CoC’s client consent Policies and Protocols.

*Data and Security System* – CARES, Inc. ensures adherence by agency staff with the HMIS data and security system protocols as outlined by the CoC and the HUD HMIS Data and technical Standards.

*Data Quality Standards* – The CoC Data and Goals Committee, in conjunction with CARES, Inc. and the Advisory Committee’s base standards, outlined in the Policy and Procedure manual, develops and enforces community level data quality plan and standards.

*Universal Data Elements* – CARES, Inc. ensures the collection of each data variable and corresponding response categories on all clients served by McKinney Vento funding.

### **Other**

*Program Specific Data Elements* – CARES, Inc. ensures the collection of each data variable and corresponding response categories specific to their program type on all clients served by McKinney Vento funding.

*Data Quality Reports* – CARES, Inc. regularly runs and disseminates data quality reports to participating programs that indicate levels of data entry completion, consistency with program model, and timeliness as compared to the community data quality standards.

*Data Quality Reports* – CARES, Inc. provides technical assistance and training in response to data quality reports disseminated to participating programs that indicate levels of data entry completion, consistency with program model, and timeliness as compared to the community data quality standard.

*Data Quality Reports* – The CoC Data Committee regularly reviews data quality reports at community planning level on data entry completion, consistency with program model, and timeliness as compared to the community data quality standards.

### **HMIS Policy Development and Oversight**

*Client Confidentiality and Privacy Training* – CARES, Inc. provides regular training on client confidentiality and privacy requirements to intake staff, data entry staff and reporting staff at participating agencies. CARES, Inc. also ensures all agencies have sufficient privacy policies and protocols in place.

*Performance Measurement Training* – The CoC Lead Agency provides regular training and guidance on program performance measurement.

*Community Planning Goals and Objectives Training* – The CoC Lead Agency provides training and regularly reviews the progress of the Community Planning Goals and Objectives.

*Business Practices Training* – The CoC Lead Agency provides training and guidance on business practices to support CoC and HMIS policies (CoC-specific protocols, strategies for communication,

etc.).

*Program Funding Training and Orientation* – The CoC Lead Agency ensures all required HMIS participants (McKinney-Vento funded programs such as ESG, SHP, S+C, SRO, and HOPWA projects that target homeless) have received training and orientation on regulations regarding to McKinney-Vento.

*Participating Agency Documentation* – CARES, Inc. maintains documentation of the number of participating agencies utilizing the system. A comparative analysis of planned versus actual deployments at the project level is maintained by the CoC Data Committee.

*Participation Rates* – The CoC Data and Goals Committee regularly reviews and monitors the HMIS coverage rates of the CoC. If coverage rates have not achieved a 75% level of participation, CARES, Inc. can engage specific agencies.

*Participation Rates* – CARES, Inc. provides regular reports on HMIS participation rates to the CoC Data and Goals Committee. This committee is encouraged to create and keep an up-to-date analysis of agency-specific barriers to participating in HMIS with potential solutions.

*Policies and Procedures* – CARES, Inc. ensures the existence and use of HMIS Policies and Procedures.

*Agency Participation Agreement* – CARES, Inc. ensures and maintains written agreements with participating agencies that describes the protocols for participation in the HMIS.

*Data Sharing Agreements* – There is currently no data sharing agreement within the CARES Regional HMIS.

*HMIS End-User Agreement* – CARES, Inc. ensures and maintains a written agreement with each authorized user of the HMIS, that defines participation protocols, including training criteria, consent protocols, system use, and privacy and security standards.

*Client Consent* – CARES, Inc. ensures that the CoC and/or implementing jurisdiction geography of the HMIS grantee has a defined and documented client consent protocol for use as baseline practice among all HMIS users.

*Data Release* – CARES, Inc. ensures that the CoC and/or implementing jurisdiction geography of the HMIS grantee has a defined and documented HMIS data release protocol that governs release of all data from the HMIS.

### **Other Federal Requirements**

*Drug-Free Workplace* – CARES, Inc. has adopted a drugfree workplace policy. The policy is posted and available for review.

*Homeless Client Participation* – The CoC is responsible to ensure the participation of at least one homeless person or formerly homeless person participates in policymaking. Participation can include but is not limited to governing board leadership, advisory committees, staff positions, and sub-

committee positions.

*Conflict of Interest* – CARES, Inc. has adopted a conflict of interest policy for board members, staff and, and volunteers.

*Equal Opportunity and Non-Discrimination Policy* – CARES, Inc. has adopted an equal opportunity and non- discrimination policy.