



Del Norte County Advisory Board of the
NorCal
Continuum of Care™

Del Norte Advisory Board Meeting
April 11, 2024
3pm – 4pm
455 K Street, Crescent City, CA 95531
Big Conference Room

To Join via Zoom:

<https://dnco.zoom.us/j/87037899210?pwd=YysrY29Ub3NLQjB4azhua2x2d2QvZz09>

Meeting ID: 87037899210

Passcode: 42957

Phone: [\(US\) +1 719-359-4580](tel:+17193594580)

To Address the Board: Members of the public may address the Board on any agenda item. Pursuant to the Brown Act (Govt. Code section 54950, et seq.), Board action or discussion cannot be taken on non-agenda matters but the Board may briefly respond to statements or questions. Persons wishing to address the Board on agenda items or during Public Comment please sign up by emailing Lisa Sellars at lisa.sellars@co.del-norte.ca.us. You may also submit your public comment via email that will be read into the record.

1. Call to Order/Quorum Established/Introductions

2. Public Comments (limited to 3 mins. per comment)

Members of the public will have the opportunity to address the Board on any issue within the jurisdiction of the Board. Speakers will be limited to three minutes.

3. Approval of Meeting Minutes

Board members will review and approve minutes from the March 14, 2024 NorCal CoC Advisory Board meeting (Attachment A)

4. Discussion

- I. Discuss prioritization of HHAP-4 funds
- II. Discuss recommending changes to the NorCal CoC Governance Charter (Attachment B)
- III. All-member Executive Board meeting on April 18th

Advisory Board Members

Dorothy Waddelow
Chair

Michael Coats
Vice Chair

Lisa Sellars (Participant)
Secretary

Dana Gill

Daphne Cortese-Lambert

Jeri Robertson

Megan Miller

Pam Wilder

Sarah Johnson

5. Updates

- I. HHAP (Michael Coats)**
- II. NorCal CA 516 CoC Executive Board Meeting (Michael Coats)**
- III. NorCal CA 516 CoC PIT Committee (Michael Coats)**
- IV. NorCal CoC HMIS/CEP Committee (Daphne Cortese-Lambert or Lisa Sellars)**
- V. DNMP Shelter (Daphne Cortese-Lambert)**
- VI. Mobile Shower Project/DNMP (Daphne Cortese-Lambert)**
- VII. DNMP Street Outreach (Daphne Cortese-Lambert)**
- VIII. ERSA (Daphne Cortese-Lambert)**
- IX. CalAIM/DNMP Navigation Center (Daphne Cortese-Lambert)**
- X. ERF (Dorothy Waddelow, Shiann Hogan, Ranell Brown, or Daphne Cortese-Lambert)**
- XI. The Legacy (Michael Coats)**
- XII. Non-Congregate Shelter (Michael Coats)**
- XIII. Emergency Housing Vouchers (Megan Miller)**
- XIV. HHIP (Michael Coats or Lisa O'Connell)**
- XV. Tolowa Dee-ni' Nation Mvn'-dvn/Housing Division (Jeri Robertson)**
- XVI. Foster and Homeless Youth Program (Pam Wilder)**
- XVII. United Methodist Church (Dana Gill)**

8. Discussion Items for Next Meeting

- I. Bring forward updates**
- II. Other discussion items**

6. Adjournment

Next Meeting

May 9, 2024
3pm – 4pm

If requested, the agenda shall be made available in appropriate alternative formats to persons with a disability, as required by Section 202 of the Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12132), and the federal rules and regulations adopted in implementation thereof. You may contact County of Del Norte Housing Services by emailing Lisa Sellars at lisa.sellars@co.del-norte.ca.us for disability-related modifications or accommodations, including auxiliary aids or services, in order to participate in the public meeting.



Del Norte Advisory Board Meeting Minutes
March 14, 2024
3pm – 4pm
455 K Street, Crescent City, CA 95531
Big Conference Room

1. Call to Order/Quorum Established/Introductions

Quorum was established. Meeting was called to order at 3:03pm by Michael Coats.

Voting Members Present: Michael Coats (DHHS Housing Services Manager), Dana Gill (United Methodist Church Pastor), Daphne Cortese-Lambert (Del Norte Mission Possible Director), Jeri Robertson (Tolowa Dee-ni' Nation Housing Manager), Megan Miller (City of Crescent City Housing Authority Director), Pam Wilder (DNUSD Foster and Homeless Youth Services Director)

Non-voting Members Present: Lisa Sellars (DHHS Housing Analyst)

Members of the Public Present: Rachelle Callan and Vicky Klakken (Partnership Healthplan)

2. Public Comments (limited to 3 mins. per comment)

None.

3. Approval of Meeting Minutes

- I. **Board members will review and approve minutes from the February 8, 2024 NorCal CoC Advisory Board meeting (Attachment A).** Dana Gill motioned to approve minutes from the February 8 meeting. Daphne Cortese-Lambert seconded the motion. Roll Call Vote was taken. All approved. The motion passed.

4. Action Items

- I. **Discuss and approve the HHAP-5 Funding Plan (Attachment B).** Michael Coats presented the HHAP-5 funding plan. Daphne commented that once the shelter is up we should not need to put as many people in motels. Michael stated that there may still be a need for motel rooms for medically vulnerable individuals. He also said that if we get to the point where the funds are not needed for motels, we can adjust the budget to fit what the needs are at that time. Michael said that we can bring it back to the advisory board. Clarification

was made that the systems support funds will be used to fund joint projects with the CoC. Daphne expressed concerns for homeless youth and wanted clarification on how the youth set-aside funds were going to be used. She said that she wants to make sure that enough money is set aside to address youth issues. Daphne also asked what the process would be to reallocate funds if these funds did not arrive until after the ERF was expended and Del Norte Mission Possible was in need of funds for Street Outreach. Michael said that we can bring it back to the advisory board. If the decision is made to modify the budget we will report the change and the reason for the change when we complete our quarterly and annual reports. We will also enter into a subrecipient agreement if applicable. Jeri Robertson motioned to approve the plan. Dana Gill seconded the motion. Roll Call Vote was taken. All approved. The motion passed.

5. Discussion

- I. **Discuss HHAP-5 application.** Michael said that the three public watch parties have been completed. He said that the input from those meetings was used to develop the Homelessness Action Plan for our application. He said that the next step is to send the MOU to the County's contracts team for them to review it and then get it on the next Board of Supervisors meeting agenda for approval. Michael said that we are applying for the County funds to come directly to us from the State rather than through the CoC. This will allow us to keep the 7% admin funds rather than give it to the CoC.

6. Updates

- I. **NorCal CA 516 CoC Executive Board Meeting (Michael Coats).** Michael said we just got information regarding signing an agreement for the second round of HHAP-2 funds, in the amount of \$56,711. He said that there was also a change to our total HHAP-3 award, that it was being reduced by \$6,819.87 to \$417,406. He said that we decided to take the funds out of the interim sheltering budget.
- II. **NorCal CA 516 CoC PIT Committee (Michael Coats).** Michael said that he hasn't gotten any numbers back from our shelter count. He said the last he's heard is that they are restructuring the committees.
- III. **NorCal CoC HMIS/CEP Committee (Daphne Cortese-Lambert or Lisa Sellars).** Lisa reported that there has not been a meeting in a few months. The next meeting has not yet been scheduled but should be scheduled soon.
- IV. **DNMP Shelter (Daphne Cortese-Lambert).** Daphne reported that on February 13 they were granted permission by the Board of Supervisors to build the shelter over on the property where they were originally going to put the micro village. She said they are working on shelter design and policies and procedures with the founders of Rogue Retreat. They are also looking at Shasta's policies and procedures. Shasta has an 8-unit micro village.
- V. **Mobile Shower Project/DNMP (Daphne Cortese-Lambert).** Daphne reported that the numbers at the Shower Project are going down a bit. The shower units are breaking down and it is challenging to find someone who works on them.

- VI. **DNMP Street Outreach.** Daphne said that Street Outreach is going spectacularly. There were 175 people on Tuesday and 608 people on Thursday. She said that 21,380 lbs. of garbage was collected. A lot of people are stepping forward to volunteer. New case managers have been hired on and that is helping with Street Outreach as well.
- VII. **ERSA (Daphne Cortese-Lambert).** Daphne reported that they currently have 9 individuals in motels. She said that a funder helps them bridge the gap because a lot of the time when people get discharged from the hospital they have Medi-Cal but do not yet have Partnership.
- VIII. **CalAIM/DNMP Navigation Center (Daphne-Cortese-Lambert).** Daphne reported that the Navigation Center is now open consistently from 8am to 4pm, five days per week. She says that they have over 100 people signed up.
- IX. **ERF (Daphne-Cortese-Lambert).** Daphne reported that the Mental Health building on Williams Drive should be demolished by the beginning of Spring. She said that it is going to be a burn by the fire department. She said that last week the subrecipient agreement between Del Norte Mission Possible and the County was signed. Daphne said that Street Outreach is so important. She said that she has key individuals in the camps getting people primed and ready to go.
- X. **Legacy (Michael Coats).** Michael said that the bids for the Legacy conversion were submitted and he is waiting to hear back. We are currently at half capacity with 15 units being utilized. Michael stated that we recently moved one family from our non-congregate shelter program into The Legacy. Megan Miller from Crescent City Housing Authority commented that this person will not qualify for in-place preference because he was not in the unit prior to the proposal selection date for the PBV and will need to be the first person with an application in once the waiting list opens to avoid displacement. The waiting list has to be opened for everyone at the same time.
- XI. **Non-Congregate Shelter (Michael Coats).** Michael said that we currently only have one individual in a motel and he is 3rd on the list for an apartment at Redwood Cove.
- XII. **Emergency Housing Vouchers (Megan Miller).** Megan reported that there is one opening which she expects to be receiving a referral for next week. That will be the last voucher that we will be able to utilize. It has been a very successful program.
- XIII. **HHIP (Michael Coats, Lisa O'Connell).** Rachelle Callan asked Michael if he received the email from Lisa regarding the amount, \$386,252.87. Michael confirmed that he did. Rachelle said that they have not yet received the funds. Lisa will let us now when the funds are received and when to expect the check.
- XIV. **Tolowa Dee-ni' Nation Mvn'-dvn/Housing Division (Jeri Robertson).** Jeri reported that she will be applying for Tribal HHAP-3. She also said that she is hoping to purchase a 5-bedroom house to use for interim sheltering. They are also submitting an application to the Indian Housing Block Grant Competitive Grant Program.
- XV. **Foster and Homeless Youth Program (Pam Wilder).** Pam reported that as of 3/5 there were 263 students that are McKinney-Vento eligible,

approximately 6.1% of the student population. Of those, 28.5% are Native American. They are currently meeting with administrators and others at the high school to get the Care Closet up and running there then all school sites will have a Care Closet.

XVI. Smith River United Methodist Church (Dana Gill). Dana said that both Crescent City and Smith River Methodist Churches are moving forward with building housing on their properties. She said they are working with a consultant and a developer to figure out what will best work for their space. She said that the housing will need to bring in money so that it is sustainable.

8. Discussion Items for Next Meeting

- I. Bring forward updates.** Updates will be brought forward.
- II. Other discussion items.**

7. Adjournment

Dana Gill motioned to adjourn the meeting. Pam Wilder seconded the motion. Roll Call Vote was taken. The motion passed and the meeting was adjourned at 4:17pm.

Next Meeting

April 11, 2024
3pm – 4pm



Governance Charter

DEL NORTE, LASSEN, MODOC, PLUMAS,
SHASTA, SIERRA AND SISKIYOU
COUNTIES

Approved 06-01-23
Amended 08/28/23, 10/19/23,
12/21/23, and 3/21/24.

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Overview

The NorCal Homeless Continuum of Care (CoC) coordinates the implementation of a housing and service system that meets the needs of persons experiencing homelessness in the CoC. The CoC geographic area includes Del Norte, Lassen, Modoc, Plumas, Shasta, Sierra and Siskiyou counties.

This Governance Charter outlines the roles and responsibilities of the CoC, the seven Advisory Boards, the Administrative Entity, and the Homeless Management Information System (HMIS) Lead Agency.

Vision

The CoC envisions a homeless response system that uses resources effectively, quickly connecting our neighbors with services to regain and retain housing or to prevent homelessness from occurring. By reducing homelessness, we will improve the quality of life and well-being of everyone in our region.

Values

Our values, based on a unified and community-wide solution, will align efforts to address homelessness and mitigate the impacts it has on our communities. Together, we create an assertive, effective, and strategic approach that will serve as the homeless response system.

- Healthy Communities - with a coordinated, regional response, support our most vulnerable populations in identifying housing opportunities and achieving greater dignity and self-sufficiency.
- Coordinated System of Care – a community-wide response to homelessness prioritizes the quality of life for all persons, understanding that each person has unique needs, strengths, and experiences.
- Long-term Sustainability-investments in the right solutions will result in effective use of resources and significantly reduce the number of persons experiencing homelessness.



Roles and Responsibilities

A. Operating the Continuum of Care

The CoC Executive Board

The CoC Executive Board is the decision-making body for the CoC. Members of the Board include local officials, service provider agencies, formerly homeless individuals, and advocates. The Executive Board is to be comprised of seven (7) voting members, one representing and elected by each of the Advisory Boards in the CoC region. This will ensure a fair distribution of appointment across organizational affiliations and representation of all relevant homeless subpopulations. The roles and responsibilities of the Executive Board are as follows:

1. Hold meetings of the full membership, with published agendas, at least semi-annually (24 CFR 578.7);
 - a. The CoC will hold meetings monthly;
2. Issue public invitation for new members to join at least annually;
3. Adopt and follow a written process to select a board to act on behalf of the CoC. The process must be reviewed, updated, and approved by the CoC at least once every 5 years;
4. Designate an entity to serve as Administrative Entity
5. Designate an entity to serve as Collaborative Applicant
6. Designate an entity to serve as HMIS System Administrator (HMIS SA)
7. In consultation with the Administrative Agency and the HMIS System Administrator, develop, follow, and update annually a governance charter, which will include all procedures and policies needed to comply with designating and operating a HMIS and include HMIS requirements as prescribed by HUD; and a code of conduct and recusal process for the board, its chair(s), and any person acting on behalf of the board;

8. Approve the goals of the NORCAL CONTINUUM OF CARE Strategic Plan;
9. Approve Advisory Board, Administrative Entity and HMIS SA policies and procedures;
10. Develop CoC policies and procedures;
11. In consultation with the Administrative Entity and the HMIS SA, develop, follow, and update annually develop CoC policies and procedures;
12. In consultation with the Administrative Entity and HMIS SA, develop, follow and update annually a HMIS Governance Charter (Attachment E), which includes all measures needed to comply with designating and operating a HMIS and include HMIS requirements as prescribed by HUD
 - a. Designate a single HMIS;
 - b. Designate an eligible applicant every two years through a monitoring process to manage the CoC's HMIS, known as the HMIS SA;
 - c. Approve the privacy, security, and a data quality plan for the HMIS;
 - d. Ensure the HMIS is administered in compliance with requirements prescribed by HUD, including procurement of costs and services through an annual monitoring process of the HMIS SA;
 - e. Ensure consistent participation of recipients and sub-recipients in the HMIS;
13. Appoint committees, subcommittees, or workgroups;
14. Evaluate Strategic Plan performance;
15. Evaluate outcomes of projects funded under the Emergency Solutions Grants program, the CoC program, and report to HUD and other funders;
16. Approve gap analysis;
17. Take action against poor performers who do not meet the minimum established performance targets for CoC activities and funding;
18. Approve submission of applications in response to Program Notice of Funding Availability (NOFA) opportunities through the Rating and Ranking committee;
19. Review, and evaluate specific funding requests;
20. Review and approve Ranking and Rating committee funding recommendations;
21. Build community awareness inclusive of the needs of all homeless populations;
22. Approve Consultant applications and request for support materials, services, and supplies.

The Advisory Boards

The CoC Executive Board has established Advisory Boards to include representatives from relevant stakeholders and will include a broad representation of key stakeholder groups found within the counties encompassed in the CoC as articulated in the HUD Interim Rule. Each of the counties participating in the CoC region will be responsible for forming a local Advisory Board. The roles and responsibilities of the Advisory Board are as follows:

1. Adhere to the guidelines in the Governance Charter;
2. Establish, update, and implement to the NORCAL CONTINUUM OF CARE Strategic Plan;
3. Coordinate the implementation of an effective housing and service system including outreach, engagement, assessment, prevention, shelter, housing, and supportive services;

4. In conjunction with the Administrative Entity, plan for and conduct an annual Point-In-Time Count (PIT) and Housing Inventory Count (HIC) of homeless persons;
5. Support programs to meet the goals of the NORCAL CONTINUUM OF CARE Continuum of Care Strategic Plan;
6. Appoint members with program expertise to workgroups;
7. Ensure funding requests meet the specific Strategic Plan goals;
8. Collaborate with the Administrative Entity to plan and conduct an annual gaps analysis of the homeless needs and services available;
9. Develop Advisory Board wide policies and procedures with support from the Administrative Entity;
10. Establish priorities for funding projects in concurrence with the Strategic Plan;
11. Consult with recipients and subrecipients to establish performance targets appropriate for population and program type and evaluate outcomes;
12. Evaluate outcomes of projects funded under the Emergency Solutions Grants program and the Continuum of Care program;
13. Build community awareness inclusive of the needs of all homeless populations;
14. Coordinate the local Point-In-Time (PIT) Count and Housing Inventory Count (HIC) within the Counties that meets the following requirements:
 - a. 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;
 - b. Persons living in emergency shelters and transitional housing projects must be counted as sheltered homeless persons; and
 - c. Other requirements established by HUD by Notice.
15. Adhere to the requirements as written in the CoC agreements between the Administrative Entity and the Counties and CoC Advisory Boards
16. Collaborate with the Administrative Entity to provide data for the gap analysis;
17. Coordinate, with the support of the Administrative Entity, 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:
 - a. Outreach, engagement, and assessment;
 - b. Shelter, housing, and supportive services; and
 - c. Prevention strategies.
18. Ensure consistent participation of recipients and subrecipients in the HMIS; and
19. Develop, with support of Domestic Violence service providers, the emergency transfer plan for the Counties that meets the requirements under § 578.99(j)(8).

The Administrative Entity

The CoC Executive Board has established an Administrative Entity role to provide guidance to ensure that duties of the CoC are being met. The Administrative Entity may be a unit of local government, a non-profit agency or an individual person.

The CoC Board will enter into a Memorandum of Understanding (MOU) with the designated Administrative Entity. The MOU is in effect for a maximum of five years and may be re-executed upon a successful performance review, as described below.

Current Administrative Entity/Interim Administrative Entity

Effective September 19, 2023, the CoC Executive Board votes to designate City of Redding to serve as the CoC's Administrative Entity/Interim Administrative Entity for two years. With written 90-day notice, the Administrative Entity/Interim Administrative Entity can terminate its status. In accordance with the MOU, written notice must be given to the Executive Board.

Designation and Solicitation Process

Every five years beginning in 2023, the CoC Executive Board will review the performance of the current Administrative Entity and determine if it will publicly solicit an Administrative Entity or continue to designate the current Administrative Entity. That decision can be made and documented within the CoC Executive Board meeting. Simple Majority Vote.

If the Executive Board determines that it needs to procure a new Administrative Entity, it does the following:

1. Form a workgroup to manage the procurement process
2. Use an RFP to procure a new Administrative Entity
3. Designate the Administrative Entity resulting from the procurement process

Review of Administrative Entity Performance

Every five years beginning in 2023, the Executive Board will designate a group to conduct a review of the performance of the current Administrative Entity and make recommendations to continue to designate the same entity to serve as the Administrative Entity or to seek to procure a new Administrative Entity. The performance review will include the following at minimum:

1. Review MOU between CoC Executive Board and CA and status of agreed upon work
2. Review of CoC Planning grant APRs
3. Review of CoC Planning grants for issues with grant execution, match, reporting, or expenditures
4. Review available HUD program monitoring reports and the results of findings/concerns
5. Review compliance with requirements related to the submission of HIC/PIT data, LSA data, System Performance Measures, CoC Planning APR, and the CoC Application
6. Review recent CoC Program grant awards and CoC Application scores
7. Review compliance with all applicable sections of the CoC Program Rule

The designated workgroup will present the results of the Administrative Entity performance review to the Executive Board for consideration, along with recommendations for Administrative Entity designation (either to continue to designate the current Administrative Entity or to procure a new Administrative Entity).

If needed, the Executive Board has the authority to initiate an Administrative Entity performance

review outside of the 5-year requirement. This decision must be agreed to by a majority of Executive Board members.

Because the Executive Board did not conduct an Administrative Entity performance review in 2023, the first review will occur in 2024. The next review will be due in 2028.

The Administrative Entity's roles and responsibilities are as follows:

1. Facilitate meetings with published agendas;
2. Provide access to participate remotely in Administrative Entity hosted meetings;
3. Enhance the knowledge of the service providers to address housing needs;
4. Conduct annual gap analysis;
5. Facilitate the administration of an annual Point-In-Time Count (PIT) and Housing Inventory Count (HIC) of homeless persons with the Advisory Boards;
6. Set baseline for system performance based on funding;
7. Build community awareness inclusive of the needs of all homeless populations;
8. Inform the Executive Board of program needs;
9. Ensure consistent participation of recipients and sub recipients in the HMIS;
10. Complete CoC wide funding applications;
11. Develop and provide CoC trainings including HUD mandated training topics;
12. Monitor performance of funding projects in accordance with the funding contract;
13. Design, operate, and follow a collaborative process for development of applications for funding;
14. Prepare resolutions and reports to the Redding City Council as needed per City of Redding requirements;
15. Oversee the Rating and Ranking processes;
16. Process Consultant applications, invoices and request for support materials, services and supplies;
17. Update, maintain and monitor the CoC website;
18. Report the results of the evaluation outcomes of projects funded under the Emergency Solutions Grants program and the Continuum of Care program to HUD;
19. Ensure the HMIS is administered in compliance with requirements prescribed by HUD;
20. Provide information required to complete the Consolidated Plan(s) within the CoC's geographic area;
21. Consult with State and local government Emergency Solutions Grants program recipients within the CoC's geographic area on the plan for allocating Emergency Solutions Grants program funds and reporting on and evaluating the performance of Emergency Solutions Grants program recipients and subrecipients;
22. In consultation with recipients of Emergency Solutions Grants program funds within the geographic area, establish and consistently follow written standards for providing Continuum of Care assistance. At a minimum, these written standards must include:
 - a. Policies and procedures for evaluating individuals' and families' eligibility for assistance under this part;
 - b. Policies and procedures for determining and prioritizing which eligible individuals and families will receive transitional housing assistance (these

- policies must include the emergency transfer priority required under § 578.99(j)(8));
- c. Policies and procedures for determining and prioritizing which eligible individuals and families will receive rapid rehousing assistance (these policies must include the emergency transfer priority required under § 578.99(j)(8));
 - d. Standards for determining what percentage or amount of rent each program participant must pay while receiving rapid rehousing assistance;
 - e. Policies and procedures for determining and prioritizing which eligible individuals and families will receive permanent supportive housing assistance (these policies must include the emergency transfer priority required under § 578.99(j)(8)); and
 - f. Where the Continuum is designated a high-performing community, policies and procedures set forth in 24 CFR 576.400(e)(3)(vi), (e)(3)(vii), (e)(3)(viii), and (e)(3)(ix).
- 23. Assist the Advisory Board with policies and procedures;
 - 24. Act as the Secretary for the Executive Board Meetings;
 - 25. Administrative Entity to determine equitable distribution of funds using framework identified under “Funding” when funds are required to have an equitable distribution.
 - 26. Act as the Fiscal Agent for the CoC;
 - 27. Coordinate, with Advisory Boards, 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:
 - a. Outreach, engagement, and assessment;
 - b. Shelter, housing, and supportive services; and
 - c. Prevention strategies.

The HMIS System Administrator (SA)

The CoC Executive Board designates an entity to serve as the HMIS SA and operate the CoC’s HMIS. With written notice, the HMIS SA can terminate its status. In accordance with the MOU, written notice must be given to the Executive Board.

The CoC Board will enter into a Memorandum of Understanding (MOU) with the designated HMIS SA. The MOU is in effect for a maximum of five years and may be re-executed upon a successful performance review, as described below.

Current HMIS System Administrator

Effective July 31, 2023, the CoC Executive Board votes to designate United Way of Northern California to serve as the CoC’s HMIS SA to be operational January 1, 2024. Shasta County Health and Human Services Agency will continue to serve as HMIS SA and will assist with the transition of United Way of Northern California until December 31, 2023.

Designation and Solicitation Process

Every five years beginning in 2023, the CoC Executive Board will review the performance of the current HMIS SA and determine if it will publicly solicit a HMIS SA or continue to designate the current HMIS SA. That decision can be made and documented within a CoC Executive Board meeting; Simple majority vote.

If the Executive Board determines that it needs to procure a new HMIS SA, it does the following:

1. Form a workgroup to manage the procurement process
2. Use an RFP to procure a new HMIS SA
3. Designate the HMIS SA resulting from the procurement process

Review of HMIS System Administrator Performance

Every five years beginning in 2024, the CoC Board will designate a group to conduct a review of the performance of the current HMIS SA and make recommendations regarding the HMIS SA designation. The performance review will include the following at minimum:

1. Review MOA between CoC Executive Board and HMIS SA and status of agreed upon work
2. Review of HMIS grant APRs
3. Review of HMIS grants for issues with grant execution, match, reporting, or expenditures
4. Review available HUD program monitoring reports and the results of findings/concerns
5. Review status of Service Participation policy, fee collection, any negative feedback from end users or providers related to administration of the fee policy

The designated workgroup will present the results of the HMIS SA performance review to the Executive Board for consideration, along with recommendations for HMIS SA designation (either to continue to designate the current HMIS SA or to procure a new HMIS SA).

If needed, the Executive Board has the authority to initiate a HMIS SA performance review outside of the 5-year requirement. This decision must be agreed to by a majority of Executive Board members.

Because the Executive Board did not conduct a HMIS SA performance review in 2023, the first review will occur in 2024. The next review will be due in 2028.

The HMIS System Administrator's roles and responsibilities

1. Identify and contract with HMIS provider with approval from the Executive Board;
2. Review, and revise privacy, security, and a data quality plan for the HMIS to present to the Executive Board;
3. Ensure HMIS software meets the minimum data and technical functionality requirements established by HUD;
4. Establish, procure, and maintain a contracts and End User Agreement with HMIS user agencies as referenced in HMIS Policies and Procedures Appendix H;
5. Maintain policies and procedures for HMIS as required by HUD;
6. Develop and provide CoC HMIS trainings;

7. Provide technical assistance and training to HMIS service providers;
8. Develop standard reports and queries of HMIS data;
9. Implement the Coordinated Entry System;
10. Conduct reports as requested by the Administrative Entity, HMIS contracted agency, Advisory Boards or Executive Board;
11. Report program performance to Administrative Entity;
12. In consultation with recipients of Emergency Solutions Grants 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;
13. Ensure the HMIS is administered in compliance with requirements prescribed by HUD; and
14. With the approval of the Executive Board, apply for eligible funding.

B. Membership of Boards

Representatives from relevant organizations within a geographic area shall 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 (CFR 578.5). Board composition will:

1. Represent members from the categories set forth in the Interim Final Rule (Attachment A);
2. Be reviewed annually;
3. Board members may represent more than one subpopulation or affiliation;
4. Include at least one homeless or formerly homeless individual; and
5. Seats will be designated by affiliation, community sector, and subpopulation.

The Executive Board

The CoC Executive Board is the decision-making body for the CoC. Members of the Board include local officials, service provider agencies, formerly homeless individuals, and advocates. The Executive Board is to be comprised of seven (7) voting members, one representing and elected by each of the Advisory Boards in the CoC region. This will ensure a fair distribution of appointment across organizational affiliations and representation of all relevant homeless subpopulations.

The Executive Board member must:

1. Be elected onto the Executive Board by the Advisory Board;
2. Have knowledge of the homeless services and organizational needs within their County; and
3. Actively participate in the interest of their Advisory Board and capacity as an Executive Board member.

Officers of the Executive Board

1. **Designation of Officers:** The officers of the CoC Executive Board shall be Chairperson, and Vice Chairperson.
2. **Election and Term of Officers:** CoC Executive Board shall be elected by each of the seven County's Advisory Board. The term of services is based on the term of the contract between each of the seven County's and the Administrative Entity or based on each of the seven County's written policy on service term. A majority of the Executive Board members present at the meeting at which the elections are held shall constitute a quorum for the election of officers.
3. **Resignation:** Unless otherwise provided by written agreement, any representative may resign at any time by giving written notice to the Chairperson and the Administrative Entity. Any such resignations shall take effect at the time specified within the written notice or if the time be not specified therein upon its acceptance by the Executive Board.
4. **Secretary:** All minutes of the meetings of the Executive Board shall be recorded by the Secretary. Minutes shall be distributed electronically to all Executive Board members within 14 days of the date on which the meeting was held. Secretary shall also distribute agendas for upcoming meetings prior to the date of each meeting.
5. **Duties of Officers:**
 - a. **Chairperson:** The Chairperson of the CoC Executive Board shall preside at all meetings of the Executive Board and shall have such other powers and duties consistent with this Governance Charter.
 - b. **Vice Chairperson:** In the absence or disability of the Chairperson, the Vice Chairperson shall perform the duties of the Chairperson and shall perform other duties as are designated by the Chairperson. Acts as the backup for all other officer positions.
 - c. **Compliance Officer:** The Compliance Officer is responsible for overseeing and managing program and funding compliance as described in funding applications.
 - d. **Grievance Officer:** The Grievance Officer acts as an independent official who assists in the resolution of disputes involving matters including but not limited to organization and member participation, and funding denials, program concerns.
 - e. **Policy Officer:** The Policy Officer is responsible for the implementation of State and Federal policy changes and oversees the policy and procedure committee.
 - f. **Membership Officer:** The Membership Officer is responsible for ongoing recruitment of Advisory Board members and ensuring the engagement and participating of existing members. They act as the lead for stipend consultants.

- g. **Workgroup Officer:** The Workgroup Officer oversees and, if needed, facilitates workgroups. They are responsible for ensuring ongoing progress and task completion of workgroups.

The Advisory Boards

The CoC Executive Board has established Advisory Boards to include representatives from relevant stakeholders and will include a broad representation of key stakeholder groups found within the counties encompassed in the CoC as articulated in the HUD Interim Rule. Each of the counties participating in the CoC region will be responsible for forming a local Advisory Board.

Each of the seven counties shall have written policies to address membership including but not limited to;

1. Designation of Officers such as a chair, vice-chair, and secretary,
2. Nomination of Officers,
3. Election and Term of Officers,
4. Resignation,
5. Filling officer vacancies, and
6. Powers of Duties of Officers.

C. Committees and Workgroups

The Executive Board may establish committees and workgroups as needed, to address CoC specific needs. Committee and workgroup members are elected by the Advisory Boards for their County CoC specific topics. All efforts will be made to ensure committee and workgroup members are comprised of representatives from each County within the CoC when working on CoC projects. Each committee or workgroup will select a chair(s) to facilitate meeting and ensure progress is reported to the Executive Member assigned to workgroups.

Advisory Boards shall approve memberships to the CoC PIT and HMIS Committees. The Executive Board shall approve memberships to fill vacancies of selected membership committees excluding the PIT and HMIS Committees upon recommendation of qualified candidates by the Executive Board and by the affirmative vote of the majority of the Executive Board.

Responsibility of the Chair (Executive Board, Advisory Board and Committees and/or Workgroups)

1. Establish regular recurring meetings;
2. Track attendance and active participation;
3. Distribute a written agenda to all committee members prior to each meeting;
4. Ensure meeting minutes is documented each official committee meeting and distributed to all committee members;
5. Report meeting progress, setbacks, and concerns to the Workgroup Officer;
6. Submit meeting minutes to the Administrative Entity to post on the CoC website; and
7. Workgroups: Present project completion or upon request to Executive Board.
8. Committees: Report project summary to the Executive Board on a monthly basis.

Standing Committees and Workgroups

1. Rating and Ranking (R&R)
2. Homeless Youth
3. Policy and Procedures
4. HMIS / Coordinated Entry
5. Point-In-Time Count
6. NOFA template and R&R procedure development

D. Meetings

Meeting Schedule

All meetings shall be open to the public except as otherwise determined by the Executive Board or Advisory Boards for reasons, including, but not limited to, discussion of anticipated or pending legal or personnel matters. A CoC Executive Meeting annual calendar will establish a regular meeting day, time, and location and will follow a schedule for the calendar year. The Advisory Boards meeting calendar, to include meeting date and time and location, will be determined by the counties.

The meeting agendas shall be distributed via e-mail and posted on the CoC website. CoC agendas will follow the Meeting Agenda Template (Attachment B).

Quorum and Proxies

Quorum determination must be made at the beginning of each Board meeting. A quorum shall consist of a majority of eligible voters. No business may be officially transacted without a quorum.

Member Conflict of Interest

All CoC members will abide by 24 CFR 578.95 (Conflicts of Interest) in the Interim Rule. CoC members will disclose potential conflicts when the topics of funding awards or other financial benefits that could be gained or lost by an organization which they represent as an employee, agent, consultant or board member or family member represents are under consideration by the group in which they are participating. If a conflict of interest exists, the member(s) will recuse themselves from the discussion and any related votes that take place.

The CoC desires that it, and those entities to which it has delegated authority, make informed as well as non-conflicted decisions. The annual gaps analysis, eligibility criteria for who gets served by what resources in the CoC, prioritization of who gets served, performance targets, etc. are best developed and refined with broad stakeholder input. Funded projects and jurisdictions will not be deemed conflicted in discussions on these topics nor in providing input on local priorities for CoC funding and refinements the scoring criteria for projects or the application process. The Ranking and Rating Committee will evaluate the merits of the input and will make the final determination on the scoring criteria and application process.

Compensation and Supports

The CoC shall have compensation and supports policies in place to facilitate the recruitment and participation of homeless or formerly homeless and youth individuals. Participants eligible for compensation cannot be already paid through their employer to participate in the CoC. The Membership Officer has oversight responsibilities of compensation and supports.

Point-In-Time Count (PIT) and Housing Inventory Count (HIC)

Annually, the CoC assesses the needs of homeless persons in the seven Counties through a well- coordinated point in time count, an on-going review of trends through analysis of HMIS data, and an identification of homeless needs and housing/services resources available within the CoC.

A. Point in Time Count

The PIT Count of homeless persons within the CoC geographical area enumerates the following:

1. The number of homeless persons who are living in places not designed for or ordinarily used as regular sleeping accommodations for humans (unsheltered homeless persons);
2. Identify the number of homeless persons living in emergency shelters and transitional housing projects (sheltered homeless persons); and
3. Identify other annual count requirements established by HUD by Notices

B. Housing Inventory Count

The HIC Count of homeless persons within the CoC geographical area enumerates the following:

1. Available beds dedicated to the homeless population;
2. The number of beds dedicated to serve homeless persons in all available project types including emergency shelters, transitional housing, rapid re-housing, permanent supportive housing, other permanent housing, or safe havens;
3. The number of HMIS dedicated beds; and
4. Beds available for subpopulations including but not limited to veterans and youth.

C. County Responsibility

Each County Advisory Board is required to appoint a PIT/HIC lead. The County PIT Lead or designee must;

1. Coordinate the PIT and HIC counts within their County and include all agencies who provide services to the homeless;
2. Participate in the CoC PIT/HIC committees;
3. Act as the lead trainer for their County;
 - a. Ensure only trained volunteers participate in the count.
4. Ensure data quality by reviewing submitted surveys;
5. Enter surveys in the online platform; and
6. Report any concerns to the Executive Board and the Administrative Entity.

D. Participation Requirements

1. Mandatory for agencies receiving CoC funding;
2. Highly encouraged for all other agencies not receiving CoC funding, but may apply for funding in the future; and
3. Required per the Participation Agreement between each of the seven Counties and the Administrative Entity.

Funding

The Administrative Entity develops a strong application and aggressively seeks resources from other funding opportunities as appropriate. The CoC adequately manages the funds, conducts activities that achieve CoC outcomes and goals, and maximizes the use of the funds. The CoC follows a collaborative process for developing applications and approving the submission of applications in response to a NOFA published by HUD and/or the State of California; in concert with the funding priorities and plan adopted by the Strategic Plan.

When funding is made available to the CoC, a NOFA process begins, which will include an open application process across the CoC region and use of the Rating and Ranking committee when funds are oversubscribed.

Application Standards and Thresholds

The Administrative Entity will annually update the requirements for application. Service providers and counties receiving CoC funding must actively participate in the PIT/HIC count, must utilize HMIS for client tracking, must participate in Coordinated Entry and be in good standings in accordance with current contractual reporting obligations.

All Applications must meet the following threshold requirements:

1. A completed application is submitted by the deadline;
2. Provide the following documents with the application;
 - a. Advisory Board Lead certification,
 - b. HMIS SA certification; and
 - c. Point in Time Participation certification.
3. The applicant's organization has adequate capacity to successfully manage the funds, including consideration of their ability to manage existing grants;
4. The applicant meets the HUD eligibility requirements and thresholds;
5. The proposed activities meet McKinney-Vento eligibility requirements;
6. The grant request is reasonable based upon the proposed scope, number of client services, and availability and utilization of existing competitive programs within the geographical area;
7. The application is likely to improve the CoC's outcome performance and will contribute to reducing homelessness; and
8. The project meets specific threshold requirements per the NOFA.

A. Rating and Ranking

Agencies may be called upon to participate in the Rating and Ranking (R&R) committee. R&R committees are neutral groups of three or more individuals who will rate, and rank funding applications based on the R&R policies and procedures. Committee members should be familiar with housing and homeless needs and be willing to review projects with the best interest of homeless persons in mind. The R&R committee members must be able to meet deadlines set by the Administrative Entity.

B. Grievance and Appeals

All funding applications not meeting threshold will be denied. Applicants may submit a grievance in accordance with the funding grievance policy and the NOFA grievance policy. All grievances will be overseen by the Executive Officer assigned to grievances or the Vice-Chairman if a conflict exists.

C. Collaborative Applicant

The Collaborative Applicant is the entity that submits the annual CoC Program Competition Application for project funding on behalf of the CoC. The CoC retains all of its responsibilities to determine which applications are to be included in the annual request to HUD. The Executive Board designates an entity to serve as the collaborative applicant for the CoC who can:

1. Serve as HUD Collaborative Applicant;
2. Submit HUD CoC program application;
3. Submit other funding applications on behalf of the CoC;
4. Contract or hire CoC staff;
5. Conduct funded project monitoring and performance evaluation;
6. Report progress to the Executive and Advisory Boards; and
7. Submit NOFA's to the communities the CoC serves.

The CoC Board will enter into a MOU with the designated Collaborative Applicant. The MOU is in effect for a maximum of five years and may be re-executed upon a successful performance review, as described below.

Current Collaborative Applicant

Effective August 15, 2023, the CoC Executive Board votes to designate City of Redding to serve as the Interim CoC's Collaborative Applicant. With written notice, the Collaborative Applicant can terminate its status. In accordance with the MOU, written notice must be given to the Executive Board.

Designation and Solicitation Process

Every five years beginning in 2023, the CoC Executive Board will review the performance of the current Collaborative Applicant and determine if it will publicly solicit a Collaborative Applicant or continue to designate the current Collaborative Applicant. That decision can be made and

documented within a CoC Board meeting. Simple majority vote.

If the Executive Board determines that it needs to procure a new Collaborative Applicant, it does the following:

1. Form a workgroup to manage the procurement process;
2. Use an RFP to procure a new Collaborative Applicant; and
3. Designate the Collaborative Applicant resulting from the procurement process.

Review of Collaborative Applicant Performance

Every five years beginning in 2020, the CoC Board will designate a group to conduct a review of the performance of the current Collaborative Applicant and make recommendations regarding the Collaborative Applicant designation. The performance review will include the following at minimum:

1. Review MOA between CoC Executive Board and Collaborative Applicant and status of agreed upon work;
2. Review of HUD CoC Applications;
3. Review of other funding applications on behalf of the CoC;
4. Review CoC staffing;
5. Review status and outcomes of project monitoring and performance evaluation outcome;
6. Review efficiency of communication with Executive and Advisory Boards; and
7. Review submission of NOFA's to the CoC.

The designated workgroup will present the results of the Collaborative Applicant performance to the Executive Board for consideration, along with recommendations for Collaborative Applicant designation (either to continue to designate the current Collaborative Applicant or to procure a new Collaborative Applicant).

If needed, the Executive Board has the authority to initiate a Collaborative Applicant performance review outside of the 5-year requirement. This decision must be agreed to by a majority of Executive Board members.

Because the Executive Board did not conduct a Collaborative Applicant performance review in 2023, the first review will occur in 2024. The next review will be due in 2028.

D. Stipends

To encourage the recruitment and participation of homeless or previously homeless individuals and youth, the CoC may provide an hourly stipend to active Advisory Board participants in these subpopulations in accordance with the Stipend Policy and Procedure. Additionally, support services may be provided to encourage active participation.

Support services include but are not limited to;

1. Round trip mileage;
2. Childcare reimbursement;

3. Bus passes; and/or
4. Other services as approved by the Executive Board member serving as the Membership Officer.

Homeless Management Information System (HMIS) and Coordinated Entry System (CES)

The CoC has designated Service Point Software as the HMIS provider for the CoC.

Effective July 31, 2023, the CoC Executive Board votes to designate United Way of Northern California to serve as the CoC's HMIS SA to be operational January 1, 2024. Shasta County Health and Human Services Agency will continue to serve as HMIS SA and will assist with the transition of United Way of Northern California until December 31, 2023.

Coordinated entry is a process developed to ensure that all people experiencing a housing crisis have fair and equal access and are quickly identified, assessed for, referred, and connected to housing and assistance based on their strengths and needs.

A. Advisory Boards' Responsibilities

Each Advisory Board will;

1. Support the utilization of HMIS;
2. Actively advocate of the continuous usage of the system with all stakeholders;
3. Participate in compliance and data integrity reviews;
4. Adhere to HMIS and CES Policies and Procedures; and
5. Report any concerns to the Executive Board and the HMIS SA.

B. Participation Requirements

1. Mandatory for agencies receiving CoC funding;
2. Highly encouraged for all other agencies not receiving CoC funding but may apply for funding in the future; and
3. Required per the contractual agreement between the Administrative Entity and each of the seven Counties.

Policy and Procedure (P&Ps)

In consultation with the CoC Administrative Entity and the HMIS SA, the Executive and Advisory Boards will develop, follow, and update annually a governance charter that includes all procedures and policies needed to comply with 24 CFR 578.5(b) and with HMIS requirements as prescribed by HUD.

On an annual basis, the P&Ps will be reviewed and updated as necessary by the CoC. Once approved, the P&Ps will be made available on the CoC website.

Website

NorCal Continuum of Care

The CoC website will serve as the information hub for the CoC. The website will be maintained and updated by the Administrative Entity. All Advisory Boards are encouraged to view the website on a consistent basis to access up to date information on the CoC. Additionally, Advisory Boards must make available all meeting agendas, minutes and supporting documents to be uploaded to the website.

The Executive Board may convene, at any time, a workgroup to address website needs.

Strategic Plan

The strategic plan has been developed to respond to the need to solve the issue of homelessness for the CoC. The Plan is intended to guide non-profit agencies, local governments, and other interested parties in taking concerted action to work toward ending homelessness. Most importantly, the Plan serves as a starting point for stakeholders to work together on the steps that will lead to transformative change in solving homelessness.

The priorities set forth in the Plan offers a framework to achieve the CoC's vision of solving homelessness. In particular, the CoC envisions a homeless response system that will:

1. Build the Emergency Shelter and Housing System
2. Develop Leadership and Coordination of Effort to reduce homelessness
3. Implement Data Tracking and Prioritization of Housing Services

A. Advisory Boards' Responsibility

Each Advisory Board will compose a County wide Action Plan addressing the CoC goals and may include other goals. On a case by case basis, the Executive Board may consider a County plan that does not include all of the CoC strategies. The Advisory Board must present evidence that they cannot participate in the specified strategy. Additionally, Counties may choose to include additional strategies that are not specified in the CoC's Strategic Plan.

B. Executive Board Responsibility

The Executive Board will compose a CoC strategic plan to provide a structure for aligning efforts to address homelessness.

C. Administrative Entity Responsibility

The Lead Agency will assist the Executive and Advisory Boards with the development of the Strategic Plans and provide a template to ensure consistency within the Advisory Boards and the Executive Board.

Definitions

Collaborative applicant means the eligible applicant that has been designated by the CoC's Executive Board to apply for a grant for Continuum of Care planning funds on behalf of the CoC.

Consultant means an individual who holds a seat on the Advisory or Executives Boards, represents a homeless subpopulation such as homeless individual or homeless youth and is not receiving payment through an employer or another organization, to participate in the Boards.

Committees means a group of people appointed for a specific function, typically consisting of members of a larger group and continuously meets to address program's needs.

Coordinated Entry System (CES) is a streamlined system designed to efficiently match people experiencing homelessness to available housing, shelter, and services

Homeless Management Information System (HMIS) means the information system designated by the CoC to comply with the HMIS requirements prescribed by HUD.

HMIS System Administrator means the entity designated by the CoC in accordance with the Interim Rule to operate the CoC's HMIS on its behalf.

Interim Rule means the Continuum of Care Program Rule 24 CFR 578, published July 31, 2012, which details the requirements for establishing and operating a Continuum of Care.

Workgroup means a group of people appointed for a specific function, typically consisting of members of a larger group and meets for a short period of time to achieve a specific goal.

Attachment A: Membership

Represent members from the categories set forth in the Interim Final Rule

Organization/Person Categories
Local Government Staff/Officials
CDBG/HOME/ESG Entitlement Jurisdiction
Law Enforcement
Local Jail(s)
Hospital(s)
EMS/Crisis Response Team(s)
Mental Health Service Organizations
Substance Abuse Service Organizations
Affordable Housing Developer(s)
Disability Service Organizations
Disability Advocates
Public Housing Authorities
CoC Funded Youth Homeless Organizations
Non-CoC Funded Youth Homeless Organizations
Youth Advocates
School Administrators/Homeless Liaisons
CoC Funded Victim Service Providers
Non-CoC Funded Victim Service Providers
Domestic Violence Advocates
Street Outreach Team(s)
Lesbian, Gay, Bisexual, Transgender (LGBT) Advocates
LGBT Service Organizations
Agencies that serve survivors of human trafficking
Other homeless subpopulation advocates
Homeless or Formerly Homeless Persons
Mental Illness Advocates
Substance Abuse Advocates
Other:

Attachment B: Agenda Template Meeting Agenda Template



Meeting Name

Date

Time

Location

www.norcalcoc.org

Those who can't attend in person may call in (please advise if you will be calling in):

Dial-in Number: 1-605-472-5660 Access Code: 821529

1. Call to Order/Quorum Established/Introductions
2. Approval of Agenda
 - A. Review proposed Agenda. Make revisions/additions, as necessary
3. Approval of (Last Month's) minutes
4. Public Comments (limited to 3 mins. per comment)
5. New Business
 - A. Topic
 - a. Sub-topic (if needed)
 - b. Sub-topic (if needed)
 - B. Topic
 - a. Sub-topic (if needed)
 - C. Topic
6. Committee/Task Area Reports
 - A. HMIS/Coordinated Entry Process/System Users/Outreach
 - B. Reports from County/City Staff
 - C. Reports from the Executive Board
 - D. Announcement/Agency Update
7. Discussion for Next Meeting
8. Adjournment

Next Meeting

Date

Time

Ongoing New Business

- Policies & Procedures
- Program Updates
- Funding Updates
- New Membership
- Agenda Items for Executive Board

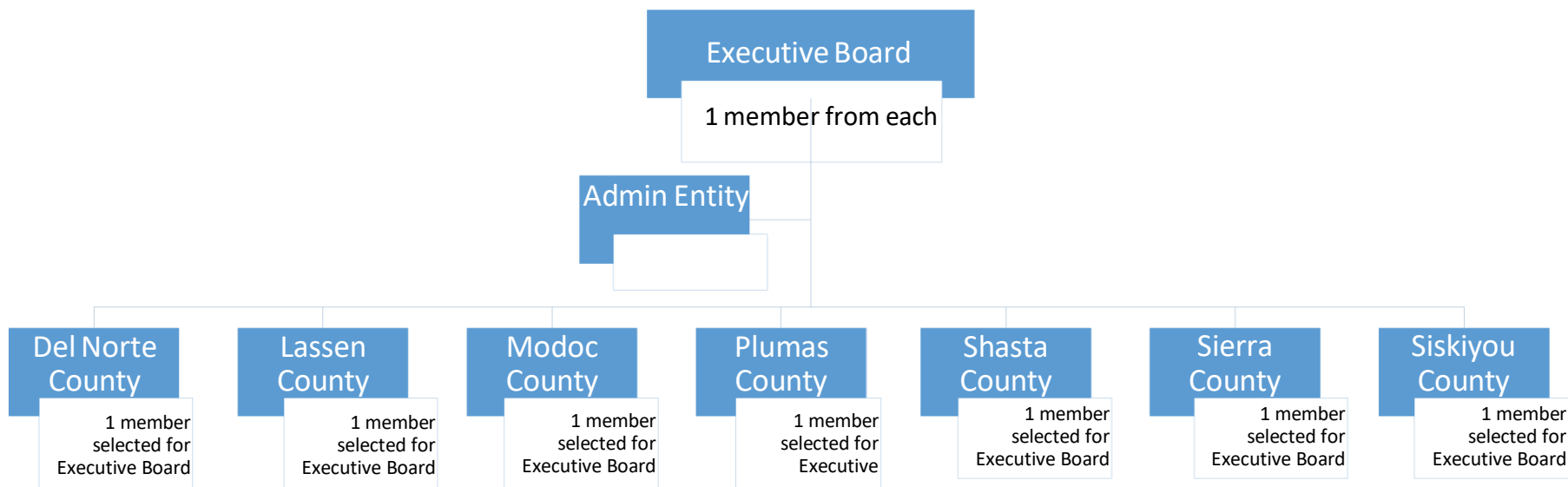
Topics by Month

- Aug-Feb: Point in Time
- Jan-Feb: Strategic Plan
- May: GAP analysis
- Sep: Collaborative Application
- Mar-May: ESG Application

- Mar, Jun, Sep, Dec: Quarterly Regional ~~Mtg~~
- Jan, Apr, July, Oct: ~~Qtrly Mtg~~ Agenda Items
- Feb: Appoint Rating and Ranking
- Apr: Final PIT report
- Jun: VAWA plan

Attachment C: Organizational Chart

Organizational Chart



Attachment D: End User Agreement

HMIS USER AGREEMENT

Agency: _____ Name of End User: _____

The NorCal CoC recognizes the importance of client needs in the design and management of HMIS. These needs include maintaining client confidentiality and treating the personal data of clients with respect and care.

As the guardians entrusted with this personal data, Participating Agency End Users have a moral and a legal obligation to ensure that the data they enter into HMIS is being collected, accessed and used appropriately. Proper user training; adherence to the NorCal HMIS Policies and Procedures Manual; and a clear understanding of the privacy, security, and confidentiality policies are vital to achieving these goals.

Your User ID and password give you access to HMIS. Initial each item below to indicate your understanding and acceptance of the proper use of your User ID and password and your intention to comply with all elements of the Homeless Management Information System Data and Technical Standards Notice published by the U.S. Department of Housing and Urban Development. Unauthorized use or disclosure of HMIS information is a serious matter and any End User found to be in breach of this agreement will be subject to the following penalties or sanctions, including: the loss or limitation of use of Service Point; adverse employment actions including dismissal; and civil and/or criminal prosecution.

Please initial that you understand and agree to comply with all the statements listed below.

_____ My ServicePoint User ID and password are for my use only and must not be shared with anyone. (Licensed User Only)

_____ I will take all reasonable means to keep my User ID and password physically secure. (Licensed User Only)

_____ If I am logged into ServicePoint and must leave the work area where the computer is located, I must log-off of Service Point before leaving. (Licensed User Only)

_____ Any computer that has Service Point "open and running" shall never be left unattended. Any computer that is used to access Service Point must be equipped with locking (password protected) screen savers.

_____ If I notice or suspect a security breach, I must notify the HMIS System Administrator.

_____ I understand that the only individuals who can view HMIS information are authorized users and the clients to whom the information pertains.

_____ I understand that in the event a client doesn't want to share their information with other agencies, it's my responsibility to make the client's program enrollment, services, file, etc., private in HMIS and to ensure if the information is provided during CEP case conferencing; it is done so in a non-identifying manner.

_____ I understand that I will maintain HMIS data in such a way as to protect against revealing the identity of clients to unauthorized agencies, individuals, or entities (see the Client Informed Consent and Release of Information Authorization and the Notice of Privacy Practices in HMIS Policies and Procedures) both within HMIS and during CPE case conferencing.

_____ I understand that I may only view, obtain, disclose, or use the database information that is necessary in performing my job.

_____ I understand that these rules apply to all users of HMIS, whatever their work role or position.

_____ I understand that hard copies of HMIS information must be kept in a secure file.

_____ I understand that once hard copies of HMIS information are no longer needed, they must be properly destroyed to maintain confidentiality.

I affirm the following:

1. I have received the following HMIS trainings:
 - a) ServicePoint use (Licensed User Only)
 - b) Privacy
 - c) Data collection
 - d) Security policy
2. I have read and will abide by all policies and procedures in the HMIS Policies and Procedures Manual and have adequate training and knowledge to enter data and/or run reports in ServicePoint.
3. I will maintain the confidentiality of client data in ServicePoint as outlined above and in the HMIS Policies and Procedures Manual.
4. I will only search, view, enter or share data in HMIS when a Client Consent Form is on file.

End User Signature

Date

End User Printed Name

Phone Number

Email Address

To be filled out by Agency Directory/Supervisor

Designated Agency HMIS Program Lead ☐ Yes ☐ No

User will be generating reports ☐ Yes ☐ No

Non-Licensed Users

Volunteer ☐ Yes ☐ No

Data Collection Only ☐ Yes ☐ No

Please indicate the programs the end user has been authorized to access.

1. _____ 2. _____ 3. _____

4. _____ 5. _____ 6. _____

Agency Director/ Supervisor

Date