



**MICHIGAN STATE HOUSING DEVELOPMENT AUTHORITY**  
**Office of Rental Assistance and Homeless Solutions**

**Exhibit 1 – Continuum of Care  
Annual Planning Update  
October 1, 2018 – September 30, 2019**

**Due Date: September 4, 2018 at 5:00 p.m.**

**Exhibit 1 & attachments listed below must be mailed in one envelope to:**

**Juliann Kline  
Rental Assistance & Homeless Solutions  
MSHDA  
735 E. Michigan Avenue  
PO Box 30044  
Lansing, MI 48909**

**Mailing Questions:**

Contact Juliann Kline: 517-241-1440 or [klinej1@michigan.gov](mailto:klinej1@michigan.gov)

**General Questions:**

Michelle Edwards - [edwardsm6@michigan.gov](mailto:edwardsm6@michigan.gov) – 517-241-1156 - Regions 6, and 10

Jesica Vail - [vailj1@michigan.gov](mailto:vailj1@michigan.gov) - 517-241-3049 – Region 1, 2, and 3

Stephanie Oles - [oles@michigan.gov](mailto:oles@michigan.gov) – 517-241-8591 - Regions 5, 7, and 8

Nicole Schalow - [schalown@michigan.gov](mailto:schalown@michigan.gov) – 517-335-1852 – Regions 4 and 9

**Documents to be submitted with Exhibit 1**

- ☐ ESG Memorandum of Understanding (click on title) (form)
- ☐ CoC By-Laws or Operating Principles (if already on file with no change, do not send)
- ☐ Most recent Coordinated Entry Plan
- ☐ Most recent policy on HUD Equal Access and Gender Identity Rule
- ☐ Key Person Security Agreement (MSHDA 1796c) (click on title) (HARA HCV form)
- ☐ HARA Memorandum of Understanding (click on title) (HARA HCV form)
- ☐ Fair Housing Policy Form (click on title)
- ☐ CoC Equal Access Policy (if already on file with no change, do not send)
- ☐ I (insert name of chair) Lisa Cruden \_\_\_\_\_  
verify that a copy of Exhibit I has been made available to participating CoC members.

**Michigan State Housing Development Authority  
Exhibit 1 Continuum of Care Annual Planning Update  
October 1, 2018 - September 30, 2019**

**1. CoC Contacts**

Name of Continuum: Grand Rapids/Wyoming/Kent County CoC  
Counties Included in Continuum: Kent

Continuum of Care Coordinator: Wende Randall		Title: Director
Agency: Essential Needs Task Force		e-mail: wrandall@hwmuw.org
Phone: 616-752-8642		
Address: 118 Commerce		Zip: 49503
City: Grand Rapids		Date: 8/15/18
Signature: <i>Wende Randall</i>		

Continuum of Care Chair: Lisa Cruden		Title: Director of Family Services
Agency: Family Promise of Grand Rapids		e-mail: lisa@familypromisegr.org
Phone: 616-608-8904		
Address: 516 Cherry St		Zip: 49503
City: Grand Rapids		Date: 8-17-18
Signature: <i>Lisa Cruden</i>		

Continuum of Care Chair:		Title:
Agency:		e-mail:
Phone:		
Address:		Zip:
City:		Date:
Signature:		


2. **Signature from the four Key Stakeholders**

Signature of this form signifies that the community's key stakeholders in the Action Plan (formerly known as Plan to End Homelessness, have received and reviewed the 2018 - 2019 Continuum of Care Planning Update, Exhibit 1.

Continuum of Care Chairperson: Lisa Cruden		Agency: Family Promise of Grand Rapids
Title: Director of Family Services		Email: lisa@familypromisegr.org
Phone: 616-475-5220		
Address: 516 Cherry SE		Zip: 49503
City: Grand Rapids		Date: 8-17-18
Signature: 		

Community Collaborative Chairperson: Matthew VanZetten		Agency: Office of the Administration of Kent County
Title: Assistant Administrator of Kent County		Email: matthew.vanzetten@kentcountymi.gov
Phone: 616-632-7566		
Address: 82 Ionia Ave NW		Zip: 49503
City: Grand Rapids		Date: 8/16/2018
Signature: 		

County Director of Health & Human Services: Tracey Fountain		Agency: Kent County Department of Health and Human Services
Title: Director		Email: fountaint@michigan.gov
Phone: 616-248-1002		
Address: 121 Franklin SE		Zip: 49507
City: Grand Rapids		Date: 8/18/18
Signature: 		

Director of Community Mental Health: William Riley		Agency: network180
Title: Interim Executive Director		Email: bill.riley@network180.org
Phone: 616-855-5201		
Address: 3310 Eagle Park Drive, Suite 100		Zip: 49525
City: Grand Rapids		Date: 8-3-18
Signature: 		



### 3. CoC Planning Narrative

Specific Names of CoC Organizations/Persons	Interagency Service Team Members	Geographic Area Represented	Sub-populations Represented, if any* (For example, SMI, SA, VETS, HIV/AIDS, G)
State Agencies: Dept of Corrections	Brandi Stones	Kent County	G
Local Government Agencies: Kent County City of Wyoming City of Grand Rapids	Mathew VanZetten Rebecca Rynbrandt Connie Bohatch	Kent County Wyoming, MI Grand Rapids, MI	G, Vets G G
Public Housing Authorities (PHA): Grand Rapids Housing Commission	Hattie Tinney	Grand Rapids	G
Kent County Housing Commission	Darrell Singleton	Kent County	G
Wyoming Housing Commission	Rebecca Venema	Wyoming	G
McKinney Vento School Liaisons: Kent County ISD	Casey Gordon	Kent County	F, Y
Nonprofit organizations: (includes Faith-Based organizations): Grand Rapids Urban League Community Rebuilders Family Promise Well House Inner City Christian Federation (ICCF) YWCA Arbor Circle The Salvation Army Dwelling Place Genesis Legal Aid of West Michigan	Kwan McEwen Jeffery King Lisa Cruden Erin Crison Deborah Armstrong Tom Cottrell Julie Cnossen Nancy Oliver Denny Sturtevant John Wynbeek Karen Tjapkes	Grand Rapids Kent County Kent County Grand Rapids Kent County Kent County Regional Kent County Regional Kent County Regional	G G, D, CH, DD HIV/AIDS, VA G, S, SA F, S DV Y, S, F, SMI G, VA G, CH, S G G
Business/Business Associations:			
Homeless/formerly homeless persons:			

<b>Community Member</b> <b>ICCF</b>  <b>Other, such as:</b> <b>Law Enforcement</b> <b>Hospital/Medical</b> <b>Funders:</b> <b>Grand Rapids Community</b> <b>Foundation</b> <b>network180</b>	Shannon Bass	<b>Grand Rapids</b>	
	Deborah Armstrong	<b>Grand Rapids</b>	
	Laurie Craft	<b>Regional</b>	
	Beverly Ryskamp	<b>Regional</b>	<b>G</b>  <b>SMI, SA, DD, D</b>

**Subpopulations Abbreviations:**

1. Chronic Homelessness – CH
2. Severely Mentally Ill – SMI
3. Chronic Substance Use Disorder: CSUD
4. Veterans – V
5. Victims of Domestic Violence – DV
6. Unaccompanied Youth – UY
7. Parenting Youth – PY
8. Children of Parenting Youth - CPY
9. Single Adult Population – SAP
10. Families with Children – FC

**4. Action Plan (formerly known as 10-year plan)**

MSHDA is committed to working with all communities to strengthen effectiveness in their Action Plans to prevent and end homelessness.

- Has your community revised your Action Plan to align with the federal Opening Doors Strategic Plan and the Michigan Action Plan? If so, please enter the date of the revision: Yes, May 2015.
- What are your CoC's top three goals for 2018-2019? Ending chronic homelessness, ending youth homelessness, ending family homelessness
- How will you measure your success in achieving these goals? Via by-name lists and reaching functional zero, defined by the USICH and HUD

**5. Funding Sources**

Emergency Solutions Grant (ESG) funding provides resources to prevent homelessness and to re-house people experiencing homelessness. This funding is not intended to be the community's entire funding source. ESG cannot supplant existing resources. List all sources of current funding within the community that are available for housing and prevention services to the homeless.

Funding Sources	Agency Funds	Administering	Amount of Funding Received	Activity Targeted	Grant Term
<b>Federal Funds</b>					
Community Services Block Grant (CSBG)					
Emergency Food & Shelter	ICCF		9,107	Rental/mortgage assistance, utilities	
ESG – Direct from HUD, i.e. Independent Jurisdiction	City of Grand Rapids		\$309,975	Prevention, rapid rehousing, administration	7/1/18 – 6/30/19
FEMA	YWCA				
McKinney-Vento Dept. of Education	Kent ISD			Homeless Youth Services	
SHP					
HUD CoC Programs	Community Rebuilders		\$123,748	PSH	
	Community Rebuilders		\$130,265	PSH	
	Community Rebuilders		\$528,547	PSH	
	Community Rebuilders		\$840,930	RRH	
	Community Rebuilders		\$782,976	RRH	
	Grand Rapids Housing Commission		\$159,663	RRH	
	Heart of West Michigan United Way		\$160,553	Planning	
	Heartside Non-profit Housing Corporation		\$63,000	PSH	

	Heartside Non-profit Housing Corporation	\$122,500	PSH	
	Heartside Non-profit Housing Corporation	\$212,104	PSH	
	Inner City Christian Federation	\$82,872	RRH	
	Inner City Christian Federation	\$36,251	PSH	
	County of Kent	\$430,257	PSH	
	County of Kent	\$894,363	PSH	
	The Salvation Army Social Services	\$150,490	RRH	
	The Salvation Army Social Services	\$228,488	SSO	
	The Salvation Army Social Services	\$65,950	SSO	
	The Salvation Army Social Services	\$100,000	HMIS	
	YWCA West Central Michigan	\$399,368	TH	
<b>State Funds</b>				
Community Mental Health	network180		Rental Assistance	
DOC				
Domestic Violence	YWCA	\$214,737	Transitional Supportive Housing Services	10/1/18 9/30/19 –
Local DHHS Contracts (e.g. ESP, Hotel/Motel vouchers)	ICCF	\$103,536	Shelter	10/1/18 9/30/19 –
	The Salvation Army Social Services		Prevention, Rapid re-housing	
	The Salvation Army Social Services (Kent Co. Unmet Needs Grant)	\$67,408	Coordinated Assessment	1/1/18 12/31/18 –
	Kent County Community Action		Rent Assistance	

MSHDA (Initiatives)				
SSVF	Community Rebuilders		Rapid rehousing	
Other:				
<b>LOCAL GOVERNMENT FUNDS</b>				
City				
County				
Township				
Other:				
<b>Private</b>				
Foundations				
United Way	The Salvation Army Social Services	\$140,000	Coordinated Assessment	7/1/18 – 6/30/19
	YWCA	\$75,000	Domestic Violence Transitional Housing	7/1/18 – 6/30/19
Salvation Army				
Other	YWCA		Shelter, Transitional Housing	
<b>Additional Funding:</b>				
DOJ/OVW	YWCA	\$116,666	Transitional Housing	10/1/18 – 9/30/19

**6. For communities receiving HUD CoC Funding:**

How much funding was received in 2017-2018 from you HUD CoC Applications and how much has been spent? A total of \$5,512,325 was received and 97% has been spent.

**7. Fairness of Funding**

- Describe the community funding decision making process.
- List the funding committee members, the name of the agency they represent, and their contact information: Karen Tjapkes, Legal Aid of West MI (ktjapkes@legalaidwestmich.net), Laurie Craft of the Grand Rapids Community Foundation (lcraft@grfoundation.org), Denise Price of Reliance Community Care Center (denise.price@hhshealthoptions.org), Heidi DeVries (community member - psycho101361@aol.com), Joshua Bernstein of the Kent District Library (jbernstein@kdl.org), James Hissong of Kent ISD (jameshissong@kentisd.org), Nina Bowser of the Kent County Health Department (nina.bowser@kentcountymich.gov), Beverly Ryskamp of network180 (Beverly.Ryskamp@network180.org), Patrick Lonegran of Fifth Third Bank (patrick.lonegran@53.com)
- How do these funding decisions support the CoC's goals? Project applications contain questions specifically pertaining to the CoC's goals for performance benchmarks, target



populations, and service quality. The Funding Review Committee reviews all proposals based on the CoC's goals and community needs.

- d. Describe how our allocation process embraces fairness? The Funding Review Committee is comprised of neutral individuals from agencies and businesses that do not receive HUD funding; all Funding Review members are additionally required to sign Conflict of Interest disclosures prior to service. Funding Review members evaluate projects based on CoC local applications that include objective scoring criteria and detailed information on project performance. Local agencies have the option of appealing the Funding Review Committee's decisions to the CoC's Appeals Panel, which is comprised of neutral individuals with housing/HUD funding experience from outside of the community (all members of this panel must also complete Conflict of Interest disclosures before service). The Funding Review Committee and Appeals Panel make funding recommendations to the Steering Council, which makes final recommendations to HUD; all Steering Council members that work for agencies that receive HUD funding or who have other conflicts of interest abstain from this vote (Steering Council members must also complete Conflict of Interest disclosures as well).

## **8. Community Crisis Plan**

List the HARA's hours of operation you community's crisis plan after regular business hours: The Salvation Army's Housing Assessment Program (HAP) serves as the CoC's Coordinated Entry entity. HAP takes referrals from United Way's 2-1-1 service, according to local protocol, but also receives referrals from other agencies, providers, and self-referrals for anyone who is literally homeless or at risk of homelessness. HAP ensures that special populations, such as unaccompanied minors or those experiencing active domestic violence from an intimate partner, are quickly referred to community experts for additional and/or more specific services. HAP is open Monday through Friday, 8:30am to 4:30pm, closing 12pm-1pm for lunch and at 3pm every Thursday for staff meetings. United Way's 2-1-1 service partners with HAP to ensure after-hours emergency response, connecting homeless households to HAP's on-call staff for support and connection to emergency shelters based on need and availability.

9. **Housing Resource Specialist** Each HARA is required to employ a Housing Resource Specialist that builds relationships with landlords and works to find housing for people who are homeless. Provide the name(s), contact information of the *Housing Resource Specialist(s)* who will be working at the HARA.

Todd Furlong – todd\_furlong@usc.salvationarmy.org – (616) 454-5840

Patricia Post – patricia\_post@usc.salvationarmy.org – (616) 454-5840

Liliana Horn – liliana\_horn@usc.salvationarmy.org – (616) 454-5840

Jameela Maun – jameela\_maun@usc.salvationarmy.org – (616) 454-5840

10. **Homeless Preference Specialist with knowledge of Project Based Vouchers** Each HARA is required to have a person that enters names on the Housing Choice Voucher Homeless Preference Waiting List and updates the list quarterly. In addition, the HARA is required to have a staff member that is knowledgeable of Project Based Vouchers.

Heather Brinkman – heather\_brinkman@usc.salvationarmy.org – (616) 454-5840

Provide the name and contact information for the staff person at the HARA that maintains the Homeless Preference Waiting List and person with knowledge of Project Based Vouchers in the area. (This may/may not be the same staff member.)

Heather Brinkman – heather\_brinkman@usc.salvationarmy.org – (616) 454-5840

## **11. Public Relations**

Explain how your CoC will build public support to end homelessness in your community. How will you engage with public officials, McKinney-Vento school liaisons, local CMH, Michigan Works and other community leaders to ensure successful outcomes? The CoC's Steering Council (the governing body) holds seats for employees from the Cities of Grand Rapids and Wyoming as well

as Kent County. This arrangement allows the CoC to have direct and regular communication with the largest local government entities in the region. The McKinney-Vento Coordinator for the county school district is an active member of the CoC, and a representative from the local CMH authority has been engaged and served on the Steering Council for many years. Each of these entities is engaged and committed to furthering the work of ending homelessness.

## **12. SSI/SSDI Outreach, Access and Recovery (SOAR)**

- a. Please name the SOAR case managers serving in your CoC Jurisdiction. Victoria Sluga (Kent County SOAR Lead), Streetreach - Pine Rest; Eulondon Reeves, GRHC; K'Quiana Knowling, Community Rebuilders; Laura Oesch, GRHC; Alison Dault, network180 ; Alisha Pennington, Streetreach - Pine Rest; Bryan Holt, Streetreach - Pine Rest; Erin Shibley, GRHC; Kathy Monroe, GRHC; Trunessa Allen, GRHC; Lena Agnew, GRHC; James Schuen, Streetreach - Pine Rest; Danelle Harris, Streetreach-Pine Rest; Wanda Couch, GRHC; Lisa Blackburn, Dwelling Place; Patricia Gregg, network180; Christina Slofstra, Dwelling Place; Christina White, Pine Rest; Joyce Williams, Pine Rest; Lisa Meengs, Pine Rest; Regina Bradely, Dwelling Place
- b. If not, what efforts are being made to secure a SOAR trained case manager?

## **13. Veterans**

- a. Does your community have a by-name list for Veterans? Yes If not, please indicate when one will be created:
- b. Has your CoC created a Veteran Committee? If so, list dates and times of their meetings: The Veterans Committee meets the third Thursday of each month.
- c. A Veteran report is required to be submitted to your MSHDA Homeless Assistance Specialist by the 15<sup>th</sup> of each month for your CoC. Please list who is responsible for completing this report and their contact information: Anna Diaz, Community Rebuilders: adiaz@communityrebuilders.org, 616-458-5102 ext. 122

## **14. Continuous Quality Improvement**

- a. Explain the process your community will use to measure the performance of programs receiving ESG assistance. If there is no process in place, what steps are being taken to create measure performance? ESG assistance is expected to follow the Service Standards for Rapid Rehousing in the community. The Fiduciary Agency is in regular communication with the HARA regarding quarterly progress and expectations. The Fiduciary Agency begins to closely monitor the records of the HARA in the third quarter of the fiscal year to ensure quality program performance for the year.
- b. Describe your Corrective Action Plan for a program that is not meeting their outcome performance: There has been less of a need to issue Corrective Action Plans due to the fact that sub-grantees are not used to carry out ESG-funded activities. If the HARA were to show difficulty in expending the funds or meeting outcomes, the Fiduciary Agency would work with them to create a comprehensive plan to address the performance issue and expend the funds as expeditiously as possible. Currently, the HARA tracks its expenditures on a monthly and quarterly basis to ensure that funds are spent in a timely manner and that all funds are expended by the end of the contract period.
- c. Does your community use Continuous Quality Improvement (CQI)? If so, please describe the CQI process being used to improve program performance: The community utilizes the CoC's Data Analysis Committee to examine data and improve program performance.
- d. Describe how HMIS data is being reviewed and evaluated to measure program performance and success in your CoC: The HMIS System Administrator, with the help of the Data Analysis committee, compiles and presents the data to leadership for discussion and planning
  - 24 months?

## 15. CoC Meeting Schedule

**It is mandatory for the CoC/LPB to provide the MSHDA Homeless Assistance Specialists with the following:**

- Meeting Agendas
- Meeting Minutes and other pertinent events/information

**Please Note:** Only the CoC/LPB meeting information needs to be submitted in the chart below.

[illegible]

## 16. Disclosure of Community Financial Assistance Guidelines

The MSHDA ESG Policy and Procedures manual provides a complete chart outlining the assistance, qualifications, and guidelines for processing Rapid Re-Housing and Homeless Prevention Financial Assistance. Communities are permitted to apply stricter guidelines, but with limits found in the chart below. No other added guidelines will be accepted. MSHDA will have final approval of additional guidelines.

**Please disclose any additional guidelines your CoC implemented below:**

Please disclose any additional guidelines your CoC implemented below:	
MSHDA ESG Key Policies Addressing Financial Assistance	Additional CoC Guidelines Disclosure Log
Income below 30% AMI	<i>If you select to set a cap below 30% AMI please disclose:</i>
Homeless Prevention Financial Assistance	<i>If you select to not provide Homeless Prevention Financial Assistance please disclose:</i>
Rental Arrearages up to 3 months maximum	<i>If you select to set a cap below 3 months please disclose:</i>
Leasing Assistance 6 months maximum (Note, no more than 6 months total in combination with Rental Arrearages)	<i>If you select to set a cap below 6 months please disclose:</i>
Security Deposit up to one month's rent	<i>If you select to set a cap below one month's rent please disclose:</i>

<p>Utility Deposits and Utility Arrearages capped at \$1,500 per household per year for the combination of the 2 categories.</p>	<p><i>If you select to set a cap below \$1,500 please disclose:</i></p>
<p><i>If your community selected to require participants to contribute to a portion of rent please disclose:</i></p>	

## SECURITY AGREEMENT

### Homeless Preference and Applicant Portal Lead Agency

**Instructions:**

Section I, II, & III to be completed by the Lead Agency

Section IV, V, & VI to be completed by Rental Assistance & Homeless Solutions (RAHS)

**Section I – Enrollment Profile**

Lead Agency (Business) Legal Name		County/Countries Represented	
The Salvation Army Social Services of Kent County		Kent County	
Lead Agency Address			
1215 E. Fulton Grand Rapids, MI 49503			
Name of Authorized Signatory for the Lead Agency (Legal Last, First, Middle Initial)		Title of Authorized Signatory for the Lead Agency	
Oliver, Nancy		Executive Director	
Key Person's Name (Legal Last, First, Middle Initial)		Title of Key Person	
Brinkman, Heather L		Housing Data Quality Coordinator	
Key Person's Email			
heather_brinkman@usc.salvationarmy.org			
Action Request			
<input checked="" type="checkbox"/> Create Homeless Preference Code Access		<input type="checkbox"/> Modify Homeless Preference Code Access	
<input checked="" type="checkbox"/> Create Applicant Portal Recertification Access		<input type="checkbox"/> Modify Applicant Portal Recertification Access	
Reason for Request			

**Section II-Security Agreement**

As a user of the Michigan State Housing Development Authority Homeless Preference code and/or Applicant Portal, the Lead Agency and Key Person listed under Section I of this document accept and agree to the following:


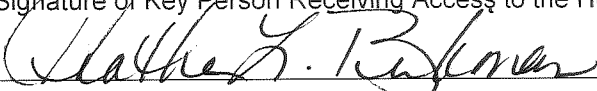
1. To comply with the State of Michigan Computer Crime Law (Public Acts 1979-53).
2. To use the Homeless Preference code and/or Applicant Portal to perform the functions outlined in the signed Memorandum of Understanding for MSHDA to the exclusion of all other uses.
3. To report to MSHDA any threat or violation of the Homeless Preference code's or Applicant Portal's security.
4. To protect the Homeless Preference code and Applicant Portal provided by MSHDA from unauthorized use. I understand that every action completed under the Homeless Preference code or Applicant Portal user account assigned to the Key Person listed under Section I of this document is recorded as being completed by the listed Key Person. I will hold all information obtained from the Homeless Preference and/or Applicant Portal in the strictest confidence and comply with all state and departmental security guidelines. I will be bound by all federal and state laws concerning confidentiality of the applicant, voucher holder(s), payees, owners, and contracted partners and other confidential or sensitive information that may come into my possession as a result of the signed MOU except in accordance with applicable law, MSHDA regulations and, and the MOU.
5. To comply with state and federal laws regarding confidentiality to protect an individual's rights and privacy.
6. To protect my unattended workstation by logging off or invoking a hotkey password supported screen saver.



### Section III – Lead Agency Certification

As the Key Person for the Lead Agency, I have read the above security agreement and pages 3 and 4 of this document. The Lead Agency and I understand and agree to comply with its contents. Further, the Lead Agency and I understand that any violation of the security agreement's contents may result in termination of access privileges and/or recommendation for prosecution.

The Lead Agency understands that failure to provide this certification will result in denied Homeless Preference code and/or Applicant Portal access for the Key Person.

Signature of Authorized Signatory for the Lead Agency 	Date 8/20/18	Phone (616) 459-9468 x 1301
Signature of Key Person Receiving Access to the Homeless Preference Code 	Date 8/15/18	Phone 616-454-5840

### Section IV – MSHDA Access Certification

By signing this document, I certify that the above Lead Agency needs access to the Homeless Preference code and/or Applicant Portal in order to perform its duties under its Memorandum of Understanding. I also certify that I understand the functions of the Homeless Preference code and/or Applicant Portal and the access that I am requesting for the Lead Agency.

Assigned Homeless Assistance Specialist Signature	Date
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### Section V – RAHS Operations Staff

Initial Code	New Code	Date	Reason

Homeless Preference Code Administrator Signature	Date
User Account	
Applicant Portal Administrator Signature	Date

### Section VI – RAHS Operations Manager

Action Completed	
<input type="checkbox"/> Homeless Preference Code Created	<input type="checkbox"/> Homeless Preference Code Modified
<input type="checkbox"/> Applicant Portal Account Created	<input type="checkbox"/> Applicant Portal Account Modified
System Manager Signature	Date

AN ACT to prohibit access to computers, computer systems, and computer networks for certain fraudulent purposes; to prohibit intentional and unauthorized access, alteration, damage, and destruction of computers, computer systems, computer networks, computer software programs, and data; and to prescribe penalties.

**PUBLIC ACTS 1979 – No. 53**  
The People of the State of Michigan enact:

**752.791 Meanings of words and phrases. [M.S.A. 28.529(1)]**

Sec. 1. For the purposes of this act, the words and phrases defined in sections 2 and 3 have the meanings ascribed to them in those sections.

**752.792 Definitions; A to C. [M.S.A. 28.529(2)]**

Sec. 2. (1) "Access" means to approach, instruct, communicate with, store data in, retrieve data from, or otherwise use the resources of, a computer, computer system, or computer network.

(2) "Computer" means an electronic device which performs logical, arithmetic, and memory functions by the manipulations of electronic or magnetic impulses, and includes input, output, processing, storage, software, or communication facilities which are connected or related to a device in a system or network.

(3) "Computer network" means the interconnection of communication lines with a computer through remote terminals, or a complex consisting of 2 or more interconnected computers.

(4) "Computer program" means a series of instructions or statements, in a form acceptable to a computer, which permits the functioning of a computer system in a manner designed to provide appropriate products from the computer system.

(5) "Computer software" means a set of computer programs, procedures, and associated documentation concerned with the operation of a computer system.

(6) "Computer system" means a set of related, connected or unconnected, computer equipment, devices, and software.

**752.793 Definitions; P to S. [M.S.A. 28.529(3)]**

Sec. 3. (1) "Property" includes financial instruments; information, including electronically produced data; computer software and programs in either machine or human readable form; and any other tangible or intangible item of value.

(2) "Services" includes computer time, data processing, and storage functions.

**752.794 Prohibited access to computer, computer system, or computer network. [M.S.A. 28.529(4)]**

Sec. 4. A person shall not, for the purpose of devising or executing a scheme or artifice with intent to defraud or for the purpose of obtaining money, property, or a service by means of a false or fraudulent pretense, representation, or promise with intent to, gain access or to cause access to be made to a computer, computer system, or computer network.

**752.795 Gaining access to, altering, damaging, or destroying computer, computer system or network, software program, or data. [M.S.A. 28.529(5)]**

Sec. 5. A person shall not intentionally and without authorization, gain access to, alter, damage, or destroy a computer, computer system, or computer network, or gain access to, alter, damage, or destroy a computer software program or data contained in a computer, computer system, or computer network.

**752.796 Violations. [M.S.A. 28.529(6)]**

Sec. 6. A person shall not utilize a computer, computer system, or computer network to commit a violation of section 174 of Act No. 328 of the Public Acts of 1931, as amended, being section 750.174 of the Michigan Compiled Laws, section 279 of Act No. 328 of the Public Acts of 1931, being section 750.279 of the Michigan Compiled Laws, section 356 of Act No. 328 of the Public Acts of 1931, as amended, being section 750.356 of the Michigan Compiled Laws, or section 362 of Act No. 328 of the Public Acts of 1931, as amended, being section 750.362 of the Michigan Compiled Laws.

**752.797 Penalties. [M.S.A. 28.529(7)]**

Sec. 7. A person who violates this act, if the violation involves \$100.00 or less, is guilty of a misdemeanor. If the violation involves more than \$100.00, the person is guilty of a felony, punishable by imprisonment for not more than 10 years, or a fine of not more than \$5,000.00, or both.

Approved July 11, 1979.

**Identity Theft Protection Act 452 of 2004, as amended**

Sec. 12. A person that provides notice of a security breach in the manner described in this section when a security breach has not occurred, with the intent to defraud, is guilty of a misdemeanor punishable by imprisonment for not more than 30 days or a fine of not more than \$250.00 for each violation, or both.

Sec. 13. Subject to subsection (14), a person that knowingly fails to provide any notice of a security breach required under this section may be ordered to pay a civil fine of not more than \$250.00 for each failure to provide notice. The attorney general or a prosecuting attorney may bring an action to recover a civil fine under this section.

Sec. 14. The aggregate liability of a person for civil fines under subsection (13) for multiple violations of subsection (13) that arise from the same security breach shall not exceed \$750,000.00.

#### **Social Security Number Privacy Protection Act 454 of 2004**

Sec. 6. (1) A person who violates section (3) with knowledge that person's conduct violates this act is guilty of a misdemeanor punishable by imprisonment for not more than 93 days or a fine of not more than \$1,000.00 or both.

**Instructions:**

Section I, II, & III to be completed by the Lead Agency  
 Section IV, V, & VI to be completed by Rental Assistance & Homeless Solutions (RAHS)

**Section I – Enrollment Profile**

Lead Agency (Business) Legal Name The Salvation Army Social Services of Kent County	County/Countries Represented Kent County
Lead Agency Address 1215 Fulton St SE Grand Rapids, MI 49503	
Name of Authorized Signatory for the Lead Agency (Legal Last, First, Middle Initial) Oliver, Nancy	Title of Authorized Signatory for the Lead Agency Executive Director of Social Services
Key Person's Name (Legal Last, First, Middle Initial) Johnson, Siobhan	Title of Key Person Administrative Assistant Housing Services
Key Person's Email siobhan_johnson@usc.salvationarmy.org	
Action Request <div style="display: flex; justify-content: space-between;"> <div> <input checked="" type="checkbox"/> Create Homeless Preference Code Access  <input checked="" type="checkbox"/> Create Applicant Portal Recertification Access         </div> <div> <input type="checkbox"/> Modify Homeless Preference Code Access  <input type="checkbox"/> Modify Applicant Portal Recertification Access         </div> </div>	
Reason for Request	

**Section II-Security Agreement**

As a user of the Michigan State Housing Development Authority Homeless Preference code and/or Applicant Portal, the Lead Agency and Key Person listed under Section I of this document accept and agree to the following:

1. To comply with the State of Michigan Computer Crime Law (Public Acts 1979-53).
2. To use the Homeless Preference code and/or Applicant Portal to perform the functions outlined in the signed Memorandum of Understanding for MSHDA to the exclusion of all other uses.
3. To report to MSHDA any threat or violation of the Homeless Preference code's or Applicant Portal's security.
4. To protect the Homeless Preference code and Applicant Portal provided by MSHDA from unauthorized use. I understand that every action completed under the Homeless Preference code or Applicant Portal user account assigned to the Key Person listed under Section I of this document is recorded as being completed by the listed Key Person. I will hold all information obtained from the Homeless Preference and/or Applicant Portal in the strictest confidence and comply with all state and departmental security guidelines. I will be bound by all federal and state laws concerning confidentiality of the applicant, voucher holder(s), payees, owners, and contracted partners and other confidential or sensitive information that may come into my possession as a result of the signed MOU except in accordance with applicable law, MSHDA regulations and, and the MOU.
5. To comply with state and federal laws regarding confidentiality to protect an individual's rights and privacy.
6. To protect my unattended workstation by logging off or invoking a hotkey password supported screen saver.

### Section III – Lead Agency Certification

As the Key Person for the Lead Agency, I have read the above security agreement and pages 3 and 4 of this document. The Lead Agency and I understand and agree to comply with its contents. Further, the Lead Agency and I understand that any violation of the security agreement's contents may result in termination of access privileges and/or recommendation for prosecution.

The Lead Agency understands that failure to provide this certification will result in denied Homeless Preference code and/or Applicant Portal access for the Key Person.

Signature of Authorized Signatory for the Lead Agency

Date

8/20/18

Phone (616)

459-9468 x1301

Signature of Key Person Receiving Access to the Homeless Preference Code

Date

8/15/18

Phone

616-457-5840

### Section IV – MSHDA Access Certification

By signing this document, I certify that the above Lead Agency needs access to the Homeless Preference code and/or Applicant Portal in order to perform its duties under its Memorandum of Understanding. I also certify that I understand the functions of the Homeless Preference code and/or Applicant Portal and the access that I am requesting for the Lead Agency.

Assigned Homeless Assistance Specialist Signature

Date

### Section V – RAHS Operations Staff

Initial Code	New Code	Date	Reason
--------------	----------	------	--------

Homeless Preference Code Administrator Signature

Date

User Account

Applicant Portal Administrator Signature

Date

### Section VI – RAHS Operations Manager

Action Completed

☐ Homeless Preference Code Created

☐ Homeless Preference Code Modified

☐ Applicant Portal Account Created

☐ Applicant Portal Account Modified

System Manager Signature

Date



AN ACT to prohibit access to computers, computer systems, and computer networks for certain fraudulent purposes; to prohibit intentional and unauthorized access, alteration, damage, and destruction of computers, computer systems, computer networks, computer software programs, and data; and to prescribe penalties.

**PUBLIC ACTS 1979 – No. 53**  
The People of the State of Michigan enact:

**752.791 Meanings of words and phrases. [M.S.A. 28.529(1)]**

Sec. 1. For the purposes of this act, the words and phrases defined in sections 2 and 3 have the meanings ascribed to them in those sections.

**752.792 Definitions; A to C. [M.S.A. 28.529(2)]**

Sec. 2. (1) "Access" means to approach, instruct, communicate with, store data in, retrieve data from, or otherwise use the resources of, a computer, computer system, or computer network.

(2) "Computer" means an electronic device which performs logical, arithmetic, and memory functions by the manipulations of electronic or magnetic impulses, and includes input, output, processing, storage, software, or communication facilities which are connected or related to a device in a system or network.

(3) "Computer network" means the interconnection of communication lines with a computer through remote terminals, or a complex consisting of 2 or more interconnected computers.

(4) "Computer program" means a series of instructions or statements, in a form acceptable to a computer, which permits the functioning of a computer system in a manner designed to provide appropriate products from the computer system.

(5) "Computer software" means a set of computer programs, procedures, and associated documentation concerned with the operation of a computer system.

(6) "Computer system" means a set of related, connected or unconnected, computer equipment, devices, and software.

**752.793 Definitions; P to S. [M.S.A. 28.529(3)]**

Sec. 3. (1) "Property" includes financial instruments; information, including electronically produced data; computer software and programs in either machine or human readable form; and any other tangible or intangible item of value.

(2) "Services" includes computer time, data processing, and storage functions.

**752.794 Prohibited access to computer, computer system, or computer network. [M.S.A. 28.529(4)]**

Sec. 4. A person shall not, for the purpose of devising or executing a scheme or artifice with intent to defraud or for the purpose of obtaining money, property, or a service by means of a false or fraudulent pretense, representation, or promise with intent to, gain access or to cause access to be made to a computer, computer system, or computer network.

**752.795 Gaining access to, altering, damaging, or destroying computer, computer system or network, software program, or data. [M.S.A. 28.529(5)]**

Sec. 5. A person shall not intentionally and without authorization, gain access to, alter, damage, or destroy a computer, computer system, or computer network, or gain access to, alter, damage, or destroy a computer software program or data contained in a computer, computer system, or computer network.

**752.796 Violations. [M.S.A. 28.529(6)]**

Sec. 6. A person shall not utilize a computer, computer system, or computer network to commit a violation of section 174 of Act No. 328 of the Public Acts of 1931, as amended, being section 750.174 of the Michigan Compiled Laws, section 279 of Act No. 328 of the Public Acts of 1931, being section 750.279 of the Michigan Compiled Laws, section 356 of Act No. 328 of the Public Acts of 1931, as amended, being section 750.356 of the Michigan Compiled Laws, or section 362 of Act No. 328 of the Public Acts of 1931, as amended, being section 750.362 of the Michigan Compiled Laws.

**752.797 Penalties. [M.S.A. 28.529(7)]**

Sec. 7. A person who violates this act, if the violation involves \$100.00 or less, is guilty of a misdemeanor. If the violation involves more than \$100.00, the person is guilty of a felony, punishable by imprisonment for not more than 10 years, or a fine of not more than \$5,000.00, or both.

Approved July 11, 1979.

**Identity Theft Protection Act 452 of 2004, as amended**

Sec. 12. A person that provides notice of a security breach in the manner described in this section when a security breach has not occurred, with the intent to defraud, is guilty of a misdemeanor punishable by imprisonment for not more than 30 days or a fine of not more than \$250.00 for each violation, or both.

Sec. 13. Subject to subsection (14), a person that knowingly fails to provide any notice of a security breach required under this section may be ordered to pay a civil fine of not more than \$250.00 for each failure to provide notice. The attorney general or a prosecuting attorney may bring an action to recover a civil fine under this section.

Sec. 14. The aggregate liability of a person for civil fines under subsection (13) for multiple violations of subsection (13) that arise from the same security breach shall not exceed \$750,000.00.

#### **Social Security Number Privacy Protection Act 454 of 2004**

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**Instructions:**

Section I, II, & III to be completed by the Lead Agency

Section IV, V, & VI to be completed by Rental Assistance & Homeless Solutions (RAHS)

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Lead Agency (Business) Legal Name		County/Countries Represented
The Salvation Army Social Services of Kent County		
Lead Agency Address		Kent County
1215 Fulton Street E Grand Rapids, MI 49503		
Name of Authorized Signatory for the Lead Agency (Legal Last, First, Middle Initial)	Title of Authorized Signatory for the Lead Agency	
Oliver, Nancy	Executive Director Social Services, Kent County	
Key Person's Name (Legal Last, First, Middle Initial)	Title of Key Person	
Bruce, Brian J	Outreach Team Leader/Intake Specialist/AmeriCorps Site Supervisor	
Key Person's Email		
brian_bruce@usc.salvationarmy.org		
Action Request		
<input checked="" type="checkbox"/> Create Homeless Preference Code Access <input type="checkbox"/> Modify Homeless Preference Code Access		
<input checked="" type="checkbox"/> Create Applicant Portal Recertification Access <input type="checkbox"/> Modify Applicant Portal Recertification Access		
Reason for Request		
Continuation of Service as the Lead Agency/HARA to input info on the Homeless Preference List and Applicant Portal for Kent County		

## Section II-Security Agreement

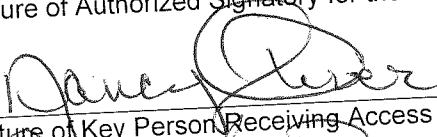
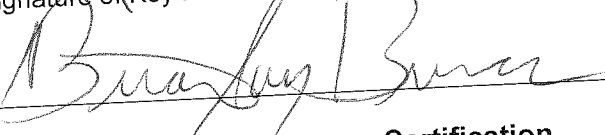
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The Lead Agency understands that failure to provide this certification will result in denied Homeless Preference code and/or Applicant Portal access for the Key Person.

Signature of Authorized Signatory for the Lead Agency	Date	Phone
	8/20/18	616-459-9468 ext. 1301
Signature of Key Person Receiving Access to the Homeless Preference Code	Date	Phone
	8/15/18	616-454-5840 ext. 3002

## Section IV – MSHDA Access Certification

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Assigned Homeless Assistance Specialist Signature	Date

## Section V – RAHS Operations Staff

Initial Code	New Code	Date	Reason

Homeless Preference Code Administrator Signature	Date
User Account	
Applicant Portal Administrator Signature	Date

### Section VI – RAHS Operations Manager

Action Completed

- ☐ Homeless Preference Code Created  
☐ Applicant Portal Account Created

- ☐ Homeless Preference Code Modified  
☐ Applicant Portal Account Modified

System Manager Signature

Date

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# Grand Rapids Area Coalition to End Homelessness (Continuum of Care)

## Centralized Intake Committee Coordinated Assessment and Referral System

Policy and Procedures  
Adopted on August 28, 2014



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## Preamble

The 2004 Vision to End Homelessness, Kent County's 10 year plan, helped to shape the structure of Kent County's response to individuals and families experiencing homelessness. Through the coordinated efforts of the Continuum of Care (CoC) partners, the community moved towards a greater focus on the creation of permanent housing solutions.

This shift has led to many positive, permanent outcomes for households receiving services and has allowed the community to better examine both needs and available resources. As part of this process, the CoC has also examined how systems might change to support this new emphasis. Initiated by elected leadership of the CoC, partners with services tied to Centralized Intake were engaged to provide input in the redesign process.

The changes suggested by this group are significant; not only in scope, but in their potential impact toward ending homelessness. CoC members who had previously developed their own methods to connect households to services will be encouraged to examine how this emerging community vision of a coordinated intake and assessment plan might affect their existing procedures to assist households experiencing homelessness to secure permanent housing. Because of the variety of complex, often overlapping and sometimes conflicting policies of funders, investors, lenders and governmental agencies with regards to housing programs, implementation of this new systems model may be challenging, requiring some adaptation as we move towards full implementation. However, with full knowledge of and commitment to the work ahead, the committee members propose adoption by the CoC of this new set of policy guidelines as outlined in the following pages.

## Guiding Principles

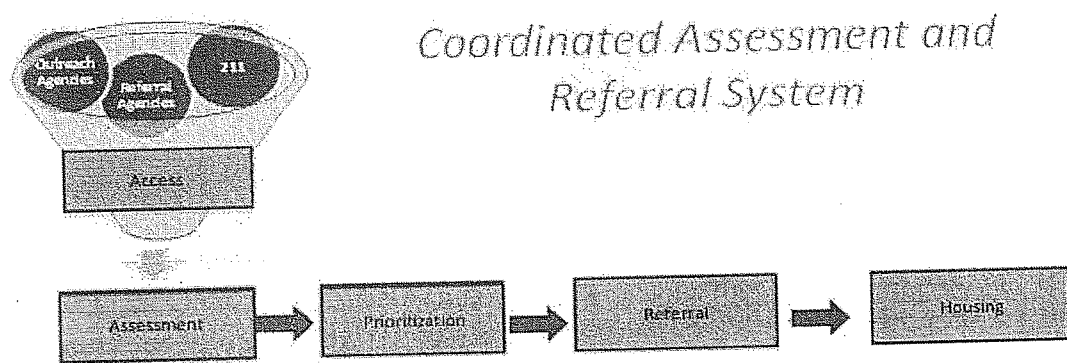
### 2. Guiding Principles

- 2.1. The Coordinated Assessment (CA) System recognizes the strength and resilience of individuals and families experiencing homelessness, and is designed to offer them support and choice in their lives.
- 2.2. The CA System is an integral part of the CoC's plan to end homelessness.
- 2.3. The CA System is intended to maximize positive outcomes for households.
- 2.4. The CA System is intended to maximize efficient use of limited housing and services resources.
- 2.5. The CA System will be established in accordance with federal and state laws, rules, and regulations.
- 2.6. The CA System will be established in accordance with federal and state priorities and noted best practices, such as:
  - 2.6.1. Targeting outreach and prioritizing housing opportunities for those who need it the most.
  - 2.6.2. Implementation of Housing First principles.
  - 2.6.3. Moving households who are homeless into Rapid Re-Housing, and Permanent Supportive Housing, as quickly as possible.
  - 2.6.4. Minimize the need for emergency shelter by helping households to secure permanent housing within 30 days.
- 2.7. A Coordinated Assessment and Referral System that includes all individuals and families who are homeless is needed to offer appropriate housing and services choices.
  - 2.7.1. The CA System should identify those who are experiencing homelessness, as defined by HUD (Department of Housing and Urban Development), assess their housing and service needs, and make appropriate referrals for permanent or temporary housing.
  - 2.7.2. Those who report housing needs but who are not homeless should be directed to Heart of West Michigan United Way's 211 Program or other community resources for assistance with housing or services.
- 2.8. Coordinated Assessment and Referral refers to the overall system of accessing housing resources through the system from initial screening to housing placement. Centralized Intake is the model utilized for assessment, prioritization and referral.

# Overview of the Coordinated Assessment and Referral System

## 3. Overview of the Coordinated Assessment and Referral System (CA System)

### 3.1. System Diagram

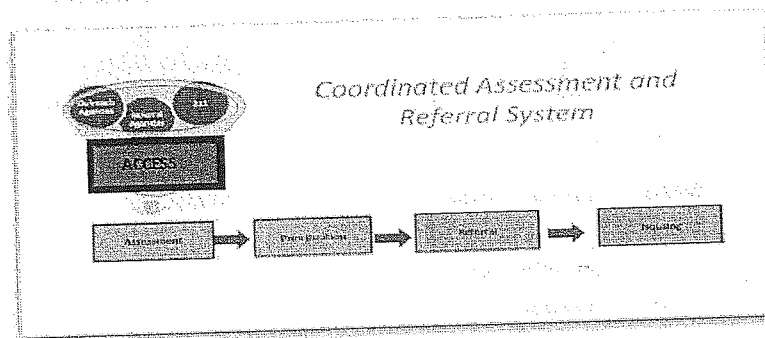


### 3.2. System Component Descriptions

- 3.2.1. Access – The Access component of the CA system begins when an individual or family household, has initial contact with 211, a designated Outreach Agency, or a designated Referral Agency; an initial determination of homelessness is made, through a quick screen to determine homelessness status, and the household is referred to the HAP (Housing Assessment Program - the designated Centralized Intake Agency) if homeless status is determined, to seek housing assistance.
- 3.2.2. Assessment – Once a household arrives at the HAP their homeless status is verified, an HMIS (Housing Management Information System) Assessment is completed. Households who are homeless due to domestic violence may be referred to the Domestic Crisis Center. Households at risk of homelessness are referred to Prevention/Diversion resources. Households who meet the definition of homelessness (see 3.2.2.1.) will have a SPDAT (Service Prioritization Decision Assistance Tool) Pre-Screen conducted. Households may then be referred for temporary housing, and a full SPDAT will be conducted with households receiving a pre-screen score of five or more, usually within two weeks.

- 3.2.2.1. Homeless Status Verification – The HUD definition of Homelessness, as put forth in the HEARTH (Homeless Emergency Assistance and Rapid Transition to Housing) Act Regulations, will be used to determine homeless status in most cases. Categories 1, 2 and 4 are currently approved for use. Specific funder definitions or requirements may also be considered for use in special circumstances.
- 3.2.3. Prioritization – A Central Registry of Households waiting for housing will be maintained by the HAP. Households will be ranked according to their SPDAT score for a permanent housing option.
- 3.2.4. Referral – Households will be offered their choice of available RRH or PSH, for which they meet the housing eligibility requirements, and based on their placement on the Registry prioritized by SPDAT scores and their appropriateness for the placement considering available services and security needs.
  - 3.2.4.1. A Directory of Housing Resources with permanent and temporary housing opportunities will be maintained by the HAP.
- 3.2.5. Housing – Households will be referred by the HAP to the chosen RRH or PSH housing option. Housing providers are encouraged to minimize barriers to acceptance, and provide assistance with the application, rent-up and orientation process. Households may be referred for temporary housing while the permanent housing application is being processed and verified for eligibility or in cases where no permanent housing options are immediately available.

## Access



### 4. Access

4.1. Role of the 211 System – 211 will become the Grand Rapids Area’s primary point of access for all households seeking assistance in need of housing services. Only those households initially determined to be homeless and referred directly to the HAP by a designated Outreach or Referral Agency, or those households that go directly to the HAP offices on their own, will bypass an interview with 211.

### 4.2. Responsibilities

- 4.2.1. The 211 System will market its services to the general public as the Information and Referral agency for housing assistance of all types.
- 4.2.2. 211 will refer those not homeless to mainstream housing and services providers for assistance.
- 4.2.3. 211 will refer those initially determined to be homeless, due to Domestic Violence, to either the Domestic Crisis Center or the HAP for assistance.
- 4.2.4. 211 will refer those initially determined to be homeless to the HAP for assistance with housing.

4.3. Definition and Role of Outreach Agency – The CA Committee can recommend one or more organizations to be a designated Outreach Agency of the CA System for the purpose of actively seeking the engagement of households who are homeless. The CoC Steering Committee can approve the designation, which becomes official upon execution of a Memorandum of Understanding (MOU) between the Agency, HAP, and the CoC, specifying roles and responsibilities.

4.3.1. Responsibilities of the Outreach Agency include:

- 4.3.1.1. Maintaining good standing as a Member of the CoC.

- 4.3.1.2. Participating in outreach coordination meetings scheduled by the CoC and the HAP.
- 4.3.1.3. Participating in training on engagement strategies and the use of CA System Homeless Verification and other Referral forms.
- 4.3.1.4. Providing outreach to those who are experiencing homelessness community in a manner consistent with CoC strategies. Potential sites include:

- 4.3.1.4.1. Streets, viaducts, etc.
- 4.3.1.4.2. Camp sites
- 4.3.1.4.3. Day/warming sites
- 4.3.1.4.4. Shelters
- 4.3.1.4.5. Agencies providing services to those who are homeless
- 4.3.1.4.6. Meals programs

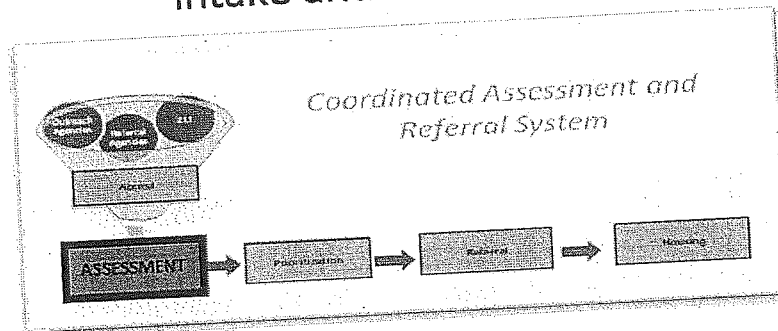
- 4.3.1.5. When assistance with housing and services is requested, the Outreach Agency will make an initial determination as to a household's homeless status. Homeless Verification and other Referral Forms will be completed. Households who are homeless will be referred to the HAP. Others will be referred to 211.

4.4. Definition and Role of Referral Agency – In order to streamline the referral process experienced by households who are homeless, the CA Committee can recommend one or more organizations to be a designated Referral Agency of the CA system, for the purpose of making an initial determination of homelessness and referring a household directly to the HAP. It is assumed that Referral Agencies will be those who work extensively with households who are homeless, are familiar with HUD definitions of homelessness, and are a provider of housing or services to the homeless community. No agency will be expected or required to be a Referral Agency. All agencies, other than Referral Agencies, will refer all households seeking housing and services to 211. The CoC Steering Committee can approve the designation of Referral Agency, which becomes official upon execution of a MOU between the Agency, HAP, and the CoC, specifying roles and responsibilities.

- 4.4.1. Responsibilities of the Referral Agency include:

- 4.4.1.1. Maintaining good standing as a Member of the CoC.
- 4.4.1.2. Participating in training on the use of CA System Homeless Verification and other Referral forms.
- 4.4.1.3. When assistance with housing and services is requested, the Referral Agency will make an initial determination as to a household's homeless status. Households who are homeless will be referred to the HAP. Others will be referred to 211.

## Intake and Assessment



### 5. Intake and Assessment

5.1. Definition and Role of Centralized Intake Agency – The CoC will designate an agency, currently The Salvation Army Housing Assessment Program (HAP), to perform the duties of an HMIS assessment, VI-SPDAT (Vulnerability Index – Service Prioritization Assistance Tool), prioritization, and referral to housing for those households who have accessed the CA system and have been initially determined to be homeless. Households will be directed to the centralized HAP location by 211, Outreach and Referral Agencies. It is also expected that some households will initially access the CA system by going directly to the HAP.

5.1.1. Responsibilities of the HAP include:

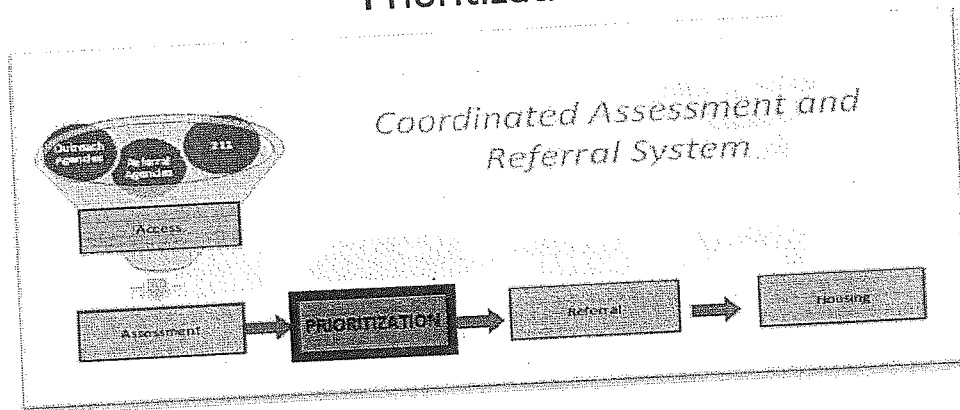
- 5.1.1.1. Maintaining good standing as a Member of the CoC.
- 5.1.1.2. Participating in training on the use of CA System Homeless Verification and other Referral forms.
- 5.1.1.3. Participation with the coordination of community outreach strategies.
- 5.1.1.4. Conduct intake and assessments. Participate in trainings on the use of the HMIS system and SPDAT assessment tools.
- 5.1.1.5. Maintain a Centralized Registry of Households who are homeless, and are seeking housing.
- 5.1.1.6. Maintain a list of temporary and permanent housing opportunities for households who are homeless.
- 5.1.1.7. Make referrals of households to their choice of available RRH or PSH for which they are eligible. Referrals are made in priority order based on the Centralized Registry of Households.
- 5.1.1.8. Fully participate in the meetings and activities of the CA Committee.
- 5.1.1.9. Track status and results of referrals

5.2. Initial intake and assessment of households at the HAP office.



- 5.2.1. A verification of homeless status will be made. Households determined not to be homeless will be referred to 211 or other mainstream housing and service provider agencies.
- 5.2.2. Households determined to be homeless due to domestic violence may be referred to the Domestic Crisis Center.
- 5.2.3. An HMIS and VI-SPDAT assessment will be done, with household data entered or updated in the system.
- 5.2.4. Households determined to be at Imminent Risk will be referred by the HAP to Prevention/Diversion resources. Households may also be referred to Temporary Housing.
- 5.2.5. A VI-SPDAT will be conducted for households determined to be literally homeless.
- 5.2.6. Households with a SPDAT pre-screen score of five or higher, or under five if there are determined to be extenuating circumstances, will be scheduled for a full SPDAT assessment to be administered within two weeks (prioritized based on VI-SPDAT score). Households may be referred to Temporary Housing.
- 5.2.7. Based on the full SPDAT assessment score, households will be added to a Centralized Registry of Households for prioritization and referral to housing.

## Prioritization



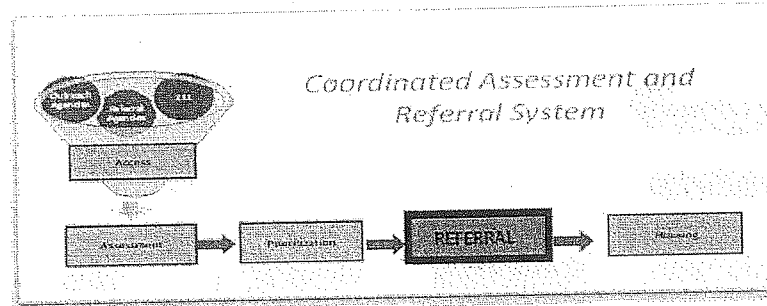
### 6. Prioritization

6.1. The HAP will maintain a prioritized Centralized Registry of Households who are homeless, and are seeking housing.

6.1.1. A registry, prioritized based on SPDAT score and existing HUD priorities, will be maintained for referrals to Rapid Re-Housing and Permanent Supportive Housing opportunities.

6.1.1.1. The HAP will utilize current standards established by OrgCode (the developer of the tool) for use with the SPDAT, or as otherwise modified with the approval of the CA Committee.

## Referral



### 7. Referral

7.1. Directory of Housing Resources – The HAP will maintain the Directory of Housing Resource opportunities -- housing units or rental subsidies, owned, managed or administered by designated Housing Providers (see 9.1.2.) participating in the CA System, in the following categories:

- 7.1.1.1. Rapid Re-Housing.
- 7.1.1.2. Permanent Supportive Housing.
- 7.1.1.3. Temporary Housing, such as Transitional Housing or Emergency Shelters.

7.1.2. Directory of Housing Resources Information will include:

- 7.1.2.1. The name and contact information for each Housing Provider.
- 7.1.2.2. A description of sites or subsidies, number and types of units, eligibility requirements, and application requirements for all housing included on the Directory.

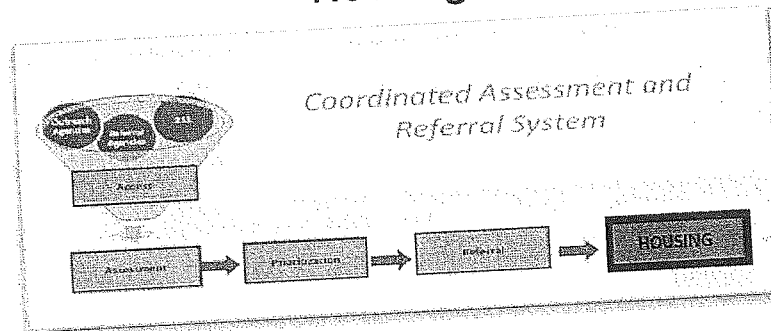
7.2. List of Affordable and Subsidized Housing – The HAP will maintain a list of affordable and subsidized housing available in the Grand Rapids area, but not exclusively linked to referrals from the CA system.

7.3. Vacancy List – The HAP will maintain an updated list, based on information supplied by Housing Providers, of vacancies that have or will soon occur in units or subsidies listed on the Central Housing Registry.

7.4. Matching households to housing – On an ongoing basis, the HAP will review the Centralized Registry of Households who are homeless, review the Directory of Housing Resources vacancies, and match households to housing opportunities on a prioritized basis:

- 7.4.1. The highest ranked household from the Rapid Re-Housing or Permanent Supportive Housing Centralized Registry of Households will be contacted and offered the opportunity to apply for one of the current vacancies for which they are eligible.
- 7.4.2. A referral to temporary housing may be made by the HAP if no vacancies exist in housing for which the household is eligible.
- 7.4.3. Information from the List of Affordable and Subsidized Housing will also be made available to households if no vacancies exist in housing for which the household is eligible.
- 7.4.4. If housing is available at the time of a VI-SPDAT pre-screen and there are no households on the Centralized Registry of Households, the referral will not need to wait until a full SPDAT is completed.
- 7.5. Referring households— Once a household has chosen a housing opportunity offered by the HAP a referral will be made to the Housing Provider.
  - 7.5.1. The household may be referred to a service provider if one is designated to assist with the application process.
    - 7.5.1.1. Documents and information provided by Outreach and Referral agencies, or acquired by the HAP, and which could assist the household with the application process, will be forwarded as part of the referral for housing.
    - 7.5.1.2. The household may be referred for temporary housing for the duration of the application process.

# Housing



## 8. Housing

8.1. Definition and Role of designated Housing Provider – The CA Committee can recommend one or more organizations to be a designated Housing Provider of the CA System, for the purpose of providing housing opportunities for households who are homeless. The CoC Steering Committee can approve the designation, which becomes official upon execution of a Memorandum of Understanding between the Provider and the CoC, specifying roles and responsibilities.

8.1.1. The types of housing opportunities that may be provided for households that are homeless include:

8.1.1.1. Rapid Re-Housing – A combination of affordable housing and services. While rental subsidies and services are provided for a period of limited duration, the household retains their housing on an ongoing basis.

8.1.1.2. Permanent Supportive Housing – A combination of affordable housing and services provided as a permanent housing opportunity.

8.1.1.3. Temporary Housing – Emergency Shelter which offer housing and services as a temporary solution until a permanent housing opportunity is acquired by the household.

8.1.2. Responsibilities of the Housing Provider include:

8.1.2.1. Maintaining good standing as a Member of the CoC.

8.1.2.2. Participating in CA Committee meetings and activities.

8.1.2.3. Placing all housing units supported with CoC funds (with the exception of Domestic Violence specific housing), and additional housing units if possible, on the Directory of Housing Resources maintained by the HAP.

- 8.1.2.4. Notifying the HAP of vacancies that have or will soon occur in housing opportunities listed on the Directory of Housing Resources.
- 8.1.2.5. Notifying the HAP as soon as possible when vacancies in housing listed on the Central Registry have been filled or no longer exist.
- 8.1.2.6. Utilize the CA System as the sole source of referrals of applicants for vacancies in units listed on the Directory of Housing Resources and do everything possible to reduce barriers to housing and accept referrals meeting program eligibility requirements, without violating covenants with local investors, lenders or to otherwise become non-compliant with federal, state or local ordinances or contractual agreements.
- 8.1.2.7. Utilize Housing First principles, to the greatest extent possible, to minimize barriers for households to access housing units.
- 8.1.2.8. Follow national standards and best practices in the offering of affordability and support services for households acquiring housing as part of the CA System.
- 8.1.2.9. Housing Providers will provide the result of the referral to HAP as permitted.

8.2. Applicant Referrals from the HAP – In an effort to streamline the referral and application process, and increase the likelihood that applicants will be approved by the Housing Provider, the following information should be provided for housing opportunities listed on the Directory of Housing Resources:

- 8.2.1. A designation of the type of housing, such as Rapid Re-Housing or Permanent Supportive Housing.
- 8.2.2. A description of the actual housing units, or type of subsidies, available.
- 8.2.3. Eligibility requirements for the housing, such as requirements for homelessness, chronic homelessness, and persons with disabilities.
- 8.2.4. Requirements for documentation of eligibility requirements.
- 8.2.5. Specification as to where applicants should be referred – such as the property management office, or an affiliated service provider who will assist with the application process.

8.3. Processing applications and approvals – Housing Providers are solely responsible for processing and approving applications for housing, in accordance with their property management plan and internal procedures. Collaboration with the HAP and other components of the CA System, such as Outreach Agencies and other service providers, is highly encouraged – to find ways to expedite the application process and find reasons to approve household access to housing.

## System Transparency and Governance

### 9. System Transparency and Governance

- 9.1. Definition and Role of the Centralized Intake (CI) Committee – It is recommended that the CI Committee, as currently constituted by the CoC, continue its efforts, with the following additions to its mandate:

9.1.1. The Committee will be named the Coordinated Assessment and Referral Committee; informally called the CA Committee.

9.1.2. In addition to members appointed by the CoC, each designated Centralized Intake Agency (currently the HAP), Outreach Agency, Referral Agency, and Housing Provider, will have a representative appointed to the Committee, if the organization is not already represented. In addition, a representative from the local Fair Housing agency will maintain a seat on this committee.

9.1.3. In addition to those already assigned by the CoC, the CA Committee's responsibilities will include the following:

9.1.3.1. Ongoing review of the CA System and its operations. Making recommendations for changes as needed.

9.1.3.1.1. Formulating recommendations on the designation of Outreach Agencies, Referral Agencies, and Housing Providers, or the addition or revision of roles and responsibilities assigned to them.

9.1.3.1.2. Reviewing the Centralized Registry of Households who are homeless – Number of households entering the system, number of referrals for housing, and the current number on the registry.

9.1.3.1.3. Reviewing the Directory of Housing Resource – Number and types of housing opportunities listed on the Registry, number of vacancies reported and filled, and the current gap between demand and supply of housing for households who are homeless.

9.1.3.2. Ongoing review regarding the assessment tool utilized by the CA System.

9.1.3.2.1. Data on the number of households assessed.

9.1.3.2.2. Training requirements and procedures.

9.1.3.2.3. Implementation procedures.

9.1.3.2.4. Potential revisions of the existing assessment tool.

9.1.3.2.5. Analysis of alternative or supplemental assessment tools.

9.1.3.3. Monitoring CA System Future Implementation Steps.

9.1.3.4. Overall CA System Evaluation.

9.1.3.4.1. Is the system functioning efficiently?

9.1.3.4.2. Is the system producing the intended outcomes?

9.1.3.4.3. Are there gaps and unmet needs not being addressed by the system?



## Future Implementation Steps

### 10. Future Implementation Steps

- 10.1. Incorporate or strengthen the process for referring those experiencing homelessness due to Domestic Violence to permanent housing options.
- 10.2. Develop a tool to prioritize households eligible for Prevention/Diversion resources.
- 10.3. Develop a Marketing/Communications strategy for telling the general public about changes in the Access point.
- 10.4. Develop a policy for determining and prioritizing which households will be referred to Transitional Housing.
- 10.5. Develop standards for determining the type and amount of housing and support services households will receive in RRH.
- 10.6. Develop recommendations for designations of Outreach Agencies, Referral Agencies, and Housing Providers.
- 10.7. Develop and execute MOUs between the CoC and 211, Outreach Agencies, Referral Agencies, and Housing Providers.
- 10.8. Develop and implement training to 211 on assessing homelessness status by HAP.
- 10.9. Develop a plan and timetable to phase in full participation of all Housing Providers for sole utilization of the HAP for household referrals.
- 10.10. Develop recommendations regarding expansion of SPDAT assessment responsibilities to specific Outreach or Referral agencies.
- 10.11. Develop a system for the HAP to make housing referrals using the HMIS system.
- 10.12. Develop a system for managing the Directory of Housing Resources and the Central Registry of Households.
- 10.13. The CA Committee, 211, and the HAP, will develop a process for sharing information to insure that each is aware of the full array of housing and services, including Prevention/Diversion, available in the Grand Rapids area.

- 10.14. Formulate a recommendation to the CoC Steering Committee (Continuum of Care) that community funders offer their funding support, for housing opportunities targeting household who are homeless, to those using the CA System.
- 10.15. Develop a plan that includes the schedule and scope for ongoing monitoring and evaluation of the CA system.

## Summary of the Planning Process

### 11. Summary of the Planning Process

11.1. Authorized by the Grand Rapids Area Coalition to End Homelessness (Continuum of Care or CoC) Steering Committee – The CoC Steering Committee approved the creation of the Centralized Intake Committee in October 2013, to develop and recommend standards for individuals experiencing homelessness to be referred to housing programs, including rapid rehousing, transitional housing, and permanent supportive housing programs. The committee was also asked to serve in an advisory capacity to the assessment program.

11.2. Committee Members were appointed and met a total of ten times between October 2013 and August 2014:

11.2.1. A combination of presentations and discussion produced a detailed record of the existing system of how households who are homeless are identified and connect with housing and services in the Grand Rapids area.

11.2.2. A document was developed that contained Key Considerations for the development of recommendations for an assessment and referral system.

11.2.3. The Committee formed a Work Group to incorporate the Key Considerations documents, and notes from earlier meetings, to produce a draft set of recommendations to forward to the Steering Committee.

11.2.4. The CoC procured the services of CSH (Corporation for Supportive Housing) to facilitate the Work Group planning process, and to produce a draft Policy and Procedures document.

11.2.5. The Work Group recommendations were reviewed and revised by the Committee, and forwarded to the Steering Committee in August 2014.

11.3. The Work Group met a total of four times between April and June 2014:

11.3.1. Key Considerations and Notes from the Committee, some national standards and best practices, and a brainstormed list of additional items were reviewed, discussed, and combined into a Policy Development Worksheet.

11.3.2. Work Group members were asked to review, vote, and/or comment on each of the 106 items in the Worksheet.

11.3.3. A majority of the items were accepted by unanimous consent. Contested items were discussed, some in great detail, until agreement on a set of recommendations was reached. It should be noted that this does not mean unanimous support in all cases.

11.3.4. The Work Group forwarded its recommendations to the Committee, for their review and action, prior to forwarding them to the Steering Committee. Highlights and priorities during the planning process:

11.3.5. The Committee sought to design a system that encompassed all referrals for housing and services provided to households who are homeless within Kent County.

11.3.6. The recommendations deliberately incorporate federal and state priorities for housing and service delivery approaches for those who are homeless.

11.3.7. The Committee, recognizing the strength of the CoC's existing system, built on the existing structure as much as possible, rather than starting over.

11.4. Implementation will include:

11.4.1. A partial list of implementation steps is found in Section 9 of this document. Others will be identified, and will need to be added, as the system is expanded.

11.4.2. As the system is implemented, it is anticipated that some policies may need further development or revisions.

## Resources

The following websites, and links to specific documents, provide background information regarding best practices and national priorities consulted and referenced in the development of this Policy and Procedures document.

- 12.1. **CSH (Corporation for Supportive Housing) Website – Information Regarding Preventing and Ending Homelessness** <http://www.csh.org/>
  - 12.1.1. CSH Search Engine for Resources <http://www.csh.org/resources/>
- 12.2. **NAEH (National Alliance to End Homelessness Website – Information Regarding Preventing and Ending Homelessness** <http://www.endhomelessness.org/>
  - 12.2.1. Recommendations for Effective Implementation of the HEARTH Act Continuum of Care Regulations  
<http://www.endhomelessness.org/library/entry/recommendations-for-effective-implementation-of-the-hearth-act-continuum-of>
  - 12.2.2. Prevention Targeting 101  
<http://www.endhomelessness.org/library/entry/prevention-targeting-101>
  - 12.2.3. Coordinated Assessment Toolkit  
<http://www.endhomelessness.org/library/entry/coordinated-assessment-toolkit>
  - 12.2.4. One Way In: The Advantages of Introducing System- Wide Coordinated Entry for Homeless Families <http://www.endhomelessness.org/library/entry/one-way-in-the-advantages-of-introducing-system-wide-coordinated-entry-for>
- 12.3. **USICH (United States Interagency Council on Homelessness) Website – Information on Federal Collaborative Campaign to End Homelessness**  
<http://usich.gov/>
- 12.4. **SAMSHA (Substance Abuse and Mental Health Services Administration) Website – Information on Effective Clinical and Treatment Approaches, Including Those Used in Conjunction with Ending Homelessness** <http://www.samhsa.gov/>
  - 12.4.1. SAMSHA National Registry of Evidenced-based Programs and Practices  
<http://www.nrepp.samhsa.gov/>

- 12.5. **HUD Website** – Information on HUD Programs, Including Those Targeted to Prevent and End Homelessness <https://www.onecpd.info/>
- 12.5.1. **SNAP (Supplemental Nutrition Assistance Program) Weekly Focus** <https://www.onecpd.info/homelessness-assistance/snaps-weekly-focus/>
- 12.5.2. **HPRP (Homeless Prevention and Rapid Rehousing) and Centralized Intake** [https://www.onecpd.info/resources/documents/HPRP\\_CentralizedIntake.pdf](https://www.onecpd.info/resources/documents/HPRP_CentralizedIntake.pdf)
- 12.6. **100,000 Homes/Community Solutions Website** – Information on Targeting Those Homeless Households Who Are Most Vulnerable Through Assessment and Prioritization for Referrals <http://100khomes.org/resources>
- 12.6.1. **SPDAT and VI-SPDAT Evidence Brief** <http://100khomes.org/resources/spdat-and-vi-spdat-evidence-brief>
- 12.6.2. **The VI-SPDAT** <http://100khomes.org/resources/the-vi-spdat>

## Definitions

**Coordinated Assessment (CA) System Definition** -- A streamlined system for households experiencing homelessness to access housing and services, exiting into permanent housing consistent with their level of need for resources.

1. CA System policies may be formulated by the Coordinated Access and Referral Committee (CA Committee), as recommendations to the Grand Rapids Area Coalition to End Homelessness (the CoC) Steering Committee, for adoption.
2. The CoC Steering Committee may also directly formulate CA System Policies for adoption.
3. Access begins with household contact with 211, outreach teams, shelters, housing or service providers, or the Centralized Intake Agency.
4. The CA system may incorporate appropriate pre-screening components for use by CoC members and other referral agencies who may be the first point of contact with a household reporting housing needs.
5. Household assessment for households experiencing homelessness is conducted by the Centralized Intake Agency, currently the Housing Assessment Program (HAP) of The Salvation Army Social Services, following a centralized intake model.
6. The SPDAT Pre-Screen and Assessment tools, developed and offered by Org Code, will be utilized to prioritize household needs for housing and services.
7. The HAP will refer households for temporary and permanent housing opportunities.
8. The CA Committee will review data and conduct an ongoing evaluation of the system, making recommendations for revisions as warranted.

**Central Registry of Households**—A centralized, prioritized listing of households experiencing homelessness in need of housing assistance.

**Directory of Housing Resources**—A centralized listing of community housing resources available for HAP to refer households, including all pertinent eligibility criteria.

**Permanent Supportive Housing** – A combination of affordable housing and services provided as a permanent housing opportunity.

**Rapid Re-Housing** – A combination of affordable housing and services. While rental subsidies and services are provided for a period of limited duration, the household retains their housing on an ongoing basis.

**Temporary Housing** – Emergency Shelter and/or Transitional Housing which offer housing and services as a temporary solution until a permanent housing opportunity is acquired by the household.

## **BYLAWS**

### **ARTICLE I**

#### **Purpose**

The purpose of the corporation is set forth in the Articles of Incorporation and adopted here.

### **ARTICLE II**

#### **Board of Directors**

**Section 1. Governance Responsibilities.** The Board of Directors shall manage the corporation's business and may exercise all the corporation's powers. The Board shall be responsible for its maintenance and perpetuation as a purposeful and effective governing body and for the development and maintenance of governing policies for all aspects of organizational operations. In addition, it shall be responsible for executive evaluation, financial stewardship, fund development, strategic direction, service evaluation and community ambassadors through personal gifts of time and financial contributions.

**Section 2. Number of Directors.** The number of term-elected Directors constituting the Board must not be fewer than 15 nor more than 21 elected directors fixed by resolution of the Board of Directors.

**Section 3. Term of Office and Classification.** The Directors at large are divided into three classes, each serving three-year terms, on a staggered basis. The Board elects each class of Directors for a term of three years. Directors are eligible to serve two consecutive three year terms. The Immediate Past Chair serves as an "At-Large" Director for one year, regardless of term limits, with full voting privileges and counted in determining the quorum.

**Section 4. Conflict of Interest.** At the first Board meeting of the fiscal year each Director must disclose all conflicts of interests.

**Section 4. Ex Officio Directors.** The President of the corporation serves as a Director ex officio without term limitation.

**Section 5. Emeritus Directors.** The Directors may appoint one or more honorary or emeritus Directors to serve until death, resignation, or removal. An emeritus Director may receive notice of and may attend and be heard at all meetings of the board. However, an emeritus Director may neither vote nor be counted in determining the presence of a quorum.

**Section 6. Vacancies.** A majority of the Directors may fill vacancies and newly created at-large directorships resulting from any increase in the authorized number of Directors after the vacancy has occurred. The Directors so chosen hold office until the election of Directors at the next annual meeting at which time the director qualifies for nomination to their own three-year term.

**Section 7. Resignation.** A Director may resign by written notice to the corporation. The Board prefers a 60-day notice.

**Section 8. Removal.** A majority vote of the Directors then serving removes a Director.



### **ARTICLE III** **Director's Meetings**

**Section 1. Times and Places of Meetings.** The Board of Directors holds meetings at the corporation's principal executive office or such other place and at such time as the Board determines. The Board must hold regular meetings a minimum of four times annually but no more than 12 times annually.

**Section 2. Annual Meeting.** The last Board meeting of the fiscal year is also the Board's annual meeting for election of Directors.

**Section 3. Special Meeting.** The Board Chairperson or the President may call a special meeting of Directors at any time.

**Section 4. Notice of Meeting.** A published yearly Board meeting calendar shall be distributed at the Board meeting prior to the end of the fiscal year. Meeting purposes and content related materials shall be distributed to each Director no fewer than three days prior to the date of the meeting.

**Section 5. Waivers by Attendance.** A Director's attendance at a meeting results in both of the following:

- A. Waiver of objection to lack of notice or defective notice of the meeting, unless the Director at the beginning of the meeting objects to holding the meeting or transacting business at the meeting; and
- B. Waiver of objection to consideration of a particular matter at the meeting that is not within the purposes described in the meeting notice, unless the Director objects to considering the matter when presented.

**Section 6. Quorum.** Attendance of one more than one-half of the Directors entitled to vote at a meeting, whether or not present at the meeting, constitutes a quorum. If a quorum is not present, the Directors present may adjourn the meeting by majority vote.

**Section 7. Voting Rights.** Each Director present in person at a Board of Directors meeting is entitled to one vote.

**Section 8. Vote Required.** A majority vote authorizes action taken by Directors' votes, except as otherwise specifically provided in the Articles of Incorporation or these bylaws.

**Section 9. Conduct of Meetings.** Directors' meetings should generally follow accepted rules of parliamentary procedure, but the presiding official has authority over matters of procedure and may adopt any other form of procedure suited to the business conducted.

**Section 10. Remote Participation in Meeting.** A Director may participate in a meeting of Directors by a conference telephone or similar communications device by which all persons participating in the meeting may communicate with the other participants. All participants must be advised of the communications device, and the names of the participants in the conference must be divulged to all participants. Such participation in a meeting constitutes presence in person at the meeting.

**Section 11. Action Without a Meeting.** Any action may be taken without a meeting, prior notice, or vote. The Chair must give Directors at least three days to consider the requested motion before the Chair calls for the vote. One more than one half of all directors must vote for the result to be valid, with a majority of votes cast carrying the motion. The Chair must promptly notify all directors of the vote's outcome.

**Section 12. Meeting Attendance.** The Board expects Directors to attend meetings of the Board and committees on which they serve. Attendance records may help in determining which Directors stand for reelection and appointments to committees. Failure to attend three consecutive Board meetings constitutes a tender of the absent Director's resignation. A majority of the Directors then serving may accept an absence and reinstate the resigning Director.

#### **ARTICLE IV** **Officers**

**Section 1. Appointment.** The Board of Directors must elect a Chairperson, Vice Chairperson, Treasurer, and Secretary from among their members. The Board must also employ and appoint a President. Directors must elect all officers other than the President at the annual meeting with terms in office to begin July 1.

**Section 2. Term of Office.** All officers other than the President hold office for one year with an option to renew for an additional year or until their successors are appointed. The President holds office for such term as the Board specifies and until a successor is appointed.

**Section 3. Resignation and Removal.** An officer may resign by written notice with a preference of 60 days' notice to the corporation. The Board may remove an officer with or without cause.

**Section 4. Chairperson of the Board.** The Chairperson of the Board presides when present at all meetings of Directors. The Chairperson has such other duties and powers as the Board specifies. The chairperson of the Board may serve two consecutive, one-year terms, regardless of term limits. Due to special circumstances, the Board may ask the Chairperson to serve beyond two consecutive terms.

**Section 5. Vice Chairperson of the Board.** In the Chairperson's absence, the Vice Chairperson of the Board presides when present at all meetings of the Directors.

**Section 6. President.** The President is the chief executive officer and attends all Directors' meetings. The President is responsible for administration of corporate programs and personnel within the framework of policies, principles and practices established or adopted by the Board and must employ staff in accordance with budget provisions and personnel policies and practices authorized by the Board. The President signs contracts and agreements on the corporation's behalf up to \$2,000,000 except when the Board specifies the same to be done by some other officer or agent. The Finance Committee shall have the authority to approve expenditures and other contracts and agreements that exceed \$2,000,000 up to \$5,000,000. The Board is the only body that can may authorize the signing of bonds, mortgages and other contracts and agreements in excess of \$5,000,000. The President sees that all orders and resolutions of the Board are carried into effect, informs the Board of each action above \$250,000 and performs all other duties necessary or appropriate to the office of President.

**Section 7. Secretary.** The Secretary maintains the minutes of all Board meetings and performs such other duties as the President assigns or the Board prescribes. The Secretary of the corporation may be the Treasurer or another member of the Board.

**Section 8. Treasurer.** The Treasurer supervises custody of the corporate funds and securities, except as otherwise provided by the Board, causes to be kept full and accurate accounting records for the corporation, deposits all funds to the credit of the corporation in such depositories as the Board designates, and performs such other duties as the President assigns or the Board prescribes.

**Section 9. Other Officers.** The Board may appoint other offices to perform such duties and exercise such authority as the President assigns or the Board prescribes.

## **ARTICLE V** **Committees**

### **A. Executive Committee**

**Section 1. Composition.** The Executive Committee consists of at least five Directors including the Board Chairperson, Vice Chairperson, Past Chairperson, Finance Chairperson/Treasurer, Impact Council Co-Chair, and Annual Campaign Chair. The President serves as an ex-officio member of the Executive Committee. Vacancies on the Executive Committee resulting from Directors holding more than one position, or for any other reason, shall be filled by the Board.

**Section 2. Authority.** Meeting at least four times per year between meetings of the Board of Directors, the Executive Committee possesses and may exercise all of the powers of the Board in the management of the affairs of the corporation.

**Section 3. Specific Responsibilities.** The Executive Committee has the responsibilities to:

- A. Examine recommendations for changes or additions to corporate policies submitted by a committee or staff before submission to the Board.
- B. Assess key leadership positions for succession planning and review the board manual.
- C. Develop and implement the new Board-member orientation to include updating the board manual.
- D. Listen and provide council on organizational strategic direction at the President/CEO's direction.
- E. Provides the annual President/CEO performance review and compensation plan making recommendations for Board approval.

**Section 4. Quorum and Vote.** At Executive Committee meetings, two-thirds of its members constitute a quorum, with a majority vote of those present necessary to effect action.

**Section 5. Ratification.** The Executive Committee must report to the Board of Directors at the regular board meeting next succeeding of its action any of which the Board may alter or revise.

**Section 6. Term of Service.** All terms of service for members of the Executive Committee coincide with their respective terms of service of the Board. The Board Chairperson serves as a full voting member of the Executive Board regardless of term limits.

**B. Nominating Committee**

**Section 1. Composition.** Each immediate past Board Chairperson is the Nomination Chair until succeeded by the next successive immediate past Board Chairperson. The Nomination chair invites past board chairs and selects two current Directors whose terms are not about to expire creating a committee of at least five members.

**Section 2. Authority and Purpose.** The Nominating Committee submits for election at the Board of Directors annual meeting, a slate of nominees for three year terms, a slate of nominees to fill any vacancies having unexpired terms and a slate of officer nominees for one year terms.

The Nominating Committee must file its report with the President no less than 15 days before the annual meeting to permit distribution to Directors. Additional nominations may be made in writing signed by six (6) or more Directors and filed with the President in advance of the annual meeting.

**Section 3. Duties.** The Nominating Committee assists the Board's recruitment process by:

A. Assess the Board's overall and individual member performance.

B. Develop the annual nomination slate from volunteer leadership throughout the organization and key community leaders throughout Kent County while assuring Board diversity.

**Section 4. Term of Service.** The term of Nominating Committee service shall be one year (July 1–June 30).

**C. Finance and Audit Committee**

**Section 1. Composition.** The Treasurer serves as the Finance and Audit Committee Chair. The committee consists of two or more Directors and no less than three other volunteers each of whom must be financially literate. The Board has interpreted "financial literacy" to mean the ability to read and understand fundamental financial statements including the United Way's balance sheet, income statement, investment reports and cash-flow statement.

**Section 2. Authority and Purpose.** The Finance and Audit Committee assists the Board in fulfilling its legal and fiduciary obligations regarding matters involving accounting, auditing, financial reporting, internal control, investments and United Way's financial and legal compliance functions.

**Section 3. Duties.** The Finance and Audit Committee assists the Board's oversight of:

A. The integrity of financial statements including performance, qualifications and independence of auditors.

B. Financial compliance with legal and regulatory requirements.

C. Investment Policies and performance for all unrestricted and restricted investments.

**Section 4. Term of Service.** Finance and Audit Committee members are eligible to serve two consecutive three-year terms.

D. **Annual Campaign Cabinet**

**Section 1. Composition.** The Chairperson of the Board appoints the Annual Campaign Cabinet Chair with Board approval. The Cabinet consists of two or more Directors and significant community leaders reflecting the community's diversity, with the ability to connect and leverage financial resources.

**Section 2. Authority and Purpose.** The Annual Campaign Cabinet has the authority and purpose to raise critical community funds that forward the Heart of West Michigan United Way's Community Impact Agenda by fostering key relationships with Kent County business and community leaders.

**Section 3. Duties.** The Annual Campaign Cabinet assists the Board's annual campaign by:

- A. Establishing the community fund raising goal.
- B. Carrying out the campaign strategy to achieve the Board-approved fund raising goal.
- C. Giving voice to the critical issues that surround the education, income and health building blocks.

**Section 4. Terms of Service.** The term of a Committee member is two years. At the end of each member's two-year term, the Annual Campaign Cabinet may extend the member's term may be extended for an additional term. The Chair serves a one year term and can be appointed to a second term, serving a maximum of two years as Chair.

E. **Impact Council**

**Section 1. Composition.** The Chairperson of the Board appoints the Impact Council Co-chair with Board approval. The Council consists of two or more Directors and an additional number of community leaders reflecting the diversity of the community who bring a high level of community awareness and program strategy development to address the issues related to the education, income and health building blocks.

**Section 2. Authority and Purpose.** The purpose of the Impact Council is to assist the Board in fulfilling its community investment decisions. The Council provides a structured forum to facilitate collaborative and strategic community results that address the Board approved community impact goals.

**Section 3. Duties.** The Council assists the Board's strategic investment by:

- A. Submitting a funding plan.
- B. Deliberating and recommending a strategic direction to achieve the funding plan.
- C. Monitoring funded program outcomes ensuring that programs address and ultimately achieve high-level community targets and goals.
- D. Receiving, evaluating and recommending innovation fund requests that are in addition to the Board-approved funding plan.

**Section 4. Term of Service.** The term of a Council member will be two years. At the end of each two-year term, the Council may extend a member's term for an additional term. The Chair will serve a two year term and may be appointed to a second term, serving a maximum of four years as Chair.

F. **Inclusion & Development Committee**

**Section 1. Composition.** The Chairperson of the Board appoints the Chair of the Inclusion & Development Committee with Board approval. In addition, two Directors and five to eight diverse community leaders comprise the Committee. The Committee should have a cross-section of expertise or expertise in varied professions to ensure broad perspective. Expertise in any of the following areas is desirable: organization development, talent management, diversity and inclusion or employment law.

**Section 2. Authority and Purpose.** The Committee is an advisory committee and supports and advises the organization on its human capital and advancing its strategic objectives. The Committee helps United Way evaluate the efficacy of its programs and recommend initiatives to strengthen the internal function or ensure integration with overall organizational strategy.

**Section 3. Duties.** The Committee assists the Board with:

- A. Advise in the development, implementation, and maintenance of sound organizational procedures and programs.
- B. Human Resource compliance with legal and regulatory requirements.
- C. Advise senior management on design and implementation of high-quality programs to support employee engagement, retention, inclusion, and appropriate benchmarks of a healthy workplace.
- D. An annual report to the Board on organization demographics around volunteers, staff, and funded agencies.

**Section 4. Terms of Service.** The term of a Committee member is two years. At the end of each two-year term, the Committee may extend a member's term for an additional term. The Chair serves a two-year term and may be appointed to a second term, serving a maximum of four years as Chair.

G. **Public Policy Committee**

**Section 1. Composition.** The Chairperson of the Board appoints the Public Policy Committee Chair with Board approval. The Committee includes two Directors and at least one representative from the following sectors: business, labor, and chamber of commerce. A representative from a target population as well as representatives from each of the education, income and health impact goal agency partners must also be on the Committee. Members representing sectors may represent more than one but not more than two. The Committee should reflect the diversity of the community and must be capable of working together while putting private agendas aside.

**Section 2. Authority and Purpose.** The Public Policy Committee serves a key role in shaping Heart of West Michigan United Way's evolving policy agenda on issues around our impact goals, presenting the policy agenda to the Board for approval annually. Committee members also help connect Heart of West Michigan United Way to key allies and networks. Furthermore, given the growing scale of our policy work and potential challenges that are likely to arise, it is timely for the Board to engage in more active oversight and strategy development with staff. The Committee serves as an added safeguard to an already disciplined and careful policy vetting process.

**Section 3. Duties.** The Committee will assist the Board's oversight by:

- A. Developing an annual advocacy plan.
- B. Reviewing all relevant public policy issues (local, state and federal) through the lens of the adopted advocacy plan, creating a plan of action that utilizes the Board approved policy protocol tool.
- C. Processing staff recommended positions determining best direction for United Way on current and proposed legislation aligned with the Board approved advocacy plan.

**Section 4. Terms of Service.** The term of a Public Policy Committee member is two years. At the end of each two-year term, the Committee may extend a member's term for an additional term. The Chair serves a two-year term and may be appointed to a second term, serving a maximum of four years as Chair.

H. **Volunteer Center Committee**

**Section 1. Composition.** The Chairperson of the Board appoints the Volunteer Center Committee Chair with Board approval. One Director and two additional community leaders comprise the Core Committee. In addition to the Core Committee, five to seven members with specific skills and experiences are added based on the needs of the Volunteer Center.

**Section 2. Authority and Purpose.** The Committee provides a source of community input and expertise shaping the Volunteer Center's direction and providing oversight, support and assurance to obtain the Volunteer Center's mission. It mobilizes people and resources to deliver creative solutions to community problems. Through convening organizations, promoting community service and matching volunteers to nonprofit agencies and events, the Volunteer

Center takes a leadership role in addressing key community issues within the Board-approved community impact goals.

**Section 3. Duties.** The Committee assists the Board's oversight by:

- A. Developing an annual plan that identifies volunteer opportunities and strategies to address the community's volunteer needs.
- B. Assisting in removing barriers to volunteerism for specific age and diversity sectors.
- C. Promoting volunteerism throughout Kent County.

**Section 4. Terms of Service.** The term of Core Committee member is two years. At the end of each two-year term, the Committee may extend a member's term for an additional term. The Chair serves a two-year term and may be appointed to a second term, serving a maximum of four years as Chair. The additional members serve until the topic has been completed and may serve up to four years upon the request of the Core Committee.

I. **Other Committees**

**Section 1. Composition, Authority and Purpose, Term of Service.** The Board of Directors or Executive Committee may appoint committees of Directors, staff or other individuals to address special needs of the corporation as they arise. The composition of the committees and length of terms of their members are at the discretion of the appointing body. A Committee may exercise delegated authority of the Board or Executive Committee only if all committee members are Directors.

**ARTICLE VI**  
**Indemnification**

**Section 1. Indemnified Persons.** The corporation must indemnify any Director or officer of the corporation who was or is a party or is threatened to be made a party to any threatened, pending, or completed action, suit, or proceeding by reason of the fact that he or she is or was a Director or officer, or is or was serving at the request of the corporation in another capacity, to the fullest extent permitted by the Michigan Nonprofit Corporation Act. The corporation may further indemnify Directors and officers, and may indemnify persons who are not Directors or officers, to the extent authorized by resolution of the Board of Directors or by contractual agreement authorized by the Board of Directors. A change in the Michigan Nonprofit Corporation Act, the Articles of Incorporation, or these Bylaws that reduces the scope of indemnification does not apply to any action or omission that occurs before the change.

**Section 2. Insurance.** The corporation must purchase and maintain insurance on behalf of any person who is a director or officer of the corporation against any liability asserted against the person and incurred by the person in any such capacity or arising out of the person's status as such.

**ARTICLE VII**  
**General Provisions**



**Section 1. Checks.** All corporation checks or demands for money and notes must be signed by such persons as the Board designates. No representative or employee of the corporation has the authority to bind the corporation to checks or demands for money unless the Board designates that person to do so.

**Section 2. Fiscal Year.** The corporation's fiscal year ends June 30.

#### **ARTICLE VIII** **Dedication of Assets**

**Section 1. Use of Funds.** The corporations' funds and property shall be used exclusively for the corporations' purposes described in the Articles of Incorporation. The corporation must not pay any dividends, distributions, or compensation of any kind to persons in their capacities as Directors.

**Section 2. Dissolution and Liquidation.** Upon the dissolution of the corporation or the winding up of its affairs, the assets of the corporation must be distributed exclusively to charitable, religious, scientific, literary, or educational organizations that would then qualify under the provisions of Section 170(c) (2) and 501(c) (3) of the Internal Revenue Code and their respective regulations as they now exist or as they may hereafter be amended.

#### **ARTICLE IX** **Amendments**

The Board of Directors may amend or repeal these Bylaws by vote of two-thirds of the Directors then serving.

Approved by the Board of Directors -- May 28, 1996  
Revisions drafted July 30, 2003 -- aed  
2nd Draft September 5, 2003 -- aed  
Approved by the Board of Directors, June 22, 2004 -- aed  
Approved by the Board of Directors, June 26, 2008 -- aed  
Revision approved by the Board of Directors, July 24, 2012 -- vf  
Revision drafted, November 20, 2014 -- vf  
Revision approved by the Board of Directors, November 25, 2014 -- vf

# Memorandum of Understanding

**THIS DOCUMENT IS INTENDED TO PROVIDE ASSISTANCE IN FORMATING YOUR COMMUNITY'S  
MEMORANDUM OF UNDERSTANDING BETWEEN KEY PARTNERS FOR THE PURPOSE OF  
ADMINISTERING THE EMERGENCY SOLUTIONS GRANT. COMMUNITIES MAY USE THIS DOCUMENT  
'AS IS' OR THE INFORMATION MAY BE ENHANCED TO DESCRIBE ADDITIONAL ROLES,  
RESONSIBILITIES OR CRITERIA AS AGREED UPON BY YOUR COMMUNITY COC AND PARNTERS.**

**Memorandum of Understanding  
Between Grand Rapids Area Coalition to End Homelessness  
and  
Heart of West Michigan United Way-Fiduciary  
And  
The Salvation Army Social Services  
Housing Assessment and Resource Agency (HARA)**

This **Memorandum of Understanding (MOU)** is to establish the roles entered into between; the Continuum of Care (CoC) body as represented by the CoC chairperson; the Fiduciary Agency; the Housing Assessment and Resource Agency (HARA) and the Sub-grantee/s (hereafter referred to as "Sub-grantees"). The CoC Chair, Fiduciary Agency, HARA, and Sub-grantees are collectively referred to as "Key Partners" and the administrative offices and authorized representatives of the Key Partners are listed in the attached document labeled "**Attachment A - Participating Organizations**", which is incorporated by reference into this MOU and made a part hereof.

**WHEREAS**, the sole purpose of this **Memorandum of Understanding** is to encourage cooperation between the Key Partners, and to further detail and separate the distinct roles and responsibilities of each party; and

**WHEREAS**, the CoC body has selected Heart of West Michigan United Way as the Fiduciary Agency. The CoC Coordinator and/or Chair agree to oversee the administration of services as specified in the attached document labeled "**Attachment B: Roles and Responsibilities**"; and

**WHEREAS**, the CoC body has selected The Salvation Army Social Services as the HARA to facilitate housing assessment and agrees to provide the services as specified in the attached document labeled "**Attachment B: Roles and Responsibilities**"; and

**WHEREAS**, the Key Partners understand that the individuals served may require case management which is unique and specialized; and that the coordination of housing, supportive services and funding is critical to helping the individuals attain and sustain housing; and,

**WHEREAS**, individuals voluntarily participate in the services provided by the HARA and Sub-grantee/s; and

**THEREFORE**, the Key Partners agree that it is in the best interests of all concerned to enter into this **Memorandum of Understanding**.

## II. GUIDING PRINCIPLES

These funds cannot be used to supplant existing mainstream services. Key Partners to this MOU must be mindful of positive housing destinations and outcomes, based on HMIS (Domestic Violence agencies use Access). Individuals eligible for services through domestic violence, mental health, and substance abuse delivery systems must have services funded through existing budgets. ESG funds are used for services that are **directly related to obtaining or sustaining housing**.

The funding categories listed below, and part of the ESG application, can be more stringent but cannot be broadened. These funds cannot be used for construction or rehabilitation of shelters. Fiduciary Agencies cannot issue grants less than \$10,000 with the exception of CoC Coordination.

A minimum of 40% of the CoC's allocation must be used to provide prevention, rapid re-housing and housing stabilization services with **20% of the 40% specifically designated for re-housing - leasing assistance**. The remaining 60% of the funds can be administered for Street Outreach, Shelter Operating Expenses, Administration Expenses, HMIS Expenses and Continuum of Care Coordinator Expenses as described in the corresponding NOFA.

A household's income must be below 30% AMI to be eligible for prevention or rapid re-housing funds. Although third party income verification is not required, documentation to the household file must be completed.

Key Partners to this **Memorandum of Understanding** jointly recognize that individuals with very low-incomes are diverse in terms of their strengths, motivation, goals, backgrounds, and needs;

- Those individuals are members of the community with all the rights, privileges, opportunities accorded to the greater community;
- Those individuals have a right to privacy, and the right to determine for themselves matters affecting their lives;
- In designing and implementing services, the input of the individuals shall be sought.

## III. FUNDING

The HARA and Sub-grantee(s) have been awarded ESG funds to provide prevention and rapid re-housing case management and financial assistance, and are committed to providing appropriate and exceptional services to the individuals, and are committed to doing so throughout the grant term.


### TERM

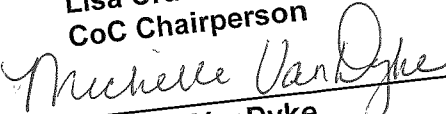
This MOU Agreement will begin effective the date of October 1, 2018 and will continue through September 30, 2019. This Agreement may be terminated in accordance with the section on Termination below.


- IV. **TERMINATION** Key Partners may terminate their participation with this Agreement for any reason by giving the other parties ninety (90) days prior written notice. All remaining ESG funds held by the terminating agency must be returned to the CoC Body for redistribution or returned to MSHDA.

- V. **CONFIDENTIALITY** The Key Partners agree that by virtue of entering into this Agreement they will have access to certain confidential information regarding each other's operations related to this program. The Key Partners agree that they will not disclose confidential information and/or material. Key Partners must sign a Qualified Services Organization Business Associates Agreement (QSOBBA) to share local information to assist Individuals

- in sustaining or securing housing. Confidential information will be handled with the utmost discretion and judgment.
- VI. **NONDISCRIMINATION.** There shall be no discrimination of any individual on account of race, color, creed, religion, sex, marital status, sexual orientation, age, handicap, ancestry or national origin in the administration of this program.
- VII. **SEVERABILITY.** In the event any provision of this Agreement shall be found to be invalid, illegal, or unenforceable in any respect, such invalidity, illegality or unenforceability shall not affect the validity, legality and enforceability of the remainder of the MOU.
- VIII. **AMENDMENTS.** This MOU may be amended only with the mutual consent of the Key Partners.
- IX. **CERTIFICATION OF AUTHORITY TO SIGN MOU.** The persons signing this MOU on behalf of the Key Partners hereto certify by said signatures that they are duly authorized to sign this document.

Signed:  Date: 8-16-18  
Lisa Cruden  
CoC Chairperson

Signed:  Date: 8/6/18  
Michelle VanDyke  
Heart of West Michigan United Way

Signed:  Date: 8/16/18  
Nancy Oliver  
The Salvation Army Social Services

## ATTACHMENT A: PARTICIPATING ORGANIZATIONS

Lisa Cruden  
CoC Chairperson  
Family Promise of Grand Rapids  
516 Cherry Street SE  
Grand Rapids, MI 49503

Michelle VanDyke  
Fiduciary  
Heart of West Michigan United Way  
118 Commerce Ave SW  
Grand Rapids, MI 49503

Nancy Oliver  
HARA  
The Salvation Army Social Services  
1215 Fulton St East  
Grand Rapids, MI 49503

## **ATTACHMENT B: ROLES AND RESPONSIBILITIES**

*(The Grant Fiduciary and HARA may be the same agency.)*

### **Continuum of Care (CoC) Chairperson along with the CoC Body will:**

- Develop a CoC culture that teaches and makes decision based upon outcomes;
- Strategize with CoC members to re-align program dollars to end homelessness;
- Require ESG grantees to embrace strength-based case management;
- Identify an agency to function as Fiduciary for these funds;
- Work with service agencies and supportive housing developers to assist with the development of a Memorandum of Understanding (MOU) to provide case management services to supportive housing units as they are made available in the community;
- Select two designees from each CoC body to serve as a representative of the CoC on statewide regional council and require them to provide updates at their local CoC meetings;
- Develop program performance measures supported by HMIS data that identifies successful outcomes for clients;
- Evaluate the quality of services/housing delivery and provide oversight of the sub-grantees based upon documented outcomes;
- Assure that services provided by the Fiduciary, HARA and Sub-grantees are meeting the needs of the community and that critical issues are addressed;
- Provide MSHDA with annual Point in Time (PIT) Chart;
- Provide meeting minutes, notices and agenda to your MSHDA Homeless Assistance Specialist.

### **Grant Fiduciary:** The Grant Fiduciary will be responsible for:

- Execution of grant documents for the community's allocation, including:
  - Memorandum of Understanding with the CoC Body and with all Key Partners;
  - Sign contract and applicable documents required by MSHDA;
  - Initiate and execute sub-grants as needed.
- Provide a copy of the executed grant agreement to sub-grantees;
- Assure use of funds is in accordance with the grant agreement;
- HALO billings;
- Provide support in partnership with the CoC to ensure timely expenditures of funds;
- Submit quarterly CAPER Reports;
- Conduct a monitoring review of sub-grantees during 3<sup>rd</sup> quarter of the grant April 2019 – June 2019 of sub-grantee files (min 10% of tenant files if applicable), as well as the financial records of sub-grantees. Submit a copy of your report to your MSHDA Homeless Assistance Specialist;
- Maintain records to support billings. The information must be retained for four years.

**Housing Assessment and Resource Agency (HARA):** The HARA will be responsible for:

- Administration of all financial assistance dollars for prevention and rehousing;
- Practice shelter diversion;
- Embrace rapid re-housing
- Employ staff to function as a Housing Resource Specialist
- Practice strength-based case management;
- Work with the CoC Body to ensure quality service delivery;
- Enter client information on HMIS
- Routinely review and correct HMIS data quality issues and monitor outcome performance;
- Provides services and/or makes referrals to other service agencies as needed;
- Submits quarterly Progress Reports that address specific performance outcomes supported by HMIS data to the Fiduciary as outlined in the contract.

**Sub-grantees:** Sub-grantees will be responsible for:

- Work with HARA and CoC to re-align program dollars, where possible, to fill gaps to end homelessness;
- Embrace strength-based case management;
- Provide allowable services as defined in the NOFA and as specified with their agreement with the grant Fiduciary;
- Enter client information on HMIS (Domestic Violence use alternative system)
- Routinely review and correct HMIS data quality issues and monitor outcome performance;
- Maintain financial and client level reports to support billings – retain records for four years;
- Request payment and provide necessary supportive documentation to the grant fiduciary;
- Submit quarterly Progress Reports that address specific performance outcomes supported by HMIS data to the grant Fiduciary as outlined in the grant contract;
- Ensure compliance with grant terms and provide grant Fiduciary and MSHDA access to financial and program records.



**Homeless Preference for Housing Choice Vouchers**  
**Memorandum of Understanding between the Michigan State Housing Development Authority**  
**(MSHDA) and the**  
**Housing Assessment and Resource Agency (HARA)**

**This Memorandum of Understanding (MOU)** is to establish the roles entered into between; (a.) MSHDA; and (b.) The Salvation Army HARA, representing Kent county/counties. **WHEREAS**, the HARA agrees to uphold the integrity of the Program Code which validates that clients have met the criteria outlined below. **WHEREAS**, the HARA agrees to not release the Program Code to any clients. The HARA also agrees to not release the Program Code to any staff or individuals not directly involved in the input of the code. **THEREFORE**, the Key Partners agree that it is in the best interests of all concerned to enter into this Memorandum of Understanding.

**I. DEFINITION OF HOMELESS**

Applicants must meet criteria one of the following categories:

**Literally Homeless**

Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

- (i) Has a primary nighttime residence that is a public or private place not meant for human habitation;
- (ii) Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or
- (iii) Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution

**Homeless under Other Federal Statutes**

Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:

- (i) Are defined as homeless under the other listed federal statutes;
- (ii) Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance application;
- (iii) Have experienced persistent instability as measured by 2 moves or more during the preceding 60 days; and
- (iv) Can be expected to continue in such status for an extended period of time due to special needs or barriers.

**Fleeing/Attempting to Flee Domestic Violence**

Any individual or family who:

- (i) Is fleeing, or is attempting to flee, domestic violence;
- (ii) Has no other residence; and
- (iii) Lacks the resources or support networks to obtain other permanent housing

**II. CRITERIA FOR HOMELESS PREFERENCE**

- 1) Applicant must meet all Housing Choice Voucher requirements.
- 2) Applicant household is willing to engage in a jointly-developed plan supporting housing stability.

Please complete the following information as to provide MSHDA with a data base identifying the contact person for correspondence from MSHDA and client referrals.

HARA AgencyName: The Salvation Army Housing Assistance Program

Address: 1215 E. Fulton St Grand Rapids, MI 49503

Contact Person Name: Nancy Oliver

Contact Person Email: Nancy.Oliver@usc.salvationarmy.org

Contact Phone Number: (616) 459-9468 x 1301

All new (first time as the HARA doing the homeless preference) organizations must complete the key person security agreement document (on MSHDA's website) in order to be sent the waiting list entry code. Each individual with access to the code must have a signed key person security agreement document on file.

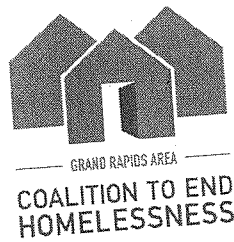
Return completed forms to: *Juliann Kline*  
*MSHDA*  
*Rental Assistance and Homeless Solutions Division*  
*735 E Michigan Ave*  
*P.O. Box 30044*  
*Lansing, MI 48909*

**MSHDA USE ONLY**

☐ Per approval from MSHDA this county is using doubled up as homeless.

\_\_\_\_\_ Initial

\_\_\_\_\_ Date



## NON DISCRIMINATION AND INVOLUNTARY FAMILY SEPARATION POLICY GUIDANCE

### Background

The Grand Rapids Area Coalition to End Homelessness, also known as the Grand Rapids/Wyoming/Kent County Continuum of Care entity and here forward referenced as the CoC, is committed to ending homelessness across Kent County.

In its approach to ending homelessness, the CoC is committed to treating all individuals and families with dignity and respect. The following sections, non-discrimination in service and involuntary family separation outline ways in which CoC member agencies can ensure any person seeking services is treated fairly and respectfully.

### Applicability

The US Department of Housing and Urban Development (HUD) through the HEARTH Act, in section 578.93 Fair Housing and Equal Opportunity, outlines specifications with which housing projects funded through the HEARTH Act must in be compliance. Projects receiving HEARTH funding must comply with these specifications.

All Continuum of Care member agencies are encouraged to be in compliance with these best practices. Wherein the CoC does not have services adequate to prevent family separation or discrimination, the CoC shall work to secure these services to best meet the needs of individuals and families.

### Non-Discrimination in Service

Federal guidance in the *Rule FR-5359 Equal Access to Housing in HUD Programs—Regardless of Sexual Orientation or Gender Identity* defines family as follows:

Family: A group of persons residing together, and such group includes, but is not limited to:

- A family with or without children (a child who is temporarily away from the home because of placement in foster care is considered a member of the family);
- An elderly family;
- A near-elderly family;
- A disabled family;
- A displaced family; and,
- The remaining member of a tenant family.

To comply with Rule FR-5359, a project shall not discriminate based on family composition.

### Involuntary Family Separation

Within Section 578.93.e is the *Prohibition Against Involuntary Family Separation*. This prohibition states that the age and gender of a child under age 18 must not be used as a basis for denying any family's admission into a housing project. (See also Section 404 of the HEARTH Act)

# Fair Housing Policy

The Salvation Army Social Services is committed to fair housing and will work aggressively to ensure that Salvation Army Social Services housing developments comply fully with all state, federal, and local fair housing laws. The Salvation Army Social Services has appointed Nancy Oliver as their Fair housing contact person. Nancy Oliver has an understanding of the Fair Housing Laws and will attend applicable training to remain informed.

The Salvation Army Social Services has established a Fair Housing Log. The Fair Housing Log will be maintained by Nancy Oliver and will disclose information regarding any and all fair housing concerns and their outcomes. Fair housing issues identified in the community, such as in the newspaper, will be recorded in the log. Persons wishing to file a housing related complaint or concern will be referred to the Michigan Department of Civil Rights, HUD, and their local Fair Housing Center. Persons wishing to file a complaint or concern that is employment related will be referred to the Equal Employment Opportunity Commission and the Michigan Department of Civil Rights. Nancy Oliver will notify MSHDA if a complaint or concern is filled.

The office of Salvation Army Social Services are accessible and barrier free. The Salvation Army Social Serv. will make every attempt to reasonably accommodate all of its customers.

The Salvation Army Social Serv. will include the Fair Housing Logo on all of its documents and advertisements. The Salvation Army Social Services will post a Fair Housing poster in a place visible to the public. The Salvation Army Social Services will secure and distribute Fair Housing material provided by MSHDA and various other Fair Housing agencies and organizations. "Fair Housing, It's Your Right" brochures will be distributed to all applicants.

The Salvation Army Social Services will consider all applicants and contractors based on qualifications. No applicant or contractor will be denied housing or a contract based on their race, color, national origin, religion, age, sex, marital status, familial status and handicap. Persons raising concerns regarding discrimination will not be retaliated against. Salvation Army Social Services will request that both minority and women apply for assistance through the single-family and emergency assistance programs.

The Salvation Army Social Services is committed to affirmative marketing and will identify their fair housing needs and barriers. The Salvation Army Social Services will address these needs and barriers by establishing a plan to resolve and meet fair housing needs.

The Salvation Army Social Services is committed to providing safe, affordable, decent, and sanitary housing located in areas where people choose to live.