



Steering Council Meeting Agenda
September 15, 2023 □ 8:30 – 10:30am □ Zoom

1. Call to Order/Introductions
2. Approval of the Agenda*
3. Approval of August 18, 2023 Meeting Minutes*
4. Public Comment on Agenda Items (Limit 3 minutes ea.)
5. Approval of Consent Agenda*
 - a. Steering Calendar
 - b. ESG Financial Assistance Report
 - c. Committee & Initiatives Updates
 - d. Budget Report: Statement of Activity
 - e. Data Reports: None
6. CoC Program Competition - Project Priority Listing Approval* - *Please note this is the initial Project Priority Listing (PPL) as recommended by Funding Review Committee. Agencies have until 5:00pm on Thursday to appeal this recommendation. If no appeals are received, the PPL will be presented to Steering Council for approval on Friday morning. If appeal(s) are received, the PPL will be tabled and an e-vote will be held on the Appeals Panel's recommendation.*
7. HMIS and QSOBAA Processes*
8. Winter Shelter Capacity
9. Steering Council Meeting Format and Locations
10. Any other matters by Steering Council Member(s)
11. Public Comment on Any Matter (Limit 3 minutes ea.)
12. Adjournment

Next meeting: Friday, October 20, 8:30 – 10:30am, Zoom

* denotes potential action item



**STEERING COUNCIL
MEETING MINUTES - DRAFT**

August 18, 2023
8:30-10:30

Facilitator:	Casey Gordon		
Meeting Attendees:	<u>Steering members present:</u> Lindsey Reames, Erin Banchoff, Lauren VanKeulen, Holly Wilson, Skyler Boeve, Ryan VerWys, Adrienne Goodstal, Victoria Arnold, Christie White, Lisa Cruden, Monique Carter, Elizabeth Stoddard, Charisse Mitchell, Gustavo Perez, Fran Dalton <u>Steering members absent with notification:</u> Mark Contreras, Alonda Trammell, Jose Salinas <u>Steering members absent without notification:</u> Ryan Kilpatrick <u>Community Members:</u> Wende Randall, Kelsey McFarland, Neelisha Edwards <u>Staff:</u> Courtney Myers-Keaton, Alyssa Anten, Brianne Robach, Evan Hile, Ronan Parmenter		
Time Convened:	8:36 am	Time Adjourned:	10:40 am

Approval of Agenda			
Motion by:	Adrienne Goodstal	Support from:	Skyler Boeve
Discussion			
Amendments	Courtney recommended adding item 15 – CHC 1.0 and 2.0 Update		
Conclusion	All in favor, motion passes.		
Approval of Minutes		July 21, 2023	
Motion by:	Adrienne Goodstal	Support from:	Lindsey Reames
Discussion			
Amendments	Tammy Vincent had been noted as absent without notification, however Erin Banchoff attended in her place. Elizabeth Stoddard facilitated the meeting, not Casey Gordon.		
Conclusion	All in favor, motion passes.		
Public Comment on Any Agenda Item			
Discussion	None		
Approval of Consent Agenda			
Motion by:	Ryan VerWys	Support from:	Skyler Boeve
Discussion	None		
Conclusion	All in favor, motion passes.		
Petitions and Communications			
Discussion	Neelisha Edwards spoke to concerns submitted via petition and shared concerns based on her experience with engaging with the homeless response system. A grievance has been filed, which will go through Coordinated Entry for further review and investigation. Follow-up will be brought back to Steering, and the CoC will stay in contact with Ms. Edwards.		
Staffing Updates			
Discussion			



**STEERING COUNCIL
MEETING MINUTES - DRAFT**

August 18, 2023
8:30-10:30

<p>The CE Program Entry Manager position has been posted and the CoC has been receiving applications. Justin Brownlee has been hired as the Youth Homelessness Coordinator and will be implementing the YHDP; he starts Monday morning.</p>		
Action Items	Person Responsible	Deadline
Funding Review Committee Appointment		
Discussion		
<p>Steering Council must appoint someone to the Funding Review Committee, and Christie White from Pine Rest is willing to participate.</p> <p>Adrienne Goodstal made a motion to appoint Christie White to the Funding Review Committee in Victoria Sluga’s place, with the expectation that she recuse herself from funding reviews that may be a conflict of interest. Skyler Boeve seconded the motion. The motion was tabled to determine whether a conflict of interest would exist if an agency receiving funds under one HEARTH Act program makes funding decisions related to another HEARTH Act program. Courtney will provide an update via email and if no conflicts of interest are present, an e-vote will be held.</p>		
Action Items	Person Responsible	Deadline
Determine conflicts of interest, vote on appointment	CoC	
CoC Program Competition Interim Ranking Policy		
Discussion		
<p>Brianne overviewed the policy, which was developed to guide how projects are ranked. Discussion happened around removing “interim” from the title.</p> <p>Lauren VanKeulen made a motion to approve the policy as amended; Skyler Boeve seconded the motion. All in favor, motion passes.</p>		
Action Items	Person Responsible	Deadline
Update the policy title to remove “interim”	CoC Staff	
Prevention Service Standards		
Discussion		
<p>Brianne overviewed the changes recommended from the CE Committee, which they approved contingent on feedback from action boards and local government agencies. Changes were recommended to be neutral to funding sources. Some language changes were made to the document to clarify policy and process. There was discussion around the low barrier services points and calling out the minimums versus calling out specifics.</p> <p>Skyler Boeve made a motion to approve the policy with the amended suggestions; Erin Banchoff seconded the motion. 8-2 in favor of approval, motion passes.</p>		
Action Items	Person Responsible	Deadline
QSOBAA Process		



**STEERING COUNCIL
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8:30-10:30

Discussion		
<p>Courtney briefly defined the purpose for the QSOBAA and the process of how agencies are added to the QSOBAA. Edits to the QSOBAA document were made after discussion with the City of Grand Rapids. There was an overview of the document, and this group discussed Housing First as a strategy and how it relates to the QSOBAA.</p> <p>Skyler Boeve made a motion to table approving this process to allow for additional discussion; Lauren VanKeulen seconded the motion. All in favor, motion passes.</p>		
Action Items	Person Responsible	Deadline
CE Policy – Committee Recommended Edits		
Discussion		
<p>The CE Policy, which this committee had approved at an earlier meeting, was revisited after the Coordinated Entry Committee had suggested changes. Brianne overviewed those changes, which included edits for consistency with MSHDA wording. There was discussion around Appendix C: Common Assessment Tool and Risk Assignments, and Courtney provided insight into factors around the assessment scoring.</p> <p>Ryan VerWys made a motion to approve the CE Policy with the CE Committee’s recommended edits; Skyler Boeve seconded the motion. All in favor, motion passes.</p>		
Action Items	Person Responsible	Deadline
MSHDA ESG Update and Allocation		
Discussion		
<p>Courtney shared the allocation amount and noted that it was lower than anticipated. There was discussion around the metric that did not meet criteria and the steps being taken to address that, including data quality monitoring, community conversations, monthly APR monitoring, and TA for those who do not meet benchmarks. Courtney clarified that this approach is not punitive, and recommends this council allow for Funding Committee to determine how to expend funds.</p> <p>Skyler Boeve made a motion to allow this to move to the Funding Review Committee for the final decision; Erin Banchoff seconded the motion. 1 abstention, all others in favor, motion passes.</p>		
Action Items	Person Responsible	Deadline
Winter Shelter Capacity		
Discussion		
<p>Courtney noted that data from forecast models based on 5 year trends for singles are indicating a shortfall of potentially 100+ shelter beds for this winter. Evan gave an overview of the data chart. Courtney emphasized the need to determine how to get people into housing or shelter very quickly as winter approaches. Adrienne noted that Mel Trotter Ministries has been having ongoing conversations with GR City and business leaders; Courtney noted that Housing Kent has prioritized this as an issue and we are in discussions on how to approach this as a community.</p>		



**STEERING COUNCIL
MEETING MINUTES - DRAFT**

August 18, 2023

8:30-10:30

CHC Update	
Discussion	
Tabled for now; update will be sent via email.	
Steering Council Meeting Format and Locations	
Discussion	
Tabled for now; update will be sent via email.	
Any Other Matters by Steering Council Members	
Discussion	
Tabled; updates will be sent via email.	
Public Comment on Any Item	
Discussion	
Neelisha Edwards spoke to the concerns submitted via petition and shared concerns based on her experience with engaging with the homeless response system.	
Adjourn	
Motion by:	Skyler Boeve
Support from:	Ryan VerWys

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GRAND RAPIDS/WYOMING/KENT COUNTY
STEERING COUNCIL ANNUAL CALENDAR
Updated November 2021

January

Steering Council Orientation
Executive Officer Elections
Point in Time Count
Draft Budget Presentation
Steering Council Annual Conflict of Interest
Forms Completed
Strategic Plan: Review of Q4 Rocks and
Introduction of Q1 Rocks

February

City of Grand Rapids Emergency Solutions Grant
Application
Reallocation Discussion
Budget Approval

March

Data Quality Committee Report
CoC and ESG Mid-Term Monitoring

April

LIHTC Developer Presentations to Steering
(October Round)
Point in Time Count Submitted to HUD
Budget Review
Strategic Plan: Review of Q1 Rocks and
Introduction of Q2 Rocks

May

Nominating Committee forms

June

Steering Council Funding Process Review
Governance Charter Recommended Changes to
CoC membership
Open Call for New CoC Members
PIT Data Released

July

NAEH Annual Conference
Strategic Plan: Review of Q2 Rocks and
Introduction of Q3 Rocks

August

HUD CoC Program Funding Vote (Anticipated)
System Performance Measures Reported to CoC
CoC, Fiduciary, HARA MOU for ESG Execution

September

MSHDA Emergency Solutions Grant Application
HUD CoC Program Application Due (Anticipated)
PIT Planning Begins

October

LIHTC Developer Presentations to Steering
(April Round)
Governance Charter Review, including Fiduciary
MOU
Strategic Plan: Review of Q3 Rocks and
Introduction of Q4 Rocks

November

Staff Evaluations Initiated by Fiduciary

December

Steering Council elections (at CoC meeting)
Staff Evaluations Concluded by Fiduciary
Budget Preparation Begins
Strategic Plan: Review & Update Annual
Priorities

ESG Financial Assistance Report

Recipient/Subrecipient	Grant Term	Total Grant Amount	Direct Financial Assistance Amount	Activities Funded	% of Grant Term Complete	Total Amount Spent	% Spent	Planned # of Households Served	# of Households Served Grant Term to Date	Special Population(s) Served	Data Reported as of
MSHDA*											
ESG - ICCF	10/1/2022-9/30/2023	\$133,334	\$84,700	RRH	83%	\$95,643.80	72%	not currently available	not currently collected		7/31/2023
ESG - Pine Rest	10/1/2022-9/30/2023	\$100,409	\$0	Outreach	75%	\$49,392.25	49%	not currently available	not currently collected		6/30/2023
ESG - The Salvation Army	10/1/2022-9/30/2023	\$190,883	\$38,000	RRH, Prevention	75%	\$72,136.50	38%	not currently available	not currently collected		6/30/2023
City of Grand Rapids**											
ESG - The Salvation Army	7/1/2022 - 6/30/2023	\$295,902	\$255,069	Rapid Re-housing	100%	\$ 295,902.00	100%	40	52		7/30/2023
Kent County***											
ESG-CV	4/01/20 - 9/30/23	\$1,511,168	\$1,433,517.24	Prevention/Hotel/Motel	92%	\$1,388,291.33	92%	231	245		6/30/2023
ESG 21	7/01/21 - 6/30/23	\$148,422	\$142,291	Prevention	96%	\$115,305.99	78%	100	0		6/30/2023
ESG 22	7/01/22 - 6/30/24	\$148,716	\$137,563	Prevention/HMIS Support	50%	\$11,002.00	7%	100	0		6/30/2023

Notes

*MSHDA reports are submitted quarterly. Grant amendments are in progress to add additional awarded funds to The Salvation Army

**City of Grand Rapids payment requests and reports are due monthly.

***Kent County's data reported quarterly. The direct assistance portions have been fully committed to programing through subrecipients for all ESG grants, the remaining grant amount has been held for Kent County administrative expenses associated with each grant.



**Grand Rapids/Wyoming/Kent County CoC – MI 506
Steering Council Committee & Initiative Reporting – September 2023**

Data Analysis –

- No update submitted

Outreach –

- Recent Activity and Ongoing Projects
 - The Outreach Workgroup has been planning and is ready to conduct a Summer PIT Count on 9/13. We have also been hard at work going through the BFZ by-name list.

Youth Committee –

- Recent Activity and Ongoing Projects
 - Youth Committee has not met in a few months. We are continuing to work with YHDP TA providers to launch projects in October. Save the dates for a 2 day implementation workshop are coming soon.

Ending Veterans Homelessness Committee/Veteran's Action Board –

- Recent Activity and Ongoing Projects
 - The Ending Veteran Homelessness Committee work groups continue to meet monthly and the EVHC larger committee meets quarterly.
 - The Maintaining Functional Zero workgroup continues to review the USICH Benchmarks & Criteria for maintaining functional zero.
 - Public facing dashboards on community level data and the USICH criteria and benchmarks remain available and updated monthly. These are reviewed regularly by the Maintaining Functional Zero workgroup.
 - An ipad kiosk was set up by the Veteran Outreach team at Mel Trotter's day center so that any Veteran accessing shelter can schedule an appointment with a Veteran outreach worker
 - The VAB is working on updating outreach materials for recruitment. Recruitment materials will be made available at the 2023 Stand Down taking place in September.
 - The monthly workgroups are regularly reviewing the VA's 2023 Homelessness Goals, including the goal to ensure that at least 90% of Veterans who have returned to homelessness are rehoused or on a pathway to rehousing by 12/31/23.

Continuum of Care Grant Financial Status

7/31/2023

Grant	Grant Award Amount	Total Projected Expenses	Overspent or (Underspent)	Grant Year End Date	Notes
MSHDA Pass Thru Grants					
2021 MSHDA ESF	\$ 207,049	\$ 207,049	\$ -	6/30/2023	Received extension to fully spend out.
2022 MSHDA ESM 1&2	\$ 298,000	\$ 298,000		6/30/2023	Received extension to fully spend out.
2022 MSHDA ESF	\$ 226,076	\$ 63,492	\$ (162,584)	9/30/2023	Remainder needs to be spent July-Sept
2023 MSHDA ESM	\$ 216,292	\$ -	\$ (216,292)	9/30/2023	First FSR filing is in process
2022 MSHDA EHV	\$ 100,000	\$ 51,113	\$ (48,887)	9/30/2023	Grant reduced to \$100k from \$174k. Will not spend this out.
MSHDA 2023 ESF & 2024 ESM	\$ 418,467	\$ -	\$ (418,467)	9/30/2024	Down from \$442,368 during 2022-2023 cycle
HWMUW (Match)					
City of GR CDBG (Match)	\$ 17,000	\$ 14,400	\$ (2,600)	6/30/2023	Will be fully spent.
City of Wyoming CDBG (Match)	\$ 20,000	\$ 20,000	\$ 0	6/30/2023	
City of Wyoming CDBG (Match)	\$ 5,000	\$ 5,000	\$ 0	6/30/2023	
HUD Planning 11.30.23	\$ 217,358	\$ 217,358	\$ 0	11/30/2023	
HUD Planning 11.30.24	\$ 395,000	\$ 197,259	\$ (197,741)	11/30/2024	Transitional one-time funding. Forecasting out this fiscal year, remainder to be spent next fiscal.
HUD SSO 5.31.2024 #1	\$ 228,050	\$ 255,757	\$ 27,707	5/31/2024	Waiting on grant tranfer approval from HUD.
HUD SSO 5.31.2024 #2	\$ 65,950	\$ -	\$ (65,950)	5/31/2024	Waiting on grant tranfer approval from HUD.
HUD SSO 1.31.2024 #3	\$ 210,000	\$ 51,792	\$ (158,208)	1/31/2024	Waiting on grant tranfer approval from HUD.
Kent County CUNP 9.30.24 (Match)	\$ 20,000	\$ 7,467	\$ (12,533)	9/30/24	
Frey Foundation (CoC Transition)	\$ 75,000	\$ 51,757	\$ (23,243)	10/31/2023	CoC transition expenses
Kent County CUNP 9.30.23 (Match)	\$ 14,850	\$ 14,850	\$ 0	9/30/23	
DeVos/Trillium Foundation 22.23	\$ 220,000	\$ 183,920	\$ (36,080)	1/31/2026	3 year award to fund Data Analyst
HMIS, HUD 11.30.24	\$ 100,000	\$ 77,214	\$ (22,786)	11/30/2024	
YHDP Grant					Waiting on award from HUD. YHDP coordinator hired.
Total	\$ 3,054,092	\$ 1,716,428	\$ (1,337,664)		
CoC Fund Balance					
Fund Balance @ 6/30/20	\$ -				
Add:					
HWMUW grant fye 6.30.21 (not spent)	6,600				
Mission Matters - Strategic planning	(4,000)				
Comm Solutions Int'l income	1,000				
CoC Fund Balance 6/30/22	\$ 3,600				
NPTA remaining	100				
Kent County ESG (admin)	(909)				
Misc small grant closeout adj	(591)				
CoC Fund Balance 6/30/2023	\$ 2,200				



MI 506 - Grand Rapids/Wyoming/Kent County CoC
Initial Project Priority Listing as recommended by Funding Review Committee
Federal FY2023 Continuum of Care Application

Rank	Agency	Project	Project Type	App Type	Budget	Running Total
Tier 1						
1	The Salvation Army	Housing Assessment Program	Renewal	SSO	\$228,488	\$228,488
2	Central Territory of the Salvation Army	Coordinated Entry	Renewal	SSO	\$210,139	\$438,627
3	The Salvation Army	Coordinated Entry	Renewal	SSO	\$65,950	\$504,577
4	Heart of West Michigan United Way	HMIS	Renewal	HMIS	\$ 100,000	\$604,577
5	Heart of West Michigan United Way	HMIS 2	New - Reallocated	HMIS	\$ 38,304	\$642,881
6	Safe Haven Ministries	Housing Services for Domestic Violence Survivors	Renewal	Joint TH & PH-RRH	\$ 534,851	\$1,177,732
7	Community Rebuilders	Housing Solutions	Renewal	PSH	\$601,943	\$1,779,675
8	Community Rebuilders	HEROES	Renewal	PSH	\$160,964	\$1,940,639
9	Community Rebuilders	Keys First	Renewal	RRH	\$932,346	\$2,872,985
10	Community Rebuilders	PACT (Partners Achieving Change Together)	Renewal	Joint TH & PH-RRH	\$1,359,615	\$4,232,600
11	Community Rebuilders	Shelter Plus Care	Renewal	PSH	\$1,746,060	\$5,978,660
12	Community Rebuilders	LOFT	Renewal	PSH	\$416,082	\$6,394,742
13	Heartside Nonprofit Housing Corporation	Verne Barry Place	Renewal	PSH	\$157,720	\$6,552,462
14	Heartside Nonprofit Housing Corporation	Ferguson Apartments	Renewal	PSH	\$63,000	\$6,615,462
15	Grand Rapids Housing Commission	Hope Community	Renewal	RRH	\$159,663	\$6,775,125
16	Heartside Nonprofit Housing Corporation	Commerce Apartments	Renewal	PSH	\$269,241	\$7,044,366
17	YWCA West Central Michigan	Project HEAL TH-RRH	Renewal	Joint TH & PH-RRH	\$313,414	\$7,357,780
Tier 2						
17	YWCA West Central Michigan	Project HEAL TH-RRH	Renewal	Joint TH & PH-RRH	\$153,988	\$7,511,768
18	YWCA West Central Michigan	Project HEAL 2023	Renewal	TH	\$399,368	\$7,911,136
19	Community Rebuilders	PACT Expansion	DV Bonus	Joint TH & PH-RRH	\$531,754	\$8,442,890
20	Heart of West Michigan United Way	DV + CE Integration	DV Bonus	SSO	\$32,500	\$8,475,390
21	Community Rebuilders	Keys First Expansion	General Bonus	RRH	\$521,280	\$8,996,670
22	Heart of West Michigan United Way	Housing Assessment Program Expansion	General Bonus	SSO	\$32,500	\$9,029,170
Not Ranked						
N/A	Heart of West Michigan United Way	CoC Planning Grant	Planning	Planning	\$395,557	\$9,424,727



Grand Rapids Area Coalition to End Homelessness


Grand Rapids/Wyoming/Kent County Continuum of Care - MI 506

Homeless Management Information System (HMIS) Agency Access Policy **DRAFT**


Purpose and Goal:

- The Homeless Management Information System is an information technology system that collects client level data and data on the provision of housing and supportive services for persons experiencing or at risk of homelessness. The purpose of this document is to establish a policy and outline the procedure for agencies to participate in the HMIS to ensure compliance with federal mandates for data collection and reporting, and alignment with values and service delivery standards within the homelessness response system.
 - o HMIS participation is a statutory requirement for recipients and subrecipients of the Continuum of Care (CoC) and Emergency Solutions Grants (ESG) Programs. HMIS participation is also required for homeless assistance providers funded by the U.S. Department of Health and Human Services and the U.S. Department of Veterans Affairs and encouraged for other programs that serve persons experiencing homelessness.
- The goal is for broader coordination across the homeless response system so that the impact on clients is positive and reflects a trauma informed approach to data collection, such as reduction in story sharing, expedient service delivery, and explicit consent.
- All data entered into HMIS will impact the Continuum of Care's Annual Renewal Demand for funding and the System Performance Measures required federal reporting.
- Agencies who participate in the HMIS must:
 - o Serve households who meet the HUD definitions of homelessness (Categories 1, 2, and 4)
 - o Provide permanent housing resources to persons experiencing homelessness using service delivery models as defined by HUD (ie Rapid Rehousing, Transitional Housing, Permanent Supportive Housing)
 - o Utilize the Coordinated Entry System for referrals to permanent housing resources.
 - o Become a member of the Continuum of Care to be in alignment with the Strategic Plan and participate in committees and/or workgroups.
 - o Subscribe to the CoC's Fair Housing and Anti-Discrimination Policy.

Workflow:

- Agencies that wish to use HMIS to contribute to the homelessness response system's data collection and reporting must complete an online application to describe goals and intended outcomes for the program.
-  Staff will bring a recommendation to the Executive Committee to add new agencies into the HMIS. Executive Committee will have final approval for adding new agencies upon consideration of input from CoC staff.
- CoC staff will notify the Steering Committee of agencies requesting to be added, and the outcome. Agencies wishing to appeal the Executive Committee's decision have 5 business days to submit a written appeal to the Steering Committee.
- After approval, agencies will be required to submit the following documents:
 - o Signed Participation Agreement between MCAH and Agency
 - o Agency Board Approved Confidentiality Policy
 - o Agency Grievance Policy including process for external review
 - o Privacy Notice for Clients
 - o Executed Agency specific MSHMIS Client Release of Information
 - o Certificates of Completion from required trainings for all HMIS System Users (found on the HMIS Learning Center)
 - o Fully executed User Agreement for all HMIS System Users
 - o Any necessary Coordinated Service Agreements between agencies, including the QSOBAA if applicable
- Agencies can initiate this process at any time. The process can take 10-30 business days depending on the agency's ability to execute the required documents.

Roles and Responsibilities:

- **System Administrator:** Operate the HMIS system, maintain participating agency documentation, set up and monitor providers and project level data and outcomes, train new users and provide opportunities for ongoing learning and engagement, manage the QSOBAA.
- **Agency:** Data entry, monitor project level data quality, participate in CoC Committees and workgroups, abide by MSHMIS policies for HMIS use.
- **Data Quality Workgroup:** Participation is  recommended for all agencies participating in the HMIS. Convene to discuss system level data quality, prepare for federal reports, engage in ongoing learning opportunities, abide by the policies laid out in the QSOBBA and HMIS Sharing Agreement.



Grand Rapids Area Coalition to End Homelessness

Grand Rapids/Wyoming/Kent County Continuum of Care - MI 506

Qualified Service Organization Business Associate Agreement (QSOBAA) Agency Access Policy **DRAFT**

- **Purpose and Goal:** The purpose of the QSOBAA is for agencies who participate in the Homeless Management Information System (HMIS) to agree to share protected client information between programs for the purpose of effective and efficient service delivery. This agreement governs how providers and project sharing settings are created in HMIS. The purpose of this document is to establish a policy and outline the procedure for approving an agency to sign the sharing agreement while ensuring data quality, privacy and security standards are maintained.
- The goal is for broader coordination across the homeless response system so that the impact on clients is positive and reflects a trauma informed approach to data collection, such as reduction in story sharing, expedient service delivery, and explicit consent.
- Agencies who participate in the QSOBAA must:
 - o Serve households who meet the HUD definition of homelessness (Categories 1, 2, and 4)
 - o Commit to Housing First* principals.
 - o Utilize the Coordinated Entry System for referrals to permanent housing resources.
 - o Become a member of the Continuum of Care to be in alignment with the strategic plan and participate in committees and/or workgroups.
 - o Agree to the CoC's Service Delivery Standards.
 - o Subscribe to the CoC's Fair Housing and Anti-Discrimination Policy.

Workflow:

- Agencies that wish to sign the QSOBAA for coordination across the homeless response system or for participation in the Coordinated Entry System must complete an online application to describe goals and intended outcomes for the program.
- System Administrator will bring newly interested agencies to the Data Quality Committee (made up of existing QSOBAA agencies) for discussion and feedback. CoC staff will make a recommendation to the Executive Committee with consideration of feedback from Data Quality Committee to add agencies to the QSOBAA.
- Executive Committee will have final approval for adding new agencies upon consideration of input from the Data Quality Committee and CoC staff.
- CoC staff will notify the Steering Committee of agencies requesting to be added, and the outcome.
- **Agencies wishing to appeal Executive Committee's decision may submit written communication to Steering Council within 5 business days. Steering Council shall make the final decision.**
- System Administrator will initiate a new QSOBAA and facilitate the signature process as well as update HMIS and work with the new agency for provider and project set up.

- The QSOBAA will be updated on a bi-annual basis, once in spring and once in fall, unless an agency must participate per funding source requirements.

Roles and Responsibilities:

- **System Administrator:** Operate the HMIS system, set up and monitor providers and project level data and outcomes, train new users and provide opportunities for ongoing learning and engagement, manage the QSOBAA.
- **Agency:** Data entry, monitor project level data quality, participate in CoC Committees and workgroups, abide by MSHMIS policies for HMIS use, and QSOBAA policies for data sharing.
- **Data Quality Workgroup:** Participation is expected for all agencies on the QSOBAA. Convene to discuss system level data quality, prepare for federal reports, engage in ongoing learning opportunities, abide by the policies laid out in the QSOBAA and HMIS Sharing Agreement.

** Housing First is a proven model for addressing homelessness by quickly rehousing people experiencing homelessness and ensuring they have access to permanent housing and supportive services. Access does not have service participation requirements or preconditions (such as sobriety, or a minimum income threshold).*