



Palm Beach County Continuum of Care Charter

1. Purpose of the Charter:

This Charter sets out the composition, roles, responsibilities and committee structure of the Palm Beach County Continuum of Care (CoC) known as Homeless & Housing Alliance (HHA).

2. Purpose of the Continuum of Care:

The Palm Beach County Continuum of Care is a collaborative inclusive community-based process and approach to planning for and managing homeless assistance resources and programs effectively and efficiently to end homelessness in the jurisdiction.

3. Membership & Meeting Announcements

CoC membership is nonsectarian and nonpartisan. All interested citizens, homeless/formerly homeless, non-profit organizations, law enforcement, businesses, faith-based, governmental entities, educational agencies, or civic groups operating in Palm Beach County are eligible for membership. All meetings for the HHA are open to the public. Meetings are announced through an email blast and by posting a calendar of meetings on CoC website managed by the Collaborative Applicant.

4. Organization of the CoC:

The Continuum of Care is comprised of several volunteer committees and networking/task groups which have various roles and responsibilities. These committees/groups include but are not limited to the following:

- HHA Executive Committee
- HMIS Oversight Committee
 - Performance Measures Sub-Committee of HMIS
- Housing Inventory/Unmet Needs Committee
- Standard Policies and Procedures Committee
- Membership Committee
- Non-Conflict Grant Review Committee
- PIT Committee
- Task Specific Work Groups
 - Homeless Resource Center Workgroup
 - Veterans Coalition

5. Committee/Task Group Roles, Responsibilities and Members:

HHA Executive Committee

The HHA Executive Committee is the decision-making body responsible for planning evaluation and coordination of HEARTH CoC resources and other relevant homeless funding. The HHA Executive Board is the entity responsible for managing community planning, coordination and

evaluation to ensure that the system of homeless services and housing rapidly ends people's homelessness permanently.

Specific responsibilities include:

- Overall direction and leadership of the process
- Making all formal decisions of the CoC
- Strategic planning and goal-setting
- Aligning and coordinating CoC and other homeless assistance and mainstream resources
- Ensuring the availability of data for planning
- Establishing priorities for and making decisions about the allocation of CoC resources
- Establishing system and program outcomes for evaluation purposes
- Monitoring and evaluating both system wide and individual program performance on established goals
- Review and update HHA By-laws
- Receiving reports and recommendations from sub-committees and task groups
- Establishing sub-committees and task groups as needed to perform CoC functions
- Ratification of Collaborative Applicant and HMIS Lead Agency
- Enters into MOU's on behalf of the CoC and monitors performance under these agreements
- Official communications from the CoC

Members of the HHA Executive Committee include:

- Two (2) funders- United Way of PBC & Department of Economic Sustainability
- One (1) Homeless Service Provider serving individuals
- One (1) Homeless Service Provider serving families
- One (1) Homeless Service Provider serving victims of domestic violence
- One (1) HMIS/CMIS Oversight Committee Chair
- One (1) Veteran's Organization
- One of the Executive Committee members will be a homeless/formerly homeless individual
- One (1) Faith-Based Organization

(*Based on recommendations from HUFCD Consultant, the Executive Board members will be expanded include but not be limited to community organizations representing: Businesses, Funders, Faith-Based Organizations, governmental entities, Hospitals, Law Enforcement agencies, Public Housing Authorities, Universities, and School District)

An agency may not have more than one seat on the Executive Committee. The Collaborative Applicant and the HMIS Lead Entity will serve as ex-officio non-voting members of the Committee. At least one At Large member preferably shall not have served the previous year.

Selection of HHA Executive Committee Members:

- The Executive Committee of the HHA shall be comprised of an uneven number of members, at least nine (9) or no more than twenty one (21) members.

- Executive Committee Members serving as Subject Matter Experts shall be elected by the HHA general membership at the October meeting of each year.
- At the August meeting, HHA members will be provided notification of eligible category(s) for each member agency. Agencies may be eligible for more than one category, but can only be nominated to represent one category.
- HHA members shall submit names of individuals/organizations for consideration for each office during the month of September. At the October general membership meeting, Subject Matter Expert member seats will be elected.
- Qualification as a Member to as a Subject Matter Expert on the Executive Committee requires the agency must be a member in good standing for two consecutive twelve (12) month periods.
- Each organization selected appoints its representative(s) to the committee.
- Members Elected as Subject Matter Experts shall begin their service on the Executive Committee at the close of the October general membership meeting at which they are elected, and shall serve a term of three (3) years.
- The term of office for Subject Matter Experts shall be one year. Members may serve in the same office for two (2) additional consecutive one (1) year terms, with the exception of the Chair and Chair Elect which must be limited to two (2) years or less. No member shall hold more than one (1) office at a time.
- Member At Large Committee positions will appointed by the Executive Committee members. The term of office shall be one year. Members may serve in the same office for two (2) additional consecutive one (1) year terms.
- Once the Executive Committee is approved, the Committee members will nominate and vote on the selection of the officers: Chair, Vice Chair, Chair Elect, Secretary, and Sub-Committee Coordinator.
- In an effort to stagger the terms of the Executive Committee, one-third of the terms expire by the October HHA meeting. Committee members cannot serve more than three consecutive years. After the third year, the Executive Committee Member Organization must rotate off the Board for at least one year before being re-eligible to serve on the Executive Committee with the exception of the Chair and Chair Elect which must be limited to two (2) years or less.
- The HHA Executive Committee can add new members by a majority vote of the existing members.

HMIS Oversight Committee

Responsibilities/Tasks

- Act as an advisory group to the HHA Executive Committee
- Create documents as required by HUD regulations, currently including:
 - Policies and Procedures Manual
 - Agency Agreement on Use of HMIS
 - Standardized and Universal Client Release of Information
 - Agreement between Collaborative Applicant and HMIS Lead Agency
- Determine the guiding principles for all HMIS activities, participating organizations and service programs.

- Set and enforce minimum data collection standards, as defined by HUD Data Collection Requirements.
- Define privacy protection policies for HMIS implementation.
- Define criteria, standards, and parameters for the usage and release of all data collected as part of the HMIS.
- Document, approve, and regularly review the above practices in the form of the Policies and Procedures for the HMIS operations.
- Establish Continuum-level mechanisms for monitoring and/or enforcing compliance with the approved Policies and Procedures for the HMIS operations.
- Compile and analyze HMIS data with other provider and community data sources.
- Monitor compliance of Collaborative Applicant and HMIS Lead Agency as per MOU's
- Develop Performance Evaluation Plan to report and track, on the HHA website, projects' performance measures related to federal and state funding

Performance Measures Sub-Committee-

Responsibilities/Tasks:

- Develop CoC performance measures as related to PBC's Ten Year Plan and the Federal Strategic Plan to End Homelessness
- Coordinate with HMIS Lead Entity to establish if the current CMIS can generate reports related to the approved CoC performance measures
- Provide recommendations regarding project performance measures

Housing Inventory/Unmet Needs Committee

Responsibilities/Tasks

- Evaluate and update the current Emergency Shelter, Transitional Housing and Permanent Supportive Housing stock
- Compare housing beds/units with CMIS
- Evaluate method to address family beds versus units issue
- Establish unmet needs known to exist in the County not currently met with a suitable service or assistance

Standard Policies and Procedures Committee

Responsibilities/Tasks:

- Establish criteria for determining vulnerability
- Review Vulnerability Index Tools
- Revise Self-Sufficiency Matrix, if utilize this tool for vulnerability determination
- Evaluate current Policies and Procedures for accessing CoC Homeless Service Delivery System
- Establish Standard Policies and Procedures for entry into CoC Homeless Delivery System

Membership Committee

Responsibilities/Tasks

- Develop a list of all organizations for possible HHA membership
- Ensure eligible organizations are aware they can join the HHA, and recruit them into membership

- Develop an HHA information kit complete with current by-laws, membership list and advantages for joining HHA
- Conduct Orientation Training utilizing the HHA welcome kit
- Maintain/Update the HHA information Packet to ensure it contains accurate and timely membership information

Non-Conflict Grant Review Committee - Standing Committee implemented as needed

Responsibilities/Tasks

- Review and evaluate federal, state and local grant applications
- Score and Rank Projects
- Report Grant Review Findings

PIT – Initiated as Needed

Responsibilities/Tasks:

- Oversee the Planning Process for the Point-In-Time Count
- Review Sheltered & Unsheltered Survey Instruments
- Develop Training Modules for Sheltered & Unsheltered Survey Instruments and Site Leaders
- Coordinate and Assign Volunteers on the Day of the Count
- Develop Training Schedule

Veteran’s Coalition

Responsibilities/Tasks:

- Evaluate existing service delivery system
- Coordinate local, state and federal grant submittals
- Provide outreach & education regarding veteran’s related issues

Homeless Resource Center Workgroup

Responsibilities/Tasks:

- Research Best Practices related to Operation of HRC’s
- Develop recommendations regarding Outreach, Navigation, Assessment, Placement and Linkage and Referrals
- Provide recommendations regarding facility needs

6. HHA Committee Meetings, Quorum and Attendance

- The regular general membership meetings of the HHA shall be held monthly on the fourth Thursday of the month except when this day falls on a holiday, unless otherwise rescheduled or cancelled by the Collaborative Applicant. All meetings of the HHA shall be open to the public. Meetings are announced through an email blast and posting calendar of meetings on CoC website (managed by the Collaborative Applicant). HHA Executive Committee meetings shall be held at least quarterly. All meetings of the HHA Executive Committee shall be open to the public.

- A quorum of majority of members in good standing shall be required to conduct business at any regularly scheduled HHA general member or Executive Committee meeting.
- Members who will be applying for funding from the COC will be expected to attend 60% of the general HHA meetings and 70% of at least one of the HHA Sub-Committee meetings occurring in a consecutive twelve (12) month period.
- Members At Large are required to maintain “good standing” based on attendance at Executive Board Committee meetings.
- Members seeking to apply for funding when less than 60% of the general HHA meetings and HHA Sub-Committee meetings have occurred, will have their attendance requirement calculated based on the last calendar’s attendance records and a report from CMIS demonstrating data entry for a minimum of a consecutive twelve (12) month period prior to submission of funding request(s).

7. Lead Support Agency Role and Responsibilities

Palm Beach County Division of Human Services- Collaborative Applicant

In January 2006, at the request of the community, DHS assumed the role of Lead Agency and began focusing on Strategic Planning and Homeless Service coordination. DHS has served in the role of the Collaborative Applicant by participating in HUD training for Lead Agencies as well as annually monitoring all HUD-funded projects to ensure grant compliance related to program requirements, performance outcomes, and fiscal accountability. DHS has provided one-on-one technical assistance to agencies experiencing difficulties with grant compliance, arranged for training related to financial accountability and program compliance and secured technical assistance related to building the capacity of the CoC for all members.

In October 2010, DHS coordinated a community-wide training session regarding the pending changes impacting homeless services under the HEARTH Act to begin to prepare the CoC to respond. Following the training, the CoC voted unanimously for DHS to continue serving as the Lead Agency and to transition to the role of Collaborative Applicant and Unified Funding Agency.

On November 12, 2012, a Memorandum of Understanding (MOU) was executed between Palm Beach County COC and DHS. This MOU confirms the responsibilities of the Palm Beach County COC. The MOU sets forth the general understandings and specific responsibilities of each party relating to the role of DHS as the Collaborative Applicant and Unified Funding Agency. The HHA Executive Committee maintains an MOU agreement with the Collaborative Applicant that is reviewed and updated periodically, at a minimum, annually. HMIS Oversight Committee monitors compliance of the MOU and reports the results to the HHA Executive Committee.

Specific responsibilities include:

- Staffing committees
- Produce planning materials
- Serve as Liaison with HUD Regional Offices
- Collect and Submit Annual HIC/PIT Reports
- Maintain CoC Website

- Format performance data and post on Website
- Monitor program and Fiscal performance
- Provide Technical Assistance and Training as needed
- Coordinate resources, integrate activities and facilitate collaboration
- Coordinate HUD NOFA Oversight and Management
- Participate in Review related to 10 Year Plan
- Complete CoC Administration Duties
- Provide ESG RFP & Contract Administration
- Participate in Consolidated Planning Process
- Coordinate State Grant Funding Process
- Participate in Community Outreach
- Disseminate Information regarding homelessness, resources and legislative needs
- Write and submit grants on behalf of the CoC

211 Palm Beach /Treasure Coast- HMIS Lead Entity

In 1995, PBC developed and implemented a limited shared database. In 2001, as more comprehensive data was needed for evaluation & planning purposes, a CoC Sub-Committee was formed & began researching software options. Software vendors demonstrated their products and the CoC selected ServicePoint, a web based application as well as 211 to administer HMIS. Concurrently, HUD and the State of Florida Office on Homelessness (SFOH) recommended CoC's utilize a central database. In May of 2002, State of Florida Department of Children and Families Office on Homelessness allocated \$250,000 to implement an HMIS which provided the initial start up funding. The CoC voted unanimously for 211 Palm Beach /Treasure Coast (211) to continue serving as the HMIS Lead Agency. 211 Palm Beach /Treasure Coast manages and administers all HMIS operations and activities. 211 attend the COC Executive Committee meetings, HMIS Oversight Committee meetings and other COC subcommittee meetings as required. 211 exercises these responsibilities at the direction of the COC HMIS Oversight Committee. The HHA Executive Committee maintains an MOU agreement with the HMIS Lead Entity that is reviewed and updated periodically, at a minimum, annually.

Specific Responsibilities include:

- Ensures compliance with HUD HMIS Standards and all other applicable laws.
- Maintains System Security and Confidentiality
- Prepares the HUD Supportive Housing NOFA application (HMIS sections in Exhibit 1 and Project Application
- Provide training and support to ensure appropriate system use, data entry, data reporting, and data security and confidentiality
- Ensure Software Interface by negotiating and monitoring the contract with software vendor including hosting agreements, configuration of network and security layers, anti-virus protection for server configuration, system backup and disaster recovery.
- Provide HMIS administration ensuring full implementation of the relevant COC policies and procedures in collaboration with the HMIS Oversight Committee.
- Ensure data collection and reporting for quality and completeness
- Submit an annual data quality plan in accordance with HUD regulations

- Ensure all program data are collected in adherence to the HUD HMIS Data Standards and local additional requirements
- Generate monthly APR and Universal Data Element reports for all HUD funded programs
- Generate reports for the CoC Collaborative Applicant and HMIS Oversight Committee.

8. ESG Coordination

Annually, the HHA Executive Committee reviews ESG eligible activities as per the regulations and votes on the funding priorities for ESG. These priorities are then discussed at the next general HHA meeting and the decision is ratified by the full HHA membership. These priorities are included in the Notification to the Public of the Funding Availability. The NOFA is published in the local newspaper, posted on the HHA website and an email blast is sent out to all entities on the HHA listserv. Social Media is also used to announce the NOFA on the CoC's Twitter and Facebook page. A Non-Conflict Committee comprised of individuals selected with input from the HHA, to include members not affiliated with an agency applying for funding and having some knowledge of the local homeless issues. One member is formerly homeless.

9. Reporting

- Minutes are maintained by DHS for all HHA Executive Committee, General HHA and HHA Sub-Committees and Workgroups.
- Minutes are circulated for all meetings in advance and approved at the subsequent meetings.
- Resolutions are initially distributed in draft form and, once passed, are recorded in the minutes of meetings and/or in the HHA By-Laws.

10. Conflicts of Interest:

No member of the HHA Executive Committee shall vote upon or participate in the discussion of any matter which has a direct financial bearing on the organization that the member represents. This includes all decisions with respect to funding, awarding contracts, and implementing correction actions. HHA Executive Committee members shall report conflict of interest at the Executive Committee or general meetings and recuses themselves from voting on issues where a conflict of interest is apparent or brought forward by the general membership. Annual disclosure statements must be signed by all Board members, committee chairs and others CoC members as needed.

11. Review of Charter

HHA Executive Committee will review this charter annually to ensure it remains consistent with the CoC's objectives and responsibilities.

Approved by HHA Executive Committee 09/16/2013

Approved by HHA General Membership 09/26/2013