

ALBUQUERQUE CONTINUUM OF CARE GOVERNANCE CHARTER

Original Governance Charter Approved by the Albuquerque Continuum of Care Membership January of 2014

Last updated by the Albuquerque CoC Membership March of 2021

CoC Introduction

The U.S. Department of Housing and Urban Development (HUD) charges communities that receive funds under the Continuum of Care Program (CoC) of the Homeless Emergency Assistance and Rapid Transition to Housing Act (HEARTH Act) with specific responsibilities. A Continuum of Care (CoC) is the group organized to carry out the responsibilities prescribed in the “*CoC Program Interim Rule*” (24 CFR 578) for a defined geographic area. A CoC is composed of representatives of organizations including: nonprofit homeless service providers, victim service providers, faith-based organizations, governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, organizations that serve homeless and formerly homeless veterans, and homeless and formerly homeless persons.

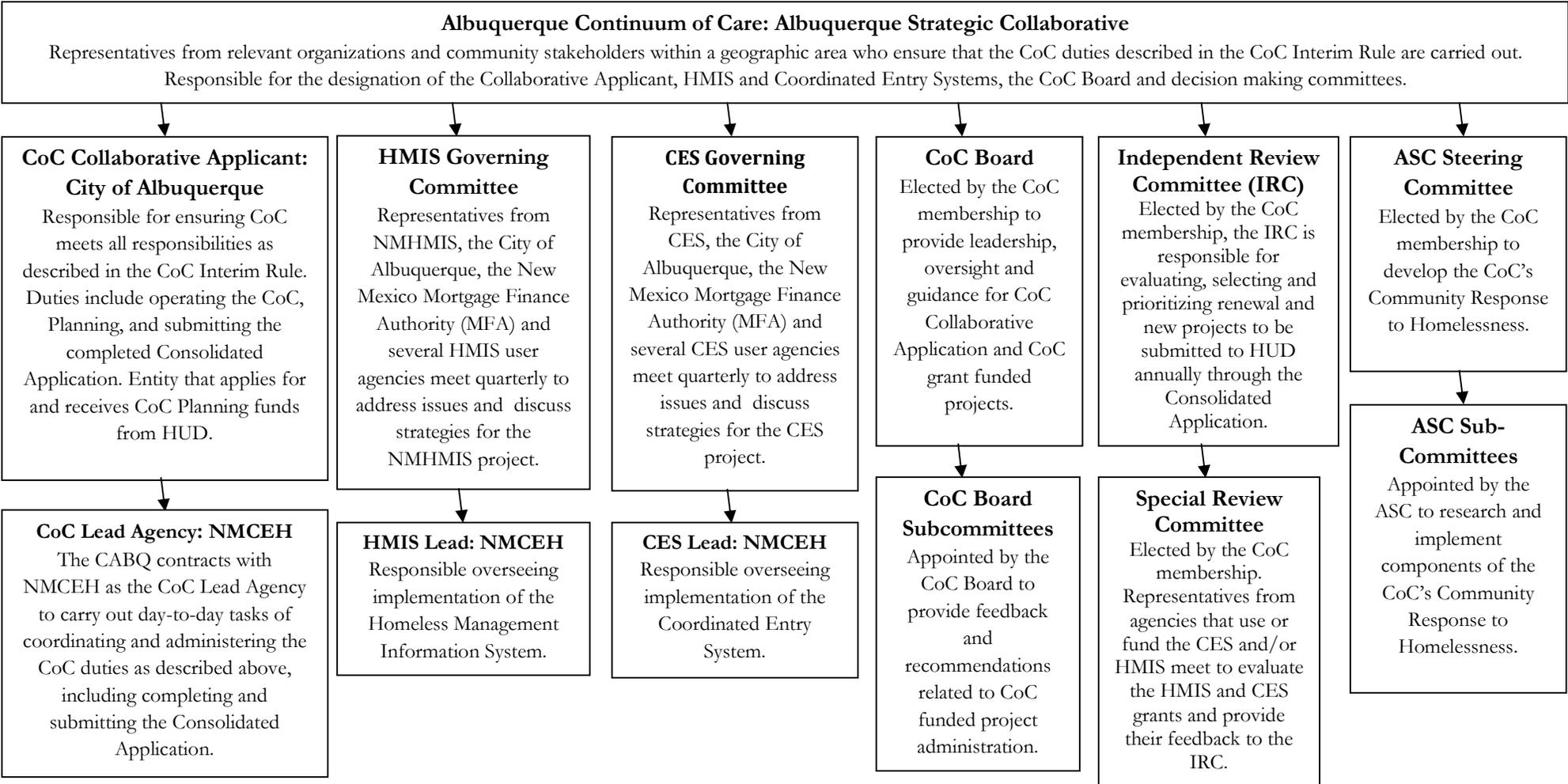
Responsibilities of a CoC include operating the CoC, designating and operating an HMIS, planning for the CoC (including coordinating the implementation of a housing and service system within its geographic area that meets the needs of the individuals and families who experience homelessness there), and designing and implementing the process associated with applying for CoC Program funds.

This Governance Charter outlines the roles and responsibilities of the Albuquerque Continuum of Care, the Albuquerque Continuum of Care Board, Continuum of Care Committees, the Continuum of Care Lead Agency, the Collaborative Applicant, the Homeless Management Information System (HMIS) Lead, and the Coordinated Entry System (CES) Lead. Below is a brief description of each entity:

- The Albuquerque Continuum of Care, known locally as the *Albuquerque Strategic Collaborative to End Homelessness*, is a year-round planning body of representative stakeholders in the community’s work toward ending homelessness. Its work includes gathering and analyzing information in order to determine the local needs of people experiencing homelessness, implement strategic responses, and measure results.
- The Albuquerque Continuum of Care Board is a group of elected and appointed leaders of the Continuum of Care who have authority to make decisions about administration of Continuum of Care funded programs.
- The Continuum of Care Committees are the action planning components of the Continuum and may be tasked with making decisions about matters related to the CoC funded programs or the Community Response to Homelessness.
- The Continuum of Care Lead Agency provides technical, administrative and meeting support to the Continuum of Care, Continuum of Care Board and the Committees.
- The Collaborative Applicant is designated by the Continuum of Care to prepare and submit the Continuum of Care funding application to HUD each year.
- The HMIS Lead is designated to provide oversight and implementation support to the Albuquerque Continuum of Care’s Homeless Management Information System.

The Coordinated Entry System Lead is designated to provide oversight and implementation of the Albuquerque Coordinated Entry System.

ALBUQUERQUE CONTINUUM OF CARE (COC) GOVERNANCE FLOW CHART



CONTENTS

ALBUQUERQUE CONTINUUM OF CARE (COC) GOVERNANCE FLOWCHART	2
RESPONSIBILITIES OF THE ALBUQUERQUE CONTINUUM OF CARE (CoC)	4
ALBUQUERQUE COC COLLABORATIVE APPLICANT, MEMBERSHIP, BOARD AND COMMITTEES	7
PROCESS FOR MONITORING EMERGENCY SOLUTIONS GRANT (ESG)	16
WRITTEN STANDARDS FOR ADMINISTERING CONTINUUM OF CARE PERMANENT SUPPORTIVE HOUSING, RAPID REHOUSING, TRANSITIONAL HOUSING/POLICIES AND PROCEDURES FOR COORDINATED ENTRY SYSTEM	16
ALBUQUERQUE COC ANTI-DISCRIMINATION AND EQUAL ACCESS POLICY	18

RESPONSIBILITIES OF THE ALBUQUERQUE CONTINUUM OF CARE (CoC)

The Albuquerque CoC has the following responsibilities as defined and required in the CoC Interim Rule, An updated version of the CoC Program interim rule was published in the Federal Register on April 1, 2017

The Albuquerque CoC will operate the Continuum of Care, which includes:

- (1) Hold meetings of the full membership, with published agendas, at least semi-annually;
- (2) Invite new members to join publicly available within the geographic area at least annually;
- (3) Adopt and follow a written process to select a board to act on behalf of the Continuum of Care. The process will be reviewed, updated, and approved by the Continuum at least once every 5 years;
- (4) Appoint additional committees, subcommittees, or workgroups;
- (5) In consultation with the collaborative applicant and the HMIS Lead, develop, follow, and update annually a governance charter, which will include all procedures and policies needed to comply with §578.7(b) of the CoC Interim Rule and with HMIS requirements as prescribed by HUD; and a code of conduct and recusal process for the board, its chair(s), and any person acting on behalf of the board;
- (6) Consult with recipients and subrecipients to establish performance targets appropriate for population and program type, monitor recipient and subrecipients performance, evaluate outcomes, and take action against poor performers;
- (7) Evaluate outcomes of projects funded under the Emergency Solutions Grants program and the Continuum of Care program, and report to HUD;
- (8) In consultation with recipients of Emergency Solutions Grants program funds within the geographic area, establish and operate either a centralized or coordinated assessment system that provides an initial, comprehensive assessment of the needs of individuals and families for housing and services. The Continuum must develop a specific policy to guide the operation of the centralized or coordinated assessment system on how its system will address the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim service providers. This system must comply with any requirements established by HUD by Notice.
- (9) In consultation with recipients of Emergency Solutions Grants program funds within the geographic area, establish and consistently follow written standards for providing Continuum of Care assistance. At a minimum, these written standards must include:
 - (i) Policies and procedures for evaluating individuals' and families' eligibility for assistance under this part;
 - (ii) Policies and procedures for determining and prioritizing which eligible individuals and families will receive transitional housing assistance (these policies must include the emergency transfer priority required under § 578.99(j)(8));
 - (iii) Policies and procedures for determining and prioritizing which eligible individuals and families will receive rapid rehousing assistance (these policies must include the emergency transfer priority required under § 578.99(j)(8));
 - (iv) Standards for determining what percentage or amount of rent each program participant must pay while receiving rapid rehousing assistance;

(v) Policies and procedures for determining and prioritizing which eligible individuals and families will receive permanent supportive housing assistance (these policies must include the emergency transfer priority required under § 578.99(j)(8)); and

(vi) Where the Continuum is designated a high-performing community, as described in subpart G of the Interim Rule, policies and procedures set forth in 24 CFR 576.400(e)(3)(vi), (e)(3)(vii), (e)(3)(viii), and (e)(3)(ix).

The Albuquerque CoC will designate and operate an HMIS, which includes:

- (1) Designate a single Homeless Management Information System (HMIS) for the geographic area;
- (2) Designate an eligible applicant to manage the Continuum's HMIS, which will be known as the HMIS Lead;
- (3) Review, revise, and approve a privacy plan, security plan, and data quality plan for the HMIS.
- (4) Ensure consistent participation of recipients and subrecipients in the HMIS; and
- (5) Ensure the HMIS is administered in compliance with requirements prescribed by HUD.

The Albuquerque CoC will conduct Continuum of Care planning, which includes:

- (1) Coordinating the implementation of a housing and service system within its geographic area that meets the needs of the homeless individuals (including unaccompanied youth) and families. At a minimum, such system encompasses the following:
 - (i) Outreach, engagement, and assessment;
 - (ii) Shelter, housing, and supportive services;
 - (iii) Prevention strategies.
- (2) Planning for and conducting, at least biennially, a point-in-time count of homeless persons within the geographic area that meets the following requirements:
 - (i) Homeless persons who are living in a place not designed or ordinarily used as a regular sleeping accommodation for humans must be counted as unsheltered homeless persons;
 - (ii) Persons living in emergency shelters and transitional housing projects must be counted as sheltered homeless persons;
 - (iii) Other requirements established by HUD by Notice.
- (3) Conducting an annual gaps analysis of the homeless needs and services available within the geographic area;
- (4) Providing information required to complete the Consolidated Plan(s) within the Continuum's geographic area;
- (5) Consulting with State and local government Emergency Solutions Grants program recipients within the Continuum's geographic area on the plan for allocating Emergency Solutions Grants program funds and reporting on and evaluating the performance of Emergency Solutions Grants program recipients and subrecipients.
- (6) The Albuquerque CoC will prepare a VAWA Emergency transfer plan for the Continuum of Care that meets the requirements under 578.99(j)(8) of the CoC Interim Rule.

The Albuquerque CoC will prepare an application for funds, which includes:

- (1) Design, operate, and follow a collaborative process for the development of applications and approve the submission of applications in response to a NOFA published by HUD under § 578.19 of the CoC Interim Rule;
- (2) Establish priorities for funding projects in the geographic area;
- (3) Determine if one application for funding will be submitted for all projects within the geographic area or if more than one application will be submitted for the projects within the geographic area;
 - (i) If more than one application will be submitted, designate an eligible applicant to be the collaborative applicant that will collect and combine the required application information from all applicants and for all projects within the geographic area that the Continuum has selected funding. The collaborative applicant will also apply for Continuum of Care planning activities. If the Continuum is an eligible applicant, it may designate itself;
 - (ii) If only one application will be submitted, that applicant will be the collaborative applicant and will collect and combine the required application information from all projects within the geographic area that the Continuum has selected for funding and apply for Continuum of Care planning activities.

The Continuum retains all of its responsibilities, even if it designates one or more eligible applicants other than itself to apply for funds on behalf of the Continuum. This includes approving the Continuum of Care application.

ALBUQUERQUE COC COLLABORATIVE APPLICANT, MEMBERSHIP, BOARD AND COMMITTEES

Albuquerque CoC Collaborative Applicant

The Albuquerque CoC Collaborative Applicant is the City of Albuquerque. As the Collaborative Applicant, the City:

- Is responsible for ensuring that the CoC meets all CoC duties as described in the CoC Interim Rule and above under “Responsibilities of the Albuquerque Continuum of Care.”
- Is the entity that submits the full application to HUD on behalf of the CoC.
- Is the entity that applies for and receives CoC planning funds from HUD (if available).

The City of Albuquerque contracts with the New Mexico Coalition to End Homelessness (NMCEH) to carry out the day-to-day tasks of coordinating and administering these CoC duties.

Homeless Management Information System (HMIS) Lead Agency

The Albuquerque CoC has selected the NMCEH as the HMIS Lead Agency. The Albuquerque CoC will follow the HMIS Policies and Procedures and the HMIS Governance Charter, both of which are approved by the HMIS Governing Committee.

The Albuquerque Strategic Collaborative to End Homelessness (CoC Membership)

The Albuquerque CoC will hold a meeting for all CoC members and other interested stakeholders once a month. These meetings are known as the “Albuquerque Strategic Collaborative to End Homelessness” meetings. NMCEH will send out a meeting announcement and agenda via email to the CoC members and other interested stakeholders several days before the meeting. The Albuquerque CoC annual meeting will take place in June each year, when CoC members will elect CoC Board members and update the Governance Charter. The Albuquerque CoC will convene special meetings if action is needed on specific items between meetings. These will be announced via email at least one week prior to the meeting.

NMCEH will invite all potential stakeholders to join the CoC membership at least annually and will reach out individually to interested stakeholders as appropriate throughout the year. CoC membership should include representatives from homeless services agencies, the City of Albuquerque, Bernalillo County, the City and County Housing Authorities, the Veterans Administration, funders, Albuquerque Public Schools and universities.

While meetings are open to the public, attendees are expected to sign a Memorandum of Collaboration if they plan to attend regularly. Meetings may be held electronically, but the meetings will remain open to the public and the meeting information will be shared via the NMCEH ASC Listserv.

In order to be a member of the Albuquerque Strategic Collaborative, an entity or person must:

- Sign a Memorandum of Collaboration agreeing to be an active member of the Albuquerque Strategic Collaborative to End Homelessness, which is the local name for the Albuquerque CoC membership.

- Attend at least 6 out of 12 meetings within a calendar year.

Members are expected to conduct themselves in a professional and respectful manner. The ASC Executive Committee will have the authority to remove members of the ASC for not adhering to the expectations outlined in ASC Memorandum of Collaboration. A member who has been removed by the ASC Executive Committee will have the right to appeal this decision through a written request submitted to the ASC membership within one month of being notified of their removal. If an appeal is submitted, a vote will be held by the ASC membership to either uphold or overturn the member's removal.

Albuquerque Strategic Collaborative Activities

- Updating and approving the Albuquerque CoC Governance Charter
- Developing and overseeing implementation of the Albuquerque Community Response to Homelessness
- Providing input into evaluation criteria for CoC and ESG projects
- Providing input into development of a centralized entry system (led by the CES Governing Committee)
- Providing information and analysis needed to complete the annual CoC application
- Developing a written process for electing a CoC Board
- Nominating and approving members for the Independent Review Committee
- Nominating and approving members of the Albuquerque Strategic Collaborative Executive Committee
- Providing input into written standards for Continuum of Care assistance (per CoC regulations)

Voting on ASC Matters

In order to be eligible to vote on Albuquerque Strategic Collaborative matters, an entity, or person, must be an active member of the ASC and have attended 3 of the last 6 meetings held immediately prior to the vote. A quorum for an ASC vote shall be 50% of the eligible voters, plus 1.

New members of the ASC will become eligible to vote as of their second meeting as an official member (after signing the MoC).

For members who are currently employed by an organization or entity, only one employee of that organization or entity may vote on each matter. Members may not vote to elect themselves to any board or committee. Voting on ASC matters may take place during a meeting, if a quorum is present, or electronically using a google form.

ASC Executive Committee

The CoC membership will elect an Executive Committee to oversee the activities and meetings of the Albuquerque Strategic Collaborative. Members of the Executive Committee will be elected to serve for two-year terms, and may serve two terms consecutively.

Members of the Executive Committee must maintain active membership within the ASC, by adhering to the ASC Memorandum of Collaboration and attending a minimum of 6 out of 12 meetings within a calendar year. The CoC membership may elect to remove members of the Executive Committee, for cause, through a formal vote at a regularly scheduled meeting. Elections for open positions of the Executive Committee will be held as needed when positions become vacant.

The Chair is responsible for setting Albuquerque Strategic Collaborative meeting agendas and facilitating the monthly meetings, and for ensuring that all relevant matters are discussed with full participation of the CoC membership. The Chair will coordinate the voting process for making formal decisions, which includes ensuring that there is a quorum present prior to holding a vote.

The Vice-Chair will support the Chair's efforts to set meeting agendas, and to facilitate monthly meetings. The Vice-Chair will step in to lead and facilitate the meetings when the Chair is unavailable.

The Secretary will ensure that the meeting minutes are compiled accurately, and assist in drafting any documents that may be needed by the CoC membership.

NMCEH CoC Staff will provide technical assistance and support to the Executive Committee, which includes scheduling meetings, keeping record of meeting minutes, providing feedback and pertinent information to the CoC membership from relevant committees and stakeholders, and supporting the Executive Committee in coordinating and facilitating meetings. NMCEH CoC Staff will be responsible for stepping in to ensure that all activities of the Executive Committee are completed, if members of the Executive Committee are unable to fulfill their responsibilities.

Responsibilities of the Albuquerque Strategic Collaborative Executive Committee

- Setting work plans and meeting agendas in consultation with the full membership of the CoC;
- Monitoring Albuquerque's progress in developing and implementing the Albuquerque Community Response to Homelessness;
- Representing the Albuquerque Strategic Collaborative in the community;
- Monitoring whether CoC members are meeting CoC membership requirements.

ASC Subcommittees

Special committees may be appointed by the ASC to research and implement components of the CoC's Community Response to Homelessness. ASC subcommittees must:

- Be authorized by the ASC membership to serve as an official subcommittee.
- Provide a defined purpose, and timeline if appropriate, for implementing goals of the Community Response to Homelessness.
- Establish a committee chair, who will be responsible for ensuring that meetings are facilitated, minutes are taken, and updates on committee activities are provided to the ASC membership.
- Provide a clear set of rules, roles, and responsibilities for committee members.
- Invite a diverse group of stakeholders, with varied experiences and authority, to participate in meetings.
- At least one member of any ASC sub-committee must be an active and current ASC member.

Albuquerque CoC Board

Board Composition:

- The CoC Board shall consist of a minimum of five and a maximum of eleven members.
- At least one representative will be a person who is experiencing or who has experienced homelessness.

- The other representatives will be from entities that serve people experiencing homelessness or are involved in addressing homelessness in other ways. There should be a mix of public and private agencies, and a mix of agencies that serve different sub-populations.
- All members will serve two year terms. Members may be re-elected to two consecutive terms.
- A quorum of the Board shall be 50% of the Board membership plus 1. When necessary, a vote may be taken by email or google form. Meetings may also be held by conference call/electronically if necessary.
- Members must attend a minimum of 50% of CoC Board meetings within a calendar year.
- Any member may resign from office by delivering a written resignation to the Chair, Vice-Chair, or Secretary.
- Any member may be removed from office, with cause, by the ASC membership in any regular meeting.
- The CoC Board will elect a Chair, a Vice-Chair and a Secretary at its first meeting after election of Board Members each year.
- All CoC Board members must sign a Code of Conduct that has been approved by the Albuquerque Continuum of Care. By signing the Code of Conduct, the Board member agrees that if he/she will derive any profit or gain, directly or indirectly, for themselves or their family or business associates by reason of membership on the Board or any Continuum of Care Committees, they shall disclose such interest to the NMCEH and; will refrain from participating in any decision on such matters. Consumers and housing participants need only refrain from participating in a decision when the decision directly impacts a specific agency from which they receive services.

CoC Board Selection Process:

The ASC Membership will accept nominations for board members in the winter/early spring of each year, holding the annual vote on new board members at the annual meeting in June of each year. In the event that the number of active board members lowers below five, the ASC will accept nominations and vote on new board members at the next regular meeting of the ASC.

Meetings:

The CoC Board will meet monthly. When monthly meetings are not possible the CoC Board will meet no less than quarterly. Meetings may be held by conference call/electronically. Voting on CoC Board matters may take place during a meeting if a quorum is present, or electronically using a google form.

Responsibilities of CoC Board:

- Develop and approve written standards for providing Continuum of Care assistance (per CoC regulations), with input from the CoC membership;
- Help develop strategy for annual CoC application cycle, particularly when we are facing major changes such as cuts;
- Appoint sub-committees composed of CoC project staff, or users of HMIS or CES to work on specific tasks related to CoC project operations.

CoC Board Executive Committee:

The Executive Committee will be responsible for setting work plans and meeting agendas in consultation with the full membership of the Board.

The Board Chair is responsible for setting meeting agendas, facilitating the meetings, and for ensuring that all relevant matters are discussed with full participation of the Board. The Board Chair will coordinate the voting process for making formal decisions, which includes ensuring that there is a quorum present prior to holding a vote.

The Vice-Chair will support the Chair's efforts to set meeting agendas, and to facilitate meetings. The Vice-Chair will step in to lead and facilitate the meetings when the Board Chair is unavailable.

The Board Secretary will ensure that the meeting minutes are compiled accurately and assist in drafting any documents that may be required for Board operations.

NMCEH CoC Staff will provide technical assistance and support to the CoC Board, which includes scheduling meetings, recording and keeping record of meeting minutes, providing feedback and pertinent information to the Board from relevant committees and stakeholders, and supporting the CoC Board Executive Committee in coordinating and facilitating meetings. NMCEH CoC Staff will be responsible for stepping in to ensure that all activities of the CoC Board Executive Committee are completed, if members of the Executive Committee are unable to fulfill their responsibilities.

CoC Board Subcommittees

Special committees may be appointed by the CoC Board to provide feedback and recommendations related to CoC funded project administration or submission of the annual CoC Consolidated Application. CoC Board subcommittees must:

- Be authorized by the CoC Board to serve as an official subcommittee.
- Provide a defined purpose, and timeline if appropriate, for providing feedback or recommendations to the CoC Board.
- Establish a committee chair, who will be responsible for ensuring that meetings are facilitated, minutes are taken, and updates on committee activities are provided to the CoC Board.
- Provide regular updates to the CoC Board on committee activities.
- Provide a clear set of rules, roles, and responsibilities for committee members.
- Invite a diverse group of stakeholders, with varied experiences and authority, to participate in meetings.
- At least one member of any CoC Board subcommittee must be a current CoC provider.

Independent Review Committee (IRC)

The Albuquerque CoC is required to have a fair and impartial process for evaluating both renewal and new projects, which it does through an Independent Review Committee (IRC). The IRC will be elected annually by the CoC membership. A person who is affiliated with an organization that receives CoC funding or that plans to apply for CoC funding in the current application cycle cannot serve on the IRC. This includes current staff, board members and clients of CoC funded agencies. ~~There is one exception to this policy. The City of Albuquerque is allowed to have one representative on the IRC even though the City receives CoC funding. The CoC has decided that, as the CoC Collaborative Applicant, the City should be involved in evaluating all CoC projects. In addition, the City keeps only a small amount of the CoC funding it receives to help pay for administrative costs, and contracts the remaining funds to nonprofit organizations to operate the CoC projects.~~

Members of the CoC Board and CoC membership may nominate people to serve on the IRC. The CoC membership will vote to elect these nominees at one of the regular monthly Collaborative meetings.

There will be a minimum of 5 and a maximum of 9 IRC members. IRC members will be elected to a two-year term, and may serve two terms consecutively. An IRC member may serve additional terms after an absence of two years, or one full term.

The IRC will set evaluation and selection criteria for renewal and new projects, and evaluate projects based on those criteria. The IRC will also rank projects, based on those evaluation criteria, if the CoC is required to do so by HUD. The CoC membership will have the opportunity to provide input into these evaluation and selection criteria prior to implementation by the IRC.

Any new or renewal applicant who wishes to file an appeal because their project was not selected to be part of the application, or because they do not agree with the amount of funding designated for their project, can use the appeals process outlined in the Albuquerque Continuum of Care Review, Appeals, and Grievance Process for Selection of New and Renewal Projects.

Special Review Committee for Coordinated Entry System and Homeless Management Information System (HMIS) grants

A Special Review Committee, composed of representatives from agencies that use or fund the Coordinated Entry System (CES) and Homeless Management Information System (HMIS) will meet to evaluate the HMIS and CES grants in the Albuquerque and Balance of State CoCs. The purpose of the Special Review Committee is to provide an evaluation of the HMIS and CES projects and present the findings to the Albuquerque Independent Review Committee and the Balance of State Impartial Review Committee.

The Special Review Committee will have 6 members. Each CoC will elect three members. Members of the CoC Board and CoC membership may nominate people to serve on the SRC. The CoC membership will vote to elect these nominees at one of the monthly Albuquerque Strategic Collaborative meetings.

The Balance of State CoC will elect their three members using the process established in their Governance Charter.

In order to get the best evaluation, the Special Review Committee may be composed of representatives from agencies that receive CoC funds and as such may not be impartial to the overall CoC ranking process. In order to avoid conflicts of interest, the Special Review Committee's evaluation will have a prescribed scope as described below, and will be asked not to make recommendations that would affect the funding of other CoC projects.

The agencies that are represented on the Special Review Committee are prohibited from applying for or receiving dedicated CES and HMIS HUD CoC grants or the matching funds for those grants for a period of two years following service on the committee.

The Special Review Committee's evaluation will focus on these key areas:

- 1) Whether the agencies that receive CES and HMIS grants are managing these funds well, as determined by:
 - a) Unresolved and/or serious HUD, City of Albuquerque or MFA monitoring findings

b) Whether the grantee has expended all of the CoC grant funds for the previous operating year and whether the grantee is on track to expend all the CoC grant funds for the current operating year.

2) Whether the agencies that receive CES and HMIS grants are fiscally stable, as determined by the agency's financial audit of the most recently completed fiscal year.

3) Whether CES is sufficiently helping people experiencing homelessness connect to the most appropriate housing resource. The Special Review Committee will determine what data to use. Possible data may include: number of people housed, number of people assessed, length of time between when VI-SPDAT was conducted and the household was housed, number of housing programs participating in CES and number of programs completing VI-SPDATS.

4) Whether HMIS grantees are providing sufficient support to help agencies fully participate in HMIS. The Special Review Committee will decide which measures to examine, but possibilities include: number of projects participating, number of people with records in the system, number of HMIS users trained in the past year, number of TA calls in the past year, data quality evaluation (from APR) and/or data shells submitted and accepted (from AHAR).

NMCEH will assist special committee members in setting the date and time for their meetings and providing information to the committee on CES and HMIS which may include attending meetings to answer questions. NMCEH will not participate or be present for the decision making part of the Special Review Committee meetings.

HMIS Governing Committee

The NM HMIS Project is managed by the NM HMIS Governing Committee with membership comprised of 1 representative from the NM Mortgage Finance Authority (MFA), 1 representative from the City of Albuquerque, 1 representative from NMCEH, 1 HMIS user representative from the Balance of State CoC, 1 HMIS user representative from the Albuquerque CoC, and 1 consumer representative. The NM HMIS Governing Committee sets policies for the NM HMIS and works with the NMCEH Executive Director and the HMIS Project Director to develop annual strategic plans for the HMIS project. Financial decisions that affect NMCEH, MFA or the City of Albuquerque would be subject to approval by the appropriate administrators or governing bodies of these organizations.

The NM HMIS Governing Committee meets bimonthly, with a call in option for members living outside of Albuquerque. The NM HMIS Governing Committee is staffed by the HMIS Project Director who is a staff person of NMCEH and a non-voting member of the Governing Committee.

CES Governing Committee

The CES Project is managed by the CES Governing Committee with membership of 5-9 members, to include CES user representatives from the Albuquerque CoC, and at least one consumer or community member representative. Members of the CES Governing Committee are elected by the ASC membership for two year terms. Members may serve two consecutive terms.

The CES Governing Committee sets policies for the CES and works with the CES Project Director to develop annual strategic plans for the CES project. Financial decisions that affect NMCEH, MFA, or the City of

Albuquerque would be subject to approval by the appropriate administrators or governing bodies of these organizations.

The CES Governing Committee meets bimonthly and is staffed by the CES Project Director who is a staff person of NMCEH and a non-voting member of the Governing Committee.

PROCESS FOR MONITORING CONTINUUM OF CARE RECIPIENTS AND SUBRECIPIENTS

As a function of the Continuum of Care (CoC) Planning Grant, the New Mexico Coalition to End Homelessness is responsible for conducting monitoring visits of all CoC funded programs. NMCEH will plan to conduct a full monitoring of each program at least biennially. Programs may be subject to annual monitoring, which will be determined by NMCEH based on performance. Additionally, NMCEH may conduct a focused monitoring visit, targeting specific content areas as needed.

NMCEH monitors the following:

1. Policies and Procedures for compliance with HUD regulations, CoC Written Standards, HUD addenda and commitments made in the most recent project application
2. Participation with and use of HMIS, including meeting data standards for timeliness and accuracy
3. Participation with and use of CES, including having a staff person trained in CES, conducting VI-SPDATs for persons presenting for housing services, and utilizing prioritization appropriately
4. Financials for compliance with HUD standards for drawdowns and documentation
5. Participant files (10% of current participant files and a two file minimum) for CoC documentation requirements.

* NMCEH CoC Staff will use the above content points to monitor all CoC Housing and Housing Supportive Services projects. Additionally, NMCEH CoC Staff will monitor CES and HMIS projects for compliance with HUD regulations and expenditures, including touching on all of the content points outlined above in a manner that is appropriate to the system.

NMCEH will request documentation for content points 1-3 to be shared electronically. In the case of client files and/or financial information, if a physical monitoring visit is not possible, NMCEH can request these documents electronically as well, requesting that the program share the information through a secure email service. If a secure email service is not available or possible, the sensitive documentation can be sent to the NMCEH office using USPS or another parcel service, or an appointment can be made to have the sensitive documentation dropped off at the NMCEH office by a staff person of the agency being monitored.

NMCEH will schedule an exit conversation with the program staff in person, in the event that an in person meeting is not possible NMCEH will schedule the exit conversation over conference call or virtual meeting. During this conversation, NMCEH and the program staff will discuss the preliminary report and ask any needed questions. After this meeting, NMCEH will finalize the report and share it with the program staff with a deadline to complete any corrective actions. If the program needs an extension on the deadline, the program must submit that request to NMCEH one week prior to the deadline (barring emergency) for response. Agency staff may also waive the right for an exit interview. If this occurs NMCEH will provide the monitoring report as it stands with a deadline of when to provide response. NMCEH notes that an agency waiving the right to an exit interview also waives the right to questions and discussion that could change the final monitoring review.

NMCEH will adjust particulars of the monitoring process (including method of visit, content of monitoring, scheduling, turnaround times, etc.) to adapt to any changes in community need or emergencies that cause local, state, national, regional, or global disruptions.

PROCESS FOR MONITORING EMERGENCY SOLUTIONS GRANT (ESG)

The City of Albuquerque and the Mortgage Finance Authority (MFA) are ESG recipients, and both allocate ESG funds to sub-recipients in Albuquerque. NMCEH will work with the MFA and CABQ to monitor the performance of EG recipients in the Albuquerque CoC. The performance will be monitored through annual reviews of HMIS data submitted by ESG recipients. NMCEH CoC Staff will provide technical assistance for improving performance when possible and necessary.

WRITTEN STANDARDS FOR ADMINISTERING CONTINUUM OF CARE PERMANENT SUPPORTIVE HOUSING, RAPID REHOUSING, TRANSITIONAL HOUSING/POLICIES AND PROCEDURES FOR COORDINATED ENTRY SYSTEM

All Albuquerque CoC funded programs will follow the Written Standards for Administering Continuum of Care Permanent Supportive Housing, Rapid Re-Housing and Transitional Housing that have been approved by the Albuquerque CoC Board. Projects funded by either the CoC Program or the Emergency Solutions Grants (ESG) Program must meet and adhere to the requirements outlined in the NMCEH New Mexico Coordinated Entry System (NMCES) Policy and Procedures.

ALBUQUERQUE COC ANTI-DISCRIMINATION AND EQUAL ACCESS POLICY

All CoC agencies and programs will provide an atmosphere free from all forms of discrimination and harassment, including sexual harassment and discrimination on the basis of race, color, creed, religion, ancestry, national origin, gender, sex, disability or other handicap, age, marital/familial status, gender identity, sexual orientation, or status with regard to public assistance.

In line with the Equal Access Final Rule of 2016, all CoC agencies and projects will ensure that their admissions, occupancy, and operating policies and procedures, including policies and procedures to protect privacy, health, safety, and security, shall be established or amended, as necessary, and administered in a nondiscriminatory manner to ensure:

- (1) Equal access, to buildings and facilities, benefits, services, and accommodations, is provided to an individual in accordance with the individual's gender identity, and in a manner that affords equal access to the individual's family;
- (2) An individual is placed, served, and accommodated in accordance with the gender identity of the individual;
- (3) An individual is not subjected to intrusive questioning or asked to provide anatomical information or documentary, physical, or medical evidence of the individual's gender identity; and
- (4) Eligibility determinations are made, and assisted housing is made available, as required by 24 CFR 5.105(a)(2), which states that eligibility determinations and access to housing assistance shall be made without regard to actual or perceived sexual orientation, gender identity, or marital status.

For all CoC programs that serve families, any group of people that present together for assistance and identify themselves as a family, regardless of age, relationship or other factors, will be considered to be a family and must be served together. While it is acceptable for CoC agencies and programs to limit assistance to households with children, it may not limit assistance to only women with children. Programs that serve households with children must serve single male heads of household with minor children and any household made up of two or more adults, regardless of sexual orientation, marital status, or gender identity, presenting with minor children.

CoC agencies and programs cannot discriminate against a group of people presenting as a family based on the age of any family member, the disability status of any members of the family, marital status, actual or perceived sexual orientation, or gender identity. No proof of marriage will be required, and services will not be limited to couples in a heterosexual relationship.

This policy does not prohibit lawful inquiries and considerations made based on an applicant's gender identity, where the housing provided involves the sharing of sleeping areas or bathrooms, or inquiries and considerations made for the purposes of determining the number of bedrooms to which a household may be entitled.