

Governance Charter for the Northeast Florida CoC

The name of this continuum of care (COC) shall be called and referred to in this document as the **Northeast Florida CoC** and the name of this CoC governing body shall be called and referred to in this document as the **Northeast Florida CoC Governing Board**.

Purpose of the CoC and the CoC Governing Board

Purpose Statement: The Northeast Florida CoC is the planning body in Duval, Nassau, and Clay Counties that coordinates the community's policies, strategies, and activities toward ending homelessness. Its work includes gathering and analyzing information in order to determine the local needs of people experiencing homelessness, implementing strategic responses, educating the community on homeless issues, providing advice and input on the operations of homeless services, and measuring community performance, as defined by HUD regulations (24 CFR part 578).

The Northeast Florida CoC Governing Board provides leadership for the CoC, and establishes the local process for applying, reviewing and prioritizing project applications for any funding going through the CoC.

Responsibilities

The responsibilities of the community will fall to one of these entities in this document: the Northeast Florida CoC, the Northeast Florida CoC Governing Board, HMIS Lead, or the Collaborative Applicant.

Northeast Florida CoC

The responsibilities of the Northeast Florida CoC include:

- Vote on a recommendation from the Northeast Florida CoC Governing Board to approve the HMIS Lead Agency and HMIS software application.
- Vote on the Governance Charter and any amendments brought to the body through the Northeast Florida CoC Governing Board.
- Vote on the acceptance of any new Northeast Florida CoC Governing Board members.
- Vote on a recommendation from the Northeast Florida CoC Governing Board to approve the Collaborative Applicant for the Northeast Florida CoC.
- Participate in annual evaluations of the Collaborative Applicant, HMIS Lead, and of the Coordinated Entry Lead.

Collaborative Applicant

The Collaborative Applicant is a designation by the US Department of Housing and Urban Development (HUD) to recognize the agency in charge of submitting the HUD Continuum of Care competition application for funding each year, among other duties.

The responsibilities of the Collaborative Applicant include:

- Hold meetings of the full membership, with published agendas, at least semi-annually.
- Propose revisions to this Governance Charter, to ensure compliance with all procedures and policies needed to comply with HUD and HMIS requirements, including a code of conduct and recusal policy for the Northeast Florida CoC Governing Board members and any person acting on behalf of the Northeast Florida CoC Governing Board.
- Collection and fiscal management (under CoC Governing Board Guidance) of any fees related to CoC activities including, but not limited to, membership and application fees. The Collaborative Applicant shall be exempt from paying any fees related to CoC activities including membership or any application fees.
- In consultation with recipients of Emergency Solutions Grant (ESG) funds within the CoC's geographic area, establish and operate either a centralized or coordinated entry system that provides an initial, comprehensive assessment to ensure prioritization and matching of the needs of individuals and families to housing and services.
- Appoint committees, subcommittees, or workgroups as may be deemed necessary.
- In consultation with recipients of ESG funds within the CoC, draft written standards for CoC Governing Board approval and providing for CoC assistance.
- Consult with contract recipients and sub-recipients to establish performance targets appropriate for population and program type. Monitor performance of CoC and ESG recipients and sub-recipients.
- Report the outcomes of ESG and CoC projects to HUD and the CoC Governing Board, at least annually.
- Facilitate on-going coordination among CoC components.
- Strategize to maximize efficiency in service provision.
- Coordinate training of staff implementing CoC projects.
- Identify best practices to implement in the CoC and educate CoC member agencies about best practices.
- Share information with the CoC Governing Board to facilitate effective leadership of the CoC.

- Coordinate the implementation of a housing and service system within the CoC's geographic area that meets the needs of homeless individuals and families. At a minimum, such a system encompasses the following:
 - Outreach, engagement, and assessment
 - Shelter, housing, and supportive services
 - Prevention strategies
- Plan for and conduct, at least annually, a point-in-time count of homeless persons within the CoC geographic area that meets HUD requirements, including a housing inventory of shelters, transitional housing, and permanent housing reserved for homeless persons, in general, and chronically homeless persons and veterans, specifically, as HUD requires.
- Conduct an annual gaps analysis of the needs of homeless people, as compared to available housing and services within the CoC geographic area.
- Provide information required to complete the Consolidated Plan(s) within the CoC geographic area.
- Consult with State and local government ESG recipients within the CoC geographic area on the plan for allocating ESG funds and reporting on and evaluating the performance of ESG recipients and sub recipients.
- Develop a proposed plan for the Northeast Florida CoC Governing Board in regards to public education on homelessness, advocacy at the state or local level related to housing and homelessness, and policy recommendations to state or local governments in the CoC region.
- Design, operate, and follow a collaborative process for the development of a CoC application to HUD.
- Submit the final application in response to the CoC Notice of Funding Availability (NOFA).

CoC Governing Board

- Meet bi-monthly, with published agendas.
- Engage community leaders to develop and implement comprehensive strategies to reduce and end homelessness in Northeast Florida.
- Assess the performance of the CoC; identify gaps; develop and implement strategies to address gaps and improve the overall CoC performance, including implementation of best practices.
- Work with the Collaborative Applicant to update the Governance Charter as needed, but at least annually.
- Review and approve the CoC's written standards, at least annually.

- Adopt and recommend to the CoC membership for vote any amendments as they arise.
- Provide oversight of the Collaborative Applicant regarding the performance targets established for contract recipients and sub-recipients appropriate for population and program type.
- Approve and ensure implementation of the proposed plan from the Collaborative Applicant with regard to public education on homelessness, advocacy at the state or local level related to housing and homelessness, and policy recommendations to state or local governments in the CoC region.
- Conduct an annual evaluation of the HMIS Lead by the 3rd quarter each year.
- Recommend to the Northeast Florida CoC a single HMIS Lead and HMIS software application for the CoC's geography by the 4th quarter each year.
- Approve the CoC HMIS data privacy plan, data security plan, and data quality plan.
- Perform an annual evaluation of the Collaborative Applicant by the 3rd quarter each year.
- Recommend to the Northeast Florida CoC a Collaborative Applicant for the Region by the 4th quarter each year.
- Execute an annual evaluation of the Coordinated Entry Lead by the 3rd quarter each year.
- Recommend to the Northeast Florida CoC a Coordinated Entry Lead by the 4th quarter each year.
- Determine whether to select the Collaborative Applicant to apply for Unified Funding Agency designation from HUD.
- Establish priorities that align with local and federal policies for recommending projects for CoC-related grant funding.
- Develop and execute an application, scoring and review process for all CoC-related funding proposals.
- Coordinate with the Collaborative Applicant on any other funding related to CoC activities or funding.
- Approve the final application before submission to HUD for the CoC NOFA.

HMIS Lead

A Homeless Management Information System (HMIS) is the information system designated by a local Continuum of Care (CoC) to comply with the requirements of CoC Program interim rule 24 CFR 578.

As defined in the annual HMIS Lead MOU, Section D. 2. Northeast Florida CoC Governing Board, "The Northeast Florida CoC Governing Board exercises its responsibilities for HMIS governance through its HMIS Committee."

The HMIS Committee, recently renamed the Performance, HMIS, and Standards Committee, will meet at least bi-monthly to provide guidance, and support to the HMIS Lead agency to ensure the system meets HUD's standards for data quality, privacy and security.

The HMIS Data Dictionary, and the HMIS Data Standards Manual are the documentation of requirements for the programming and use of all HMIS systems and comparable database systems.

The following documents represent the HMIS policies and procedures/standard operating procedures (SOPs) which govern FL-510:

1. HMIS MOU – Governing Board
2. HMIS Manual and Agency MOU –Provider/User Organizations
3. HMIS User Agreement – Individual Organization Staff
4. HMIS Data Quality Plan

Annual responsibilities include policies and procedures updates, data security and privacy training as well as updated agreements.

- Review, revise and submit for approval to the CoC Governing Board a CoC HMIS data privacy plan, data security plan, and data quality plan.
- Ensure that the HMIS is administered in compliance with HUD requirements.
- Ensure consistent participation by CoC and ESG recipients and sub-recipients in the HMIS.
- Ensure the CoC has a successful and operational HMIS.
- Coordinate efforts to encourage non-HUD funded projects to participate in HMIS.
- Generate reports as needed to assist with funding processes and decision making.
- The HMIS Lead shall be exempt from paying any fees related to CoC activities including membership or any application fees.

Coordinated Entry Lead

It is the CES Lead agency's responsibilities to:

- Manage the day-to-day operation of coordinated entry.
- Update and maintain information on program vacancies/opening. To be completed on a weekly basis regardless of whether there are new openings to report.
- Regularly update and make current all programs eligibility guidelines and program contact information so that Navigators can make the best referrals possible.
- Ensure that when a referral is made, the Navigators confirms within two business days whether

the referral is accepted, declined by provider, declined by client, or pending, or the provider is unable to contact the client.

- Bring problems and suggestions to the monthly HMIS Data Committee meeting and/or Coordinated Entry meeting.
- Ensure that all points of entry will use the same screening and assessment tool, data collection forms, policies on eligibility verification and referral/information-sharing systems.

By-Laws for the Northeast Florida CoC Governing Board

Membership of the Northeast Florida CoC Governing Board

The NORTHEAST FLORIDA CoC Governing Board will strive to include representation from a selection of the following groups and shall be comprised of at least 13, but not more than 25 members:

- Nonprofit homeless assistance providers
- Victim service providers
- Faith-based organizations
- Governments
- Businesses
- Advocates
- Public housing agencies
- School districts
- Social service providers
- Mental health agencies
- Hospitals
- Universities
- Affordable housing developers
- Law enforcement
- Organizations that serve veterans

- Homeless and formerly homeless individuals
- Other relevant organizations within the CoC's geography (which may include mental health service providers and funders, substance abuse service providers and funders, foster care, local job councils, etc.)

Leadership of the Northeast Florida CoC Governing Board

The Northeast Florida CoC Governing Board will have an Executive Committee consisting of (1) Chair Person (who is not a representative of a CoC provider agency), (1) Vice Chair, (1) Secretary, and (2) Board Members who are liaisons of Board Committees. The Northeast Florida CoC Governing Board shall use the following process for selecting leadership: Elect Executive Committee representatives annually, by a majority vote of members of the Northeast Florida CoC Governing Board.

Northeast Florida CoC Governing Board Member Selection

The Northeast Florida CoC Governing Board will develop a committee structure to create and administer a nomination and election process for any additional members.

No single organization may hold more than 1 seat on the Board.

Board Members who represent homeless or formerly homeless individuals will not count toward an organization's total unless they hold management positions within those agencies.

The Collaborative Applicant is allowed 1 seat on the Board as a non-voting ex-officio member.

Housing and/or Service providers receiving any CoC-related funding may not comprise more than 33% of total elected Board membership.

2 seats will be reserved for the Provider Advisory Council (these are counted as 2 of the 33% of the provider group selected to the CoC Governing Board)

2 seats will be reserved for individuals who are homeless or formerly homeless.

2 seats will be reserved for Youth/Young Adult Action Board members.

All voting members gain membership to the board through a CoC Governing Board-approved nomination and election process.

Terms of Office

The members of the Northeast Florida CoC Governing Board shall serve a two-year term, with a maximum of three consecutive terms allowed, with a one-year extension at the direction of the board and approval of member agencies.

CoC Governing Board Qualifications

All members of the Northeast Florida CoC Governing Board will demonstrate a professional interest in,

or personal commitment to, addressing and alleviating the impacts of homelessness on the people of the community.

CoC Governing Board Member Responsibilities

- Attend bi-monthly meetings and contribute to informed dialogue on actions the group undertakes.
- Serve on a committee of the Northeast Florida CoC Governing Board.
- Participate in the activities of the Northeast Florida CoC Governing Board, including some or all of the following:
 - The Point- in-Time count
 - HMIS oversight
 - Strategic planning
 - Advocacy and public education efforts,
 - Project and system performance reviews, and the application processes and scoring and review procedures for any CoC-related funding proposals.
- Seek input from and report back to the constituency they represent on key issues and strategies and otherwise keep abreast of needs and gaps in the CoC.

Updating Board Selection Process

HUD regulations (24 CFR part 578.7(5)) require CoCs to review and update their governance charters annually. If the board selection process is a separate policy from the governance charter, it must be reviewed and updated at least every five years.

Termination

Members may be dismissed from the Northeast Florida CoC Governing Board for reasons of gross misconduct as determined by a majority vote of members of the committee. If a board member wishes to resign, the board member shall submit a letter of resignation to the chairperson.

Three (3) consecutive unexcused absences shall be considered resignation from the Board.

Decision Making

A meeting quorum will consist of 50% +1 of the sitting CoC Governing Board members. Attendance at a meeting is defined as in person or via telephone/video when available. Votes may also be held and confirmed by the same quorum via email, for time sensitive situations and called for by the Executive Committee.

Conflict of Interest

Any individual participating in or influencing decisions making must identify actual or perceived conflicts of interest as they arise and comply with the letter and script of this policy. Disclosure should

occur at the earliest possible time and, if possible, prior to the discussion of any such issues. Individuals with an appearance of an actual or perceived conflict of interest should abstain from any discussion and voting on any issues in which they may have a perceived conflict. An individual with a conflict who is the CoC Governing Board Chair shall yield that position during discussion and abstain from voting on the item. Each CoC Governing Board member must sign a Conflict of Interest Statement annually.

Proceedings

Meetings will be held at least quarterly, or more often as deemed necessary by the CoC Governing Board. Meetings will be noticed at least one week in advance via email and calendar invite to the CoC Governing Board. All meetings will be open to the public.

Amendment and Review

The Northeast Florida CoC will review, update, and approve this governance charter at least annually. Amendment of the charter requires a vote of the Northeast Florida CoC membership at a regularly scheduled meeting of the membership.

Committees

The Northeast Florida CoC Governing Board will appoint committees, subcommittees, or workgroups as may be deemed necessary. Committees will meet bi-monthly with published agendas. Standing committees shall include but not be limited to:

1. Consumer Advisory
 - a. Subcommittee: Youth/Young Adult Action Board
2. Coordinated Entry
3. Executive
4. Membership & Governance
5. Performance | HMIS | Standards (HMIS Data Quality and Performance Standards)
6. Strategic Planning (formerly Short- and Long-Term Solutions combined)

Full Membership

The Northeast Florida CoC Board will call meetings of the full Northeast Florida CoC membership monthly.

The Collaborative Applicant will announce the date, time, and location of these meetings at least one week in advance.

Relationship between Northeast Florida CoC Governing Board and Full CoC Membership

Northeast Florida CoC Governing Board meetings will be open to the full membership and the public and the Northeast Florida CoC Governing Board will have minutes of the Northeast Florida CoC Governing Board meetings available upon request. Between Northeast Florida CoC Governing Board meetings, Northeast Florida CoC Governing Board leaders will keep the full membership involved by including CoC members in workgroups and committees and sharing information, including meeting minutes, resources for homeless services providers, plans and implementation progress, data about

homelessness in the region and funding availability, via email list or via the CoC website. The Collaborative Applicant will assist with these efforts.

Recruitment

The Northeast Florida CoC will publish and appropriately disseminate, in conjunction with the Collaborative Applicant, an open invitation at least annually for persons within the Northeast Florida CoC area to join as new CoC members. Recruitment efforts will be documented by the Collaborative Applicant.

Recruitment and Outreach

The Northeast Florida CoC also will identify and address membership gaps in essential sectors, from key providers or other vital stakeholders. The Northeast Florida CoC will recruit members to ensure that it meets all membership requirements set forth in its governance charter, including representation of certain populations and certain organizations. Specifically, outreach will be conducted to obtain membership from the following groups as they exist within the Northeast Florida CoC geographic area and are available to participate in the CoC:

- Nonprofit homeless assistance providers
- Victim service providers
- Faith-based organizations
- Governments
- Businesses
- Advocates
- Public housing agencies
- School districts
- Social service providers
- Mental health agencies
- Hospitals
- Universities
- Affordable housing developers
- Law enforcement
- Organizations that serve veterans
- Homeless and formerly homeless individuals

- Other relevant organizations within the CoC's geography (which may include mental health service providers and funders, substance abuse service providers and funders, foster care, local job councils, etc.)