

# Maricopa Regional Continuum of Care

## Governance Roles and Responsibilities

*FINAL*

### Continuum of Care Board

The Continuum of Care Board is the policy setting and decision-making body for the Maricopa Regional Continuum of Care. The Board is empowered to create ad-hoc working groups to achieve its purpose and goals. Roles and responsibilities include, but are not limited to:

- (1) Hold meetings.
- (2) Invite new members.
- (3) Adopt process to select Board.
- (4) Establish additional committees and subcommittees, as necessary, and ensure appropriate membership representation.
- (5) Develop, follow, and annually update governance charter in consultation with MAG staff and HMIS lead.
- (6) Designate a single Homeless Management Information System (HMIS) for the geographical area.
- (7) Designate an eligible applicant to manage the Continuum's HMIS (the HMIS Lead).
- (8) Recognize accomplishments, provide support to and take appropriate action on the performance of CoC funded projects.
- (9) Make strategic planning and policy decisions for the Maricopa Regional Continuum of Care.

### Maricopa Association of Governments

The Maricopa Association of Governments (MAG) is the Collaborative Applicant for the Maricopa Regional Continuum of Care (known to HUD as the Phoenix/Mesa/Regional Continuum of Care). MAG is the recipient of the planning grant from HUD to carry out planning activities and staffing of the Continuum of Care. MAG is empowered to create ad-hoc working groups to achieve its purpose and goals. Roles and responsibilities include, but are not limited to:

- (1) Coordinate a housing and service system.
- (2) Conduct an annual gaps analysis of the homeless needs and services available within the geographic area.
- (3) Design, operate and follow a collaborative process for the development of a collaborative application and seek approval of the submission of the application in response to HUD's NOFA.
- (4) Consult with HUD funding recipients and sub recipients to establish performance targets.
- (5) Monitor performance and evaluate outcomes of HUD funded projects.
- (6) Provide information required to complete the Consolidated Plan(s) within the Continuum's geographic area.

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- (7) Consult with State and local government ESG program recipients on the plan for allocating ESG program funds and reporting on and evaluating the performance of ESG program recipients.
- (8) Establish priorities for CoC funded projects, including but not limited to development and use of objective scoring criteria, and seek CoC Board approval.
- (9) Provide technical assistance to poorly performing CoC funded projects.
- (10) Staff, facilitate and participate in CoC meetings of the Board, Committee and subcommittees. Staff facilitate and participate in workgroups (when necessary).
- (11) Plan for and conduct, in collaboration with community volunteers, at least biennially, a point-in-time count of homeless persons within the geographic area that meets HUD's requirements.
- (12) Recognize accomplishments, provide support to and carry out action taken by Board on the performance of CoC funded projects.
- (13) Complete activities defined in the Continuum of Care Planning Grant, as approved by HUD.

## Homeless Management Information System Lead Agency (Grantee)

The Homeless Management Information System Lead Agency will carry out the activities defined in the HMIS contract, approved by the Continuum of Care Board and executed by HUD. The grantee will comply with HUD contract requirements and implement the Homeless Management Information System for the Maricopa Regional Continuum of Care. Roles and responsibilities include, but are not limited to:

- (1) Ensure consistent participation of recipients in the HMIS.
- (2) Ensure the HMIS is administered in compliance with the requirements prescribed by HUD, including:
  - (a) collecting unduplicated counts of individuals and families experiencing homelessness;
  - (b) analyzing patterns of use of assistance provided for the geographic area involved;
  - (c) providing information to project sponsors and applicants for needs analyses and funding priorities;
  - (d) providing for an encryption for data collected for purposes of HMIS;
  - (e) providing documentation, including keeping an accurate accounting, proper usage, and disclosure of HMIS data;
  - (f) providing access to HMIS data by staff, contractors, law enforcement, and academic researchers; and
  - (g) providing criminal and civil penalties for unlawful disclosure of data.

## Continuum of Care Committee

The Continuum of Care Committee is a collaborative of cross-sector stakeholders providing housing and services to people experiencing homelessness in Maricopa County. The purpose of the Committee is to leverage relationships and diverse expertise to actively advance the broad community goals of preventing and ending homelessness throughout the region. The Committee will provide input and recommendations to the Continuum of Care Board and communicate to the community. The Committee is empowered to create ad-hoc working groups to achieve its purpose and goals. Roles and responsibilities include:

- (1) Provide input on systems level data dashboard to MAG staff, in consultation with the Data Subcommittee and identify areas of success and need.
- (2) Update annually the written standards (Standards of Excellence) for providing HUD assistance, in consultation with the ESG Subcommittee to MAG Staff, and provide input on their formal use to MAG Staff for recommendation to the Board.
- (3) Review and provide input to MAG staff on the coordination of the housing service system.
- (4) Contribute content and feedback to the regional plan to end homelessness.
- (5) Guide and inform the scope of the working groups within the Continuum of Care Committee, based on the regional plan.
- (6) Support communication across working groups, Subcommittees, and all CoC entities established for the purpose of carrying out the roles and responsibilities of the Committee.
- (7) Propose clarification to definitions so that a common set of terms can be used across Subcommittees and other systems of care.
- (8) Serve as a resource to the MAG Staff to facilitate knowledge of unique program characteristics and processes.
- (9) Support the HMIS Lead to encourage community providers to participate in HMIS and to implement the HMIS Data Quality Plan and Data Privacy Plan for all HMIS uses.
- (10) Support transparency of HMIS and non-HMIS data for community research, evaluation, and dissemination purposes and provide opportunities for peer review in alignment with HMIS Data Privacy Plan.
- (11) Contribute feedback to the MAG Staff on evaluation tools, including the CoC program performance scorecard, for CoC performance evaluation.
- (12) Contribute feedback to the MAG Staff regarding the Performance Improvement Process.
- (13) Communicate feedback regarding data findings and needs of homeless populations to the Board and MAG.
- (14) Serve as a resource to MAG when completing the annual application to HUD.

## CoC Data Subcommittee

The CoC Data Subcommittee provides input and makes recommendations to the Continuum of Care Board on policies related to the Homeless Management Information System. The Subcommittee is empowered to create ad-hoc working groups to achieve its purpose and goals and communicates to the community on the following:

- (1) Ensure programmatic areas are feasibly measured using HMIS for project level data dashboards.
- (2) Review, revise and recommend approval of a privacy plan, security plan and data quality plan for HMIS, which includes HUD covered coordinated entry processes;

- (3) Review and recommend HMIS policies and procedures, which includes HUD covered coordinated entry processes and a system-wide data sharing policy.
- (4) Encourage and support data transparency for peer review purposes.
- (5) Establish common definitions for data elements (example, entry and exit).
- (6) Review and provide feedback to the MAG Staff on data dashboard for presentation to the Board.
- (7) Provide feedback on the HMIS evaluation tool.
- (8) Provide input into gaps analysis.
- (9) Provide feedback to the MAG staff on the feasibility of scorecard metrics.
- (10) Support communication across working groups, Committee, Subcommittees, and all CoC entities established for the purpose of carrying out the roles and responsibilities of the Subcommittee.

## Coordinated Entry Subcommittee

The Coordinated Entry Subcommittee provides input and makes recommendations to the Continuum of Care Board on principles and guidelines for the Coordinated Entry System. The Subcommittee is empowered to create ad-hoc working groups to achieve its purpose and goals and communicates to the community on the following:

- (1) Responsible for recommending to the CoC Board policies and procedures for coordinated entry including: 1) written standards for determining and prioritizing eligibility criteria for individuals and families; and, 2) compliance with HUD notices on coordinated entry. Ensure that deadlines for establishing coordinated entry policies and procedures are met.
- (2) Recommend prioritization principles and guidelines for the Coordinated Entry System.
- (3) Facilitate the integration of other systems of care, such as veterans, justice system, healthcare / behavioral health (including substance abuse), and domestic violence system.
- (4) Use data to inform policy changes.
- (5) Provide feedback to the MAG staff on monitoring and evaluation of the Coordinated Entry System.
- (6) Review, quarterly, the Coordinated Entry System implementation calendar and report to the Board.
- (7) Consult with MAG staff on identified areas that need improvement within the current system.
- (8) Review and make recommendations regarding funding needs of the Coordinated Entry System to the Board.
- (9) Serve as a resource for problem-solving and/or grievances regarding the Coordinated Entry System and the integration of other systems of care, for example, behavioral health, domestic violence, Veterans, healthcare, etc.
- (10) Support communication across working groups, Committee, Subcommittees, and all CoC entities established for the purpose of carrying out the roles and responsibilities of the Subcommittee.

## Coordinated Entry Project (Grantee)

The Coordinated Entry Project Grantee will carry out the activities defined in the Coordinated Entry contract, approved by the Continuum of Care Board and executed by HUD. The grantee will comply with HUD contract requirements and implement Coordinated Entry policy decisions, as directed by the Continuum of Care Board. Roles and responsibilities include, but are not limited to:

- (1) Operate a coordinated entry system.
- (2) Consistently follow prioritization and eligibility standards, adopted by the CoC Board.
- (2) Ensure opportunities for peer review of Coordinated Entry data.