

TX-500 San Antonio and Bexar County Continuum of Care Policies and Procedures

CTH NONPROFIT AND CoC GOVERNANCE CHARTER
CLOSE TO HOME
ALLIANCE TO HOUSE EVERYONE



Alliance to House Everyone

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Versions of this document:

June 26, 2025	Added clear language for the Alliance Advisory Committee; added clear representation for Alliance Advisory Committee; updated the governance workflow with the current CoC structure for planning and implementation.
April 24, 2025	Added Subcommittee objectives and activities; updated language for Executive Orders; clarified language for Alliance Advisory Board; updated the governance workflow to include new subcommittees and templates.
December ,12, 2024	Added Governance asana tracking for committees and subcommittees; addition of the Alliance Communications Advisory Committee; updated Membership Council Advisory Committee to Alliance Advisory Committee; Joining Membership Council allows that agency to have a seat at the Alliance Advisory Board; Added additional activities for the Alliance Advisory Committee; added performance and domestic violence subcommittee.
June 27, 2024	Added Governance Workflow process; added formal process for subcommittees; addition of attendance requirements; added a LEAB appointed seat on the Board; added language around associate member status for Membership Council; updated seat information.

June 29, 2023	Changed the name to CTHNonprofit and CoC Governance Charter; added Coordinated Entry Lead Designation and activities; Added two additional Advisory boards: Membership Council Advisory Board and Homeless Strategic Planning Advisory Board; Added application process for Membership Council; Removed section on Youth Homelessness Steering Committee.
December 15, 2022	Added details regarding nonprofit status, CoC Program, and Collaborative Applicant; Removed information regarding HMIS Governance Charter; Reduced severity for absences throughout; Removed “Designated” Board of Director seats; Expanded agency categories; Updated tenure for Appointed Board seats to reduce administrative burden; Added CoC Advisory Boards section; Updated Committees (removed PIT Count Committee; renamed Coordinated Entry and Outreach Committee to Homeless Response System Oversight Committee; renamed HMIS Advisory Committee to HMIS and Data Advisory Committee; renamed YHDP Steering Committee to Youth Homelessness Steering Committee; added Homeless Strategic Plan Oversight Committee; added language regarding subcommittees, ad hoc groups, and case conferencing); Updated Membership Council section (removed workgroup language; updated purpose; removed Associate status); Moved miscellaneous sections to Article 8; Added Code of Conduct and Conflict of Interest Policy as attachments.

October 28, 2021	Added Youth Homelessness Demonstration Program Steering Committee Bylaws
August 26, 2021	Updated Section 5.11 Action Without a Meeting to specify process; Updated Section 7.03 to align bylaws with Street Outreach Written Standards.
June 24, 2021	Added page numbers and table of contents; Aligned voting process throughout; Updated membership application processes throughout; Special Meeting process simplified throughout; Moved Collaborative Applicant and HMIS Lead section to earlier in the document; Condensed HMIS Lead section; Clarified Section 5.01; Clarified Youth Action Board seat in Section 5.02; Added accountability measure to Section 5.03; Board proxy process explained in more detail; Edited Section 5.11 to simplify electronic voting process; Clarified Board of Directors nomination process in Section 5.08; Incorporated Committee bylaws into Article 7 as opposed to attachments; Added Committee description in Article 7; Committee Sections 7.04 – 7.09 consolidated from separate bylaws; Section 8.02 clarifies qualifications for Membership Council; Updated Membership Council requirements for Active status in Section 8.03; Updated number of voting representatives in Membership Council in Section 8.04; Renamed Membership Council Service Director At-Large to Vice Chair and dissolved Vice Chair position in Article 8;

	Updated Workgroup information in Section 8.11
June 25, 2020	Total CoC Board of Directors increased to 18

CoC Policies and Procedures: Nonprofit and CoC Governance Charter

Article 1. Name.....	7
Article 2. Purpose and Legal Powers	7
Article 3. Continuum of Care Requirements	8
Article 4. CoC Board of Directors.....	10
Article 5. CoC Advisory Boards.....	17
Article 6. CoC Board Committees	25
Article 7. Miscellaneous.....	36
Article 8. Records and Reports	39
Article 9. Amendments and Revisions	40
Attachment A. Conflict of Interest Policy	41
Attachment B. Code of Conduct Policy	49
Attachment C. Governance Workflow Policy & Procedures.....	52
CoC Governance Workflow External Procedures.....	52

Article 1. Name

1.01. Name

The name of this corporation is Close to Home (hereinafter “CTH”). The name of this Continuum of Care (CoC) is TX-500, which encompasses San Antonio and Bexar County, Texas (hereinafter “CoC”).

Article 2. Purpose and Legal Powers

2.01. Purpose

CTH is a nonprofit corporation and shall be operated exclusively within the meaning of [Section 501\(c\)\(3\) of the Internal Revenue Code of 1986](#), or the corresponding section of any future Federal tax code. CTH also serves as the CoC’s Collaborative Applicant. The purpose of CTH is to coordinate and collaborate strategies, data, resources, and best practices to prevent and end homelessness in San Antonio and Bexar County.

Unless the context otherwise requires, the general provisions, rules of construction, and definitions contained in the Texas Non-Profit Corporation Act as amended from time to time will govern the construction of the Charter. Without limiting the generality of the foregoing, the singular number includes the plural and the plural number includes the singular, and the term “person” includes a corporation as well as a natural person. If any competent court of law will deem any portion of the Charter invalid or inoperative, then as far as is reasonable and possible:

- The remainder of the Charter will be considered valid and operative
- Effect will be given to the intent manifested by the portion deemed invalid or inoperative

2.02. Powers

CTH exists for performing all things incidental to, or appropriate in, achieving its purposes. However, CTH will not, to any substantial degree, engage in any activities or exercise any powers that do not further its specific and primary purposes as set forth in this Article. CTH will hold and may exercise all such powers as the laws of the State of Texas confers upon a nonprofit corporation and as may be necessary or expedient to administer the affairs and attainment of the purposes of CTH, provided, however, that in no event will CTH engage in activities which are not permitted to be carried on by a corporation exempt under [Section 501\(c\)\(3\) of the Internal Revenue Code](#).

The Legal powers of the corporation may include, but not be limited to, the

acceptance of contributions from the public and private sectors, whether financial or in-kind contributions.

2.03 Nonprofit Status and Exempt Activities Limitation

CTH is a nonprofit corporation, recognized as tax-exempt under Section 501(c)(3) of the United States Internal Revenue Code.

CTH has been formed under the Texas Non-Profit Corporation Act for the purposes described and set forth in Article 1 herein; and it will be nonprofit and nonpartisan. No substantial part of the expenditures of CTH will consist of the publication or dissemination of materials with the purpose of attempting to influence legislation, and CTH will not participate or intervene in any political campaign on behalf of or in opposition to any candidate for public office.

The properties and assets of CTH are irrevocably dedicated to the purposes described and set forth in Article 1 of these Charter. No part of the net earnings, properties, or assets of CTH, on dissolution or otherwise, will benefit any private person, individual, director, or officer of CTH. On liquidation or dissolution, all remaining properties and assets of CTH will be distributed and paid over to an organization, dedicated to the purposes set forth in Article 1 herein, which has established its tax-exempt status under [Internal Revenue Code Section 501 \(c\)\(3\)](#).

Article 3. Continuum of Care Requirements

3.01. Continuum of Care (CoC)

The term Continuum of Care (CoC) is used multiple ways:

- CoC means the group organized to carry out the responsibilities required under the CoC Program Interim Rule (24 CFR Part 578) and comprises representatives of organizations, including nonprofit homeless 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, and law enforcement, and organizations that serve homeless and formerly homeless persons to the extent that these groups are represented within the geographic area and are available to participate.
- CoC Program refers to the federal funding source which provides housing and/or service grant dollars. For more details on the TX-500 CoC Program policies, refer to the CoC Program Policies and Procedures document.
- CoC Project refers to a distinct unit of an organization, which may or may not



be funded by HUD or a federal partner, that provides services and/or lodging for people experiencing homelessness and is identified by the CoC as part of its service system. (Note: a project funded by the HUD's CoC Program may be referred to then as a "CoC Program-funded continuum project".)

As designated by the federal department of Housing and Urban Development (HUD), the TX-500 CoC encompasses the region of San Antonio and Bexar County. The CoC Board of Directors acts on behalf of the CoC as outlined in CFR 578.7(a)(3) and in accordance with the Charter. The CoC Board of Directors is responsible for designating a Collaborative Applicant and a Homeless Management Information System (HMIS) Lead.

3.02 Collaborative Applicant Designation

The designated Collaborative Applicant for the TX-500 region is Close To Home.

The CoC Board of Directors is responsible for managing the following responsibilities of the Collaborative Applicant:

- Designing and carrying out a collaborative process for the development of an application to HUD for CoC Program funds; and
- Evaluating the outcomes of projects for which funds are awarded in the geographic area under the CoC and the Emergency Solutions Grant (ESG) programs; and
- Participating in the consolidated plan(s) for the geographic area; and
- Reporting on data metrics on behalf of the CoC; and
- Applying for and managing the CoC Planning Grant.

3.03. Homeless Management Information System (HMIS) Lead and Vendor Designation

The designated HMIS Lead for the TX-500 region is Haven for Hope. CaseWorthy is the current designated vendor.

The CoC Board of Directors is responsible for managing the following responsibilities of the HMIS Lead:

- The designation and operation of a single HMIS that serves the designated geographic area; and
- Manage and implement privacy, security, and data quality plans; and
- Ensure consistent participation of service providers in HMIS; and
- Ensure that the HMIS is administered in compliance with HUD requirements.



3.04 Coordinated Entry System Lead Designation

The designated Coordinated Entry System Lead for the TX-500 region is Close To Home.

The CoC Board of Directors is responsible for managing the following responsibilities of the Coordinated Entry System Lead. CE Lead Responsibilities Include:

- Operation of day-to-day management structures of Coordinated Entry; and
- Establishment of a clear, accessible communication plan; and
- Promotion of standardized screening and assessment processes; and
- Training development and deliverance to Coordinated Entry users; and
- Monitor Coordinated Entry users and access points; and
- Complete Annual Performance Reports to HUD; and
- Implement recommendations from the annual Coordinated Entry assessment; and
- Maintain policies and procedures that are transparent and easily accessible; and
- Develop policy updates and recommendations through a community-led process; and
- Applying for and managing Coordinated Entry grants.

Article 4. CoC Board of Directors

4.01. General Powers and Duties

Subject to the provisions and limitations of the Texas Non-Profit Corporation Act and any other applicable law, and subject to limitations in the Articles of Incorporation or Charter the business affairs and powers of CTH will be managed and exercised by the CoC Board of Directors.

To the extent possible, the CoC Board of Directors shall conduct its business through consensus and will resort to vote only when consensus fails or if required by these Charter. The CoC Board of Directors may delegate its power to appropriate committees, the Executive Director, and CTH staff when deemed necessary. CTH as the Collaborative Applicant will manage the administration of the CoC Board of Directors.

The duties of the CoC Board of Directors, and of any committee on which they serve, will include the duty of good faith (acting in a manner such as the Director believes to be in the best interest of Close to Home) and, including reasonable inquiry, the duty of care (acting as the ordinarily prudent person would in a like situation under similar circumstances).

In performing the duties of a Director, a Director will be entitled to rely on information, opinions, reports, or statements, including financial statements and other financial data, in each case prepared or presented by:

- One or more officers of CTH or the CTH staff whom the Director believes to be reliable and competent in the matters presented;
- Counsel, independent accountants, or other persons retained by Close to Home, as to matters which the Director believes to be within such person's professional or expert competence; or
- A committee of the Board upon which the Director does not serve, as to matters within its designated authority, which committee the Director believes to merit confidence, so long as in any such case, the Director acts in good faith, after reasonable inquiry when the need therefore is indicated by the circumstances and without knowledge that would cause such reliance to be unwarranted.

Except as provided in Section 10.03, a person who performs the duties of a Director in accordance with the above will have no liability based upon any failure or alleged failure to discharge that person's obligations as Director, including, without limiting the generality of the foregoing, any actions or omissions which exceed or defeat a public or charitable purpose to which CTH, or assets held by it, are dedicated.

To contribute to the purpose of CTH and the CoC, the CoC Board of Directors shall have the following roles and responsibilities:

- Provide direction and oversight through the development and periodic review and refinement of strategies, goals, Charter, and objectives; and
- Consider and approve actions regarding CoC strategies, funding allocations, funding awards, grant management, and grant performance; and
- Ensure high performance of the Collaborative Applicant and the HMIS Lead Agency through regular monitoring; and
- Serve as fiduciary agents of the organization and provide budget approval and audit reviews; and
- Work with the Executive Director to develop advocacy efforts and strategies;
- Consider and approve policy and bylaw updates; and
- Support fundraising efforts by helping identify funders and promoting CTH's work;
- Serve on Committees as requested by the Board President;
- Hire and evaluate the CTH Executive Director;
- Ensure uniform application of the Charter and adopted guidelines

to all members of the Board;

- Ensure all governing bodies are following the Governance Workflow Procedures referenced in attachment C

4.02. Board Composition

The CoC Board of Directors shall consist of a maximum of eighteen members. Voting Directors may not receive compensation from an entity that receives funding through the HUD CoC Program to avoid any perception of conflict of interest. City and County-related seats will not be considered affiliated with HUD CoC Program funding based on grants held by other departments in government.

Due to the HUD requirements of a CoC Board of Directors, there are specific seats that are appointed by City and County officials and the Youth Action Board; elected by the general CoC Membership Council; and elected from the community.

Appointed Directors

Six Directors are appointed by the following positions:

- City of San Antonio City Manager
- City of San Antonio Police Department Chief of Police
- Bexar County Manager
- Bexar County Sheriff
- Youth Action Board President
- Lived Expertise Advisory Board President

Membership Council Elected Directors

Two non-voting Directors are elected by the CoC Membership Council:

- Membership Council Chair
- Membership Council Vice Chair

Community Elected Directors

Eleven Directors are nominated by the CoC Board Executive Committee and elected by the CoC Board of Directors from the following categories:

- | | |
|---|---------------------------------|
| • McKinney Vento School District Liaison* | • Military |
| • Consumer/Lived Expertise | • Housing |
| • Nonprofit homeless assistance providers | • Media |
| • Corporate or private sector | • Legal |
| • Education | • Finance |
| | • Hospitals |
| | • Victim Service Provider (VSP) |

- Faith-Based organization
- Veteran-serving agency
- Youth-serving agency
- Disability service organization
- Public Housing Agency (PHA)
- Mental health organization
- Substance use organization
- Affordable housing developer
- Universities
- Community advocate
- Philanthropy
- Trade service organization
- Social entrepreneur

*Required

4.03. Executive Committee and Officer Positions

The CoC Board Executive Committee is composed of four Officer positions: President, Vice President, Treasurer, and Secretary. In addition to the specific duties for each Officer position below, the Executive Committee is responsible for overseeing the administration of the CoC Board, finalizing agendas, and developing recommendations for Board vacancies.

President

The President oversees the business and affairs of CTH while providing strategic direction to accomplish the organization's mission and vision. The President shall act in consultation with the other officers, unless the situation requires immediate action. The President is responsible for supervising the execution of resolutions and directives of the CoC Board of Directors except in those instances in which that responsibility is assigned to another person by the CoC Board of Directors. The President facilitates CoC Board meetings, leads the Executive Committee, and ensures the Board is compliant with HUD CoC requirements along with the Charter. The President, along with the CTH Executive Director, may execute any contracts, deeds, mortgages, bonds, or other instruments which the CoC Board of Directors has authorized and may accomplish such either individually or with the Executive Director, Vice President, Secretary, or Treasurer.

Vice President

The Vice President is the second officer in seniority. In the absence of the President, or in the event of the President's inability or refusal to act, the Vice President will perform all the duties of the President, and when so acting will have all the powers of and be subject to all the restrictions of the President. The Vice President may sign with the CTH Executive Director, the CoC Board President or with the Treasurer any contracts, deeds, mortgages, bonds, or other instruments.

Secretary

The Secretary is the third officer in seniority. The Secretary ensures that notices are given in accordance with the provisions of the Charter and serves as the custodian of CTH's records. The Secretary is responsible for assisting with drafting and reviewing meeting minutes and signing the updated Charter. The Secretary may sign with the CTH Executive Director, the CoC Board President or with the Treasurer any contracts, deeds, mortgages, bonds, or other instruments.

Treasurer

The Treasurer is the fourth officer in seniority. The Treasurer is the principal accounting and financial officer of CTH. The Treasurer shall be responsible for the maintenance and accurate accounting of the financial accounts of CTH and will have responsibility of funds, securities, and for receipt and accounting of disbursements. The Treasurer or the CTH Executive Director will prepare statements of accounts monthly and financial reports as requested by the CoC Board of Directors. The Treasurer may sign with the CTH Executive Director, the CoC Board President or with the Secretary any contracts, deeds, mortgages, bonds, or other instruments. The Treasurer will act as liaison to the CTH staff for all financial matters.

4.04. Manner of Acting

A majority of the Directors shall constitute a quorum for the transaction of business at all meetings of the Board. If a quorum is not present at any meeting, the CoC Board of Directors may not consider any voting items. If there are vacancies on the board, quorum will adjust accordingly. The consensus of the Directors at which a quorum is achieved will be the act of the CoC Board of Directors.

A Board member must notify CTH staff in writing when a proxy will be sent in a member's absence prior to the CoC Board of Director's Meeting. An email notification is sufficient. The named proxy will serve in full capacity for voting and attendance purposes. This privilege is offered to all Board members.

4.05. Election and Appointment Process

Elected Directors

The CoC Board Executive Committee shall nominate elected Directors to the CoC Board of Directors, except for Membership Council Directors, who are nominated by the Membership Council. Any eligible individual who wishes to run for an elected Director position shall express interest to the CTH Executive Director via written communication. The Executive Committee will receive a list of eligible applicants, of which they will choose their nomination(s) to present to the full CoC Board of

Directors for vote.

Appointed Directors

Appointed Directors must be confirmed through a letter signed by a representative of the respective agency and delivered to the President and Executive Director.

Officers

When an Officer position becomes vacant, the Board of Directors will receive access to the application for consideration. The Executive Committee will be presented with the list of applicants, of which they will choose their nomination(s) to present to the full CoC Board of Directors for vote.

4.06. Tenure

Each Director of the CoC Board shall hold office for a two-year tenure.

Elected Directors

Elected Directors shall serve no more than three consecutive two-year terms. Following such service, a person shall not serve on the CoC Board of Directors in any capacity for at least one year before serving another term.

Appointed Directors

There are no term limits for Appointed Directors, however, the named position must confirm the seat at least every two years. At the two-year expiration, the appointer will be notified they have six months to appoint a new representative. If a new representative is not appointed, the current appointee will serve another two-year term. The appointee can only serve three two-year terms for a total of six years. Failure to appoint a new representative after three two-year terms will result in no formal representation for that entity until an individual is confirmed.

Officers

Officers shall serve no more than two consecutive two-year terms in the same role. Following such service, Officers may serve in another capacity on the CoC Board of Directors.

4.07. Meeting Requirements

Regular meetings of the CoC Board of Directors shall be held at an appropriate

location chosen by the President or by majority vote. The frequency of regular meetings shall be decided by the CoC Board of Directors, however, there shall be no less than four regular meetings each calendar year. Meetings may be conducted virtually, if necessary, and adequate accommodations will be made for persons who cannot attend in-person. Notice of regular meetings will be provided at the start of the calendar year by e-mail.

Special meetings may be called by the President or CTH Executive Director with the approval of one Officer. If the President or CTH Executive Director is unavailable, the next senior Officer may call a special meeting, with the approval of one Officer. Notice of any special meeting of the CoC Board of Directors must be provided no later than one day prior to such meeting by e-mail. Notice will be deemed delivered when there is a successful transmission of the notice.

Whenever notice is required to be given under Section 4.08, a waiver of notice, in writing and signed by the person entitled to such notice will be deemed equivalent to giving notice whether before or after the required time of notice. Appearance at any meeting shall also constitute waiver of notice unless the appearance is made to contest proper notice. All such waivers will be filed with the corporate records or made a part of the minutes of the meeting.

4.08. Action Without a Meeting

Any action required or permitted to be taken by the CoC Board of Directors may be taken without a meeting if the CoC Board President approves in writing. Actions without a meeting will follow the same manner of acting described in Section 4.04. Such written consents shall be filed with the minutes of the proceedings of the CoC Board of Directors. Such action by written consent will have the same force and effect as the unanimous vote of such directors.

4.09. Removal

An Officer or Director may be removed from the CoC Board of Directors for absence or for cause.

Removal for Absence

Any Director who misses more than two of the CoC Board of Director's meetings during the calendar year without sending notification of absence shall be considered for removal from the CoC Board of Directors by the Executive Committee. If the Director is to be absent, a proxy must be designated in writing before the beginning of the CoC Board of Director's meeting, or the Director will be considered absent. An absence may be excused if related to illness or other such emergency and submitted

in writing to the CTH Executive Director or CoC Board Secretary.

Removal for Cause

Any Active Member, including a Director or Officer, may submit a request to the CoC Board Executive Committee for consideration of the removal of a Director for cause. Removal for cause requires a majority vote of the CoC Board of Directors. Cause includes, but is not limited to: fraud; failure to Perform Duties; conflict of Interest (refer to Attachment A for Conflict of Interest policy); personal conduct (refer to Attachment B for Code of Conduct policy).

Article 5. CoC Advisory Boards

5.01. Overview

The purpose of the CoC Advisory Boards are to ensure the following entities and individuals are authentically involved in the policy and decision making of the TX-500 CoC.:

- Adults over 18 years old with expertise in homelessness and/or housing insecurity.
- Youth and young adults between the ages of 18 and 24 with expertise in homelessness and/or housing insecurity.
- Consolidated Plan Jurisdictions
- Agencies whose activities encompass the spectrum of services directed at the San Antonio and Bexar County homeless population.

CoC Advisory Boards are member-elected and led. A representative from each advisory board is represented on the CoC Board of Directors to advise on their group's behalf. All governing bodies will follow the Governance Workflow Procedures for decision-making (refer to attachment C for Governance Workflow Policy).

5.02. Lived Expertise Advisory Board (LEAB)

Purpose

The San Antonio and Bexar County Lived Expertise Advisory Board (LEAB) is comprised of adults who have lived expertise in homelessness or housing insecurity, with an emphasis of those with expertise in unsheltered homelessness. The LEAB will advise the CoC Board of Directors through the required Consumer Seat and will be a voting representative.

The Collaborative Applicant will conduct administrative duties on behalf of the LEAB, such as assist in developing agendas, record meeting minutes, locate meeting sites, administer paid stipends, provide technology solutions, promote the LEAB, co-organize events, and connect the LEAB to professional development opportunities.

Activities

The LEAB members will determine their own activities in addition to the activities required by the CoC Board of Directors:

- Develop and participate in listening sessions and focus groups; and
- Represent the LEAB on CoC Committees; and
- Lead Point-in-Time Count event planning, such as supply kits, resource connection, and volunteer training.

Representation

- Adults in San Antonio and Bexar County who have lived expertise in homelessness or housing insecurity.
- Collaborative Applicant

5.03. Youth Action Board (YAB)

Purpose

The San Antonio and Bexar County Youth Action Board (YAB) is comprised of youth and youth adults ages 17 to 25, of whom the majority must have lived expertise in homelessness or housing insecurity. The YAB has a voting seat on the CoC Board of Directors that is appointed from the YAB by the YAB President.

The Collaborative Applicant's role in the YAB is to conduct administrative duties, such as assist in developing agendas, record meeting minutes, locate meeting sites, administer paid stipends, provide technology solutions, promote the YAB, co-organize events, and connect the YAB to professional development opportunities.

Activities

The YAB members will determine their own activities in addition to the activities required by the CoC Board of Directors:

- Develop and participate in listening sessions and focus groups; and
- Represent the YAB on CoC Committees; and

- Lead Point-in-Time Count event planning as it relates to youth identification and specialized volunteer training; and
- Provide expertise on continuous quality improvement for Youth Homelessness Demonstration Program (YHDP) projects; and
- Provide recommendations on funding decisions related to YHDP.

Representation

- Youth and young adults in San Antonio and Bexar County between the ages of 17 and 25, 2/3 of whom must have experienced or are currently experiencing homelessness.
- Collaborative Applicant

5.04. Homeless Strategic Plan Advisory Board

Purpose

The purpose of the Homeless Strategic Planning Advisory Board is to ensure coordination across funders in executing strategic plans related to preventing and ending homelessness in San Antonio and Bexar County. As required by HUD, each CoC's Collaborative Applicant must participate in the consolidated planning of the CoC's geographic region. To ensure this function is met, the representation of this advisory board will include local Consolidated Plan Jurisdictions as well as the CoC's Collaborative Applicant. The Consolidated Plan Jurisdictions will each have a voting seat on the CoC Board and the Collaborative Applicant will administer the meetings. This board will operate in alignment with the priorities of the CoC Board of Directors and the community's Homeless Strategic Plan.

Activities

- Develop implementation goals and monitoring process for strategic plans, including the Homeless Strategic Plan then sending business items to the appropriate governing body; and
- Coordinate and regularly review performance metrics for the community, including program grantees through HUD-funded programs; and
- Review and revise the community's Written Standards and ensure compliance of requirements with HUD program grantees; and
- Review data regarding homelessness to inform policymaking; and
- Coordinate funding to reduce service gaps; and
- Oversee the Homeless Response System Advisory Committee and the HMIS & Data Advisory Committee; and
- Share information on upcoming grant competitions, RFPs, and funding announcements.

Representation

- Collaborative Applicant*
- City of San Antonio*
- Bexar County*
- Texas Department of Housing and Community Affairs
- United Way

*Required

5.05. Alliance Advisory Board

Purpose

The purpose of the TX-500 CoC Alliance Advisory Board is to convene a representative group of agencies committed to preventing and ending homelessness at least semi-annually to coordinate, address agency wide barriers, approve priorities for the Alliance, approve priorities for CoC program funding, form communications strategies for humanizing homelessness, share resources, learn best practices, and network. The Alliance Advisory Board will be made up of the CoC's Alliance agencies. The Alliance Communications Advisory Committee reports to the Alliance Advisory Board. Membership to the Alliance Advisory Board allows an agency the ability to represent their organization's interest in the community's homeless response system and gives them access to trainings, collaboration opportunities, networking, and CoC updates and announcements, such as funding opportunities and CoC leadership vacancies and the State of Homelessness report. Members have one vote on the Advisory Board and are eligible to apply for Chair, Co Chair, CoC Board of Directors, or for a seat on a CoC Committee. Agencies should send Executive Leaders from their team to all Alliance Advisory Board meetings.

The Collaborative Applicant will manage the administration of the Alliance Advisory Board, including posting meeting notices and invitations to the public on the CoC website and in the CoC e-newsletter, which will be distributed to community vision holders; disseminating agenda items and meeting minutes to members and posting records on the CoC website; and directing non-member meeting participants to the application during CoC meetings.

Manner of Acting for Active Membership

In elections, a majority of the votes cast shall control. If a designated representative of a member agency is unable to attend, they may appoint a proxy to vote on their behalf. If a member agency has two consecutive absences, their voting status will be suspended, and they must request reinstatement to the Chair and Co Chair via email. The Chair and Co Chair may request a formal interview with the suspended member to determine if reinstatement should occur. Due to their enhanced responsibilities, Officers may be removed from the Alliance Advisory Board by the CoC Board of Directors if they have a pattern of absences that are not related to sickness or other emergencies.

Members and Officers are expected to conduct themselves appropriately according to the CoC Code of Conduct. Any member or Officer may submit a request to the CoC Board President for consideration of the removal of a member or Officer for cause other than absence. Removal for cause requires a majority vote of the Alliance Advisory Board and final approval by the CoC Board of Directors. Cause includes, but is not limited to, fraud, conflict of interest, personal conduct, or failure to perform duties.

To maintain Active status, an agency cannot miss more than two (2) consecutive meetings.* After 2 consecutive absences, the agency will be transitioned to Associate status and will no longer have a vote. If an agency requests reinstatement of their Active status, the agency will be required to meet with CTH staff and develop a plan to fulfill attendance requirements moving forward. If it has been over a year since the agency's Active status was removed, they will be required to submit a new application.

Activities for Alliance Advisory Board

- Elect a Chair and Co-Chair from the Council to represent their interests every two years; and
- Approve or reject new member applications; and
- Coordinate event planning activities for the annual Point-in-Time Count, such as volunteer recruitment; and
- Recommend coordination strategy, service gaps, and resources needs; and
- Approve Alliance priorities and CoC program priorities for funding; and
- Oversee the Alliance Strategic Plans by reviewing progress quarterly; and
- Make recommendations for addressing barriers and gaps for the Alliance Strategic Plan
- Oversee the Alliance Communications Advisory Committee; and
- Address barriers brought forward from members; and

- Request trainings and suggest collaboration with agencies who are not active in the matters of the CoC.

Officer Responsibilities

The Alliance Advisory Board will elect Officers, one Chair and one Co Chair, from the Active Membership who will provide leadership and guidance to the council as well as represent the council at the CoC Board of Directors with non-voting seats. Either the Chair or the Co Chair must be a CoC or YHDP-funded agency to ensure representation. Officers will serve a two-year term with no officer serving more than three consecutive two year terms.

Officers are responsible for directing the meetings, developing and presenting agenda items, choosing meeting locations, outreaching to potential members, recommending new members, ensuring members act in compliance with these Charter , and representing the interests of the council at the CoC Board of Directors.

Representation for Active Membership

Potential members must fill out and return an application to the Collaborative Applicant. Once the application is submitted, the applying agency will interview with the Chair or Co Chair to gauge a better understanding of the agency and share information on the CoC. The Chair or Co Chair will then present gathered information to the CoC Board of Directors for a vote of acceptance or rejection. To maintain active status, members are required to renew their seats every two years.

Any Agency, composed of one or more employees from such, which commits resources or whose activities encompass the spectrum of services directed at the San Antonio and Bexar County homeless population may be considered for membership. The agency must identify in the application as being part of one of the following categories to be considered for membership status:

- Advocate (i.e., decriminalization of homelessness, , lived expertise in decision-making)
- Affordable Housing Developer
- Agency serving survivors of human trafficking
- Business/For-Profit Leader
- CDBG/HOME/ESG Entitlement Jurisdiction
- Community Foundation
- CoC-Funded Victim Service Provider
- CoC-Funded Youth Homeless Organization (includes YHDP)
- Collaborative Applicant (non-voting)
- Coordinated Entry Lead (non-voting)

- Data Coalition
- Disability Advocate
- Disability Service Organization
- Domestic Violence Advocates
- Early Childhood Service Provider
- Emergency Shelter Provider
- Employment Services Organization
- EMS/Crisis Response Team(s)
- Foster Care System
- Government Agency
- Grassroots Organizations
- Health Care System
- Homeless Management Information System (HMIS) Lead Agency (non-voting)
- Homeless or Formerly Homeless Person
- Hospital
- Infectious Disease Planning
- Tribal Organization
- Law Enforcement
- Local Education Agency (LEA)
- Local Government Staff/Official
- Local Jail
- Mainstream Benefits Agency (e.g., SSI/SSDI, TANF)
- Mental Health Service Organization
- Mental Illness Advocate
- Non-CoC Funded Youth Homeless Organization
- Non-CoC-Funded Victim Service Provider
- Organization led by and serving people with disabilities
- Organizations Engaged in Local Neighborhoods Providing Services
- Permanent Housing Provider
- Policy Advocate
- Public Housing Authority
- Researcher
- School Administrator/Homeless Liaison/School District
- State Domestic Violence Coalition
- State Sexual Assault Coalition
- State Education Agency (SEA)
- Street Outreach Team
- Substance Use Advocate
- Substance Use Service Organization
- Transitional Housing Provider
- Youth Advocate
- Youth Education Provider
- Youth Service Provider

Associate Membership

Any agency, individual, business, organization, or group that wishes to contribute to the dialogue and activities of CTH but who is unable to meet the membership requirements of Active Membership may register or be designated as an Associate Member. The following are eligible for associate membership:

- Agencies who apply for Active Membership and are not approved by the CoC Board of Directors to be an Active Member.
- Individuals who are experiencing homelessness
- Any other individuals concerned with developing resources and addressing the needs of the San Antonio and Bexar County homeless population and who are not associated in any way with an Agency eligible for Active Membership may be considered for Associate Membership.

Article 6. CoC Board Committees

6.01. Overview

Committees are created by the CoC Board of Directors to ensure essential functions of the CoC are community-led and driven. Committees are formal governing bodies and make policy recommendations to the CoC Board of Directors. Committees consist of CoC Board-appointed community members and are co-chaired by two members of the CoC Board of Directors. Board chairs serve one-year terms with no term limits.

CTH as the Collaborative Applicant will manage the administration of the CoC Board Committees and will represent with a non-voting seat.

6.02. Homeless Management Information System (HMIS) and Data Advisory Committee

Purpose

The purpose of the HMIS and Data Advisory Committee is to collaboratively manage the strategic direction, implementation, and administration of the HMIS. Furthermore, this committee will oversee the CoC's strategy to collect, analyze, and report data to HUD and to the community. The HMIS and Data Advisory Committee will follow the Governance Workflow Procedures for decision-making (refer to attachment C for Governance Workflow Policy). This body will be charged as the initial point of communication for the HMIS Lead to the CoC Board, second only to regular strategic and operational meetings held between the HMIS Lead and Collaborative Applicant staff. This committee will operate in alignment with the priorities of the CoC Board of Directors and the community's Homeless Strategic Plan.

Activities – HMIS Lead

- Recommend the HMIS Lead Agency to the CoC Board for Approval; and
- Provide recommendation for selection of HMIS Vendor to CoC Board for Approval; and
- Provide monitoring and oversight of HMIS Lead and HMIS Vendor; and
- Review and approve all proposed HMIS Policies and Procedures prior to CoC Full Board Approval; and
- Create a venue for regular status updates from HMIS Lead to CoC Board; and
- Adopt policies and procedures that set baseline requirements for compliance with HUD Data Standards for the management and operation of HMIS,

- including but not limited to, Privacy, Security and Data Quality Plans; and
- Collaborate and support HMIS activities; and
- Create a venue for the communication of community needs and the setting of HMIS priorities; and
- Provide on-going constructive feedback regarding the Tiered Priorities as they relate to all agreed upon and approved HMIS Strategies; and
- Responsible for taking recommendations to the Board.

Activities – Data

- Advise CoC on data collection, analysis, and reporting strategy to improve system and agency performance; and
- Discuss data strategy, data policy changes, and funding impacts for data systems and the HMIS Lead; and
- Recommend methodology for the annual Point-in-Time Count; and
- Oversee Data Integrity Subcommittee, performance Subcommittee, Information Systems Support Subcommittee; and
- Ensure the events related to the unsheltered Point-in-Time Count are trauma-informed and dignified, and that data is gathered accurately.

Representation

Any Agency, composed of one or more employees from such, which commits resources or whose activities encompass the spectrum of services housed within HMIS or who has a vested interest in data collection, analyses, and reporting may be considered for active membership. The agency must identify in the application as being part of one of the following categories to be considered for active membership and to vote.

Committee Chairs (2 Total) – The following seats are elected from and by the CoC Board of Directors and follow the requirements outlined in 6.07.

- CoC Board Member Chair – 1 Seat
- CoC Board Member Co-Chair – 1 Seat

Community Seats (13 Total) – The following organizations and entities listed below shall have one voting seat on the committee.

- Homeless Service Provider – 1 Seat
- City of San Antonio – 1 Seat
- Bexar County – 1 Seat
- Veteran’s Affairs (VA) – 1 Seat
- Lived Expertise – 2 Seats
- Mobile Outreach Support – 1 Seat
- Local Data Analyst – 1 Seat
- Local Data Researcher – 1 Seat

- Domestic Violence Focus – 1 Seat
- Youth & Young Adult Focus – 1 Seat
- Skilled Assessor – 1 Seat
- Emergency Shelter Data Focused (Haven) – 1 Seat

Non-Voting Seats (3 Total) – The following entities will have representation available at each committee meeting to present and respond to inquiries from committee members.

- Collaborative Applicant (Close to Home)
- HMIS Lead Agency (Haven for Hope)
- Coordinated Entry Lead Agency (Close to Home)

HMIS & Data Advisory Committee Reporting Subcommittees

Data Integrity Subcommittee: ensures that data elements used within the Homeless Management Information System (HMIS) are well-defined, reliable, and useful for measuring system performance. DIS works to standardize data definitions, establish clear calculation methods, and refine performance metrics to support system-wide evaluation and decision-making. The DIS also establishes thresholds for data quality and performance metrics to meet acceptable standards.

Activities

- Develops and refines required data elements to ensure alignment with federal, state, and local reporting requirements.
- Creates precise definitions for both new and existing data elements to maintain consistency and clarity across all reporting.
- Defines data quality and performance indicators to measure program (or initiative) effectiveness and system performance.
- Sets thresholds for data quality and performance metrics to ensure that the collected data and system performance meet defined standards.
- Establishes calculation methodologies for all performance metrics, ensuring clarity and transparency in how data is analyzed and monitored.
- Reviews feedback from relevant subcommittees and committees, incorporating feasible suggestions to improve data integrity.
- Monitors performance of and approves updates to the Data Quality Plan, ensuring adherence to best practices and compliance requirements. Adopts and enforces policies and procedures that set baseline requirements for compliance with HUD and local Data Standards.
- Oversees critical areas, including Privacy, Security, and Data Quality.

Information System Support Subcommittee: is responsible for ensuring that any

changes to HMIS data collection, workflows, or reporting processes are properly integrated into the system. ISS plays a crucial role in technical implementation to ensure that system users can effectively adopt and utilize new processes.

Activities

- Determines system workflow modifications necessary to accommodate new data elements or reporting requirements, leveraging federal, state, and local data standards as baselines and investigating where deviations are necessary.
- Provides feedback in the development of training and communication plans to educate service providers and other vision holders on system updates and changes.
- Reviews KPIs developed by the DIS to assess implementation feasibility and whether adjustments are needed to workflows to accommodate the KPI definitions.
- Oversees implementation efforts to ensure new data collection and system workflows function correctly before transitioning to long-term monitoring.

Performance Monitoring Subcommittee: is responsible for monitoring and evaluating The Alliance to House Everyone's Strategic Plans via CoC governance approved and implemented Homeless Response System Initiatives. This subcommittee ensures that changes made to the system are having the intended impact and flags any business item issues that may require further investigation and improvement.

Activities

- Regularly monitors performance indicators established in implementation and strategic plans to track system and project-level performance.
- Provides updates on system performance through monthly and quarterly reports that summarize key trends, successes, and areas for improvement.
- Shares performance data with parent committees and subcommittees to ensure transparency and accountability in decision-making.
- Flags performance concerns if performance indicators fall below agreed-upon thresholds, triggering further review and potential corrective actions.
- Initiates a new problem-solving cycle for relevant subcommittees to investigate the root causes of underperformance and identify solutions to improve outcomes.
- PMS would also monitor Data Quality metrics related to the Data Quality Plan.

6.03. Homeless Response System Advisory Committee

Purpose

The purpose of the Homeless Response System Advisory Committee is to collaborate with homeless program stakeholders to identify and discuss community efforts that will improve service and housing connection for people at-risk of and experiencing homelessness. This committee will operate in alignment with the priorities of the CoC Board of Directors and the community's Homeless Strategic Plan. The Homeless Response System Advisory Committee will follow the Governance Workflow Procedures for decision-making (refer to attachment C for Governance Workflow Policy).

Activities

- Implement system-level priorities for improving the homeless response system, including access to housing with no barriers; rapid placement into permanent housing; quick and efficient Coordinated Entry referral process; problem-solving service and resource gaps; coordinating amongst providers and funding sources; system performance.
- Review and approve communitywide, universal definitions used for the homeless response system, including the Coordinated Entry referral system, which will be reflected in local CoC policies and procedures; and
- Ensure client access is coordinated, including local street outreach, to ensure access for all people experiencing unsheltered homelessness; and
- Suggest revisions to local policies and Written Standards, including Coordinated Entry, as needed to improve the homeless response system, including system performance; and
- Provide oversight to the implementation and subsequent monitoring of HUD-mandated program requirements, including Coordinated Entry; and
- Adopt policies and procedures that set baseline requirements for compliance with HUD Data Standards for the management and operation of Coordinated Entry, including but not limited to: Access, Assessment, Prioritization, Referral; and
- Provide ongoing constructive feedback regarding the community priorities agreed upon to make system improvements; and
- Ensure connection between homeless response system and systems where people are exiting into homelessness, including jails/correctional facilities, health care/hospitals, foster care, and education; and
- Oversee Youth Homelessness Subcommittee, Providers Subcommittee, Outreach and Access Subcommittee, Domestic Violence Subcommittee; and
- Make community and operational updates and recommendations to the CoC Board of Directors.

Representation

Any Agency, composed of one or more employees from such, which commits resources or whose activities encompass the spectrum of services housed within the CoC may be considered for active membership.

Committee Chairs (2 Total) – The following seats are elected from and by the CoC Board of Directors and follow the requirements outlined in 6.07.

- CoC Board Chair – 1 Seat
- CoC Board Co-Chair – 1 Seat

Community Seats (20 Total) – The following organizations and entities listed below shall have one voting seat on the committee.

- Community Case Conferencing Chair – 1 Seat
- Veteran Case Conferencing Chair – 1 Seat
- Permanent Supportive Housing (PSH) Provider – 1 Seat
- Transitional Housing (TH) Provider – 1 Seat
- Rapid Rehousing (RRH) Provider – 1 Seat
- Homeless Prevention (HP) Provider – 1 Seat
- Emergency Shelter (ES) Provider – 1 Seat
- Street Outreach (SO) & Access – 1 Seat
- Lived Expertise – 2 Seat
- Emergency Shelter (Haven) – 1 Seat
- Homeless Access Hub – 1 Seat
- Veteran Affairs – 1 Seat
- Youth and Young Adult Partner – 1 Seat
- Domestic Violence Partner – 1 Seat
- Mobile Access – 1 Seat
- Justice Involved Partner – 1 Seat
- Public Housing Agencies – 2 Seat
- Health Care & Health Access – 1 Seat

Non-Voting Seats (3 Total) – The following entities will have representation available at each committee meeting to present and respond to inquiries from committee members.

- Coordinated Entry Lead Agency (Close to Home)
- Collaborative Applicant (Close to Home)
- HMIS Lead Agency (Haven for Hope)

Homeless Response System Advisory Committee Reporting Subcommittees

Outreach & Access Subcommittee: is to prioritize and execute assignments received from the HRSAC and to review, update and implement processes and procedures that enhance street outreach work, emergency shelter resources, and access to services

for people experiencing unsheltered homelessness

Activities

- Plan and implement priorities from the Alliance Action plan;
- Enhance outreach services;
- to develop, monitor and implement outreach training; and
- monitor outreach policies and procedures.

Youth Homeless Subcommittee: is to address the unique needs of Youth and Young Adults (YYA) experiencing homelessness or at risk of homelessness.

Activities

- Develop strategies tailored to YYA, including wraparound services;
- Trauma-informed approaches;
- Cross-system collaboration with child welfare, education, and healthcare; and
- Plan and implement priorities from the Alliance Action plan

Prevention & Housing Providers Subcommittee: is to connect households experiencing or at risk of homelessness to permanent housing solutions and prevention resources by working on policies and procedures.

Activities

- Plan and implement priorities from the Alliance Action plan;
- Strengthening housing stability;
- Enhance resource coordination; and
- Address systemic barriers to maintaining housing

The Domestic Violence Subcommittee: aims to enhance and increase access for individuals fleeing or attempting to flee domestic violence by exploring current resources, implementing person-centered and trauma-informed screening strategies, identifying prevention and education opportunities, assessing the need for flexible funding, and evaluating the strengths and gaps in the current homeless response system.

Activities

- Current Resources: Mapping out existing resources such as shelters, hotlines, legal aid, and counseling services;
- Person-Centered and Trauma-Informed Screening: Implementing strategies that prioritize the individual's needs and experiences, ensuring they feel safe and supported during the screening process Homelink Access Points, ES access, and housing project enrollment;

- Prevention and Education: Developing programs to educate the community about domestic violence, its signs, how to seek help and access resources through Homelink. This can include workshops, trainings, and public awareness campaigns;
- Flex Funding: Identifying and securing flexible funding sources to address immediate needs such as temporary housing, and other urgent expenses for those fleeing domestic violence;
- Homeless Response System: Assessing the strengths and gaps in the current system to improve access and support for individuals experiencing both homelessness and domestic violence; and Implement and monitor priorities assigned from strategic plans

6.04. Alliance Communications Advisory Committee

6.04. Alliance Communications Advisory Committee

Purpose

The purpose of the Alliance Communications Advisory Committee (ACAC) is to collaboratively address challenges, enhance public understanding, and drive strategic initiatives that raise awareness of the coordinated homeless response system in San Antonio and Bexar County. The committee seeks to foster empathy and strategically communicate the work and vision of the Alliance to House Everyone through cohesive and aligned messaging. Operating in support of the CoC Board of Directors and the community's Homeless Strategic Plan, the ACAC will ensure that all communication efforts reflect coordinated solutions to address homelessness. The committee will follow the Governance Workflow Procedures for decision-making (see Attachment C for the Governance Workflow Policy).

Activities

- Implement and monitor priorities in the Alliance Communications plan; and
- Review and approve community wide communications strategy for the homeless response system; and
- Facilitate community conversations around education on the need for housing and supportive services; and
- Facilitate community advocacy to enhance community empathy; and
- Build and implement strategy for humanizing homelessness and the understanding of the complexity of homelessness; and
- Work with the Alliance Advisory Board on the implementation of the Alliance Strategic Plans as identified;
- Develop and implement language and communications to educate the

- broader community on reframing housing and homelessness; and
- Report recommendations on policy and advocacy to the Alliance Advisory Board.

Representation

Any Agency, composed of one or more employees from such, which commits resources or whose activities encompass the spectrum of services housed within the CoC may be considered for active membership.

Committee Chairs (2 Total) – The following seats are elected from and by the CoC Board of Directors and follow the requirements outlined in 6.07.

- CoC Board Chair – 1 Seat
- CoC Board Co-Chair – 1 Seat

Community Seats (18 Total) – The following organizations and entities listed below shall have one voting seat on the committee.

- Corporate Partner – 1 Seat
- Reframing Housing Focus – 1 Seat
- Affordable Housing Focus – 1 Seat
- City of San Antonio Representation – 1 Seat
- Bexar County Representation – 1 Seat
- Street Outreach Representation – 1 Seat
- Shelter Representation – 1 Seat
- Specific Population Focus – 4 Seats
- Lived Expertise – 2 Seats
- Downtown Public Improvement – 1 Seat
- Permanent Supportive Housing Focus – 1 Seat
- Media Relations Representation – 1 Seat
- HMIS & Data Representation – 1 Seat
- Homeless Response System Representation – 1 Seat

Non-Voting Seats (2 Total) – The following entities will have representation available at each committee meeting to present and respond to inquiries from committee members.

- Coordinated Entry Lead Agency (Close to Home)
- Collaborative Applicant (Close to Home)

Non-Voting Seats (2 Total) – The following entities will have representation available at each committee meeting to present and respond to inquiries from committee members.

- Coordinated Entry Lead Agency (Close to Home)
- Collaborative Applicant (Close to Home)

6.06. Committee Manner of Acting

Each member who has met the requirements set out for Active Membership shall have one vote. In all items that require action, unless otherwise provided for in the Charter, a majority of the votes cast shall control. A member may designate a proxy to vote on their behalf in advance of a committee meeting by providing notice to CTH staff.

6.07. Committee Chairs/Officers

Each committee will have at least one chair and up to three. Chairs are voting members responsible for overseeing the meetings, leading monthly agenda development, and ensuring that the process is community-led and inclusive.

At least one chair must be represented by and elected from the CoC Board of Directors. This chair will be responsible for reporting committee business to the CoC Board of Directors. Each committee will elect other chairs from the pool of current active committee members, as deemed necessary.

6.08. Committee Member Term Limits

Committee members may not hold their category seat for more than one consecutive two-year terms before taking a minimum one year break before rejoining the committee. This does not preclude a committee member from applying for an alternative seat if they fit the requirements of that seat designation.

6.09. Committee Member Application Process

Potential members must fill out and return an application to CTH. The CoC Board must vote to approve each voting member. Active Members are required to keep the CTH staff informed of the physical and e-mail address at which they will receive notices. More than one individual associated with an Active Agency may attend, and participate at all meetings, however only those who hold an active committee seat and those officially designated as a proxy can vote.

To be considered, all applicants must have the following criteria met:

- Agency is an active Membership Council member; and
- Authorization/Signature of the Agency's Executive Director; and
- Seniority with the agency to be able to vote and effectively speak on behalf of the participating agency; and
- A completed application submitted to Close to Home.

6.10. Committee Attendance

Active Members are required to attend all meetings or to send a proxy in their place. To be considered “participating”, members must attend at least 75% of meetings in one calendar year. A proxy must have the ability to speak on behalf of the organization and be of equal seniority within the agency.

6.11. Committee Meetings

Meetings will be held at least quarterly and usually monthly. CTH will publish the meeting agendas to committee members no later than one business day prior to the meeting with the goal of three business days prior for adequate time to review. If a special meeting is needed, the committee chairs will coordinate with CTH staff to schedule and send notice to committee members.

6.12 Committee Member Resignation or Removal

Removal for Absence

Any voting member who misses more than two consecutive Meetings during the year, and without providing a proxy, shall be reviewed by the committee chair(s), who will determine if the member will be allowed to continue service. An absence may be excused if related to illness or emergency and submitted to the Committee Chair or CTH prior to the meeting.

Removal for Cause

A member may submit a request to the Chair or CTH to consider the removal of a member for cause. Removal for cause requires a majority vote of the active members of the committee. Cause includes, but is not limited to fraud, personal conduct, conflict of interest, and/or failure to perform duties.

6.13. Subcommittees

A subcommittee may be created under the authority of a committee by the chair(s). The CTH staff will fill out the Subcommittee and Ad-Hoc Creation Form on behalf of the Chairs to be formally created. The purpose of a subcommittee is to complete work on a specific committee priority outside of the regular committee meetings. Subcommittees are composed of committee and community members who have an interest in the priority. Each subcommittee will have a designated seat member on the parent committee to represent the subcommittee at committee meetings and voice recommendations. Subcommittee voting seats will be determined by the

Subcommittee and Ad-Hoc Creation form filled out by CTH staff on behalf of the Committee Chairs. Subcommittee seat terms match the terms of their respective parent committee. Subcommittee seats are required to attend all subcommittee meetings or designate a proxy. Subcommittees may be indefinite in length or be designated to meet for a specific time based on the demand of project; however, the expectation is that the subcommittee will meet for at least one year and convene at least quarterly. All active subcommittees will follow the Governance Workflow Procedures for decision-making (refer to attachment C for Governance Workflow Policy).

6.14. Ad-Hoc Groups

An ad-hoc group may be created under the authority of a committee by the chair(s) using the Subcommittee and Ad-Hoc Creation Form. The purpose of an ad-hoc is a temporary meeting space for specific work to be completed outside of the committee. Ad-hoc groups have a time-limited goal and often are seasonal (i.e., Point-in-Time Count). Ad-hoc members do not have to be voting members on the committee. Ad-hoc group activity will be led and reported by CTH staff. Ad-Hoc members are required to attend all meetings or send a designated staff member in their place. All active ad-hocs will follow the Governance Workflow Procedures for decision-making (refer to attachment C for Governance Workflow Policy).

6.15. Case Conferencing

Case conferencing is a meeting space designated for direct staff to case manage specific clients on their caseload. This space allows for streamlining the Homelink referral and housing process as it connects front door partners with referral partners to focus on the needs to the client. There may be case conferencing for special populations, such as veterans or youth. Specific system issues, barriers, challenges, and/or gaps arising from case conferencing will be shared with committees by CTH staff. Those who attend case conferencing must show proof of HMIS access before participating in the meeting and must follow confidentiality requirements. For more details on case conferencing, please refer to the Homelink policies in the CoC Program Policies and Procedures.

Article 7. Miscellaneous

7.01. Merger, Consolidation, and Voluntary Dissolution

Adoption or revocation of a plan of merger, consolidation, voluntary dissolution, bankruptcy or reorganization, or for the sale, lease, or exchange of all or substantially

all the property and assets of the Corporation otherwise than in the usual and regular course of its business, requires the approval of majority of the number of directors of the Corporation.

7.02. Fees and Compensation

Directors and members of committees of the CoC Board of Directors and members of other committees may not receive any compensation for their services or reimbursement of expenses except where it is determined to be in good faith and in the best interest of the Corporation where such service is in conformity with the purposes of the Corporation and reimbursement is reasonable as may be fixed by resolution of the Board.

7.03. Disbursements, Contracts, and Tax Documents

Only one (1) signature of an Officer or the CTH Executive Director will be required on checks or similar disbursements, exclusive of contracts, deeds, mortgages, bonds, or other similar instruments which shall require two (2) authorized signatures from the Officers (President, Vice President, Secretary, Treasurer) and/or the CTH Executive Director.

Expenses that are outlined in the CoC Board-approved budget may be paid as they incur without further CoC Board approval. All expenses paid will be reviewed as part of the financial report by the Board during the monthly meeting.

A threshold for expenses up to \$5,000.00 may be paid, but only if they are outlined in the approved budget. Expenses up to \$5,000 and outside of normal operating costs and/or not outlined in the budget may be paid without immediate Board approval but will be ratified at the next scheduled Board meeting.

The CTH Executive Director has the authority to exceed line-item expense items within the approved budget if the overall approved expenditures do not exceed what the CoC Board of Directors has approved in the annual budget, and the expenditure is considered a normal operating cost. Expenses over \$5,000 and outside of normal operating costs and/or not outlined in the CTH budget must be brought before the board for review and approval. All expenses will be reviewed by the Board at the regular bi-monthly Board meeting in the financial report.

The CTH Executive Director is authorized to sign tax documents.

7.04. Loans

CTH will not make any loan of money or property to, or guarantee the obligation of,

any Director or Officer; provided, however, that CTH may advance money to a Director or Officer of CTH or any subsidiary for expenses reasonably anticipated to be incurred in performance of the duties of such so long as such individual would be entitled to be reimbursed for such expenses absent such advance.

7.05. Self-dealing Transactions

Except as approved in Section 10.04 below, no Member of CTH may approve a self-dealing transaction. A self-dealing transaction is one to which CTH is a party, and in which one or more of the Directors has a material financial interest or a transaction between the Corporation and any person (other than a nonprofit corporation, tax exempt under Internal Revenue Code Section 501 (c) (3) in which one or more of the Directors has a material financial interest. A Director will not be deemed to have a material financial interest in a contract or transaction that implements a charitable program of CTH solely because the contract or transaction results in a benefit to a director or his or her family by virtue of their membership in the class of persons intended to be benefited by the charitable program, as long as the contract or transaction is approved or authorized by CTH, in accordance with Section 10.04 herein, in good faith and without unjustified favoritism.

7.06. Approval

The CoC Board of Directors may approve a self-dealing transaction if it determines that the transaction is in the best interests of, and is fair and reasonable to, CTH and, after reasonable investigation into the facts and circumstances, determines that CTH could not have obtained a more advantageous arrangement with reasonable effort under the circumstances. Such determinations must be made by the CoC Board of Directors, in good faith, with knowledge of the material facts concerning the transaction, the Director's interest in the transaction, and by a vote of the majority of the Directors then in office, provided that a quorum is present, and the presence of the interested Director can be counted for purpose of the quorum, but such Director's vote will not be counted for the matter at hand.

7.07. Indemnification

To the fullest extent permitted by law, CTH will indemnify its Directors and Officers, including persons formerly occupying any such position, and the heirs, executors and administrators of such persons, against all expenses (including attorneys' fees and disbursements), judgments, fines, settlements, and other amounts actually and reasonably incurred by them in connection with any action, suit, or proceeding, including an action by or in the right of Close to Home, by reason of the fact that the person is or was a director or officer of Close to Home. Such right of indemnification will not be deemed exclusive of any other rights to which such person may be entitled

apart from this Section 11.05.

CTH will have power to purchase and maintain insurance to the full extent permitted by law on behalf of its Officers and Directors against any liability asserted against or incurred by them in such capacity or arising out of their status as such.

7.08. Fiscal Year

The fiscal year of CTH will run from January 1st to December 31st.

Article 8. Records and Reports

8.01. Maintenance and Inspection of Articles and Charter

Every Director will have the absolute right at any reasonable time to inspect all books, records, and documents of every kind and the physical properties of CTH and each of its subsidiary corporations. The inspection may be made in person or by an agent or attorney and will include the right to copy and make extracts of documents at the expense of the requesting director.

8.02. Maintenance and Inspection of Other Corporate Records

CTH will keep adequate and correct books and records of accounts, written minutes of the proceedings of its CoC Board of Directors and committees of the CoC Board of Directors, and a record of each Director and Officer name and address, and such record keeping shall be the obligation of the Secretary and the Treasurer of the CoC Board of Directors. All such records will be kept at such place or places designated by the CoC Board of Directors, or, in the absence of such designation, at the principal office of the Corporation. The minutes will be kept in written or typed form, and other books and records will be kept either in written or typed form or in any other form capable of being converted into written, typed, or printed form.

Upon leaving office, each officer of the CoC Board of Directors will turn over to his or her successor or the President in good order, such corporate monies, books, records, minutes, lists, documents, contracts, or other property of CTH as have been in the custody of such officer, employee, or agent during his or her term of office and the President shall then turn over such items to the successors of the CoC Board of Directors.

8.03. Annual Reports

The CoC Board of Directors will cause an annual report to be sent to all Directors of

Close To Home, within 120 calendar days after the end of Close to Home's fiscal year, containing the following information:

- The assets and liabilities, including the trust funds, of CTH at the end of the fiscal year;
- The principal changes in assets and liabilities, including trust funds, during the fiscal year;
- The revenues or receipts of CTH, both unrestricted and restricted for purposes, for the fiscal year; and
- The expenses or disbursements of CTH, for both general and restricted purposes, during the fiscal year

The report will be accompanied by any pertinent report(s) of independent auditors, or, if there is no such report, the certificate of an authorized officer of CTH that such statement was prepared without audit from the books and records of CTH.

Article 9. Amendments and Revisions

9.01. Power to Amend Charter

These Charter may be amended, and/or repealed, or new Charter may be adopted by the majority vote of the CoC Board of Directors. Any repeal and/or amendment of a Bylaw shall be maintained by CTH staff and made available upon request. The Charter will be posted publicly on the CTH website.

As required by HUD, the CoC Board of Directors will review the Charter at least every five years.

9.02. Notice of Amendment in Writing

Proposed amendments to the Charter must be in writing and sent to the CoC Board of Directors at least one day in advance of the general or special meeting.

Attachment A. Conflict of Interest Policy

CTH and TX-500 CoC Board of Directors Conflict of Interest Policy

Purpose

Close to Home, CTH, is a nonprofit, tax-exempt organization. Maintenance of its tax-exempt status is important both for its continued financial stability and for public support. Therefore, the IRS as well as state regulatory and tax officials view the operations of CTH, a public trust, which is subject to scrutiny by and accountable to such governmental authorities as well as to members of the public.

Consequently, there exists between CTH and its board, officers, and management employees and the public a fiduciary duty, which carries with it a broad and unbending duty of loyalty and fidelity. The board, officers, and management employees have the responsibility of administering the affairs of CTH honestly and prudently, and of exercising their best care, skill, and judgment for the sole benefit of Close to Home. Those persons shall exercise the utmost good faith in all transactions involved in their duties, and they shall not use their positions with CTH or knowledge gained therefrom for their personal benefit. The interests of the organization must be the first priority in all decisions and actions.

Persons Concerned

This statement is directed not only to directors and officers, but to all employees who can influence the actions of CTH. For example, this would include all who make purchasing decisions, all persons who might be described as "management personnel," and anyone who has proprietary information concerning CTH.

Areas in which Conflict May Arise

Conflicts of interest may arise in the relations of directors, officers, and management employees with any of the following third parties:

- Persons and firms supplying goods and services to CTH.
- Persons and firms from whom CTH leases property and equipment.
- Persons and firms with whom CTH is dealing or planning to deal in connection with the gift, purchase or sale of real estate, securities, or other property.
- Competing or affinity organizations.
- Donors and others supporting CTH.
- Agencies, organizations and associations which affect the operations of CTH.
- Family members, friends, and other employees.

Nature of Conflicting Interest

A conflicting interest may be defined as an interest, direct or indirect, with any persons or firms mentioned in the previous section. Such an interest might arise through:

- Owning stock or holding debt or other proprietary interests in any third party dealing with CTH.
- Holding office, serving on the board, participating in management, or being otherwise employed (or formerly employed) with any third party dealing with CTH.
- Receiving remuneration for services with respect to individual transactions involving CTH.
- Using CTH'D time, personnel, equipment, supplies, or good will for other than CTH approved activities, programs, and purposes.
- Receiving personal gifts or loans from third parties dealing or competing with CTH Receipt of any gift is disapproved except gifts of a value less than \$50, which could not be refused without discourtesy. No personal gift of money should ever be accepted.

Interpretation of this Statement of Policy

The areas of conflicting interest listed above, and the relations in those areas which may give rise to conflict are not exhaustive. Conflicts might arise in other areas or through other relations. It is assumed that the directors, officers, and management employees will recognize such areas and relation by analogy.

The fact that one of the interests described exists does not necessarily mean that a conflict exists, or that the conflict, if it exists, is material enough to be of practical importance, or if material, that upon full disclosure of all relevant facts and circumstances, it is necessarily averse to the interests of CTH.

However, it is the policy of the board that the existence of any of the interests shall be disclosed before any transaction is consummated. It shall be the continuing responsibility of the board, officers, and management employees to scrutinize their transactions and outside business interests and relationships for potential conflicts and to immediately make such disclosures.

Disclosure Policy and Procedure

Transactions with parties with whom a conflicting interest exists may be undertaken only if all of the following are observed:

1. The conflicting interest is fully disclosed;
2. The person with the conflict of interest is excluded from the discussion and

approval of such transaction;

3. The board has determined that the transaction is in the best interest of the organization.

Disclosure in the organization should be made to the executive officer (or if they are the one with the conflict, then to the Board President), who shall bring the matter to the attention of the board. Disclosure involving directors should be made to the board chair, (or if they are the one with the conflict, then to the Board Vice President) who shall bring these matters to the board.

The board shall determine whether a conflict exists and in the case of an existing conflict, whether the contemplated transaction may be authorized as just, fair, and reasonable to CTH. The decision of the board on these matters will rest in their sole discretion, and their concern must be the welfare of CTH and the advancement of its purpose.

Conflict of Interest Disclosure Statement

Preliminary note: To be comprehensive, this statement of disclosure/questionnaire also requires you to provide information with respect to certain parties that are related to you. These persons are termed “affiliated persons” and include the following:

- a. your spouse, domestic partner, child, mother, father, brother or sister;
- b. any corporation or organization of which you are a board member, an officer, a partner, participate in management or are employed by, or are, directly or indirectly, a debt holder or the beneficial owner of any class of equity securities; and
- c. any trust or other estate in which you have a substantial beneficial interest or as to which you serve as a trustee or in a similar capacity.

1. Name of Board Member or Employee: _____

2. Capacity (check all that apply)

- ☐ Board of Directors
- ☐ Executive Committee
- ☐ Membership Council
- ☐ Staff and Position

3. Have you or any of your affiliated persons provided services or property to CTH in the past year? Yes _____ No _____

If yes, describe the purchased services or property and if an affiliated person is involved, the identity of the affiliated person and your relationship with that person:

If yes, please describe the nature of the services or property and if an affiliated

person is involved, the identity of the affiliated person and your relationship with that person:

4. Did you or any of your affiliated persons have any direct or indirect interest in any business transaction(s) in the past year to which CTH was or is a party?

Yes _____ No _____

If yes, describe the transaction(s) and if an affiliated person is involved, the identity of the affiliated person and your relationship with that person:

Were you or any of your affiliated persons indebted to pay money to CTH at any time in the past year (other than travel advances or the like)?

Yes _____ No _____

If yes, please describe the indebtedness and if an affiliated person is involved, the identity of the affiliated person and your relationship with that person.

5. In the past year, did you or any of your affiliated persons receive, or become entitled to receive, directly or indirectly, any personal benefits from CTH or as a result of your relationship with CTH, that in the aggregate could be valued in excess of \$1,000 that were not or will not be compensation directly related to your duties to CTH?

Yes _____ No _____

If yes, please describe the benefit(s) and if an affiliated person is involved, the identity of the affiliated person and your relationship with that person:

Are you or any of your affiliated persons a party to or have an interest in any pending legal proceedings involving CTH? Yes _____ No _____

If yes, please describe the proceeding(s) and if an affiliated person is involved, then identify the affiliated person and your relationship with that person:

Are you aware of any other events, transactions, arrangements, or other situations that have occurred or may occur in the future that you believe should be examined by CTH Board in accordance with the terms and intent of CTH's conflict of interest policy?

Yes _____ No _____

If yes, please describe the situation(s) and if an affiliated person is involved, the identity of the affiliated person and your relationship with that person:

Gift Policy and Disclosure Form

CTH requires that directors, officers and employees decline to accept certain gifts, consideration or remuneration from individuals or companies that seek to do business with CTH or are a competitor of it. This policy and disclosure form is intended to implement that prohibition on gifts.

- “Responsible Person” is any person serving as an officer, employee or a member of the CTH
- “Family Member” is a spouse, domestic partner, parent, child or spouse of a child, or a brother, sister, or spouse of a brother or sister, of a Responsible Person.
- “Contract or Transaction” is any agreement or relationship involving the sale or purchase of goods, services or rights of any kind, receipt of a loan or grant, or the establishment of any other pecuniary relationship. The making of a gift to CTH is not a “contract” or “transaction.”
- Prohibited gifts, gratuities and entertainment. Except as approved by the Board President or his designee or for gifts of a value less than \$50 which could not be refused without discourtesy, no Responsible Person or Family Member shall accept gifts, entertainment or other favors from any person or entity which:
 - a. Does or seeks to do business with CTH or,
 - b. Does or seeks to compete with CTH or,
 - c. Has received, is receiving, or is seeking to receive a Contract or Transaction with CTH.

Acknowledgement and Signature

I HERBY CONFIRM that I have read and understand CTH’s code of conduct and conflict of interest policy and that my responses to the above questions are complete and correct to the best of my information and belief. I agree that if I become aware of any information that might indicate that this disclosure is inaccurate or that I have not complied with this policy, I will notify the Board President or the Executive Director immediately.

Print Name

Signature

Date

Attachment B. Code of Conduct Policy

CTH and TX-500 CoC Board of Directors Code of Conduct

Close to Home (CTH) and its Board of Directors and employees must comply with all applicable laws and regulations. CTH will not condone the activities of employees who achieve results through violation of the law or unethical business dealings. This includes any payments for illegal acts, indirect contributions, rebates, and bribery. CTH does not permit any activity that fails to stand the closest possible public scrutiny.

All business conduct should be well above the minimum standards required by law, especially with regard to the United States Department of Housing and Urban Development (HUD) guidelines and regulations. Accordingly, board members and employees must ensure that their actions cannot be interpreted as being, in any way, in contravention of the laws and regulations governing CTH's operations.

Board Members and employees uncertain about the application or interpretation of any legal requirements should refer the matter to their supervisor, who, if necessary, should seek appropriate legal advice.

General Employee Conduct

CTH expects its board and employees to conduct themselves in a businesslike manner. Drinking, gambling, fighting, swearing, and similar unprofessional activities are strictly prohibited while on the job.

Board members and employees must not engage in sexual harassment or conduct themselves in a way that could be construed as such, for example, by using inappropriate language, keeping or posting inappropriate materials in their work area, or accessing inappropriate materials on their computer.

Board members and CTH employees must not discriminate against others based off race, color, national origin, sexual orientation, gender, age, ancestry, or any other legally protected class.

Conflicts of Interest

CTH expects that board members and employees will perform their duties conscientiously, honestly, and in accordance with the best interests of CTH.

Employees must not use their positions or the knowledge gained as a result of their positions for private or personal advantage. Regardless of the circumstances, if board

members or employees sense that a course of action they have pursued, or are presently pursuing, or are contemplating pursuing may involve them in a conflict of interest with their employer, they should immediately communicate all the facts to the Board President or their supervisor.

Outside Activities, Employment, and Directorships

All board members and employees share a serious responsibility for CTH's good public relations, especially at the community level. Their readiness to help with religious, charitable, educational, and civic activities brings credit to CTH and is encouraged.

Board members and employees must, however, avoid acquiring any business interest or participating in any other activity outside CTH that would, or would appear to:

- Create an excessive demand upon their time and attention, thus depriving CTH of their best efforts on the job.
- Create a conflict of interest – an obligation, interest, or distraction – that may interfere with the independent exercise of judgment in CTH's best interest.

Relationships with Clients and Suppliers

Board members and employees should avoid investing in or acquiring a financial interest for their own accounts in any business organization that has a contractual relationship with CTH or that provides goods or services, or both, to CTH if such investment or interest could influence or create the impression of influencing their decisions in the performance of their duties on behalf of CTH.

Gifts, Entertainment, and Favors

Board members and employees must not accept entertainment, gifts, or personal favors that could, in any way, influence, or appear to influence, business decisions in favor of any person or organization with whom or with which CTH has, or is likely to have, business dealings. Similarly, board members and employees must not accept any other preferential treatment under these circumstances because their positions with CTH might be inclined to, or be perceived to, place them under obligation to return the preferential treatment.

Kickbacks and Secret Commissions

Regarding CTH business activities, board members and employees may not receive payment or compensation of any kind, except as authorized under CTH's business and payroll policies. In particular, CTH strictly prohibits the acceptance of kickbacks and secret commissions from suppliers or others. Any breach of this rule will result in

immediate termination and prosecution to the fullest extent of the law.

CTH Funds and Other Assets

Board members and employees who have access to CTH funds in any form must follow the prescribed procedures for recording, handling, and protecting money as detailed in CTH's policies and procedures or other explanatory materials, or both. CTH imposes strict standards to prevent fraud and dishonesty. If employees become aware of any evidence of fraud and dishonesty, they should immediately advise their supervisor or seek appropriate legal guidance

so that CTH can promptly investigate further.

When a board member's or employee's position requires spending CTH funds or incurring any reimbursable personal expenses, that individual must use good judgment on CTH's behalf to ensure that good value is received for every expenditure.

CTH funds and all other assets of CTH are purposed for only and not for personal benefit. This includes the personal use of organizational assets, such as computers.

CTH Records and Communications

Accurate and reliable records of many kinds are necessary to meet CTH's legal and financial obligations and to manage the affairs of CTH. CTH books and records must reflect in an accurate and timely manner all business transactions. The employees responsible for accounting and recordkeeping must fully disclose and record all assets, liabilities, or both, and must exercise diligence in enforcing these requirements.

Board members and employees must not make or engage in any false record or communication of any kind, whether internal or external, including but not limited to:

- False expense, attendance, production, financial, or similar reports and statements.
- False advertising, deceptive marketing practices, or other misleading representations.

Dealing with Outside People and Organizations

Board members and employees must take care to separate their personal roles from their CTH positions when communicating on matters not involving CTH business. Board members and employees must not use CTH identification, stationery, supplies, and equipment for personal or political matters.

When communicating publicly on matters that involve CTH business, board members

and employees must not presume to speak for CTH on any topic, unless they are certain that the views they express are those of CTH, and it is CTH's desire that such views be publicly disseminated.

When dealing with anyone outside CTH, including public officials, board members and employees must take care not to compromise the integrity or damage the reputation of either CTH, or any outside individual, business, or government body.

Prompt Communications

In all matters relevant to customers, suppliers, government authorities, the public and others in CTH, all board members and employees must make every effort to achieve complete, accurate, and timely communications – responding promptly and courteously to all proper requests for information and to all complaints.

Privacy and Confidentiality

When handling financial and personal information about customers or others with whom CTH has dealings, observe the following principles:

- Collect, use, and retain only the personal information necessary for CTH business. Whenever possible, obtain any relevant information directly from the person concerned. Use only reputable and reliable sources to supplement this information.
- Retain information only for as long as necessary or as required by law. Protect the physical security of this information.
- Limit internal access to personal information to those with a legitimate business reason for seeking that information. Use only personal information for the purposes for which it was originally obtained. Obtain the consent of the person concerned before externally disclosing any personal information, unless legal process or contractual obligation provides otherwise.

Attachment C. Governance Workflow Policy & Procedures

CoC Governance Alliance Workflow

Objective: To provide a structured framework for making decisions about governance business within the Alliance to House Everyone. Governance business items include any local policies, procedures, activities listed in the Governance Charter, strategic plans, and any systematic change pertaining to the local Homeless Response System.

1. Initiation:

- Business items originate from

- the Homeless Strategic Plan;
- the Homeless Management Information System Strategic Plan;
- Federal Strategic Plans and Regulations;
- Coordinated Community Plan (WE SAY);
- CoC Board of Directors
- Item for Committee Consideration Submissions; or
- Governance Charter.
- Initiation of Assignment
 - The Homeless Strategic Plan Advisory Board (HSPAB) identifies and assigns priorities and identified outcomes from all strategic plans to designated parent committees based on those priorities and the advisory committee objectives.
 - Priorities from the HMIS Strategic Plan are assigned to the HMIS and Data Advisory Committee by the CoC Board of Directors.
 - Alliance Advisory Board oversees monitoring and all Alliance Partners for the Homeless Response System
 - Lived Expertise Advisory Boards advise on any identified gaps and direction for all business items applicable

2. Assignment:

- Committee Level Preparation from Assignment
 - Business items are placed on an advisory committee's agenda based on assignment from the Homeless Strategic Plan Advisory Board, CoC Board of Directors, or Items for Committee consideration forms based on relation to the committee's objective.
 - There are three advisory committees that advisory boards, CoC Board, or IFCCs can assign or direct business items to: Homeless Response System Advisory Committee, HMIS & Data Advisory Committee, Alliance Communications Advisory Committee. Agendas are drafted between the Close to Home leads, Chairs, and HMIS Leads.
- Subcommittee Level Preparation from Assignment
 - Business items are placed on a subcommittee's agenda based off assignment from a parent committee based off the subcommittee's scope of work. Subcommittees and their activities are outlined in the CoC Governance Charter.
 - Ad-hoc or subcommittees are created if necessary by Chairs from advisory committee.

- Subcommittees prioritize work based off timelines given from their proper parent committee.

3. **Planning & Implementation:**

- Initiate Planning & Implementation after assignment
 - Subcommittees or committee consider and prioritize business based off timelines.
 - P&I Template is shared with the proper subcommittee or committee shared by CTH team.
- Planning & Implementation Approach
 - Subcommittees or committees follow the problem-solving approach via the Planning & Implementation Template provided by CTH for each business item assigned.
 - Objective & presenting issue identified by Subcommittee.
 - [Planning & Implementation Document linked here](#)
- Define Root Issue
 - Clearly identify and articulate the presenting problem.
 - Analyze underlying causes to ensure accurate problem identification.
- Draft Options Considered
 - The subcommittee or committee assigned to the priority will provide details on two options, their pros/cons and the rational for the preferred option.
- Feedback Loop
 - Data Integrity Subcommittee provides feedback on and drafts data definitions and baseline thresholds if applicable.
 - Information Systems Support Subcommittee assesses feasibility and offers feedback on functionality if applicable.
 - Gather feedback from LEAB-YAB on their perspective and experiences as it relates to the priority.
 - Gather feedback from any identified key partners who would be involved or affected by the implementation and review the business for them to identify barriers and gaps.
- Implementation Planning
 - Develop and build key deliverables and milestones with deadlines and resources needed
 - Develop a training plan with target audience, format, and timeline.

- Develop a communication strategy with key messages, channels, and key partner engagement. The Alliance Communications Advisory Committee is consulted and given instructions to build a communication plan when necessary
- Develop a monitoring plan with KPIs, metrics, roles, (based off feedback from DIS) and responsibilities for first 60 days prior to going to performance subcommittee and post
- Anticipated Timeline
 - Develop proposed launch date with key milestones toward that date
- Barriers & Risks
 - Subcommittee plans for and discusses any potential barriers or risks for the chosen option and plan for any unforeseen circumstances within their priority solution.
- Drafted Summary of Planning & Implementation
 - Type up a summary for the entire business item proposal onto the planning and implementation document
- Gather all attachments and supporting documentation
- Proposal ready for Advisory Committee vote
 - Once the entire Planning and Implementation Document has been filled out it is ready for Committee level full review and approval

4. Approval:

- Procedure Approval By Advisory Committee
 - Advisory Committee approves all Planning & Implementation proposals made by subcommittees once they are fully complete.
 - If the proposal affects a procedure it can move forward to begin implementation once approved by the committee.
- Policy Approval & Recommendation to CoC Board of Directors
 - If the proposal affects a policy it must move on to the CoC Board of Directors for approval before implementation and be brought in the policy format with redline edits.
- Approval by CoC Board of Directors
 - Approves or disapproves of policies recommended by committees
 - Are briefed on procedural changes, other progress, implementation, and monitoring

Type	Subcommittee	Parent Committee	Advisory Board	Alliance	Board of Directors
Policy	Proposes to Parent Committee	Recommends to BOD	Recommends to BOD	N/A	Approves
Procedure	Proposes to Parent Committee	Approves	Refers to a Parent Committee	N/A	N/A
Community Standard	Proposes to Parent Committee	Recommends to BOD	Recommends to BOD	N/A	Approves
Data Quality Plans	Proposes to Parent Committee	Recommends to BOD	Recommends to BOD	N/A	Approves
Strategic Plan	Proposes to Parent Committee	Recommends to BOD	Prioritizes	Recommends	Approves

5. Implementation Launch:

- Once approved by proper parties the launch of the implementation plan can begin.
- Any drafted definitions from the Planning and Implementation document will be brought to HMIS & Data Advisory Committee for approval.
- CTH Data Analyst will submit any HMIS tickets on behalf of the Alliance labeled “CoC Governance approved Item Request” and updates the Information System Support Subcommittee.
- Every step of the implementation plan can begin.
- Communications and training strategy can be launched.
- Approved Policy or Procedure updated in server and Close to Home website.

6. Post Launch Monitor:

- The appropriate subcommittee who planning the priority monitors after 60 days of launch to ensure it does not need to get sent to planning again. If anything does not go to plan according to the Planning & Implementation document, it goes back up to the assignment to the subcommittee to work through again.
- Item gets assigned to the Performance Subcommittee, and they include the item on all proper reports (Quarterly reporting, etc.)
- Performance Subcommittee monitors trends, patterns, and barriers – provides information to the proper governing body if a metric or workflow issue arises

7. Archive:

- Once the item demonstrates expected performance, the item is functioning as intended, and there are no outstanding issues the performance subcommittee can recommend archiving.

- HMIS & Data Advisory Committee approves or denies archiving.
- Once the item is approved for archiving by the HMIS & Data Advisory Committee the Close to Home team will notify the originating governing body and follow internal archiving procedures.