
Title: 3.9 Policies & Procedures for Requesting Letters of Support

Prepared By: CAFTH

Reviewed By: Governing Council

Approved By: Governing Council

Date Reviewed: March 8th, 2023

Purpose:

This policy outlines the guidelines that the Consortium will use regarding providing Letters of Support for new and existing projects that provide services to individuals or families experiencing homelessness or housing insecurity in Memphis and Shelby County.

Each year, the Consortium receives numerous requests for letters of support from agencies that are applying for new or renewal projects to provide services to people experiencing homelessness in Memphis and Shelby County. The Consortium is establishing this policy for providing a letter of support to ensure it has the necessary information about the agency and project to evaluate whether the project meets the objectives of the Memphis/Shelby County Continuum of Care. Additionally, such guidelines ensure that the Consortium has an appropriate amount of time to compose an effective letter of support for the proposed project.

Policy:

As the CoC Lead Agency, Community Alliance for the Homeless has been authorized by the Memphis/Shelby County Homeless Consortium to carry out the following:

- Receive requests for letters of support
- Review and evaluate submitted materials with requests for letters of support
- Compose and sign the letter of support on behalf of the Consortium/CoC

Procedure to Request a Letter of Support:

The agency Executive Director, Program Director, or equivalent staff must send their request for a letter of support via email to the current CoC Planning Director (email listed at www.cafth.org) with all necessary materials at least **10 business days** prior to the date that they need the letter.

The email requesting the letter of support must include the following:

- A completed PDF copy of the Letter of Support request form (attached to policy)
- The contact information for the person who should be contacted about the project or requested letter of support.

If the request is approved, CAFTH will provide the letter of support by the deadline indicated in the original request.

Grounds for Denial:

CAFTH reserves the right to deny a request for a Letter of Support for the following reasons:

- The requesting agency is not a current member of the Memphis/Shelby County Homeless Consortium with dues paid for the current membership term
- The requesting agency has not been participating in the Consortium at the minimal level of being able to be considered a participating agency
- A previous letter of support was provided, and the project did not follow through on the commitment to fully participate in the CoC's Coordinated Entry process, Consortium collaboration and planning, and CoC project target initiatives
- The project is not a good fit for the overall CoC and/or does not align with the CoC, state, and/or federal priorities for effectively ending homelessness.
 - Examples: if the program has strict entry requirements or barriers, strict program participation requirements, or otherwise does not follow housing first philosophy

In the event that CAFTH feels the project is not a good fit for the CoC or does not align with the CoC, state, or federal priorities, CAFTH will contact the requesting agency for prior to making a final to decision to provide the opportunity for the agency to describe how the project will help effectively end homelessness in our community.