



CoC Policies & Procedures Toolkit

Name:	Written Policies & Procedures
Citation	24 CFR 578.103(a)
Brief Description	This requirement is part of the CoC federal regulations and describes how to properly document homeless status.

Full Description

- ***In general.*** The recipient and its subrecipients must establish and maintain standard operating procedures for ensuring that Continuum of Care program funds are used in accordance with the requirements of this part and must establish and maintain sufficient records to enable HUD to determine whether the recipient and its subrecipients are meeting the requirements of this part.

The following policies and procedures should be found in all Continuum of Care funded projects and will be reviewed annually by the Continuum of care Lead Agency- Community Alliance for the Homeless. The regulations that each agency are responsible for includes but are not limited to:

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Name:	Homeless Status Documentation
Citation	(24 CFR 578.103(a))
Brief Description	This requirement is part of the CoC federal regulations and describes how to properly document homeless status.

Full Description

- (24 CFR 578.103(a))-**Homeless status**. Acceptable evidence of the homeless as status is set forth in [24 CFR 576.500\(b\)](#).
- [24 CFR 576.500\(b\)](#)- **Homeless status**. The recipient must maintain and follow written intake procedures to ensure compliance with the homeless definition in [§ 576.2](#). The procedures must require documentation at intake of the evidence relied upon to establish and verify homeless status. The procedures must establish the order of priority for obtaining evidence as third-party documentation first, intake worker observations second, and certification from the person seeking assistance third. However, lack of third-party documentation must not prevent an individual or family from being immediately admitted to emergency shelter, receiving street outreach services, or being immediately admitted to shelter or receiving services provided by a victim service provider. Records contained in an HMIS or comparable database used by victim service or legal service providers are acceptable evidence of third-party documentation and intake worker observations if the HMIS retains an auditable history of all entries, including the person who entered the data, the date of entry, and the change made; and if the HMIS prevents overrides or changes of the dates on which entries are made.

(1) If the individual or family qualifies as homeless under paragraph (1)(i) or (ii) of the homeless definition in [§ 576.2](#), acceptable evidence includes a written observation by an outreach worker of the conditions where the individual or family was living, a written referral by another housing or service provider, or a certification by the individual or head of household seeking assistance.

(2) If the individual qualifies as homeless under paragraph (1)(iii) of the homeless definition in [§ 576.2](#), because he or she resided in an emergency shelter or place not meant for human habitation and is exiting an institution where he or she resided for 90 days or less, acceptable evidence includes the evidence described in [paragraph \(b\)\(1\)](#) of this section and one of the following:

 - (i) Discharge paperwork or a written or oral referral from a social worker, case manager, or other appropriate official of the institution, stating the beginning and end dates of the time residing in the institution. All oral statements must be recorded by the intake worker; or
 - (ii) Where the evidence in [paragraph \(b\)\(2\)\(i\)](#) of this section is not obtainable, a written record of the intake worker's due diligence in attempting to obtain the

evidence described in paragraph (b)(2)(i) and a certification by the individual seeking assistance that states he or she is exiting or has just exited an institution where he or she resided for 90 days or less.

(3) If the individual or family qualifies as homeless under paragraph (2) of the homeless definition in [§ 576.2](#), because the individual or family will imminently lose their housing, the evidence must include:

(i)

(A) A court order resulting from an eviction action that requires the individual or family to leave their residence within 14 days after the date of their application for homeless assistance; or the equivalent notice under applicable state law, a Notice to Quit, or a Notice to Terminate issued under state law;

(B) For individuals and families whose primary nighttime residence is a hotel or motel room not paid for by charitable organizations or federal, state, or local government programs for low-income individuals, evidence that the individual or family lacks the resources necessary to reside there for more than 14 days after the date of application for homeless assistance; or

(C) An oral statement by the individual or head of household that the owner or renter of the housing in which they currently reside will not allow them to stay for more than 14 days after the date of application for homeless assistance. The intake worker must record the statement and certify that it was found credible. To be found credible, the oral statement must either: (I) be verified by the owner or renter of the housing in which the individual or family resides at the time of application for homeless assistance and documented by a written certification by the owner or renter or by the intake worker's recording of the owner or renter's oral statement; or (II) if the intake worker is unable to contact the owner or renter, be documented by a written certification by the intake worker of his or her due diligence in attempting to obtain the owner or renter's verification and the written certification by the individual or head of household seeking assistance that his or her statement was true and complete;

(ii) Certification by the individual or head of household that no subsequent residence has been identified; and

(iii) Certification or other written documentation that the individual or family lacks the resources and support networks needed to obtain other permanent housing.

(4) If the individual or family qualifies as homeless under paragraph (3) of the homeless definition in [§ 576.2](#), because the individual or family does not otherwise qualify as homeless under the homeless definition but is an unaccompanied youth under 25 years of age, or homeless family with one or more children or youth, and is defined as homeless under another Federal statute or section 725(2) of the McKinney-Vento Homeless Assistance Act ([42 U.S.C. 11434a\(2\)](#)), the evidence must include:

(i) For paragraph (3)(i) of the homeless definition in [§ 576.2](#), certification of homeless status by the local private nonprofit organization or state or local

governmental entity responsible for administering assistance under the Runaway and Homeless Youth Act ([42 U.S.C. 5701 et seq.](#)), the Head Start Act ([42 U.S.C. 9831 et seq.](#)), subtitle N of the Violence Against Women Act of 1994 ([42 U.S.C. 14043e et seq.](#)), section 330 of the Public Health Service Act ([42 U.S.C. 254b](#)), the Food and Nutrition Act of 2008 ([7 U.S.C. 2011 et seq.](#)), section 17 of the Child Nutrition Act of 1966 ([42 U.S.C. 1786](#)), or subtitle B of title VII of the McKinney-Vento Homeless Assistance Act ([42 U.S.C. 11431 et seq.](#)), as applicable;

(ii) For paragraph (3)(ii) of the homeless definition in [§ 576.2](#), referral by a housing or service provider, written observation by an outreach worker, or certification by the homeless individual or head of household seeking assistance;

(iii) For paragraph (3)(iii) of the homeless definition in [§ 576.2](#), certification by the individual or head of household and any available supporting documentation that the individual or family moved two or more times during the 60-day period immediately preceding the date of application for homeless assistance, including: recorded statements or records obtained from each owner or renter of housing, provider of shelter or housing, or social worker, case worker, or other appropriate official of a hospital or institution in which the individual or family resided; or, where these statements or records are unobtainable, a written record of the intake worker's due diligence in attempting to obtain these statements or records. Where a move was due to the individual or family fleeing domestic violence, dating violence, sexual assault, or stalking, then the intake worker may alternatively obtain a written certification from the individual or head of household seeking assistance that they were fleeing that situation and that they resided at that address; and

(iv) For paragraph (3)(iv) of the homeless definition in [§ 576.2](#), written diagnosis from a professional who is licensed by the state to diagnose and treat that condition (or intake staff-recorded observation of disability that within 45 days of date of the application for assistance is confirmed by a professional who is licensed by the state to diagnose and treat that condition); employment records; department of corrections records; literacy, English proficiency tests; or other reasonable documentation of the conditions required under paragraph (3)(iv) of the homeless definition.

(5) If the individual or family qualifies under paragraph (4) of the homeless definition in [§ 576.2](#), because the individual or family is fleeing domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions related to violence, then acceptable evidence includes an oral statement by the individual or head of household seeking assistance that they are fleeing that situation, that no subsequent residence has been identified and that they lack the resources or support networks, e.g., family, friends, faith-based or other social networks, needed to obtain other housing. If the individual or family is receiving shelter or services provided by a victim service provider, the oral statement must be documented by either a certification by the individual or head of household; or a certification by the intake worker. Otherwise, the oral statement that the individual or head of household seeking assistance has not identified a subsequent residence and lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, needed to obtain housing must be documented by a certification by the individual or head of household that the oral statement is true and

complete, and, where the safety of the individual or family would not be jeopardized, the domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening condition must be verified by a written observation by the intake worker or a written referral by a housing or service provider, social worker, legal assistance provider, health-care provider, law enforcement agency, legal assistance provider, pastoral counselor, or any other organization from whom the individual or head of household has sought assistance for domestic violence, dating violence, sexual assault, or stalking. The written referral or observation need only include the minimum amount of information necessary to document that the individual or family is fleeing, or attempting to flee domestic violence, dating violence, sexual assault, and stalking.

(c) **At risk of homelessness status.** For each individual or family who receives Emergency Solutions Grant (ESG) homelessness prevention assistance, the records must include the evidence relied upon to establish and verify the individual or family's "at risk of homelessness" status. This evidence must include an intake and certification form that meets HUD specifications and is completed by the recipient or subrecipient. The evidence must also include:

(1) If the program participant meets the criteria under paragraph (1) of the "at risk of homelessness" definition in [§ 576.2](#):

(i) The documentation specified under this section for determining annual income;

(ii) The program participant's certification on a form specified by HUD that the program participant has insufficient financial resources and support networks; e.g., family, friends, faith-based or other social networks, immediately available to attain housing stability and meets one or more of the conditions under paragraph (1)(iii) of the definition of "at risk of homelessness" in [§ 576.2](#);

(iii) The most reliable evidence available to show that the program participant does not have sufficient resources or support networks; e.g., family, friends, faith-based or other social networks, immediately available to prevent them from moving to an emergency shelter or another place described in paragraph (1) of the "homeless" definition. Acceptable evidence includes:

(A) Source documents (e.g., notice of termination from employment, unemployment compensation statement, bank statement, health-care bill showing arrears, utility bill showing arrears);

(B) To the extent that source documents are unobtainable, a written statement by the relevant third party (e.g., former employer, public administrator, relative) or the written certification by the recipient's or subrecipient's intake staff of the oral verification by the relevant third party that the applicant meets one or both of the criteria under paragraph (1)(ii) of the definition of "at risk of homelessness" in [§ 576.2](#); or

(C) To the extent that source documents and third-party verification are unobtainable, a written statement by the recipient's or subrecipient's intake staff describing the efforts taken to obtain the required evidence; and

(iv) The most reliable evidence available to show that the program participant meets one or more of the conditions under paragraph (1)(iii) of the definition of “at risk of homelessness” in [§ 576.2](#). Acceptable evidence includes:

(A) Source documents that evidence one or more of the conditions under paragraph (1)(iii) of the definition (e.g., eviction notice, notice of termination from employment, bank statement);

(B) To the extent that source documents are unobtainable, a written statement by the relevant third party (e.g., former employer, owner, primary leaseholder, public administrator, hotel or motel manager) or the written certification by the recipient's or subrecipient's intake staff of the oral verification by the relevant third party that the applicant meets one or more of the criteria under paragraph (1)(iii) of the definition of “at risk of homelessness”; or

(C) To the extent that source documents and third-party verification are unobtainable, a written statement by the recipient's or subrecipient's intake staff that the staff person has visited the applicant's residence and determined that the applicant meets one or more of the criteria under paragraph (1)(iii) of the definition or, if a visit is not practicable or relevant to the determination, a written statement by the recipient's or subrecipient's intake staff describing the efforts taken to obtain the required evidence; or

(2) If the program participant meets the criteria under paragraph (2) or

(3) of the “at risk of homelessness” definition in [§ 576.2](#), certification of the child or youth's homeless status by the agency or organization responsible for administering assistance under the Runaway and Homeless Youth Act ([42 U.S.C. 5701 et seq.](#)), the Head Start Act ([42 U.S.C. 9831 et seq.](#)), subtitle N of the Violence Against Women Act of 1994 ([42 U.S.C. 14043e et seq.](#)), section 330 of the Public Health Service Act ([42 U.S.C. 254b](#)), the Food and Nutrition Act of 2008 ([7 U.S.C. 2011 et seq.](#)), section 17 of the Child Nutrition Act of 1966 ([42 U.S.C. 1786](#)) or subtitle B of title VII of the McKinney-Vento Homeless Assistance Act ([42 U.S.C. 11431 et seq.](#)), as applicable.

(4) **Chronically homeless status.** The recipient must maintain and follow written intake procedures to ensure compliance with the chronically homeless definition in [§ 578.3](#). The procedures must require documentation at intake of the evidence relied upon to establish and verify chronically homeless status. The procedures must establish the order of priority for obtaining evidence as third-party documentation first, intake worker observations second, and certification from the person seeking assistance third. Records contained in an HMIS, or comparable database used by victim service or legal service providers, are acceptable evidence of third-party documentation and intake worker observations if the HMIS, or comparable database, retains an auditable history of all entries, including the person who entered the data, the date of entry, and the change made, and if the HMIS prevents overrides or changes of the dates on which entries are made.

(i) For paragraph (1) of the “Chronically homeless” definition in [§ 578.3](#), evidence that the individual is a “homeless individual with a disability” as defined in section 401(9) of the McKinney-Vento Homeless Assistance Act ([42 U.S.C. 11360\(9\)](#))

must include:

(A) Evidence of homeless status as set forth in [paragraph \(a\)\(3\)](#) of this section; and

(B) Evidence of a disability. In addition to the documentation required under [paragraph \(a\)\(4\)\(i\)\(A\)](#) of this section, the procedures must require documentation at intake of the evidence relied upon to establish and verify the disability of the person applying for homeless assistance. The recipient must keep these records for 5 years after the end of the grant term. Acceptable evidence of the disability includes:

(1) Written verification of the disability from a professional licensed by the state to diagnose and treat the disability and his or her certification that the disability is expected to be long-continuing or of indefinite duration and substantially impedes the individual's ability to live independently;

(2) Written verification from the Social Security Administration;

(3) The receipt of a disability check (e.g., Social Security Disability Insurance check or Veteran Disability Compensation);

(4) Intake staff-recorded observation of disability that, no later than 45 days from the application for assistance, is confirmed and accompanied by evidence in [paragraph \(a\)\(4\)\(i\)\(B\)\(1\)](#), [\(2\)](#), [\(3\)](#), or [\(5\)](#) of this section; or

(5) Other documentation approved by HUD.

(ii) For paragraph (1)(i) of the “Chronically homeless” definition in [§ 578.3](#), evidence that the individual lives in a place not meant for human habitation, a safe haven, or an emergency shelter, which includes:

(A) An HMIS record or record from a comparable database;

(B) A written observation by an outreach worker of the conditions where the individual was living;

(C) A written referral by another housing or service provider; or

(D) Where evidence in [paragraphs \(a\)\(4\)\(ii\)\(A\)](#) through [\(C\)](#) of this section cannot be obtained, a certification by the individual seeking assistance, which must be accompanied by the intake worker's documentation of the living situation of the individual or family seeking assistance and the steps taken to obtain evidence in [paragraphs \(a\)\(4\)\(ii\)\(A\)](#) through [\(C\)](#).

(iii) For paragraph (1)(ii) of the “Chronically homeless” definition in [§ 578.3](#), evidence must include a combination of the evidence described in [paragraphs \(a\)\(4\)\(ii\)\(A\)](#) through [\(D\)](#) of this section, subject to the following conditions:

(A) Third-party documentation of a single encounter with a homeless service provider on a single day within 1 month is sufficient to consider an individual as

homeless and living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter for the entire calendar month (e.g., an encounter on May 5, 2015, counts for May 1—May 31, 2015), unless there is evidence that there have been at least 7 consecutive nights not living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter during that month (e.g., evidence in HMIS of a stay in transitional housing);

(B) Each break in homelessness of at least 7 consecutive nights not living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter between separate occasions must be documented with the evidence described in [paragraphs \(a\)\(4\)\(ii\)\(A\)](#) through [\(D\)](#) of this section;

(C) Evidence of stays in institutional care facilities fewer than 90 days included in the total of at least 12 months of living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter must include the evidence in [paragraphs \(a\)\(4\)\(iv\)\(A\)](#) through [\(B\)](#) of this section and evidence described in [paragraphs \(a\)\(4\)\(ii\)\(A\)](#) through [\(D\)](#) of this section that the individual was living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter immediately prior to entering the institutional care facility; and

(D) For at least 75 percent of the chronically homeless individuals and families assisted by a recipient in a project during an operating year, no more than 3 months of living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter may be documented using the evidence in [paragraph \(a\)\(4\)\(ii\)\(D\)](#) of this section for each assisted chronically homeless individual or family. This limitation does not apply to documentation of breaks in homelessness between separate occasions, which may be documented entirely based on a self-report by the individual seeking assistance.

(iv) If an individual qualifies as chronically homeless under paragraph (2) of the “Chronically homeless” definition in [§ 578.3](#) because he or she has been residing in an institutional care facility for fewer than 90 days and met all of the criteria in paragraph (1) of the definition, before entering that facility, evidence must include the following:

(A) Discharge paperwork or a written or oral referral from a social worker, case manager, or other appropriate official of the institutional care facility stating the beginning and end dates of the time residing in the institutional care facility. All oral statements must be recorded by the intake worker; or

(B) Where the evidence in [paragraph \(a\)\(4\)\(iv\)\(A\)](#) of this section is not obtainable, a written record of the intake worker's due diligence in attempting to obtain the evidence described in paragraph (a)(4)(iv)(A) and a certification by the individual seeking assistance that states that he or she is exiting or has just exited an institutional care facility where he or she resided for fewer than 90 days; and

(C) Evidence as set forth in [paragraphs \(a\)\(4\)\(i\)](#) through [\(iii\)](#) of this section that the individual met the criteria in paragraph (1) of the definition for “Chronically homeless” in [§ 578.3](#), immediately prior to entry into the institutional care facility.

(v) If a family qualifies as chronically homeless under paragraph (3) of the “Chronically homeless” definition in [§ 578.3](#), evidence must include the evidence as set forth in [paragraphs \(a\)\(4\)\(i\) through \(iv\)](#) of this section that the adult head of household (or if there is no adult in the family, a minor head of household) met all of the criteria in paragraph (1) or (2) of the definition.

(5) ***At risk of homelessness status.*** For those recipients and subrecipients that serve persons at risk of homelessness, the recipient or subrecipient must keep records that establish “at risk of homelessness” status of each individual or family who receives Continuum of Care homelessness prevention assistance. Acceptable evidence is found in [24 CFR 576.500\(c\)](#).

Name:	Income Documentation
Citation	(24 CFR 578.103(a)(7))
Brief Description	This requirement is part of the CoC federal regulations and describes how to properly verify and document income.

Full Description

- **Annual income.** For each program participant who receives housing assistance where rent or an occupancy charge is paid by the program participant, the recipient or subrecipient must keep the following documentation of annual income:
 - (i) Income evaluation form specified by HUD and completed by the recipient or subrecipient; and
 - (ii) Source documents (e.g., most recent wage statement, unemployment compensation statement, public benefits statement, bank statement) for the assets held by the program participant and income received before the date of the evaluation;
 - (iii) To the extent that source documents are unobtainable, a written statement by the relevant third party (e.g., employer, government benefits administrator) or the written certification by the recipient or subrecipient's intake staff of the oral verification by the relevant third party of the income the program participant received over the most recent period; or
 - (iv) To the extent that source documents and third-party verification are unobtainable, the written certification by the program participant of the amount of income that the program participant is reasonably expected to receive over the 3-month period following the evaluation.

Name:	Program Participants Records
Citation	(24 CFR 578.103(a)(8))
Brief Description	This requirement is part of the CoC federal regulations and describes what records need to be kept on each client.

Full Description

- Program participant records.*** In addition to evidence of “homeless” status or “at-risk-of-homelessness” status, as applicable, the recipient or subrecipient must keep records for each program participant that document:
 - (i) The services and assistance provided to that program participant, including evidence that the recipient or subrecipient has conducted an annual assessment of services for those program participants that remain in the program for more than a year and adjusted the service package accordingly, and including case management services as provided in [§ 578.37\(a\)\(1\)\(ii\)\(F\)](#); and
 - (ii) Where applicable, compliance with the termination of assistance requirement in [§ 578.91](#).

Name:	Housing Standards
Citation	(24 CFR 578.103(a)(9))
Brief Description	This requirement is part of the CoC federal regulations and describes the housing standards each unit paid for with HUD funds must meet. All units must use the Housing Quality Standards (HQS) form.

Full Description

- (24 CFR 578.103(a)(9)) **Housing standards.** The recipient or subrecipient must retain documentation of compliance with the housing standards in [§ 578.75\(b\)](#), including inspection reports.
- ([24 CFR 578.75\(b\)](#)) **Housing standards.** Housing leased with Continuum of Care program funds, or for which rental assistance payments are made with Continuum of Care program funds, must meet the applicable standards under [24 CFR 5.703](#), except that the carbon monoxide detection requirement at [24 CFR 5.703\(b\)\(2\)](#) and [\(d\)\(6\)](#) shall not apply. For housing that is occupied by program participants receiving tenant-based rental assistance, [24 CFR part 35, subparts A, B, M, and R](#) apply. For housing rehabilitated with funds under this part, the lead-based paint requirements in [24 CFR part 35, subparts A, B, J, and R](#) apply. For housing that receives project-based or sponsor-based rental assistance, [24 CFR part 35, subparts A, B, H, and R](#) apply. For residential property for which funds under this part are used for acquisition, leasing, services, or operating costs, [24 CFR part 35, subparts A, B, K, and R](#) apply. Additionally, for tenant-based rental assistance, for leasing of individual units, and for sponsor based rental assistance where not all units in a structure are or will be assisted, the standards apply only to the unit itself, and to the means of ingress and egress from the unit to the public way and to the building's common areas.
 - (1) Before any assistance will be provided on behalf of a program participant, the recipient, or subrecipient, must physically inspect each unit to assure that the unit meets [24 CFR 5.703](#). Assistance will not be provided for units that fail to meet [24 CFR 5.703](#), unless the owner corrects any deficiencies within 30 days from the date of the initial inspection and the recipient or subrecipient verifies that all deficiencies have been corrected.
 - (2) Recipients or subrecipients must inspect all units at least annually during the grant period to ensure that the units continue to meet [24 CFR 5.703](#).
 - (3) The requirements in [24 CFR 5.705](#) through [5.713](#) do not apply.

Name:	Services Provided
Citation	(24 CFR 578.103(a)(10))
Brief Description	This requirement is part of the CoC federal regulations and ensures that agencies will disclose all the services available to clients participating in their program.

Full Description

- **Services provided.** The recipient or subrecipient must document the types of supportive services provided under the recipient's program and the amounts spent on those services. The recipient or subrecipient must keep record that these records were reviewed at least annually and that the service package offered to program participants was adjusted as necessary.

Name:	Intake/Screening Procedures
Citation	(24 CFR 576.500(b))
Brief Description	This requirement is part of the CoC federal regulations and ensures that agencies will disclose the intake and screening procedures to ensure all clients are eligible and have proper documentation.

Full Description

- 24 CFR 578.103(a)(3)- **Homeless status**- Acceptable evidence of the homeless as status is set forth in [24 CFR 576.500\(b\)](#).
- 24 CFR 576.500(b)- **Homeless status**-The recipient must maintain and follow written intake procedures to ensure compliance with the homeless definition in [§ 576.2](#). The procedures must require documentation at intake of the evidence relied upon to establish and verify homeless status. The procedures must establish the order of priority for obtaining evidence as third-party documentation first, intake worker observations second, and certification from the person seeking assistance third.

Name:	Termination Procedures
Citation	(24 CFR 578.91)
Brief Description	This requirement is part of the CoC federal regulations and ensures that agencies will disclose the termination process to clients upon entry into the program and they offer due process throughout the termination process. Clients should receive a termination policy and have a signed copy acknowledging receipt in their file.

Full Description

- **Termination of assistance.** The recipient or subrecipient may terminate assistance to a program participant who violates program requirements or conditions of occupancy. Termination under this section does not bar the recipient or subrecipient from providing further assistance at a later date to the same individual or family.

(b) **Due process.** In terminating assistance to a program participant, the recipient or subrecipient must provide a formal process that recognizes the rights of individuals receiving assistance under the due process of law. This process, at a minimum, must consist of:

- (1) Providing the program participant with a written copy of the program rules and the termination process before the participant begins to receive assistance;
- (2) Written notice to the program participant containing a clear statement of the reasons for termination;
- (3) A review of the decision, in which the program participant is given the opportunity to present written or oral objections before a person other than the person (or a subordinate of that person) who made or approved the termination decision; and
- (4) Prompt written notice of the final decision to the program participant.

(c) **Hard-to-house populations.** Recipients and subrecipients that are providing permanent supportive housing for hard-to-house populations of homeless persons must exercise judgment and examine all extenuating circumstances in determining when violations are serious enough to warrant termination so that a program participant's assistance is terminated only in the most severe cases.

Name:	Grievance Policy
Citation	Lead Agency requirement
Brief Description	This requirement is part of the local Memphis/Shelby County CoC lead agency and requires all agencies to have a grievance process in place to ensure clients have a way of voicing concerns about the program or staff.

Full Description

- An example of a grievance policy can be found in the Memphis/Shelby County CoC bylaws under [3.5 Grievance Policy](#) and the associated [Grievance Form](#). This policy refers to grievances submitted to the CoC against agencies, but each agency should also have their own version.

Name:	Privacy/Confidentiality Policy
Citation	(24 CFR 578.103(b))
Brief Description	This requirement is part of the CoC federal regulations and describes the privacy and confidentiality each client is entitled to.

Full Description

- **Confidentiality.** In addition to meeting the specific confidentiality and security requirements for HMIS data, the recipient and its subrecipients must develop and implement written procedures to ensure:
 - (1) All records containing protected identifying information of any individual or family who applies for and/or receives Continuum of Care assistance will be kept secure and confidential;
 - (2) The address or location of any family violence project assisted with Continuum of Care funds will not be made public, except with written authorization of the person responsible for the operation of the project; and
 - (3) The address or location of any housing of a program participant will not be made public, except as provided under a pre existing privacy policy of the recipient or subrecipient and consistent with State and local laws regarding privacy and obligations of confidentiality;

Name:	Non-Discrimination Policy aligned with CoC Bylaws
Citation	Local requirement (Bylaw 3.3 Housing First Policy) & (24 CFR 578.93(a))
Brief Description	This requirement is part of the local Memphis/Shelby County CoC bylaws and the CoC federal regulations. All projects must have clearly visible language about non-discrimination, fair housing and equal access.

Full Description

- The Non-discrimination policy can be found in the Memphis/Shelby County CoC bylaws under [3.1.5 CoC Non-discrimination Policy](#).
- 24 CFR 578.93(a)-***Nondiscrimination and equal opportunity requirements***. The nondiscrimination and equal opportunity requirements set forth in [24 CFR 5.105\(a\)](#) are applicable.
- 24 CFR 5.105(a) ***Nondiscrimination and equal opportunity***. [24 CFR 5.105\(a\)](#)

(1) The Fair Housing Act ([42 U.S.C. 3601-19](#)) and implementing regulations at [24 CFR part 100](#) et seq.; Executive Order 11063, as amended by Executive Order 12259 ([3 CFR](#), 1959-1963 Comp., p. 652 and [3 CFR](#), 1980 Comp., p. 307) (Equal Opportunity in Housing Programs) and implementing regulations at [24 CFR part 107](#); title VI of the Civil Rights Act of 1964 ([42 U.S.C. 2000d-2000d-4](#)) (Nondiscrimination in Federally Assisted Programs) and implementing regulations at [24 CFR part 1](#); the Age Discrimination Act of 1975 ([42 U.S.C. 6101-6107](#)) and implementing regulations at [24 CFR part 146](#); section 504 of the Rehabilitation Act of 1973 ([29 U.S.C. 794](#)) and implementing regulations at [part 8 of this title](#); title II of the Americans with Disabilities Act, [42 U.S.C. 12101](#) et seq.; [24 CFR part 8](#); Executive Order 11246, as amended by Executive Orders 11375, 11478, 12086, and 12107 ([3 CFR](#), 1964-1965 Comp., p. 339; [3 CFR](#), 1966-1970 Comp., p. 684; [3 CFR](#), 1966-1970 Comp., p. 803; [3 CFR](#), 1978 Comp., p. 230; and [3 CFR](#), 1978 Comp., p. 264, respectively) (Equal Employment Opportunity Programs) and implementing regulations at [41 CFR chapter 60](#); Executive Order 11625, as amended by Executive Order 12007 ([3 CFR](#), 1971-1975 Comp., p. 616 and [3 CFR](#), 1977 Comp., p. 139) (Minority Business Enterprises); Executive Order 12432 ([3 CFR](#), 1983 Comp., p. 198) (Minority Business Enterprise Development); and Executive Order 12138, as amended by Executive Order 12608 ([3 CFR](#), 1977 Comp., p. 393 and [3 CFR](#), 1987 Comp., p. 245) (Women's Business Enterprise).

(2) ***Equal access to HUD-assisted or -insured housing***. A determination of eligibility for housing that is assisted by HUD or subject to a mortgage insured by HUD shall be made in accordance with the eligibility requirements provided

for such program by HUD, and such housing shall be made available without regard to actual or perceived sexual orientation, gender identity, or marital status.

- 24 CFR 578.93(c)-***Affirmatively furthering fair housing***. A recipient must implement its programs in a manner that affirmatively furthers fair housing, which means that the recipient must:
 - (1) Affirmatively market their housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, age, familial status, or handicap who are least likely to apply in the absence of special outreach, and maintain records of those marketing activities;
 - (2) Where a recipient encounters a condition or action that impedes fair housing choice for current or prospective program participants, provide such information to the jurisdiction that provided the certification of consistency with the Consolidated Plan; and
 - (3) Provide program participants with information on rights and remedies available under applicable federal, State and local fair housing and civil rights laws.

Name:	Housing First
Citation	Local requirement (Bylaw 3.3 Housing First Policy)
Brief Description	This requirement is part of the local Memphis/Shelby County CoC bylaws and requires all agencies to operate their program in alignment with housing first policies.

Full Description

The Housing First policy can be found in the Memphis/Shelby County CoC bylaws under [3.3 Housing First Policy](#). All projects will also sign a housing first acknowledgement to ensure they are aware of all housing first policies and how they impact their programs.

Best Practices when creating a policies and procedures manual

1. Have a really good table of contents with a structured hierarchy of sections
2. Make sure all policies are clearly labeled and match the table of contents
3. Include a brief acronyms and definitions section
4. Link all associated handbooks or relevant information referenced in the P&P
5. Attach blank copies of all forms referenced in the P&P as appendices
6. Make sure that policies and procedures are updated annually and provide staff training
7. Ensure clients clearly understand what they are signing and why
8. [Link to HUD CoC Program regulations](#)
9. [P& P Best Practices Guidelines](#)