



Blue Ridge Continuum of Care Operating Guidelines

ARTICLE I – ORGANIZATION

Section I – Name: The name of this group shall be the Blue Ridge Continuum of Care, hereafter referred to as the CoC.

Section II -- Service Area: The CoC will primarily provide services to the geographic areas of the Counties of Alleghany, Botetourt, Craig and Roanoke and the Cities of Covington, Roanoke and Salem.

Section III -- Address: The principal office of the CoC shall be at the office of The Human Services Coordinator for the City of Roanoke, unless changed by the CoC.

ARTICLE II – MISSION AND DESCRIPTION

Section I -- Mission: Our mission is to work to end the cycle of homelessness in the Blue Ridge CoC through interagency collaboration, effective allocation of resources, increased access to immediate services, and development of new strategies. Using shelters and the CHRC as a point of contact, we will identify the service and housing needs of people who are homeless or about to become homeless and create solutions needed to prevent homelessness and move people from homelessness to housing and self-sufficiency.

Section II -- Description: The CoC is the voluntary association that provides leadership, strategic planning services, advocacy and information for the Blue Ridge region’s homeless population.

The CoC coordinates a broad array of services that includes, but is not limited to:

- Needs Identification
- Prevention of Homelessness
- Emergency Shelter/Services
- Day Services
- Transitional Housing
- Support Services
- Educational Support Services (K-12)
- Permanent Supportive Housing for People with Disabilities
- Outreach/Engagement
- Employment
- Rapid Re-housing
- Mental Health/Substance Abuse
- Outcome/Performance Measures

The CoC agencies will provide these services through the acquisition of funding from local, state, federal and private sources. The CoC will monitor trends and service models and effectively collaborate with other agencies, local government, congregations, and other concerned organizations.

ARTICLE III – MEMBERSHIP

Section I – General Public: Meetings are open to the general public. Interested persons may attend and participate in discussion but will not have voting rights. Members of the general public may submit a written request for CoC Membership using the CoC Membership Application. The CoC membership application is posted on the City’s website at www.roanokeva.gov

Section II -- Membership: Members and individuals on this CoC represent and may include but are not limited to human services agencies, businesses, faith-based organizations, homeless persons and public agency representatives. The CoC approves Members and categorizes Membership as described below. These will be defined by the current Membership and updated in our bylaws as needed.

- A. **Associations:** human service agencies, businesses, faith-based organizations and public agencies are examples of associations.
- B. **Individuals:** any single person not related to an association within the last year.

Section III -- Representation and Voting: Consensus of the group as a whole is considered by this CoC to be the most useful and healthy means of making a decision. However, in the event that a consensus is not forthcoming the following voting regulations will be called upon:

- A. Members who have attended at least half of the previous six meetings may have 1 vote. New members may vote after attending 3 meetings following membership approval.
- B. Associations may designate a representative to attend a meeting in the absence of the official representative.

Section III – Attendance and Participation

- A. **Continuum of Care Grantees:** All Supportive Housing Program (SHP), Supportive Services Only (SSO), and Shelter Plus Care (S+C) grantees are required to actively participate on the CoC. Executive Directors or program decision makers may designate an agency representative. HUD CoC grantees must attend at least 75% of the previous twelve meetings in order to maintain funding or be included in the combined HUD application to receive new funding.
- B. **Other Agencies:** In order to fairly distribute the work on the CoC, each agency shall have at least one official representative actively participating on at least one working committee.
- C. **Individuals:** In order to fairly distribute the work on the CoC, all individual Members are expected to actively participate on one working committee.

- D. **Resignations:** Individuals and agencies may resign by providing written notice to the Chair of the CoC.

Section IV -- Meetings: The CoC shall meet monthly and as scheduled by the CoC as a whole. All meetings are held at a centrally located community site on the third Tuesday of each month at 9 a.m. as determined by the CoC. Special meetings of the Members may be called by a majority of the CoC.

A. **Quorum:**

1. **Regular Meetings:** In order for the CoC to take official action, a quorum of Members must be present. A majority of Members, 50% + 1, shall constitute a quorum. The act of the majority of the Members present shall be the act of the full Membership. The same shall hold true for email votes. Results of email votes along with comments will be shared with the full Membership.
2. **Special meetings,** not on the regular schedule, may be called by the Chair of the CoC for the purpose of voting or handling any official business of the CoC. A minimum of one week prior notice must be provided to CoC Members in writing. The constitution of a quorum is the same as above.

- B. **Minutes of Meetings:** Minutes shall be kept of every meeting and shall include, at a minimum, the date, time and place of the meeting, the names of all who are in attendance, the topics discussed, the decisions reached and actions taken, any reports made, and any other information as may be deemed necessary by the Chair. The City of Roanoke's Human Services Administrator will keep official copies of the minutes for a minimum of five years or as is standard for HUD documentation.

Section V – Conflict of Interest: No CoC Member of record shall vote on a matter for which s/he or his/her member organization has a vested interest. Members of the CoC and its Committees shall comply with federal, state and local laws.

- A. A conflict of interest occurs when a Member takes an action which results, or has the appearance of resulting, in personal, organizational or professional gain. No member of the CoC or its Committees shall knowingly take action to influence the CoC in such a way as to confer financial benefit on themselves, family members, spouse or partner, or organization in which the Member, family members, spouse or partner serves in an official capacity. Official capacity shall include service as an employee, owner, stockholder, director, board member, consultant, or officer who represents any such entity or organization which seeks to receive funding through the CoC process. Official capacity shall not include service solely as a volunteer (who does not serve as a board member or consultant) or recipient of services.
- B. After declaring a conflict of interest, Members and their designees may participate in the discussion. Other representatives of the agency who are not CoC Members or

designees are encouraged to participate in the discussion. The CoC Chair will be responsible for monitoring the disclosure of Members' conflicts of interest.

- C. In the event that a matter, which raises a potential conflict of interest, comes before the CoC or its Committees for consideration, recommendation and decision, the Member shall disclose the conflict of interest as soon as he or she becomes aware of it, and the disclosure shall be recorded in the minutes of the meeting. Members shall disclose potential conflicts of interest as soon as they become aware of them, and the disclosures shall be recorded in the minutes.

ARTICLE IV – CoC STRUCTURE

Section I -- Officers: The officers of the CoC shall consist of the Chair (appointed by the lead entity). The Vice Chair (elected by the CoC) will serve a two-year term. The Recorder will be provided by the lead entity.

Section II -- Duties of the Chair:

- A. Preside at all CoC meetings
- B. Make all committee appointments deemed necessary for the operation of the CoC
- C. Serve as a Member ex-officio of all committees
- D. Provide reports to the CoC as needed
- E. Execute all papers, documents, and instruments ordered to be executed by the CoC
- F. Coordinates the development of Continuum of Care statement to the U.S. Department of Housing & Urban Development (HUD) and to the community
- G. Perform all other such duties usually pertaining to the office of Chair and as determined by the CoC
- H. Publicly represent the CoC
- I. Call special meetings of the CoC

Section III -- Duties of the Vice Chair:

- A. Preside at meetings in the absence of the Chair and serve as otherwise needed in absence of the Chair
- B. Assist the Chair in making committee appointments deemed necessary for the operation of the CoC
- C. Provide reports to the CoC as needed
- D. Perform all other such duties usually pertaining to the office of Vice Chair as determined by the CoC

Section IV – Duties of the Recorder:

- A. Shall record minutes and attendance at all meetings of the Membership and ensure that the original is archived with current chair for the CoC.

Section V -- Resignation and Removal:

The Vice Chair or any standing committee Chair may resign by tendering a written notice to the CoC Chair. The Lead Agency may replace the Chair if circumstances warrant. The Vice Chair or standing committee chair may be removed by the CoC whenever, in the judgment of the CoC, the best interest of the group will be served thereby. A quorum of the CoC shall be required to remove the Vice Chair or standing committee chair.

ARTICLE V – COMMITTEES

Section I -- Standing Committees: The CoC may establish standing and ad hoc committees as the need arises. All standing and ad hoc committees shall consist of sufficient numbers to provide broad representation of the CoC as appropriate. Unless otherwise specified, all Committee Members shall be appointed for a term of one year. The CoC shall specify the duties of the Committee.

- 1. Executive Committee:** This committee is responsible for assigning task-specific subcommittees to carry out required funding and community needs activities. This may include, but is not limited to: developing guidelines for project ranking; completing gaps analysis on area services; developing plans for program performance improvement; reviewing annual progress reports of HUD funded projects; and other ongoing tasks as appointed by the CoC.

This committee will make and accept recommendations for community partners to serve as members of the CoC. However, this task should be aided by all participating agencies.

The Executive Committee is also responsible for identifying the need for and assigning members to population-specific work groups. An example might include a work group to address the specific needs of homeless families.

This committee also assesses community services to identify duplicative and unnecessary services and makes recommendations to the CoC.

- 2. HMIS Steering Committee:** This committee is responsible for the following tasks:
 - Developing information sharing protocols
 - Implementing HMIS standard operating procedures
 - Offering provider training to guide HMIS implementation
 - Coordinating with CoC on HMIS selection and implementation
 - Building provider awareness and buy-in
 - Assessing agency hardware and training needs

This committee also oversees the data quality and evaluation subcommittee. This subcommittee is responsible for analyzing data input, identifying data entry challenges, and developing recommendations for user level entry of data.

3. **Public Policy, Procedures and Monitoring:** This committee is responsible for ensuring that community wide performance measures are met. They are responsible for ensuring that CoC HUD funded projects are meeting program outcomes by conducting monitoring visits not less than annually of each project. They are tasked with engaging the faith community, creating a high profile perception of the need for housing and addressing other identified gaps in homeless services.
4. **Homeless Solutions Committee:** This committee is responsible for writing the CoC application. Members of this committee review current homeless data and trends, coordinate with executive committee on gaps analysis, assess current services compared to community goals and strategies, and recommend future strategies and use of resources. The Homeless Solutions Committee reviews policy changes at area shelters and provides information to case managers. Members assist the city of Roanoke in the development of the Consolidated Plan for special needs populations. Most members of this committee are directors or managers of homeless service providers. Their participation ensures strategies in the CoC are supported and implemented by direct service providers. One formerly homeless person serves on this committee.

This committee is also responsible for two subcommittees: Prevention and Housing. The Prevention subcommittee coordinates policies and procedures for programs offering prevention of both initial and recurrent episodes of homelessness. This may also include diversion programs and services to persons on waiting lists who may be temporarily housed in a variety of conditions including hotel/motel, housing provided by family, friend or church. Coordination and implementation of rapid rehousing strategies is also a task of this subcommittee. The Housing subcommittee is responsible for organizing system-wide housing strategies including developing a housing information database and methods to better coordinate subsidy management. This committee is also tasked with identifying mechanisms to increase funding for housing subsidies and development.

5. **Homeless Educators Linking Providers and Services (HELPS):** This group is comprised of front line staff that is tasked with providing a forum for communication, collaboration and coordination of services among providers for homeless and impoverished individuals and families in the Roanoke Valley. They work to raise community awareness through educational seminars for the community, legislative advocacy, problem solving and research.

Section II – Ad Hoc Committees (Special Committees): There shall be special committees as the CoC may create, the Membership and duties of which shall be as determined by the

CoC. A special committee shall limit its activities to the accomplishment of the task for which it is appointed and shall have no power to act except such as is specifically conferred by the CoC. Upon completion of the task for which appointed, a special committee shall stand discharged.

Section III -- Committee Activities: Business conducted within established committees will follow the same rules established herein for the overall CoC activities.

Section IV -- Limitations on Committee Authority: The CoC must approve all recommendations of the Standing and Ad Hoc Committees before action may be taken. No commitments on behalf of the CoC may be made by any committee chair or members of any committees without the approval of the CoC.

ARTICLE VI – APPEALS

Section I – Membership: Individuals and organizations denied membership on the CoC may appeal in writing to the Roanoke Regional Task Force on Homelessness, whose decision is final.

Section II – Project Ranking: Individuals or organizations questioning the ranking process should be directed to:

Sherman L. Pennix, Jr. City of Roanoke
Department of Planning, Building & Development
Division of HUD Community Resources
215 Church Avenue, SW
Roanoke, VA 24011-1538
Phone: 540.853.6801 E-mail: Sherman.Pennix@roanokeva.gov

ARTICLE VII – GENERAL PROVISIONS

Section I -- Fiscal Year: The fiscal year of the CoC shall be from July 1 through June 30.

Section II -- Parliamentary Authority: In the absence of consensus, the rules contained in the current edition of Robert’s Rules of Order, Newly Revised, shall be the parliamentary authority for all matters of procedures.

ARTICLE VIII – ADOPTION AND AMENDMENT OF GUIDELINES

These Guidelines may be amended at a regular or special meeting of the CoC by a majority affirmative vote of the Members present and voting on a bi-annual basis. Amendments must be in written form and distributed to the Members of the CoC at least two (2) weeks prior to presentation and vote. The forgoing guidelines were adopted by action of the CoC on July 16, 2013.

Blue Ridge Continuum of Care
Membership Application

Name: _____

Agency: _____

Address: _____

Telephone: _____ FAX: _____

E-mail Address: _____

Brief Statement regarding your interest/participation on the Blue Ridge Continuum of Care:

Please forward completed application to:

Carol Tuning
Continuum of Care Chairperson
339 Salem Avenue, SW
Roanoke, VA 24016

Blue Ridge Continuum of Care Conflict of Interest Procedure

Purpose: This procedure is established for Blue Ridge Continuum of Care (CoC) members to ensure participation that is fair, objective and consistent with local, state, federal and other requirements.

To this end, each CoC member will:

1. Openly declare and record all known affiliations he or she may have, that members of his or her immediate family, or that his or her business partners may have, with any of the individuals, agencies or organizations whose applications for funding are to be reviewed by the CoC;
2. Abstain from discussing such applications, except in response to questions posed by the CoC for clarification of content or other such objective matters. The manner in which such questions are posed by the CoC may include, but need not be limited to, formal interviews. However, in no event shall a CoC member respond to questions or volunteer information in such a manner as to promote or lobby for an application with which he or she is affiliated; and
3. Abstain from voting on any application with which he or she is affiliated. "Voting" shall include actual votes on motions of the CoC, as well as rating or scoring of such applications and formal or informal actions on recommendations regarding such applications.
4. No person who is an employee, agent, consultant, officer, board member, volunteer or elected or appointed official of the grantee who participates in decision-making processes may gain personally or have any interest in any assistance, contract, subcontract, or agreement either for himself or herself or for those with whom he or she has family or business ties, during his or her tenure.

By agreeing to participate in the activities of the Blue Ridge Continuum of Care, each CoC member likewise agrees to adhere to the above conflict of interest procedures.

**Blue Ridge Continuum of Care
Potential Conflicts Declaration**

1. Entity Affiliated With: _____

Nature of Affiliation: _____

2. Entity Affiliated With: _____

Nature of Affiliation: _____

3. Entity Affiliated With: _____

Nature of Affiliation: _____

4. Entity Affiliated With: _____

Nature of Affiliation: _____

Signed: _____

Date: _____