

**NORTH CAROLINA  
WAKE COUNTY**

**SERVICES AGREEMENT**

THIS AGREEMENT, is made and entered into this 1st day of July 2022 by and between Wake County, North Carolina (the "County") party of the first part; and WAKE CO CONTINUUM OF CARE INC dba RALEIGH WAKE PARTNERSHIP TO END AND PREVENT HOMELESSNESS (the "Provider"), party of the second part;

WITNESSETH:

For the purpose and subject to the terms and conditions hereinafter set forth, the County hereby contracts for the services of the Provider, and the Provider agrees to provide the services to the County in accordance with the terms of this Agreement.

**I. SERVICES TO BE PROVIDED**

The services to be performed by the Provider shall be in accordance with the attached Scope of Work, attached Budget, and the attached Raleigh/Wake Continuum of Care Governance Charter (Approved September 21, 2020, and Amended February 11, 2021), Article VI: Collaborative Applicant and Article VII: HMIS Lead Agency and includes:

- Leadership, advocacy, and administrative responsibilities, as a provision of HUD Required Homeless Assistance Activities of the Continuum of Care Lead Agency, to satisfactorily administer and manage the community's required Coordinated Access Hub System

Provider shall not sub-contract all or any part of the services provided for in this Agreement without written approval of the County.

**II. TERM**

The services of the Provider shall begin on 7/1/2022 and shall be provided until 6/30/2023.

**III. MAXIMUM AMOUNT PAYABLE: \$355,000.00**

**IV. PAYMENT**

Provider shall submit an invoice for services provided. The invoice shall contain Provider's name and federal tax identification number and shall be signed and dated by an officer of Provider. It shall detail all services provided in payment requests. The County will make payments to Provider upon receipt of and approval of the invoice by the contracting department.

**V. RELATIONSHIP OF PARTIES**

Provider is an independent contractor of the County. Provider represents that it has or will secure, at its own expense, all personnel required in performing the services under this Agreement. Such personnel shall not be employees of or have any contractual relationship with the County. All personnel engaged in work under this Agreement shall be fully qualified and shall be authorized or permitted under state and local law to perform such services. It is further agreed that the Provider will obey all State and Federal statutes, rules and regulations that are applicable to provisions of the services called herein. Neither Provider nor any employee of the Provider shall be deemed an officer, employee or agent of the County.

## VI. CANCELLATION

This Agreement may be canceled by Provider upon thirty (30) days' written notice to the County, and the County may terminate this agreement upon thirty (30) days' written notice to Provider.

## VII. INSURANCE REQUIREMENTS

The Provider shall obtain, at its sole expense, all insurance required in the following paragraphs and shall not commence work until such insurance is in effect and certification thereof has been received by Wake County's Finance Office. If any required insurance policy expires during the term of this agreement, Provider must provide a certificate of insurance to the Wake County Finance as evidence of policy renewal prior to such policy expiration.

Provider signature on this agreement indicates that Provider agrees to the terms of this insurance section and understands that failure to comply may result in cancellation of this agreement at Wake County's option.

Workers' Compensation Insurance, with limits for Coverage A Statutory- for State of North Carolina and Coverage B - Employers Liability \$500,000 each accident/disease each employee/disease policy limit.

Commercial General Liability - with limits no less than \$1,000,000 per occurrence and \$2,000,000 aggregate, including contractual liability.

Commercial Automobile Liability, with limits no less than \$1,000,000 per occurrence for bodily injury and property damage for any vehicle used during performance of contract services, including coverage for owned, hired, and non-owned vehicles. Evidence of commercial automobile coverage is only necessary if vehicles are used in the provision of services under this Agreement.

Professional Liability Insurance, applicable to any professional services provided under this Contract with limits of no less than \$1,000,000 per claim and \$2,000,000 aggregate.

If any coverage is on a claims-made basis, Provider agrees to maintain a retroactive date prior to or equal to the effective date of this Agreement and to purchase and maintain Supplemental Extended Reporting Period or 'tail coverage' with a minimum reporting period of not less than three (3) years if the policy expires or is cancelled or non-renewed. If coverage is replaced, the new policy must include full prior acts coverage or a retroactive date to cover the effective dates of this Agreement. Provider shall provide a Certificate of Insurance annually to Wake County indicating any claims made coverage and respective retroactive date. The duty to provide extended coverage as set forth herein survives the effective dates of this Agreement.

All insurance companies must be authorized to do business in North Carolina and have an AM Best rating of "A-/VII" or better; or have reasonable equivalent financial strength to the satisfaction of the County's Finance Office. Proof of rating shall be provided to the county upon request.

Insurance with limits no less than those specified above shall be evidenced by a Certificate of Insurance issued by a duly authorized representative of the insurer and dated no more than thirty (30) days prior to the start date of the agreement. In the case of self-insurance, a letter of explanation must be provided to and approved by Wake County Risk Management.

The Provider shall be responsible for providing immediate notice of policy cancellation or non-renewal during the term of this Agreement to the Wake County Finance Office and for three years subsequent for any claims made coverage.

If Provider does not meet the insurance requirements specified above, alternate insurance coverage satisfactory to Wake County may be considered. Any requests for consideration of alternate coverage must be presented by Provider PRIOR TO provision of any services associated with this Agreement.

In the event that Provider uses subcontractors to perform any of the services under this Agreement, then and in that event, Provider shall contractually require such subcontractor(s) to meet all of the requirements of this section.

#### VIII. INDEMNIFICATION

Provider agrees to defend, indemnify, and hold harmless the County, for all loss, liability, claims or expense (including reasonable attorney's fees) arising from bodily injury, including death or property damage, to any person or persons caused in whole or in part by the negligence or misconduct of the Provider, except to the extent same are caused by the negligence or willful misconduct of the County. It is the intent of this section to require Provider to indemnify Wake County to the extent permitted under North Carolina law.

#### IX. NO WAIVER OF SOVEREIGN IMMUNITY

Wake County and the Provider agree that nothing in this Agreement shall be construed to mandate purchase of insurance by Wake County pursuant to N.C.G.S. 153A-435; or to be inconsistent with Wake County's "Resolution Regarding Limited Waiver of Sovereign Immunity" enacted October 6, 2003; or to in any other way waive Wake County's defense of sovereign or government immunity from any cause of action alleged or brought against Wake County for any reason if otherwise available as a matter of law.

#### X. NON-ASSIGNMENT

Provider shall not assign all or any portion of this Agreement, including rights to payments, to any other party without the prior written consent of the County.

#### XI. ENTIRE AGREEMENT

The parties have read this Agreement and agree to be bound by all of its terms, and further agree that it constitutes the complete and exclusive statement of the Agreement between the parties unless and until modified in writing and signed by the parties. Modifications may be evidenced by telefacsimile signatures.

#### XII. NON-APPROPRIATION

Provider recognizes that Wake County is a governmental entity, and the contract validity is based upon the availability of public funding under the authority of its statutory mandate.

In the event that public funds are not available and not appropriated to purchase the services specified in this Agreement, then this Agreement shall automatically expire without penalty to Wake County and without the thirty (30) day notice requirement set forth in Section VI.

In the event of a legal change in Wake County's statutory authority, mandate, and mandated functions which adversely affects Wake County's authority to continue its obligations under this Agreement, then this

Agreement shall automatically expire without penalty to Wake County and without the thirty (30) day notice requirement set forth in Section VI.

**XIII. GOVERNING LAW**

Both parties agree that this Agreement shall be governed by the laws of the State of North Carolina.

**XIV. E-VERIFY REQUIREMENTS**

To ensure compliance with the E-Verify requirements of the General Statutes of North Carolina, all contractors, including any subcontractors employed by the contract(s), by submitting a bid, proposal or any other response, or by providing any material, equipment, supplies, services, etc, attest and affirm that they are aware and in full compliance with Article 2 of Chapter 64, (NCGS 64-26(a)) relating to the E-Verify requirements.

**XV. IRAN DIVESTMENT**

By signing this agreement; accepting this contract/purchase order; or submitting any bid, proposal, etc., vendors and contractors certify that as of the date of execution, receipt, or submission they are not listed on the Final Divestment List created by the NC Office of State Treasurer [pursuant to NCGS 147 Article 6E, Iran Divestment Act](#), Iran Divestment Act Certification. Vendors and contractors shall not utilize any subcontractor that is identified on the Final Divestment List. Any organization defined under NCGS 147-86.80(2), Divestment from Companies Boycotting Israel, shall not engage in business totaling more than \$1,000 with any company/business, etc. that boycotts Israel. A list of companies that boycott Israel is maintained by the NC Office of State Treasurer, pursuant to NCGS 147-86.81(a)(1). Any company listed as boycotting Israel is not eligible to do business with any State agency or political subdivision of the State.

**XVI. FEDERAL FUNDS**

If the source of funds for this contract is federal funds, the following federal provisions apply pursuant to 2 C.F.R. § 200.326 and 2 C.F.R. Part 200, Appendix II (as applicable): Equal Employment Opportunity (41 C.F.R. Part 60); Davis-Bacon Act (40 U.S.C. 3141-3148); Copeland "Anti-Kickback" Act (40 U.S.C. 3145); Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708); Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387); Debarment and Suspension (Executive Orders 12549 and 12689); Byrd Anti-Lobbying Amendment (31 U.S.C. 1352); Procurement of Recovered Materials (2 C.F.R. § 200.322); and Record Retention Requirements (2 CFR § 200.324)

**WAKE COUNTY, NORTH CAROLINA**

**WAKE CO CONTINUUM OF CARE INC dba  
RALEIGH WAKE PARTNERSHIP TO END AND  
PREVENT HOMELESSNESS**

## SCOPE OF SERVICES

The Scope of Services provides funding toward effective operation and management of the Coordinated Entry policies, process and outcomes supported by the fiscal health of an effective organization; staffing to execute lead agency functions and provide leadership in the communitywide system of care for persons experiencing homelessness; full coordination emergent homeless response efforts; and implementation of HUD recommendations, best practices, and requirements.

The Raleigh Wake Partnership to End Homelessness (Provider) is the CoC Collaborative Applicant and is the Lead Agency for the Homeless Management Information System, the Coordinated Access System, Homeless Services Planning, and the Collaborative Applicant, for funding through the CoC Program as defined in 24 CFR 578.

The Collaborative Applicant is an eligible applicant selected by the CoC and is required to fulfill the duties in 24 CFR 578.11. The Collaborative Applicant is approved by HUD to apply for a grant for the entire Continuum of Care and is awarded a grant by HUD. The CoC must meet requirements in 24 CFR 578.7 of the CoC Program interim rule. The Collaborative Applicant must have financial management systems that meet standards in 2 CFR part 200 and have the ability to monitor subrecipients, as well as meet other criteria established by the NOFO.

The Collaborative Applicant must have a financial management system for oversight of its subrecipients to ensure the proper disbursement of Federal funds. Nonprofit organizations must meet the requirements in 2 CFR part 200.

The Collaborative Applicant must demonstrate an ability to monitor subrecipients and is required to monitor subrecipients for compliance with CoC Program regulations at least annually.

The Provider is tasked with measuring performance both community-wide and program specific as it relates to reducing homelessness; managing a coordinated assessment that addresses the housing and services needs for all individuals and families who experience homelessness in the County; preparing and overseeing the application for community funding; and establishing funding and service priorities. This Scope of Services defines the required performance activities. In addition to ongoing communication between the County and its agency partners, County staff will meet with the Provider monthly to monitor progress and address issues as they arise.

In accordance with the Raleigh/Wake Continuum of Care Governance Charter (approved September 21, 2020 and Amended February 11, 2021), the responsibilities of the Collaborative Applicant include:

- Propose revisions to this governance charter, to ensure compliance with all procedures and policies needed to comply with HUD requirements and with HMIS requirements, including a code of conduct and recusal policy for the Raleigh/Wake CoC Governing Board members and any person acting on behalf of the Raleigh/Wake CoC Governing Board.
- In consultation with recipients of Emergency Solutions Grant (ESG) funds within the CoC's geographic area, establish and operate either a centralized or coordinated entry system that provides an initial, comprehensive assessment to ensure prioritization and matching of the needs of individuals and families to housing and services.

- In consultation with recipients of ESG funds within the CoC, draft written standards for the CoC Governing Board approval and providing for CoC assistance.
- Monitor the performance of CoC and ESG recipients and sub-recipients.
- Report the outcomes of ESG and CoC projects to HUD and the CoC Governing Board, at least annually.
- Facilitate on-going coordination among CoC components.
- Strategize to maximize efficiency in service provision.
- Coordinate training of staff implementing CoC projects.
- Identify best practices to implement in the CoC and educate CoC member agencies about best practices.
- Share information with the CoC Governing Board to facilitate effective leadership of the CoC.
- Coordinate the implementation of a housing and service system within the CoC's geographic area that meets the needs of homeless individuals and families. At a minimum, such a system encompasses the following:
  - Outreach, engagement, and assessment
  - Shelter, housing, and supportive services
  - Prevention strategies
- Plan for and conduct, at least annually, a point-in-time count of homeless persons within the CoC geographic area that meets HUD requirements, including a housing inventory of shelters, transitional housing, and permanent housing reserved for homeless persons, in general, and chronically homeless persons and veterans, specifically, as HUD requires.
- Conduct an annual gaps analysis of the needs of homeless people, as compared to available housing and services within the CoC geographic area.
- Provide the information required to complete the Consolidated Plan(s) within the CoC geographic area.
- Consult with State and local government ESG recipients within the CoC geographic area on the plan for allocating ESG funds and reporting on and evaluating the performance of ESG recipients and sub-recipients
- Develop a proposed plan for the Raleigh/Wake CoC Governing Board regarding public education on homelessness, advocacy at the state or local level related to housing and homelessness, and policy recommendations to state or local governments in the CoC region.
- Design, operate and follow a collaborative process for the development of a CoC application to HUD.
- Submit the final application in response to the CoC Notice of Funding Availability (NOFA).
- On behalf of the Governing Board, holding meetings of the full CoC membership, with published agendas at least semiannually.
- Staffing CoC committees and workgroups, including preparation of agendas and minutes, meeting materials and communications, maintaining records, and distribution lists.

- Assisting the CoC, through its committees and workgroups, to develop performance targets and evaluate performance.

Provider agrees to perform the following leadership, advocacy and administrative responsibilities:

- Serve as staff to the COC Governance Board, its active committees and the COC Membership providing technical assistance, research, policy guidance, and other duties as requested and assigned. Execute recommendations of the NC507 Continuum of Care Governance Board, committees and work groups.
- Serve as the communitywide champion on issues related to homelessness and the effort to achieve functional zero, effectively ending homelessness by providing leadership around homeless efforts and policy, forming and maintain effective partnership, increasing public awareness and relations, fundraising to support effective strategies and leading advocacy efforts
- Serve as the Collaborative Applicant for the CoC for the community funding application, including the administration of a fair, consistent, and transparent funding process
- Develop and annually refine a performance assessment process that is aligned with the HEARTH Act and Mayors' Challenge to End Veteran Homelessness, and support implementation of the HEARTH Act by sharing all relevant information, offering technical assistance and support to all CoC and ESG funded programs
- Develop and conduct an annual performance monitoring assessment process that includes agency site visits, random case file reviews, and analysis of HMIS and financial management data
- Help identify and/or respond to program requests for information or programmatic improvements that will result in enhanced communitywide performance
- Collect accurate data and provide at least annual assessments of the community's progress in reducing homelessness and systems-level analysis, and lead the annual Point-In-Time count and Housing Inventory, informed by best practice standards and HUD requirements
  - PIT: HUD requires that Continuums of Care conduct an annual count of people experiencing homelessness who are sheltered in emergency shelter, transitional housing, and Safe Havens on a single night. The Point-in-Time (PIT) count is a count of sheltered and unsheltered people experiencing homelessness on a single night in January. Continuums of Care also must conduct a count of unsheltered people experiencing homelessness every other year (odd numbered years). Each count is planned, coordinated, and carried out locally.
  - HIC: The Housing Inventory Count (HIC) is a point-in-time inventory of provider programs within a Continuum of Care that provide beds and units dedicated to serve people experiencing homelessness (and, for permanent housing projects, where homeless at entry, per the HUD homeless definition), categorized by five Program Types: Emergency Shelter; Transitional Housing; Rapid Re-housing; Safe Haven; and Permanent Supportive Housing.
  - Data for the PIT count and HIC are required to be submitted to HUD via the online data submission Homelessness Data Exchange (HDX).
- Provide annual gaps analysis and performance information to the City and County, with recommendations for community strategies to end and prevent homelessness
- Provide recommendations and support to the City and the County for the Emergency Solutions

Grant (ESG) funding process. All ESG and CoC Program-funded supportive services must be necessary to assist program participants to obtain and maintain housing. ([§ 578.53\(a\)\(1\)](#), [§ 576.103](#), and [§ 576.104](#)).

- Coordinate, write and submit the community's application for funding under the Emergency Solution Grant, including coordinating the submission of the Consolidated Applications and individual program applications
- Apply for the HUD CoC Planning grant renewal funding, and if awarded, will enter into an agreement with HUD, perform the required grant activities, as well as work to raise match for the Planning Grant
- Provide high quality supervision to Provider employees, monitor staff turnover rates and implement continuous quality improvements
- Communicate any intent to make major changes to Wake County prior to proceeding with changes
- Submit invoices only for expenditures in the approved line-item budget attached to the contract
- Be timely in expenditure of Wake County funds, expending a one quarter of the total contracted funds by the conclusion of each quarter. Inform Wake County at any point during the contracted period when it is determined the agency is not on track to expend resources dedicated to the contract or meet outcomes defined in the contract
- Notify Wake County within twenty-four (24) hours of:
  - a) Any changes in ownership or business address.
  - b) Any legal or governmental action initiated against the Agency, including but not limited to an action: (1) for negligence, (2) for violation of law, or (3) against any license, certification or accreditation, which if successful, might impair the ability of the Provider to carry out the duties and obligations assumed under this contract.

Provider agrees to manage the Homeless Management Information System (HMIS) and leadership support of NC507 CoC as the HMIS System Administrator:

- Prioritize HMIS as an area of focus to build highly trained users producing error-free data they can easily use to manage programs and make programmatic improvements that lead to system-wide efficiencies
- Ensure that projects are meeting national data quality objectives
- Ensure that the CoC has an HMIS data privacy plan, security plan, and data quality plan
- Document compliance project rules and record requirements
- Ensure that the HMIS is administered in compliance with HUD requirements
- Ensure consistent participation by CoC and ESG recipients in HMIS
- Coordinate efforts to encourage non-HUD funded projects to participate
- Work collaboratively with Wake County CoC to provide system-level data to inform timely analysis, policy, and funding decisions.



- Administer, host, and maintain the HMIS database system and HMIS Help Desk Ticketing
- Conduct HMIS trainings including onboarding, data quality, privacy, reporting, data standards, referrals, etc.
- Back up, recover, and/ or repair HMIS database software or data

Provider agrees to manage the Community's required Coordinated Access System:

- Manage coordinated assessment system process and conduct continuous quality review to identify appropriate interventions for all individuals and families experiencing homelessness in Wake County
- Administer centralized CE assessment center or a hotline system (currently known as the "Access Hub") that screens and connects callers to homeless housing and service providers in the area.
- Widely publicize CE assessment center services throughout Wake County
- Provide CE assessment center services Monday – Friday, 8:00am-5:00pm. Monitor call volume and adjust hours of operations should incoming inquiries warrant adjustment.
- Provide accurate and real time referrals
- Communicate regularly with emergency shelter providers and homeless service programs to ensure high quality referral to the best service the first time
- Utilize approved HMIS database and ticketing systems for the collection of all data
- Meet established outcomes goals:
  1. 80% of first-time CE assessment center inquiries are handled
  2. Call back referred callers (aged 50-60 days) to determine the quality of the referral and whether the caller sought and received the services.
  3. Percent reduction of new entries into homelessness via consistent matches to prevention and diversion resources.
- Adhere to any Continuum of Care policy established policies and written standards regarding shelter or service needs of individuals/families fleeing domestic or dating violence, sexual assault and stalking
- Communicate regularly with emergency shelter providers and homeless service programs to ensure high quality referral to the best service the first time
- Utilize approved HMIS database for the collection of all data

Provider agrees to work collaboratively with Wake County staff to identify trends and communicate service gaps through sharing system-level data to inform timely analysis, policy and funding decisions by Wake County

- Provide two system-level administrator HMIS licenses within Clarity and two standalone Looker licenses to build customized program and system-wide reports.

*These licenses shall have no administrative rights granted to Wake County and shall not give Wake County the authority to change, modify, delete, or alter any records, backup data, or metadata managed, maintained, collected, or input by database participants or the Grantee. These limitations do not restrict Wake County's ability to use any deidentified records, reports, backup data, or*

*metadata managed, maintained, collected, or input by the Grantee or accessed, imported, or exported by the Grantee in association with the Programs for public purposes, including, but not limited to, reports and Public Records. Reports exported and analyzed by County staff will be available to the Grantee upon request.*

- Work collaboratively with Wake County Housing Affordability and Community Revitalization's Research, Data, and System Management Division to respond to data information requests.

Provider shall not subcontract any portion of the services to be provided under this Agreement without the prior written consent of Wake County.

Provider shall submit an invoice with a report outlining accomplishments and work activities to Homeless & Prevention Services Division Director, David E. Harris, at email address dharris@wakegov.com by the 10th day of every month. Invoices should contain supporting documentation including draw reimbursement requests with supporting expenses from all funding sources for the period invoiced. Supporting documentation should be detailed by work activity and draw eligibility. Documentation should clearly show cost share allocation of total expenses attributed to each invoice period.

Provider will keep and maintain or will cause to be maintained at their expense and in accordance with generally accepted accounting principles, proper and accurate books, records and accounts reflecting all items of income and expense in connection with the contracted program and in connection with any services, materials, equipment or furnishings provided. Furthermore, the Provider will maintain all local, state and federal compliance related to eligible activities within this contract.

Provider will furnish in a timely fashion and upon reasonable advance notice, information in such form as the County may reasonably request to demonstrate compliance with the program and eligibility of the client to facilitate any periodic reporting that the County may be required to make as a part of the program of which this County is part. Upon execution of this contract, copies of all executed contracts which relate to cost shared funding agreements must be furnished to the County.

The Provider shall allow the County to inspect all records pertaining to the program at reasonable times during regular business hours. The Provider also agrees that it will supply such financial records, information and verifications, and files, as may be requested by the County.

This section requires that no person in the United States shall on the ground of race, color, national origin, age, or handicapped status be excluded from participation in, be denied the benefits of, or be subjected to discrimination under, any program or activity funded in whole or in part with Wake County funds made available pursuant to the Housing and Community Development Act of 1974.

No employee, officer, or agent of the Provider shall participate in selection, or in award or administration of a contract supported by Wake County funds if a conflict of interest, real or apparent, would be involved. Such a conflict would arise when an employee, officer, agent, member of his/her immediate family, partner, or organization which employs or is about to employ, any of the above, has a financial or other interest in the firm selected for the award. Conflict of interest policies must be accessible, along with records to show compliance with these policies, including records supporting exceptions to the individual conflict of interest prohibitions.

The Provider will participate in all evaluations and reporting activities as required by Wake County and will adhere to required monitoring. The Provider will submit a monthly report on outcome data, in a format approved by Wake County. The report will be due by the 10<sup>th</sup> day of each month following the month for which data is being reported. These reports should be mailed/mailed with the monthly invoices.

Wake County shall monitor the Provider's financial and client records to ensure that the terms of the Contract Agreement with Wake County are being met and to assist with reporting the outcomes. Wake County shall provide timely information and technical assistance necessary to assist the Provider if necessary. Provider will agree to monitoring site visits during the year by Wake County staff.

The Provider shall have an annual GAAP audit report performed, in a manner acceptable to the County, by an independent, certified public accountant (CPA) of all its funds. The Provider shall provide Wake County with an audit no later than six months following the end of the Provider's fiscal year. Should the Provider fail to timely submit a qualified audit as determined by Wake County Housing the Provider will be in default of this agreement.

The Provider also agrees that any duly authorized representative of Wake County shall at all reasonable times, have access to and the right to inspect, copy, audit, and examine all the books, records, and other documents relating to the program and the fulfillment of this Agreement for a period of three years following the completion of all closeout procedures with respect to Wake County funds.

The Budget and Contract for these services is presented in annually format. Progress toward outcomes and successful implementation of Scope of Work will be discussed monthly and monitored quarterly. Unsuccessful implementation of the Scope of Work may result in the termination of the Contract before the end of the contract period.

## **FEDERAL CONTRACT PROVISIONS**

### **Appendix II to Part 200 - Contract Provisions for Non-Federal Entity Contracts Under Federal Awards**

In addition to other provisions required by the Federal agency or non-Federal entity, all contracts made by the non-Federal entity under the Federal award must contain provisions covering the following, as applicable.

(A) Contracts for more than the simplified acquisition threshold, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by [41 U.S.C. 1908](#), must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate.

(B) All contracts in excess of \$10,000 must address termination for cause and for convenience by the non-Federal entity including the manner by which it will be effected and the basis for settlement.

(C) Equal Employment Opportunity. Except as otherwise provided under [41 CFR Part 60](#), all contracts that meet the definition of "federally assisted construction contract" in [41 CFR Part 60-1.3](#) must include the equal opportunity clause provided under [41 CFR 60-1.4\(b\)](#), in accordance with Executive Order 11246, "Equal Employment Opportunity" ([30 FR 12319, 12935, 3 CFR Part, 1964-1965](#) Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at [41 CFR part 60](#), "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

(D) Davis-Bacon Act, as amended ([40 U.S.C. 3141-3148](#)). When required by Federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-Federal entities must include a provision for compliance with the Davis-Bacon Act ([40 U.S.C. 3141-3144](#), and [3146-3148](#)) as supplemented by Department of Labor regulations ([29 CFR Part 5](#), "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing

wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-Federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency. The contracts must also include a provision for compliance with the Copeland "Anti-Kickback" Act ([40 U.S.C. 3145](#)), as supplemented by Department of Labor regulations ([29 CFR Part 3](#), "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency.

(E) Contract Work Hours and Safety Standards Act ([40 U.S.C. 3701-3708](#)). Where applicable, all contracts awarded by the non-Federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with [40 U.S.C. 3702](#) and [3704](#), as supplemented by Department of Labor regulations ([29 CFR Part 5](#)). Under [40 U.S.C. 3702](#) of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of [40 U.S.C. 3704](#) are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

(F) Rights to Inventions Made Under a Contract or Agreement. If the Federal award meets the definition of "funding agreement" under [37 CFR § 401.2 \(a\)](#) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of [37 CFR Part 401](#), "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

(G) Clean Air Act ([42 U.S.C. 7401-7671q](#).) and the Federal Water Pollution Control Act ([33 U.S.C. 1251-1387](#)), as amended - Contracts and subgrants of amounts in excess of \$150,000 must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act ([42 U.S.C. 7401-7671q](#)) and the Federal Water Pollution Control Act as amended ([33 U.S.C. 1251-1387](#)). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

(H) Debarment and Suspension (Executive Orders 12549 and 12689) - A contract award (see [2 CFR 180.220](#)) must not be made to parties listed on the governmentwide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at [2 CFR 180](#) that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

(I) Byrd Anti-Lobbying Amendment ([31 U.S.C. 1352](#)) - Contractors that apply or bid for an award exceeding \$100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by [31 U.S.C. 1352](#). Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

(J) See [§ 200.323](#).

(K) See [§ 200.216](#).

(L) See [§ 200.322](#).

## CONTRACT BUDGET

The contract budgets reflect cost sharing among multiple funders. Invoices should contain supporting documentation including draw reimbursement requests with supporting expenses from all funding sources for the period invoiced. Supporting documentation should be detailed by work activity and draw eligibility. Documentation should clearly show cost share allocation of total expenses attributed to each invoice period.

### Coordinated Assessment Budget

<b>Raleigh Wake Partnership FY 22-23 CAS_CE (AH / SSO) - EXPENDITURE BUDGET</b>	<b>COR-E</b>	<b>COR-HSG</b>	<b>HUD-SSO</b>	<b>HUD-PL</b>	<b>WC</b>	<b>OTH</b>	<b>LINE ITEM TOTALS</b>
6014.2 Wages	42,000.00	13,650.00	124,750.00		211,925.00		392,325.00
6016.2 Payroll Tax	3,633.00	1,180.73	10,790.88		7,497.24	10,874.27	33,976.12
6017.2 Health Insurance	6,230.40	4,707.60	10,519.15		29,664.66		51,121.81
6903.2 Payroll Service Fee	184.00	59.80	599.27		913.10		1,756.17
6201.2 CPA/Bookkeeper							
6300.2 Insurance			1,485.90				1,485.90
6401.2 Rent			13,062.86				13,062.86
6402.2 Office Supplies			4,810.00				4,810.00
6404.2 IT Support				13,607.14			13,607.14
6500 Professional Development				8,100.00			8,100.00
6601.2 Phone	952.60		2,900.94				3,853.54
6605 Internet			587.83				587.83
6606.2 Outreach & Marketing	2,500.00			24,662.00			27,162.00
6840 Ticketing System	3,000.00						3,000.00
<b>CAS CE TOTAL BUDGET</b>	<b>58,500.00</b>	<b>19,598.13</b>	<b>169,506.83</b>	<b>46,369.14</b>	<b>250,000.00</b>	<b>10,874.27</b>	<b>554,848.37</b>

Budget Continues on next page...

# STAFF ALLOCATION PLAN

Raleigh Wake Partnership CAS\_CE Staff Budget Worksheet / FY 22-23

Position	Full Time or Part Time %	Annualized Salary	Annualized Benefits	Taxes & Payroll Fees	Total (Salary + Benefits)	Wake County Budget (\$250,000)	Other Funding HUD SSO (\$169,506)		Other Funding CoR Community Engagement (\$58,000)		Other Funding COR Human Services (\$20,000)		Other Funding Other (\$48,000)	
Job Title														
Name	FT or %	Amount	Amount		Amount	Amount	Amount	Source	Amount	Source	Amount	Source	Amount	Source
Access Hub Specialist	100%	52,500.00	7,788.00	4,771.25	65,059.25		-		52,047.40		13,011.85			
Access Hub Specialist	100%	52,500.00	7,881.00	4,771.25	65,152.25	52,773.32					3,909.14		8,469.79	
Access Hub Specialist	100%	52,500.00	6,892.00	4,771.25	64,163.25	64,163.25	-							
Access Hub Specialist	100%	50,000.00	6,692.00	4,555.00	61,247.00	60,812.18	434.82							
Access Hub Specialist	100%	52,500.00	7,012.00	4,771.25	64,283.25		2,913.70							
Access Hub Manager	100%	58,500.00	8,461.00	5,290.25	72,251.25	72,251.25	-							
HMIS BNL Coordinator	50%	52,500.00	6,692.00	4,771.25	63,963.25		31,981.63						-	
CoC_CE Coordinator	90%	50,000.00	-	4,555.00	54,555.00		49,099.50							
Strategy / Develop Mgr	15%	67,500.00	7,402.00	6,068.75	80,970.75		12,145.61							
Chief Operations Officer	35%	72,500.00	7,469.00	6,501.25	86,470.25		30,264.59							
Executive Director	20%	90,000.00	14,468.00	8,015.00	112,483.00		19,819.45				2677.15		2,404.48	

# FULL AGENCY BUDGET

Raleigh Wake Partnership- TOTAL AGENCY BUDGET FY 22-23	HMIS	CAS_CE (AH - SSO)	Gen Ops / Devel	TOTAL
<b>Revenue</b>				
<b>4000 Individual Donations</b>	12,000.00	12,000.00	48,000.00	72,000.00
<b>Total 4000 Individual Donations</b>	<b>\$ 12,000.00</b>	<b>\$ 12,000.00</b>	<b>\$ 48,000.00</b>	<b>\$ 72,000.00</b>
<b>4300 Corporate Giving</b>	0.00	0.00	32,500.00	<b>32,500.00</b>
COR Community Enhancement - 6.30.23	0.00	58,000.00	0.00	58,000.00
COR Human Services	0.00	20,000.00	0.00	20,000.00
COR Admin - 6.30.23	0.00	0.00	50,000.00	50,000.00
COR ESG HMIS - 6.30.23	76,500.00	0.00	0.00	76,500.00
<b>Total City of Raleigh (COR)</b>	<b>\$ 76,500.00</b>	<b>\$ 78,000.00</b>	<b>\$ 50,000.00</b>	<b>\$ 204,500.00</b>

2019 HUD HMIS - 12.31.22	60,000.00	0.00	0.00	60,000.00
2020 HUD HMIS - 12.31.23	76,550.00	0.00	0.00	76,550.00
HUD COC Planning - 6.30.23	0.00	45,332.00	99,167.00	144,499.00
HUD SSO CE - 6.30.23	0.00	168,066.00	0.00	168,066.00
<b>Total HUD COC</b>	<b>\$ 136,550.00</b>	<b>\$ 213,398.00</b>	<b>\$ 99,167.00</b>	<b>\$ 449,115.00</b>
NC ESG - CV1&2 - 12.31.23	115,000.00	0.00	0.00	115,000.00
NC ESG HMIS 12.31.22	50,000.00	0.00	0.00	50,000.00
<b>Total State of NC</b>	<b>\$ 165,000.00</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ 165,000.00</b>
Wake County Admin - 6.30.22	0.00	0.00	105,000.00	105,000.00
Wake County AH - 6.30.22	0.00	250,000.00	0.00	250,000.00
Wake County HMIS - 6.30.22	0.00	0.00	0.00	0.00
<b>Total 4545 Wake County Admin - 6.30.22</b>	<b>\$ 0.00</b>	<b>\$ 250,000.00</b>	<b>\$ 105,000.00</b>	<b>\$ 355,000.00</b>
<b>Total Wake County</b>	<b>\$ 0.00</b>	<b>\$ 250,000.00</b>	<b>\$ 105,000.00</b>	<b>\$ 355,000.00</b>
<b>Total 4500 Government Funds</b>	<b>\$ 378,050.00</b>	<b>\$ 541,398.00</b>	<b>\$ 254,167.00</b>	<b>\$ 1,173,615.00</b>
<b>Total Revenue</b>	<b>\$ 390,050.00</b>	<b>\$ 553,398.00</b>	<b>\$ 334,667.00</b>	<b>\$ 1,278,115.00</b>
<b>Gross Profit</b>	<b>\$ 390,050.00</b>	<b>\$ 553,398.00</b>	<b>\$ 334,667.00</b>	<b>\$ 1,278,115.00</b>

#### Expense

6014 Wages	0.00	0.00	120,750.00	120,750.00
6014.1 Wages - HMIS	278,675.00	0.00	0.00	278,675.00
6014.2 Wages - COC_CAS	0.00	392,325.00	0.00	392,325.00
<b>Total 6014 Wages</b>	<b>\$ 278,675.00</b>	<b>\$ 392,325.00</b>	<b>\$ 120,750.00</b>	<b>\$ 791,750.00</b>
6016 Payroll Tax	0.00	0.00	10,444.88	10,444.88
6016.1 Payroll Tax - HMIS	24,105.39	0.00	0.00	24,105.39
6016.2 Payroll Tax - COC_CAS	0.00	33,976.11	0.00	33,976.11
<b>Total 6016 Payroll Tax</b>	<b>\$ 24,105.39</b>	<b>\$ 33,976.11</b>	<b>\$ 10,444.88</b>	<b>\$ 68,526.37</b>
6017 Health Insurance	0.00	0.00	15,356.52	15,356.52
6017.1 Health Insurance - HMIS	32,707.67	0.00	0.00	32,707.67
6017.2 Health Insurance - COC_CAS	0.00	51,121.81	0.00	51,121.81
<b>Total 6017 Health Insurance</b>	<b>\$ 32,707.67</b>	<b>\$ 51,121.81</b>	<b>\$ 15,356.52</b>	<b>\$ 99,186.00</b>
6903 Payroll Service Fee	0.00	0.00	368.00	368.00
6903.1 Payroll Service Fee - HMIS	1,300.14	0.00	0.00	1,300.14
6903.2 Payroll Service Fee - COC_CAS	0.00	1,756.17	0.00	1,756.17

<b>Total 6903 Payroll Service Fee</b>	<b>\$ 1,300.14</b>	<b>\$ 1,756.17</b>	<b>\$ 368.00</b>	<b>\$ 3,424.31</b>
<b>Total 6000 Staff</b>	<b>\$ 336,788.19</b>	<b>\$ 479,179.09</b>	<b>\$ 146,919.40</b>	<b>\$ 962,886.68</b>
6201 CPA/Bookkeeper	0.00	0.00	62,000.00	62,000.00
<b>Total 6201 CPA/Bookkeeper</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ 62,000.00</b>	<b>\$ 62,000.00</b>
6203 Bank Fees	0.00	0.00	1,220.00	1,220.00
6204 Audit Fees	0.00	0.00	17,750.00	17,750.00
<b>Total 6200 Accounting</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ 80,970.00</b>	<b>\$ 80,970.00</b>
6300 Insurance	0.00	0.00	312.00	312.00
6300.1 Insurance - HMIS	932.10	0.00	0.00	932.10
6300.2 Insurance - COC CAS	0.00	1,485.90	0.00	1,485.90
<b>Total 6300 Insurance</b>	<b>\$ 932.10</b>	<b>\$ 1,485.90</b>	<b>\$ 312.00</b>	<b>\$ 2,730.00</b>
6401 Rent	0.00	0.00	2,742.86	2,742.86
6401.1 Rent - HMIS	8,194.29	0.00	0.00	8,194.29
6401.2 Rent - COC CAS	0.00	13,062.86	0.00	13,062.86
<b>Total 6401 Rent</b>	<b>\$ 8,194.29</b>	<b>\$ 13,062.86</b>	<b>\$ 2,742.86</b>	<b>\$ 24,000.00</b>
6402 Office Supplies	0.00	0.00	1,485.00	1,485.00
6402.1 Office Supplies - HMIS	3,405.00	0.00	0.00	3,405.00
6402.2 Office Supplies - COC CAS	0.00	4,810.00	0.00	4,810.00
<b>Total 6402 Office Supplies</b>	<b>\$ 3,405.00</b>	<b>\$ 4,810.00</b>	<b>\$ 1,485.00</b>	<b>\$ 9,700.00</b>
6403 Equipment	0.00	0.00	6,200.00	6,200.00
6404 IT Support	0.00	0.00	2,857.14	2,857.14
6404.1 IT Support - HMIS	8,535.71	0.00	0.00	8,535.71
6404.2 IT Support - COC CAS	0.00	13,607.14	0.00	13,607.14
<b>Total 6404 IT Support</b>	<b>\$ 8,535.71</b>	<b>\$ 13,607.14</b>	<b>\$ 2,857.14</b>	<b>\$ 25,000.00</b>
6504 Subscriptions and Dues**	0.00	0.00	6,640.00	6,640.00
<b>Total 6504 Subscriptions and Dues</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ 6,640.00</b>	<b>\$ 6,640.00</b>
<b>Total 6400 Office</b>	<b>\$ 20,135.00</b>	<b>\$ 31,480.00</b>	<b>\$ 19,925.00</b>	<b>\$ 65,340.00</b>
6500 Professional Development	4,050.00	8,100.00	2,850.00	15,000.00
<b>Total 6500 Professional Development</b>	<b>\$ 4,050.00</b>	<b>\$ 8,100.00</b>	<b>\$ 2,850.00</b>	<b>\$ 15,000.00</b>
6601 Phone	0.00	0.00	809.14	809.14
6601.1 Phone - HMIS	2,417.31	0.00	0.00	2,417.31
6601.2 Phone - COC CAS	0.00	3,853.54	0.00	3,853.54



<b>Total 6601 Phone</b>	<b>\$ 2,417.31</b>	<b>\$ 3,853.54</b>	<b>\$ 809.14</b>	<b>\$ 7,080.00</b>
6602 Postage	0.00	0.00	200.00	200.00
6605 Internet	368.74	587.83	123.43	1,080.00
6606 Outreach & Marketing	0.00	0.00	9,557.00	9,557.00
6606.1 Outreach & Marketing - HMIS	13,581.00	0.00	0.00	13,581.00
6606.2 Outreach & Marketing - COC CAS	0.00	27,162.00	0.00	27,162.00
<b>Total 6606 Outreach &amp; Marketing</b>	<b>\$ 13,581.00</b>	<b>\$ 27,162.00</b>	<b>\$ 9,557.00</b>	<b>\$ 50,300.00</b>
<b>Total 6600 Communications</b>	<b>\$ 16,367.06</b>	<b>\$ 31,603.37</b>	<b>\$ 10,689.57</b>	<b>\$ 58,660.00</b>
6803 Professional Services	0.00	0.00	50,000.00	50,000.00
6819 - COC Lived Experience Stipend	0.00	0.00	5,000.00	5,000.00
6840 Ticketing System	2,500.00	3,000.00	0.00	5,500.00
<b>Total 6800 Program Expense</b>	<b>\$ 2,500.00</b>	<b>\$ 3,000.00</b>	<b>\$ 55,000.00</b>	<b>\$ 60,500.00</b>
<b>Total Expenditures</b>	<b>\$ 380,772.35</b>	<b>\$ 554,848.36</b>	<b>\$ 316,665.97</b>	<b>\$ 1,252,286.68</b>

Budget Continues on next page...

## SAMPLE INVOICE

<b>Raleigh Wake Partnership FY22- 23 CAS_CE (AH / SSO) - EXPENDITURE BUDGET</b>	<b>COR-E</b>	<b>COR-HSG</b>	<b>HUD-PL</b>	<b>WC</b>	<b>OTH</b>	<b>LINE ITEM BUDGET TOTALS</b>	<b>JULY EXPENS E COR- HSG</b>	<b>JULY EXPENS E HUD- SSO</b>	<b>JULY EXPENS E HUD- PL</b>	<b>JULY EXPENS E WC</b>	<b>JULY EXPENS E OTH</b>	<b>JULY LINE ITEM TOTALS</b>
6014.2 Wages	42,000.00	13,650.00		211,925.00		267,575.00						
6016.2 Payroll Tax	3,633.00	1,180.73		7,497.24	10,874.27	23,185.24						
6017.2 Health Insurance	6,230.40	4,707.60		29,664.66		40,602.66						
6903.2 Payroll Service Fee	184.00	59.80		913.10		1,156.90						
6201.2 CPA/Bookkeeper												
6300.2 Insurance						0.00						
6401.2 Rent						0.00						
6402.2 Office Supplies						0.00						
6404.2 IT Support			13,607.14			13,607.14						
6500 Professional			8,100.00			8,100.00						
6601.2 Phone	952.60					952.60						
6605 Internet						0.00						
6606.2 Outreach & Marketing	2,500.00		24,662.00			27,162.00						
6840 Ticketing System	3,000.00					3,000.00						
<b>CAS CE TOTAL BUDGET</b>	<b>58,500.00</b>	<b>19,598.13</b>	<b>46,369.14</b>	<b>250,000.00</b>	<b>10,874.27</b>	<b>385,341.54</b>						

<b>Raleigh Wake Partnership ADMINISTRATION - EXPENDITURE BUDGET</b>	<b>2021 HUD</b>	<b>2022 COR</b>	<b>OTH</b>	<b>Line Item Totals</b>	<b>JULY EXPENS E 2021 HUD</b>	<b>JULY EXPENSE 2022 COR</b>	<b>JULY EXPENS E OTH</b>	<b>JULY LINE ITEM TOTALS</b>
6014 Wages	73,500.00		47,250.00	120,750.00				
6016 Payroll Tax	6,357.75		4,087.13	10,444.88				
6017 Health Insurance	10,174.73		5,181.79	15,356.52				
6903 Payroll Service Fee	207.00		161.00	368.00				
6201 CPA/Bookkeeper		6,800.00		6,800.00				
6203 Bank Fees		1,220.00		1,220.00				
6204 Audit Fees				0.00				
6300 Insurance		312.00		312.00				
6401 Rent		2,742.86		2,742.86				
6402 Office Supplies		1,485.00		1,485.00				
6403 Equipment		6,200.00		6,200.00				
6504 Subscriptions and Dues		6,640.00		6,640.00				
6404 IT Support		2857.14		2,857.14				
6500 Professional		2,850.00		2,850.00				
6601 Phone		809.14		809.14				
6602 Postage		200.00		200.00				
6605 Internet		123.43		123.43				
6606 Outreach & Marketing				0.00				
6803 Professional Services - (Staff and Agency Training -	14,746.57	12,760.43		27,507.00				
6819 Lived Experience		5,000.00		5,000.00				
<b>ADMINISTRATIVE TOTAL BUDGET</b>	<b>104,986.05</b>	<b>50,000.00</b>	<b>56,679.92</b>	<b>211,665.97</b>				

## **JOB DESCRIPTIONS**

### **Position Title: Access Hub Manager**

#### **Reports to: Chief Operations Officer**

The Access Hub Call Center Manager reports to the Coordinated Access System Director. This position works closely with the Coordinated Access System Director and the Housing Navigation Unit, as well, and is primarily **responsible for ensuring that the front end of the Wake County Homeless Continuum of Care's Coordinated Access System (CAS) is functioning appropriately.** The Access Hub Call Center Manager ensures that callers are appropriately assessed and referred by highly skilled specialists who are employing diversion strategies to reduce entry into our homeless crisis response system. The manager is also responsible for ensuring there is an appropriate referral feedback loop in place so that those callers who have self-resolved no longer have an outstanding referral into our system to ensure efficacy within the front end of our Coordinated Access System.

**Essential Duties and Responsibilities,** include the following.

- Directly manage Access Hub Call Center Access Specialist staff members, including access point staff, to ensure they are working effectively toward the common goals established by The Partnership and the NC 507 Continuum of Care. Responsibilities include the following:
  - Providing direct oversight of documentation and information being distributed by all employees in the department;
  - Hosting weekly team check-in meetings;
  - Providing monthly one-on-one meetings
  - Supporting staff members in their roles;
  - Conducting performance reviews and implementing staff or position changes, as needed.
- Provide information and consultation to data team members for the development and implementation of the evaluation of the Access Hub / sites.
- Provides information and consultation to Partnership staff members as needed for the development and implementation of the evaluation of the Wake County CoC's performance.
- Provides general support and coordination to all Access Hub / site - related projects and activities.
- Ensure proper deployment of GoToConnect Call Center software and utilization of the Homeless Management Information System.
- Participates in the development of project budgets with the management team and adheres to the budgets provided.
- Other duties as assigned.

### **Position Title: Access Hub Specialist**

#### **Work Location: Raleigh, NC**

#### **Organizational Description & Position Overview**

Raleigh Wake Partnership to End and Prevent Homelessness (Partnership) is the Wake County Continuum of Care collaborative leader of coordinated community efforts to end homelessness in Wake County.

Working in partnership with all local non-profit organizations, faith-based organizations, and individuals the Partnership coordinates the centralized Coordinated Access System and local HMIS administration with the goal of ending homelessness as we know it.

The Partnership is hiring full-time Access Hub Specialists to answer inbound calls, oversee the Coordinated Access assessment process for homeless or unstably housed citizens, ensure accurate data entry into a Homeless Management and Information System (HMIS) and provide referrals to the appropriate resources as needed. This position works directly with the House Wake! Access Hub Manager.

**Essential Job Functions**

- Conduct eligibility and needs assessments with individuals and families experiencing homelessness
- Assist clients with planning and preparing for services that have been identified through the CE process
- Provide direct feedback on how service provision can be streamlined or improved
- Problem solve with Partnership staff to provide CE in varying settings and situations
- Develop a practical day-to-day knowledge of how homeless services are provided in our community.
- Maintain clients' dignity and privacy while collecting the minimum amount of client-level data required to access services
- Enter all data into ServicePoint HMIS (the shared community database) in accordance with community data standards and rules of confidentiality
- Other duties as assigned
- Participate in weekly staff meetings, Coordinated Entry meetings & other CoC meetings as needed

# **Raleigh/Wake Continuum of Care**

## **Governance Charter**

**Approved September 21, 2020**

**Amended February 11, 2021**

## Contents

Article I. Purpose and Duration .....	3
Article II. Mission, Vision, and Values.....	3
Article III: CoC Membership .....	4
Article IV. CoC Board .....	5
Article V: Committees .....	8
Article VI: Collaborative Applicant.....	10
Article VII: HMIS Lead Agency .....	12

## Article I. Purpose and Duration

### Section I. Purpose

The purpose of the Raleigh/Wake CoC is to create a collaborative, inclusive, community-based process and approach to plan for and manage homeless assistance resources and programs effectively and efficiently to end homelessness in the jurisdiction as specified in the US Department of Housing and Urban Development (HUD), 24 CFR Part 578, Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act: Continuum of Care Program. The Governance Charter identifies the composition, roles, responsibilities, committees, and processes involved in the planning and programming of the Raleigh/Wake CoC. Additionally, the Raleigh/Wake CoC serves as the U.S. Department of Housing and Urban Development (HUD) recognized decision making body for the Continuum of Care Rule 24 CFR 578, Subpart B, entitled “Establishing and Operating a Continuum of Care.”

### Section II. Duration

HUD regulations (24 CFR part 578.7(5)) require CoCs to review and update their governance charters annually. The Raleigh/Wake CoC will review, update, and approve this governance charter at least annually. Amendment of the charter requires a vote of the Raleigh/Wake CoC membership at a regularly scheduled membership meeting.

## Article II. Mission, Vision, and Values

### Section I: Mission

The Raleigh/Wake CoC plans, develops, and implements comprehensive and coordinated strategies across funding sources and systems to address homelessness in Raleigh/Wake County.

### Section II: Vision

The vision of the Raleigh/Wake CoC is to ensure that homelessness is rare, brief, and non-recurring. We will achieve this vision through our shared values and actions.

### Section III: Values

**Housing First:** We recognize that housing is a human right and will not require pre-conditions for access to housing.

**Trauma-Informed:** We will use trauma-informed practices in how we work together and serve people experiencing homelessness.

**Equity and Justice:** We work to eliminate discrimination so that race, ethnicity, gender identity, or sexual orientation are not predictors of who becomes homeless or predictors of outcomes within the homeless system. We are committed to re-envisioning just systems to prevent and end homelessness.

**Leadership by People with Lived Experience:** We will be accountable to people experiencing homelessness and ensure there are meaningful and accessible ways to participate in shaping decisions.

**Transparency:** We believe in being transparent with people experiencing homelessness and our community.

**Efficiency:** We implement efficient systems that help people experiencing homelessness get housing as quickly as possible because every day a person spends unhoused is a day too many.

**Collaboration:** We know working together is better than working alone.

**Client-Driven:** We believe that people experiencing homelessness are experts in their own lives and that service providers' role is to support strengths and overcome barriers.

### **Article III: CoC Membership**

#### Section I: Definition

Organizations and unaffiliated individuals residing or working within Wake County may be members of the CoC. The Raleigh/Wake CoC will actively recruit for a broad and inclusive membership including, but not limited to persons with lived experience of homelessness, nonprofit homeless assistance providers, victim service providers, faith-based organizations working to reduce homelessness, local governments, businesses, funders, advocates, public housing agencies, school districts, social service providers, mental health and substance use agencies, healthcare providers, universities, affordable housing developers, landlords, and criminal justice providers.

#### Section II: Voting

The following levels of membership exist:

- Non-Voting Members
- Voting Members

##### *Non-Voting Members*

Any person or organization who attends at least one meeting per calendar year is considered a Non-Voting Member in good standing of the Raleigh/Wake Continuum of Care. Non-Voting Members may choose to receive information from the Raleigh/Wake Continuum of Care including, but not limited to, meeting notices, Continuum of Care meeting minutes, and Continuum of Care reports. To remain in good standing, Non-Voting Members must attend at least one meeting per calendar year to maintain their membership.

##### *Voting Members*

In order to become a voting member of the Raleigh/Wake Continuum of Care, an individual or representative of an agency must be a member of the Raleigh/Wake Continuum of Care in good standing, be located or provide services in the CoC's geographic area, and complete a Raleigh/Wake Continuum of Care Voting Member Application Form. Each application will be reviewed and approved by the Continuum of Care Membership Committee following CoC-approved application standards. Once the application form has been approved and the attendance requirements met, the Collaborative Applicant will notify the person/agency of their voting status. There is no minimum or maximum number of voting members on the Raleigh/Wake Continuum of Care.

##### *Organization Voting Members*

An agency/organization may apply to receive voting status after attendance at one Continuum of Care meeting. An agency/organization may identify two (2) persons who may vote on behalf of the agency/organization. Only one (1) representative of an agency/organization may cast a vote on each action. If neither representative can attend a duly called meeting, the organization may, with prior notice



to the Collaborative Applicant, designate a proxy. Designations of proxies to conduct business should be rare. If a Continuum of Care voting member is unable to routinely conduct business, the agency/organization should seek to assign representation to another individual.

Voting members must attend at least 75% of CoC meetings in a calendar year to remain active as voting members.

#### *Individual Voting Members*

An individual who does not work for or represent an agency/organization may be an individual member. An individual may apply to become a voting member after attendance at one Continuum of Care meeting.

In the case that individual members make up more than 40% of the total CoC membership of both organization and individual voting members present for a vote, the total votes of the individual members will be proportionally weighted so that they do not count for more than 40% of the total CoC membership's vote on any proposed action.

### Section III: Membership Duties

Duties shall include:

- Advise CoC Board on policies via committee participation
- Recommend funding priorities to the CoC Board
- Vote on CoC governing issues such as revisions to the CoC charter

### Section IV: Meetings and Communications

The Raleigh/Wake CoC Governing Board will call meetings of the full Raleigh/Wake CoC membership at least twice annually. The Collaborative Applicant will announce the date, time, and location of the CoC meetings at least ten business days in advance. Agendas shall be published on the CoC website at least ten business days in advance of the meetings. Results of actions taken at a CoC meeting shall be published on the website within 14 days. The CoC Membership will receive information about CoC goals, plans, and operations via a variety of means including a newsletter, notices, agendas, and minutes of committee and CoC Board meetings, all posted on the CoC website.

### Section V: Recruitment

The Raleigh/Wake CoC will publish and appropriately disseminate, in conjunction with the Collaborative Applicant, an open invitation at least annually for persons within the Raleigh/Wake CoC area to join as new CoC members. Recruitment efforts will be documented by the Collaborative Applicant.

## **Article IV. CoC Board**

### Section I. CoC Governance Model

The Governing Board is the policy-setting and decision-making body for the CoC, which is responsible to the CoC membership to fulfill its HUD-defined responsibilities as defined in this charter. The board is responsible for overseeing the planning, coordination of resources, and evaluation of results for the community. The board is empowered to create standing committees and ad-hoc working groups to achieve community goals. The board will look to recommendations from its committees and workgroups to develop sound policies and practices that meet the needs of the community.

### Section II. Roles and Responsibilities of the Board

The responsibilities required of the CoC by HUD in the Interim Rule and local requirements are assigned to the Governing Board as outlined below:

- Engage community leaders to develop and implement comprehensive strategies to reduce and end homelessness in Raleigh/Wake.
- Assess the performance of the CoC; identify gaps; develop and implement strategies to address gaps and improve the overall CoC performance, including implementation of best practices.
- Consult with the Collaborative Applicant and HMIS Lead to develop, follow, and update the Governance Charter as needed.
- Recommend to the CoC membership for a vote, any amendments as they arise.
- Receive recommendations on the recipient and sub-recipient performance targets appropriate for population and program type, along with performance and outcomes of ESG and CoC programs.
- Approve the CoC HMIS data privacy plan, data security plan, and data quality plan.
- Establish priorities that align with local and federal policies for recommending projects for CoC related grant funding.
- Coordinate with the Collaborative Applicant on any other funding related to CoC activities or funding.
- Call meetings of the full CoC membership at least semiannually.
- Appoint committees and workgroups to facilitate the work of the CoC.

### Section III: Size and Membership of the Raleigh/Wake CoC Governing Board

The Board will consist of no more than 22, and no fewer than 15 members, all of whom will have one vote. In keeping with the CoC's values, the CoC will work to ensure diversity in experience and representation on the board regarding racial and ethnic diversity, disability, age, sexual orientation, gender identity, history with the criminal justice system, income, and education. No single organization may hold more than 1 seat on the Board. The following seats represent stakeholders that are either appointed, nominated, or elected:

#### **Four (4) jurisdictional/public housing organizations will have permanent seats with representatives to appointed by their organizations:**

- City of Raleigh Emergency Solutions Grant (ESG) entitlement jurisdiction
- Wake County Emergency Solutions Grant (ESG) entitlement jurisdiction
- City of Raleigh Housing Authority
- Wake County Housing Authority

#### **Six (6) System Partners will be nominated by the Board Nominating Committee:**

- Up to six System Partner Representatives, such as but not limited to representatives from school districts, medical providers, mainstream benefits or service providers, faith representatives, business representatives, criminal justice, and court systems.

- If any of the permanent members named in the section above choose to not join as CoC Board members, additional System Partner spots may be designated.

**Six (6) members will be elected by CoC organization members to represent the following homeless system service providers:**

- Domestic Violence
- Coordinated Access/Day Programs
- Shelter
- Permanent Housing
- Two flexible seats

**Four (4-6) members who are currently or formerly experiencing homelessness will be elected by people with lived experience.** Board Members who represent homeless or formerly homeless individuals will not count toward an organization's total unless they hold management positions within those agencies.

#### Section IV: Process for Board Member Selection

The CoC is committed to a diverse and inclusive Board in terms of race, gender, sexual orientation, immigration status, and other factors. The Membership / Nominating Committee will be charged with monitoring diversity of the Board and undertaking efforts to recruit a diverse membership. All members of the Raleigh/Wake CoC Governing Board will demonstrate a professional interest in, or personal commitment to, addressing and alleviating the impacts of homelessness on the people of the community.

#### Section V: Terms of Office

The members of the Raleigh/Wake Governing Board shall serve two-year staggered terms so that the Board membership does not turn over all at once. The Governing Board will have two officers, who will be selected by the members of the Board for two-year terms. Any member of the Board may serve as an officer. Board officers may serve up to two consecutive terms.

#### Section VI: Meeting Frequency

The Governing Board will decide how frequently to meet, but, in no event, shall the Board meet less frequently than every other month to conduct the business of the CoC. The Governing Board shall establish a published meeting schedule of regularly scheduled meetings before the start of each calendar year. The first Governing Board seated under this Charter shall establish a regular meeting schedule at its first meeting. Meeting schedules and agendas will be posted on the CoC website by the Collaborative Applicant. Agendas will be published at least 10 days in advance of a Board meeting.

#### Section VII: Vacancy, Removal, and Resignation

In the event of an Elected Seat vacancy, the members of the Raleigh/Wake CoC Governing Board will elect a successor to hold the vacant seat for the remainder of the term of the person vacating the seat. At the end of the term, a regular election will be held as described in this charter. In the event of an Appointed Seat vacancy, the Appointed Entity must appoint an individual designee to fill the vacant seat.

Members of the Raleigh/Wake CoC Governing Board may remove a Board member (nominated or appointed) who is absent for two (2) regularly scheduled Board meetings in any twelve-month period. Unexcused absences from special meetings will generally not be considered in this calculation but may be

included as appropriate. Absences are considered excused if the CoC Board Chair is notified within 8 hours of the meeting via phone, e-mail, or letter.

Raleigh/Wake CoC Governing Board members (elected or appointed) may also be removed by a  $\frac{3}{4}$  vote of the Raleigh/Wake CoC Governing Board then-seated for cause including but not limited to:

- Failure to perform Board duties
- Failure to comply with this Charter and/or applicable policies
- Engaging in conduct that constitutes a conflict of interest
- Engaging in behavior that causes harm to the reputation of the Continuum

Such seats will then be filled through the process described above under vacancies.

Unless otherwise provided by a written agreement, any member of the Raleigh/Wake CoC Governing Board may resign at any time by giving written notice to the Chair. Any such resignations will take effect at the time specified within the written notice or if the time is not specified in the written notice it will take effect upon its acceptance by the Raleigh/Wake CoC Governing Board.

#### Section VIII: Voting and Quorums

A meeting quorum will consist of 50% +1 of the sitting CoC Governing Board members. Attendance at a meeting is defined as in person or via telephone/video when available. Votes may also be held and confirmed by the same quorum via email, for time-sensitive situations.

#### Section IX: Code of Conduct/Conflict of Interest/Recusal Process for Continuum of Care Board

No member may participate in or influence discussions or resulting decisions concerning the award of a grant or other financial benefits to the organization that the member represents or to themselves as individuals. Therefore, any individual participating in or influencing decision making must identify actual or perceived conflicts of interest as they arise and comply with the letter and spirit of this policy. Disclosure should occur at the earliest possible time and if possible, prior to the discussion of any such issue. Individuals with a conflict of interest should recuse themselves from discussion and voting on any issue in which they may have a conflict. A Conflict of Interest Policy will be approved by the Continuum of Care annually.

Written disclosure statements will be reviewed and signed by each member upon joining the board, any time conflicts of interest change, and annually. Members will not be permitted to participate in any discussion or vote until the statement is on file. All voting members shall have the right to recuse themselves from voting on the matter without providing an excuse.

### **Article V: Committees**

#### Section I: Standing Committees

The work of the CoC is extensive, and there are many responsibilities that a single entity, cannot effectively manage on its own. Therefore, the CoC, through its Board, will establish committees (on-going) and time-limited workgroups to facilitate the work of the CoC. Each committee and workgroup will have a clear purpose, publish agendas and minutes, and communicate its findings, recommendations, and concerns to the Board. In establishing committees, the Board will include categories of expertise and/or stakeholder groups it desires to include on each committee. The Membership Committee of the Raleigh-Wake CoC will be charged with seeking individuals to fill these slots and then presenting the names and qualifications to the Board, which will vote to approve them. Committee membership should reflect the diversity of the community. To the extent feasible, persons with lived experience and at least

one Board member should be part of every committee. Committees will be open to persons (CoC members, Collaborative Applicant staff, and others) who have expertise and interest in the subject matter of the committee, as well as persons with lived experiences. Committees may elect a chair, subject to ratification by the Board, except for the Membership/ Nominating Committee, which will be chaired by the Vice-Chair of the Governing Board.

Standing committees shall include but not be limited to:

#### Executive Committee (new)

The Executive Committee is responsible for ensuring that members and committees are fulfilling their responsibilities in compliance with governing documents (especially the conflict of interest policy), funder requirements, and legal statutes. It sets the agenda for CoC Governing Board meetings and CoC meetings. The Executive Committee also convenes ad hoc committees for specific tasks and/or special issues, such as convening an annual Written Standards Workgroup comprised of members from multiple committees to review and update CoC written standards.

#### Funding Review (new)

The Funding Review Committee reviews and ranks project applications for the CoC Program and other approved funding for recommendation to the CoC Governing Board. Collaborative Applicant staff and this committee will work together to develop fair and transparent processes and recommend the scoring and ranking criteria for projects eligible for funding under the CoC Program. Scoring and review committee members are approved by the CoC Governing Board. Homeless services agencies receiving or requesting CoC funding are prohibited from participating in this committee.

#### Membership (new)

The Membership committee engages in recruitment activities to engage as many and diverse stakeholders in the CoC as possible, including recruitment for participating and membership on CoC Governing Board and the CoC committees. This committee works in collaboration with CoC Governing Board to develop any qualifications for membership in CoC entities as deemed necessary.

#### House Wake! Committee (Coordinated Assessment System aka CAS) (new)

The committee for the House Wake! Coordinated Assessment System provides macro-level oversight of the coordinated assessment system. The committee, in coordination with the Coordinated Assessment (Centralized Intake) administering agency, troubleshoots issues and makes recommendations to the CoC Governing Board and the full CoC membership on any macro-level changes for system improvement, such as significant changes to policy and prioritization of people experiencing homelessness. This committee must include representation from the CoC Collaborative Applicant.

#### Data Advisory Committee (new)

The Data Advisory Committee identifies needs for HMIS training and reviews HMIS reports to be submitted to funders such as HUD or ESG jurisdictions. This committee is also responsible for reporting periodically on the status of data completeness and other data quality measures. The members on the data advisory committee regularly review data policies and procedures and provide recommendations on how system-wide data performance can be improved. In collaboration with the HMIS Lead, the committee will ensure the completion of the Annual Gaps Analysis and complete system and project-level performance evaluation and data monitoring.

### Racial Equity (new)

The Racial Equity committee evaluates the Raleigh/Wake CoC policies and data related to racial equity. The purpose of this committee is to ensure that equal access to safe and affordable services and housing is the norm for African Americans, American Indians, and Latinx peoples. This committee will also monitor the extent that these populations are overrepresented in the homelessness system, recommends policy changes based on data and best practices, creates, and supports system partnerships, and develops plans and processes to assess whether the CoC's policies and resource allocation decisions are positively impacting inequities among homeless individuals and families in the community.

### Lived Experience Committee (new)

The Lived Experience committee will provide the consumers' perspective to committees, workgroups, and the Board.

## **Article VI: Collaborative Applicant**

### Section I: Selection Process

Once the Governing Board is in place, the CoC Board will develop a process to select and approve a Collaborative Applicant for a five-year term with the understanding that a Collaborative Applicant may be selected more frequently if there are performance concerns.

### Section II: Role

The Continuum of Care must designate a legal entity that is also a Continuum of Care Program eligible applicant to serve as the Collaborative Applicant. The Collaborative Applicant is responsible for collecting and combining the required application information from all Continuum of Care Program funded projects within the geographic area. The Collaborative Applicant is also responsible for submitting the annual application to HUD for Continuum of Care Program funding and to apply for Continuum of Care Planning dollars. These and any additional responsibilities are documented in the Continuum of Care Collaborative Applicant Memorandum of Understanding.

Before the submission of the annual application to HUD for Continuum of Care Program funding, the Collaborative Applicant must submit a final draft of the application to the CoC Governing Board for approval. Depending on the timing of the submission to HUD, the CoC Governing Board and Collaborative Applicant will create a timeline for submission to the Continuum of Care. The Collaborative Applicant in Raleigh/Wake will also provide staff and leadership to the various committees and workgroups that constitute the CoC.

### Section III: Responsibilities

The responsibilities of the Collaborative Applicant include:

- Propose revisions to this governance charter, to ensure compliance with all procedures and policies needed to comply with HUD requirements and with HMIS requirements, including a code of conduct and recusal policy for the Raleigh/Wake CoC Governing Board members and any person acting on behalf of the Raleigh/Wake CoC Governing Board.
- In consultation with recipients of Emergency Solutions Grant (ESG) funds within the CoC's geographic area, establish and operate either a centralized or coordinated entry system that provides an initial, comprehensive assessment to ensure prioritization and matching of the needs of individuals and families to housing and services.

- In consultation with recipients of ESG funds within the CoC, draft written standards for the CoC Governing Board approval and providing for CoC assistance.
- Monitor the performance of CoC and ESG recipients and sub-recipients.
- Report the outcomes of ESG and CoC projects to HUD and the CoC Governing Board, at least annually.
- Facilitate on-going coordination among CoC components.
- Strategize to maximize efficiency in service provision.
- Coordinate training of staff implementing CoC projects.
- Identify best practices to implement in the CoC and educate CoC member agencies about best practices.
- Share information with the CoC Governing Board to facilitate effective leadership of the CoC.
- Coordinate the implementation of a housing and service system within the CoC's geographic area that meets the needs of homeless individuals and families. At a minimum, such a system encompasses the following:
  - Outreach, engagement, and assessment
  - Shelter, housing, and supportive services
  - Prevention strategies
- Plan for and conduct, at least annually, a point-in-time count of homeless persons within the CoC geographic area that meets HUD requirements, including a housing inventory of shelters, transitional housing, and permanent housing reserved for homeless persons, in general, and chronically homeless persons and veterans, specifically, as HUD requires.
- Conduct an annual gaps analysis of the needs of homeless people, as compared to available housing and services within the CoC geographic area.
- Provide the information required to complete the Consolidated Plan(s) within the CoC geographic area.
- Consult with State and local government ESG recipients within the CoC geographic area on the plan for allocating ESG funds and reporting on and evaluating the performance of ESG recipients and sub-recipients
- Develop a proposed plan for the Raleigh/Wake CoC Governing Board regarding public education on homelessness, advocacy at the state or local level related to housing and homelessness, and policy recommendations to state or local governments in the CoC region.
- Design, operate and follow a collaborative process for the development of a CoC application to HUD.
- Submit the final application in response to the CoC Notice of Funding Availability (NOFA).

- On behalf of the Governing Board, holding meetings of the full CoC membership, with published agendas at least semiannually.
- Staffing CoC committees and workgroups, including preparation of agendas and minutes, meeting materials and communications, maintaining records, and distribution lists.
- Assisting the CoC, through its committees and workgroups, to develop performance targets and evaluate performance.

#### Section IV: Evaluation

The Governing Board will hold the Collaborative Applicant accountable for performance through a Memorandum of Understanding that is reviewed and updated annually. Any member of the Governing Board with a conflict of interest shall not participate in the annual review of the Collaborative Applicant. Only the Collaborative Applicant will be eligible to apply for CoC planning funds through the CoC grant process. These funds will be used, as directed by the Governing Board, to provide dedicated staff and resources, and to undertake planning projects, to support the work of the CoC.

### **Article VII: HMIS Lead Agency**

#### Section I: Selection Process

With the adoption of this Governance Charter, the Governing Board, through its Data Advisory Committee, will become responsible for guiding the CoC's selection of an HMIS Lead Agency and for monitoring HMIS operations in the CoC's geographic area. The Committee will keep the Governing Board apprised of HMIS concerns and will make recommendations to the Board concerning issues of policy and participation. The Data Advisory Committee will develop a process to select and approve a new HMIS Lead, as applicable, given the CoC's participation in a multi-jurisdiction HMIS.

#### Section II: Roles and Responsibilities

The Raleigh Wake CoC is part of a multi-CoC HMIS implementation in North Carolina which has contracted with the Michigan Coalition Against Homelessness to carry out a significant portion of the HMIS Lead responsibilities. The multi-CoC implementation has a North Carolina HMIS Governance Committee which includes representation from the member CoCs, including Raleigh/Wake County.

The Raleigh/Wake Partnership to End and Prevent Homelessness serves as the local System Administrator for the HMIS in the Raleigh/Wake CoC and currently represents the CoC on the NC HMIS Governance Committee.

The HMIS Lead and the local System Administrator:

- Ensure that projects are meeting national data quality objectives
- Ensure that the CoC has an HMIS data privacy plan, security plan, and data quality plan
- Document compliance project rules and record requirements
- Ensure that the HMIS is administered in compliance with HUD requirements
- Ensure consistent participation by CoC and ESG recipients in HMIS
- Ensure that the CoC has a successful and operational HMIS
- Coordinate efforts to encourage non-HUD funded projects to participate



#### Section IV: Evaluation

The Governing Board will hold the HMIS Lead Agency accountable for performance via the monitoring work performed by the Data Advisory Committee and its HMIS Subcommittee (if created). There will be an annual review of the HMIS Lead Agency.