

Required Program Policies and Procedures

This list of program policies and procedures includes CoC Program requirements.

- Not all requirements specifically state that your agency must have a policy or procedure, but in practice, to ensure that the requirement is met, many grant requirements necessitate written policies and procedures. Grant requirements noted with a (*) are specifically required to have a policy or procedure.
- Not all policies listed here are necessary, or desirable, for all programs.
- In addition to this list, your agency should have all other policies required for compliance with HUD's current CoC Program requirements, including HMIS related policies. Agencies regularly should refer to the CoC Program Interim Rule, any other notices or regulations HUD publishes, and requirements HUD may establish via the annual Notice of Funding Availability process.

✓	Policy & Procedure
Program Operations	
	Standard Operating Procedures* **Please refer to pgs 8-9 of the Quality Assurance Standards (QAS) for further information on standards for program management.
	Subrecipients and Contractors
	Emergency Safety and Evacuation Procedures **Please refer to pg 18 of the Quality Assurance Standards (QAS) for further information on emergency procedures.
	Anti-Lobbying
Financial Management	
	Financial Management Policies and Procedures, Including Among Other Issues*:
	Match
	Procurement
	Cost Allocation Plan – how actual (not budgeted) direct, indirect, and administrative expenses will be charged in accordance with the provisions of the applicable Federal cost principles and the terms and conditions of the award
Grant-Related	
	Applying for CoC Program Funds
	Grant Agreement/Execution
	Program-Type/Activity-Specific Requirements (e.g., Eligible Costs, Eligible Clients) <ul style="list-style-type: none"> • Description of types of services the program will provide and categorization of eligible vs ineligible expenses and the supporting documentation to be collected in order to invoice **Please refer to the Quality Assurance Standards (QAS) for further information on program specific requirements.
	Displacement, Relocation, and Acquisition
	Faith-Based Activities and Requirements Relevant to Faith-Based Providers
	Combining/Replacing State/Local Government Funds with CoC Program Funds
	Grant Amendment/Project Changes
	Grant Close-Out
	Recordkeeping/Documentation
	Performance Evaluation
	Monitoring
	Reporting
	Internal Auditing for Compliance with CoC Program and HUD Requirements

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	Coordinated Entry/ Written Standards for Providing CoC Assistance* **Please refer to the Quality Assurance Standards (QAS) , starting from page 64, for further information on coordinated entry.
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✓	Policy & Procedure
Staff & Board	
	Drug-Free Workplace*
	Staff Rules and Regulations
	Code of Conduct, Conflict of Interest*
Housing-Related	
	<p>Housing Selection, Standards, and Related</p> <ul style="list-style-type: none"> • Process of move-in – docs required from landlords, verification of ownership, rent reasonableness certification and scheduling of inspections (within 48 hours) • Housing Quality Standards – items that will fail a unit, timeframe for landlord to make repairs, re-inspection scheduling time frame, etc. • Process of securing security deposit and move-in checks for lease signing • Process for annual recertifications – assessment and inspection should be started at the 9-month mark to ensure it is completed by the 12-month mark (CoC funds cannot be used to pay for units that have not been recertified) • Move Process – receipt of move request, last monthly payment, how deposit will be handled on old unit and new unit (if applicable) • Move Request – recommend a form to request a move, plan to maintain new unit, why it is requested
	Lead-Based Paint **Please refer to OSH's lead based paint policy for further information.
Non-Discrimination **Please refer to pg 20 of the Quality Assurance Standards (QAS) for further information.	
	Affirmatively Furthering Fair Housing*
	Reasonable Accommodation and Accessibility for Persons with Disabilities*
	Nondiscrimination and Equal Opportunity*
	<p>Outreach*</p> <ul style="list-style-type: none"> • Outreach Process – 3 to 5 attempts (refer to the Santa Clara County Community Queue Referrals - Standard Location Practices), outreach contacts documented, referral outcome, timeline
Program-Participant-Related	
	Client Eligibility
	Confidentiality* **Please refer to pg 26 of the Quality Assurance Standards (QAS) for further information.
	Domestic-Violence-Related **Please refer to pgs 12-16 of the Quality Assurance Standards (QAS) for further information.
	<p>Recordkeeping/Documentation</p> <ul style="list-style-type: none"> • Intake Process – staff and client expectation on timeline to complete required paperwork and submission to agency for review • Process to review intakes – timeline (within 48 hours), expectations to correct errors, approval/denial letter

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	Charging Clients and Tenants: Annual Income, Occupancy Charges/Resident Rent, Program Fees <ul style="list-style-type: none"> • Subsidy Step Down Model • Extension Requests – recommend a form with approval process, criteria to receive extension and how does extension impact existing Subsidy Step Down Model
	Mainstream Benefits*
	Educational and Related Services*
	Supportive Services Provided, Including Residential Supervision <ul style="list-style-type: none"> • Self-Sufficiency Plan – describe the expectation of both case manager and client in regard to getting to self-sufficiency including but not limited to what will be reviewed (i.e., SPDAT assessment, budget, pay stubs collected, housing affordability, etc.) and at what frequency
	Participation of Homeless Individuals in Policy Making Functions and Day-To-Day Program Operations
	Program Rules and Regulations for Participants and Clients
	Termination of Assistance to Program Participants* **Please refer to pg 28 of the Quality Assurance Standards (QAS) for further information. <ul style="list-style-type: none"> • Termination and Appeal Policy • Program Exit / Discharge – collect all required exit data components (for RRH, services can be provided for 6 months beyond last subsidy month)