



AGENDA
AD HOC COMMITTEE ON DIVERSITY AND INCLUSION
Friday July 13, 2018 @ 11:30 a.m.
Council Conference Room, 10th Floor, City Hall

Councilmember Carol Wood, Chair
Councilmember Brian Jackson, Vice Chair
Councilmember Patricia Spitzley

1. Call to Order
2. Roll Call
3. Public Comment
4. Approval of Minutes
 - June 29, 2018
5. Discussion
 - A.) Continue conversation on MEI Score – Mayor’s Office
6. Other
 - Updates on Participants in the Committee
7. Adjourn

Pending Opioids information from Sparrow Hospital

DRAFT



**MINUTES
AD HOC COMMITTEE ON DIVERSITY AND INCLUSION
Friday, June 29, 2018 @ 11:30 a.m.
Council Conference Room, 10th Floor, City Hall**

Call to Order

The meeting was called to order at 11:33 a.m.

Committee Members

Council Member Carol Wood, Chair
Council Member Brian T. Jackson, Vice Chair
Council Member Patricia Spitzley

Others Present

LaSondra Crenshaw, Council Staff
Tammy Lemmer – TCOA
Dax Carpenter, Disability Network
Stacey Locke – Peckham
Julie Rodocker – LPD Commissioner
Chelsea Coffey – Mayor's Office
Linda Sanchez-Gazella – HR Director
Jim Bale
Judi Harris - STVCC
Elizabeth O'Leary - HR
Mark Brown

MINUTES

MOTION BY COUNCIL MEMBER JACKSON TO APPROVE THE MINUTES FROM April 13, 2018 AS PRESENTED. MOTION CARRIED 3-0

MOTION BY COUNCIL MEMBER SPITZLEY TO PLACE MINUTES FROM MAY 11, 2018 ON FILE. MOTION CARRIED 3-0

Discussion

Continue conversation on MEI Score

Ms. Coffey advised the group that the deadline is July 27th for the MEI score. Mayor Schor would like everyone to look over the handout and get back to him with any questions/suggestions.

Ms. Coffey went over the 2018 MEI Scorecard with the group, to compare what points we received last year and what points we would be eligible to receive this year.

After going over the Scorecard it was decided that Ms. Coffey will report back with all the information and documents at the meeting July 13th.

Councilmember Wood asked that everyone look over the 2018 MEI Standards For Credit handout and bring back your ideas.

Discussion

Veteran Issues

Mr. Carpenter updated the group along with Ms. Sanchez-Gazella as to what the veteran issues/concerns are. He advised that we need to increase are standing from bronze to silver level, and asked how do we attract more veterans to the city.

Ms. Sanchez-Gazella advised that Elizabeth O'Leary is the Labor Specialist, but she knows we are at a bronze level with Michigan Veterans Association. She is not familiar with the steps to increase that but she did pull the steps along with Elizabeth's help. Those include meetings with different agencies, and we give special consideration to veterans who apply through LPD. Council Member Wood asked if they give extra points for veterans no matter what job they apply for. Ms. Sanchez-Gazella advised they only do that in LPD not with any other department, but they will look into that in the future.

As far as hiring she is open to any suggestions, she encouraged everyone to email/telephone any suggestions to Elizabeth or herself.

Ms. O'Leary advised that last summer the City became bronze level, forms were sent out regarding veteran identification at that time without a big response. They have had a meeting with David Dunkel and MVA recruiters attended training, however we could benefit from follow up training.

Mr. Carpenter stated we need to develop a plan, we do a veteran breakfast and parade, but what more can we do.

Ms. Locked stated that a lot of veterans have PTSD and anxiety, only being in LPD is a shock we need to look at other areas and maybe more people would self-identify.

Mr. Carpenter suggested we get a partnership going with LCC and try to get more veterans to stay in Michigan. He works with Invest Vets committee, and they are getting veterans, etc hired. We need to get the skilled trade gap closed, and start getting other departments involved.

Council Member Wood suggested that another round to help self-identify, could include Mr. Carpenter writing a letter explaining why it's important to let us know if you're a veteran. Give people the chance to see there are other people out there like them.

Mr. Bale stated there is a big shortage of people for building trades, he asked Mr. Carpenter if he has reached out to Michigan State. Mr. Carpenter advised no not yet but he planned to.

Ms. Sanchez-Gazella asked Mr. Carpenter if he receives emails with our weekly job openings. He advised that he does not. Council Member Wood advised that LaSondra will send our email list to Ms. Sanchez-Gazella and she will send out weekly job list to the Ad Hoc on Diversity and Inclusion committee.

Mr. Brown stated that bringing in youth helps build the program to help young adults to go into apprenticeship. Looks at a wide spectrum to get into program, the age range is mid-twenties. Taking certified veterans as trainers and letting them help with returning citizens or people with challenging resumes. He also suggested we Include Michigan Works

Council Member Wood suggested we work on getting some meetings together, what steps we need to do in order to accomplish moving forward in the ratings from a bronze to silver. Make sure Ms. Sanchez-Gazella has our email address for Ad Hoc group, to send us any information you feel could benefit this group.

OTHER

Updates on Participants in the Committee

Saturday June 30th – Rally at Capitol against families being separated 1:00 p.m. – 3:00 p.m.

Monday July 30th at the Media Center 2500 S. Washington from 5:30 p.m. – 8:30 p.m. Town Hall Panel regarding incarceration the ripple effect

July 17th – Brown Bag 12:00 p.m.

Every Wednesday not July 4th – Ingham County sheriff office 5:30-6:30/7 – Jail Tours

Saturday Sept 8, 2018 at Benjamin Davis Park – Lansing Harmony Celebration

Sparrow Volunteers- if over 55 go through VIP office

Midnight Basketball at Hill Center from 8:00 p.m. - midnight

Adjourn

Adjourn at 12:36 p.m.

Submitted by,

LaSondra Crenshaw, Administrative Assistant

Approved _____

I. Non-Discrimination Laws

This category evaluates whether discrimination on the basis of sexual orientation and gender identity is prohibited by the city, county, or state in areas of employment, housing, and public accommodations.

	STATE	COUNTY	CITY	AVAILABLE
Employment	0/0	0/0	5/5	5/5
Housing	0/0	0/0	5/5	5/5
Public Accommodations	0/0	0/0	5/5	5/5
SCORE	30 out of 30			

II. Municipality as Employer

By offering equivalent benefits and protections to LGBTQ employees, and by awarding contracts to fair-minded businesses, municipalities commit themselves to treating LGBTQ employees equally.

	CITY	AVAILABLE
Non-Discrimination in City Employment	6/0	6/6
Transgender-Inclusive Healthcare Benefits	0	6
City Contractor Non-Discrimination Ordinance	0/0	3/3
SCORE	6 out of 24	
BONUS Inclusive Workplace	+0	+2

III. Municipal Services

This section assesses the efforts of the city to ensure LGBTQ constituents are included in city services and programs.

	STATE	COUNTY	CITY	AVAILABLE
Human Rights Commission		0	5	5
LGBTQ Liaison in City Executive's Office			0	5
Enumerated Anti-Bullying School Policies	0/0	0/0	3/3	3/3
SCORE	11 out of 16			
BONUS Enforcement Mechanism in Human Rights Commission		+0	+2	+2
BONUS City Provides Services to LGBTQ Youth			+0	+2
BONUS City Provides Services to LGBTQ Homeless			+0	+2
BONUS City Provides Services to LGBTQ Elders			+0	+2
BONUS City Provides Services to people Living with HIV/AIDS			+0	+2
BONUS City Provides Services to the Transgender Community			+0	+2

IV. Law Enforcement

Fair enforcement of the law includes responsible reporting of hate crimes and engaging with the LGBTQ community in a thoughtful and respectful way.

	CITY	AVAILABLE
LGBTQ Police Liaison or Task Force	0	10
Reported 2015 Hate Crimes Statistics to the FBI	12	12
SCORE	12 out of 22	

V. Relationship with the LGBTQ Community

This category measures the city leadership's commitment to fully include the LGBTQ community and to advocate for full equality.

	CITY	AVAILABLE
Leadership's Public Position on LGBTQ Equality	4	5
Leadership's Pro-Equality Legislative or Policy Efforts	0	3
SCORE	4 out of 8	
BONUS Openly LGBTQ Elected or Appointed Municipal Leaders	+0	+2
BONUS City Tests Limits of Restrictive State Law	+0	+4

TOTAL SCORE 63 + TOTAL BONUS 2 = Final Score 65
CANNOT EXCEED 100

PTS FOR SEXUAL ORIENTATION PTS FOR GENDER IDENTITY BONUS PTS for criteria not accessible to all cities at this time.

FOR MORE INFORMATION ABOUT CITY SELECTION, CRITERIA OR THE MEI SCORING SYSTEM, PLEASE VISIT HRC.ORG/MEI. All cities rated were provided their scorecard in advance of publication and given the opportunity to submit revisions. For feedback regarding a particular city's scorecard, please email mei@hrc.org.



2018 MEI STANDARDS FOR CREDIT

The following details what qualifies for credit in each section of the MEI scorecard. Please note that this year's scorecard includes a number of revisions and new categories, as detailed in the 2017 MEI.

SECTION I. NON-DISCRIMINATION LAWS

- **Non-Discrimination in Private Employment, Housing, and Public Accommodations** (Up to 30 points). This category evaluates whether a city has an *enforceable* non-discrimination ordinance that *expressly* covers sexual orientation and gender identity and applies to private employment, housing, and public accommodations citywide. In each category (private employment, housing, and public accommodations), cities receive 5 points for explicitly prohibiting discrimination on the basis of sexual orientation and 5 points for expressly prohibiting discrimination on the basis of gender identity. A 3-point deduction is applied for protections that contain carve-outs prohibiting individuals from using facilities consistent with their gender identity. Up to six points will be deducted for religious exemptions that single out sexual orientation and/or gender identity.
 - **Required Documentation:** Copy of relevant municipal code provision(s).
- **BONUS: All-Gender Single-Occupancy Facilities** (2 bonus points). Cities that require all single-user sex-segregated facilities within the city like bathrooms and changing rooms to be all-gender will receive two bonus points. Cities that designate all single-occupancy facilities within its own buildings as all-gender will receive half credit. For more information on the importance of equal access to single-occupancy facilities, see our issue brief entitled *Equal Access to Sex-Segregated Facilities* [here](#) or at www.hrc.org/mei.
 - **Required Documentation:** Copy of relevant municipal code provision(s).
- **BONUS: Protects Youth from Conversion Therapy** (2 bonus points). Cities that enact laws to protect youth from the harmful and discredited practice of so-called “conversion therapy”—any effort to change an individual’s sexual orientation or gender identity—will garner two bonus points. To learn more about this dangerous practice, see our issue brief entitled *Protecting Youth from Harmful “Conversion Therapy”* [here](#) or at www.hrc.org/mei.
 - **Required Documentation:** Copy of relevant municipal code provision(s).

SECTION II. MUNICIPALITY AS EMPLOYER

- **Non-Discrimination in City Employment** (7 points for sexual orientation/7 points for gender identity). Whereas Section I assesses private employment citywide, this section evaluates non-discrimination protections for *city* employees (public employment). To qualify for credit, the city must have an enforceable non-discrimination ordinance or policy that *expressly* applies to all municipal employees and *explicitly* includes sexual orientation and gender identity.
 - **Required Documentation:** Copy of relevant municipal code provision(s) or city equal employment opportunity policy.
- **Transgender-Inclusive Healthcare Benefits** (6 points). To obtain credit in this category, the city must offer at least one municipal employee health insurance plan that *expressly* covers transgender healthcare needs, including gender-affirming procedures, hormone therapy, mental health care and other gender-affirming

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care. The lack of express exclusions for these services is not sufficient for credit because this care is routinely not covered. For more information on extending transgender-inclusive healthcare benefits to city employees, read our issue brief [here](#) or at www.hrc.org/mei.

- **Required Documentation:** Copy of city employee health insurance plan benefits booklet.
- **City Contractor Non-Discrimination Ordinance or Policy** (3 points for sexual orientation/3 points for gender identity). This refers to a city law or policy that requires all businesses the city contracts with for goods or services to have an employee non-discrimination policy that *expressly* covers sexual orientation and gender identity. Partial credit may be awarded in instances where the city has no qualifying ordinance or policy but consistently includes a contractor non-discrimination provision in all contracts with businesses, or when a city gives a bidding preference to businesses with a qualifying employee non-discrimination policy.
 - **Required Documentation:** Copy of relevant municipal code provision(s) or city policy.
- **Inclusive Workplace** (2 points). This section assesses whether a municipality has LGBTQ-specific programming to attract LGBTQ applicants and promote diversity in the workplace. Cities will receive credit if they have any one of the following: an LGBTQ employee pride alliance or resource group, LGBTQ-inclusive diversity training for *all* city staff, *or* a recruitment program that actively advertises available positions to the LGBTQ community.
 - **Required Documentation:** Confirmation from city human resources department of an LGBTQ employee pride alliance or resource group; copy of LGBTQ-inclusive all-staff diversity training; *or* documentation of recruitment efforts directed to the LGBTQ community.
- **BONUS: City Employee Domestic Partner Benefits** (1 bonus point). Cities will receive credit for offering equal benefits to both same- and different-sex domestic partners of city employees and their legal dependents. Even after nationwide marriage equality, it is important to respect the diverse family forms that exist by expanding domestic partner benefits to include all families. For more information on this topic, see our issue brief entitled *The Case for Retaining Domestic Partnership Laws and Policies* [here](#) or at www.hrc.org/mei.
 - **Required Documentation:** Copy of relevant municipal code provision(s) or city policy.

SECTION III. MUNICIPAL SERVICES

- **Human Rights Commission** (5 points). Credit is awarded in this section if the city has a community-facing body tasked with eliminating discrimination and educating the public on issues of diversity and inclusion. To these ends, the commission can hold community discussions, screen movies, present panels, take public comment, advise city leaders and develop policies and strategies to make the city more inclusive. The commission must be active and meet regularly.



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- **Required Documentation:** Copy of relevant municipal code provision(s) or link to city human rights commission website.
- **Enforcement of Non-Discrimination Ordinance by Human Rights Commission (2 points).** Where, in addition to the functions listed above, a Human Rights Commission has the authority to conciliate, issue a right to sue letter, or otherwise enforce citywide non-discrimination protections, that commission will earn two additional points.
 - **Required Documentation:** Copy of relevant municipal code provision(s) or link to city human rights commission website.
- **LGBTQ Liaison to City Executive (5 points).** To earn credit in this category, the city must have an officially designated liaison to the LGBTQ community who reports to the city executive *and* whose designation as LGBTQ liaison and contact information is posted on the city website. An LGBTQ liaison serves as an accessible and friendly ear to the city's LGBTQ community and elevates LGBTQ-related concerns to the city executive and other city officials. LGBTQ persons who work in the city executive's office do not qualify for credit in this category unless they serve as the official LGBTQ liaison and meet the above criteria. This role may be assigned to existing city staff. Additionally, the LGBTQ liaison to the city executive cannot double for credit as an LGBTQ police liaison (which is rated in Part IV), given the unique function of each of these divisions of city government.
 - **Required Documentation:** A link to the city website displaying the LGBTQ liaison's title and contact information.
- **BONUS: Youth Bullying Prevention Policy for City Services (1 bonus point for sexual orientation/1 bonus point for gender identity).** This category awards cities up to two bonus points for implementing policies that prohibit bullying on the express basis of sexual orientation and gender identity in all youth-facing city facilities and services. These policies should cover, for example, the city's parks and recreation department, library programs, and any other department or service that incorporate young people. For more on this topic, see our issue brief entitled *Inclusive and Innovative Approaches to Citywide Bullying Prevention* [here](#) or at www.hrc.org/mei.
 - **Required Documentation:** Copy of relevant municipal code provision(s) or city policy.
- **BONUS: City Provides Services to/Supports LGBTQ Youth (2 bonus points).** Cities should offer services designed to address the unique needs of LGBTQ youth, who often face higher rates of bullying, harassment and rejection after coming out. Cities can earn credit here by (1) directly providing services targeted to LGBTQ youth, (2) funding organizations that provide these services, **OR** (3) providing other meaningful types of support (such as in-kind support, subsidized use of city facilities, etc.) to community organizations that provide services designed for LGBTQ youth. For LGBTQ youth resources, visit <http://www.hrc.org/resources/topic/children-youth>.



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- **Required Documentation:** (1) A record of the city's support for the qualifying service (ex: A copy of the current city budget showing city funding for a community organization that provides the qualifying service) **AND** (2) Documentation of how the service qualifies (ex: A link to the city-supported community organization describing the service that is targeted to LGBTQ youth).
- **BONUS: City Provides Services to/Supports LGBTQ Homeless Individuals** (2 bonus points). LGBTQ individuals – particularly youth – are disproportionately impacted by homelessness. Cities can earn credit in this section by (1) directly providing services targeted to LGBTQ homeless individuals, (2) funding organizations that provide these services, **OR** (3) providing other meaningful types of support (such as in-kind support, subsidized use of city facilities, etc.) to community organizations that provide services or resources targeted to LGBTQ homeless individuals. For more LGBTQ homelessness resources, visit <http://www.hrc.org/resources/lgbt-youth-homelessness>.
- **Required Documentation:** (1) A record of the city's support for the qualifying service (ex: A copy of the current city budget showing city funding for a community organization that provides the qualifying service) **AND** (2) Documentation of how the service qualifies (ex: A link to the city-supported community organization describing the service that is targeted to LGBTQ homeless individuals).
- **BONUS: City Provides Services to/Supports LGBTQ Elders** (2 bonus points). As LGBTQ individuals age, they encounter unique health, social and cultural challenges. Cities can earn credit in this section by (1) directly providing services targeted to LGBTQ elders, (2) funding organizations that provide these services, **OR** (3) providing other meaningful types of support (such as in-kind support, subsidized use of city facilities, etc.) to community organizations that provide services or resources targeted to LGBTQ elders.
- **Required Documentation:** (1) A record of the city's support for the qualifying service (ex: A copy of the current city budget showing city funding for a community organization that provides the qualifying service) **AND** (2) Documentation of how the service qualifies (ex: A link to the city-supported community organization describing the service targeted to LGBTQ elders).
- **BONUS: City Provides Services to/Supports People Living with HIV or AIDS** (2 bonus points). HIV continues to disproportionately impact segments of the LGBTQ community. Cities can earn credit in this section by (1) directly providing services for people living with HIV or AIDS, (2) funding organizations that provide these services, **OR** (3) providing other meaningful types of support (such as in-kind support, subsidized use of city facilities, etc.) to community organizations that provide services or resources targeted to individuals living with HIV or AIDS. For resources on HIV and AIDS, visit <http://www.hrc.org/resources/topic/hiv-aids>.
- **Required Documentation:** (1) A record of the city's support for the qualifying service (ex: A copy of the current city budget showing city funding for a community organization that provides the qualifying service) **AND** (2) Documentation of how the service qualifies (ex: A link to the city-supported community organization describing the service targeted to people living with HIV or AIDS).

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- **BONUS: City Provides Services to/Supports Transgender-Specific Programming** (2 bonus points). Transgender individuals face disproportionate levels of discrimination, stigma and systemic inequality. Cities can earn credit in this section by (1) directly providing services targeted to transgender residents such as employment programs, post-incarceration reentry programs, and violence prevention programs; (2) funding organizations that provide these services; **OR** (3) providing other meaningful types of support (such as in-kind support, subsidized use of city facilities, etc.) to community organizations that provide services or resources targeted to the transgender community. For resources on the transgender community, please visit <http://www.hrc.org/resources/topic/transgender> and review the 2015 MEI issue brief entitled *Anti-Transgender Violence: What Cities Can Do* available [here](#) or at www.hrc.org/mei.
- **Required Documentation:** (1) A record of the city's support for the qualifying service (ex: A copy of the current city budget showing city funding for a community organization that provides the qualifying service) **AND** (2) Documentation of how the service qualifies (ex: A link to the city-supported community organization describing the service that is targeted to transgender residents).

SECTION IV. LAW ENFORCEMENT

- **LGBTQ Police Liaison or Task Force** (10 points). To get credit in this category, the city must have an officially designated liaison from the police department to the LGBTQ community (or a police task force charged with addressing LGBTQ issues) whose designation as LGBTQ liaison and contact information is posted on the police department's website. An LGBTQ police liaison serves as an accessible and friendly ear to the city's LGBTQ community and elevates LGBTQ-related concerns to the police chief and other city officials. LGBTQ police officers, including high-ranking officers, do not qualify for credit in this category unless their service as liaison is part of their official job and the required information is published online. Partial credit will be awarded if the entire police force was recently trained on LGBTQ issues.
- **Required Documentation:** A link to the police department website displaying the LGBTQ police liaison's title and contact information.
- **Reported 2016 Hate Crimes Statistics to the FBI** (12 points). To qualify for points in this section, the city must report hate crimes statistics to the FBI in all categories, including sexual orientation and gender identity, **and** either:
 - Report a positive number of hate crimes in any protected category in 2016 (i.e. report more than "0" for hate crimes reported in any one or more of the protected categories), **OR**
 - Report zero hate crimes in 2016 **AND** have reported a positive number of hate crimes in any one or more of the protected categories some year in the past five years of published reports. This second prong is to recognize that while statistically it is possible that no hate crimes of any kind occurred in a small city one year, it is highly improbable that no hate crimes of any kind occurred in a city in the past five years of a published FBI hate crimes reports.



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SECTION V. RELATIONSHIP WITH THE LGBTQ COMMUNITY

- **Leadership’s Public Position on LGBTQ Equality** (0-5 points). This section grades, on a sliding scale from zero to five points, how pro-equality the city leadership is in its public statements. City leadership includes the city executive, city council, and other government officials. These statements may include joining a pro-equality association such as Mayors Against LGBT Discrimination, coming out publicly in favor of LGBTQ rights, supporting LGBTQ community organizations publicly, attending a pride parade, speaking out against anti-LGBTQ legislation, partnering with LGBTQ groups to create solutions to city problems, etc. It also includes comments made during city council meetings or at other public events.
 - **Required Documentation:** Links to recent news articles, photographs of city leadership at LGBTQ events, op-eds, Facebook posts, tweets, etc.
- **Leadership’s Pro-Equality Legislative or Policy Efforts** (0-3 points). This section grades, on a sliding scale from zero to three points, how actively the city has been pursuing pro-equality legislation and policies. This includes ordinances introduced (whether passed or not), city policies, and pro-equality city council resolutions and proclamations.
 - **Required Documentation:** Links to news articles, copies of ordinances and policies, or a written summary from city officials demonstrating recent pro-equality legislative and policy efforts.
- **BONUS: Openly LGBTQ Elected or Appointed Municipal Officials** (2 bonus points). Appointed or elected city officials who are openly LGBTQ will qualify the city for two bonus points in this category. While the city should seek to employ LGBTQ persons at all levels of government, this criterion specifically addresses city officials who are well-known in the public eye like the mayor, vice mayor, city manager, vice city manager, and members of the city council. A state or federal elected representative from the city does not qualify.
 - **Required Documentation:** Links to relevant news articles, for example.
- **BONUS: City Tests Limits of Restrictive State Law** (3 bonus points). This category only applies to cities located in states with statewide laws that restricts cities’ authority to pass LGBTQ-inclusive ordinances. Such cities that take distinct actions to push back against state limits to their ability to pass pro-equality laws will qualify for four bonus points in this section. Cities can advocate against restrictive state law through council resolutions or declarations and engagement with state legislators. For more information on preemption laws, please see the 2016 MEI issue brief entitled *Power Struggles and Preemption* [here](#) or at www.hrc.org/mei.
 - **Required Documentation:** Links to relevant news articles, copies of council resolutions or declarations, summaries of state-level advocacy by city officials, etc.

CONTRACT BETWEEN
THE CITY OF LANSING

AND

BOYS & GIRLS CLUB OF LANSING

PART I

THIS CONTRACT entered into this _____ day of _____, 2014 effective from **JULY 1, 2016 through JUNE 30, 2017**, by and between the **CITY OF LANSING**, a municipal corporation, organized and existing under the laws of the State of Michigan, through its Human Relations & Community Services Department, hereinafter called the "**H.R.C.S.D.**", and **BOYS & GIRLS CLUB OF LANSING** a nonprofit organization, organized and existing under the laws of the State of Michigan, hereinafter called the "Contractor".

WITNESS THAT:

WHEREAS, the City of Lansing, through the Human Relations & Community Services Department desires to engage the Contractor to perform certain services and activities; and

WHEREAS, the Contractor agrees to perform such services and activities in a lawful, satisfactory, and proper manner and in accordance with all policies, procedures, and requirements which have been or, from time to time, may be prescribed by the Human Relations & Community Services Department,

NOW, THEREFORE, the City of Lansing and the Contractor do mutually agree that the Contractor shall meet and perform the Program Goals and Program Objectives within the stated Time of Performance and for the Compensation as hereafter provided, and comply with the terms and conditions in PART II, all as follows:



Greater Lansing Homeless Resolution Network Policies and Procedures Manual

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BYLAWS

ARTICLE 1 - NAME OF ORGANIZATION

Article 1, Section 1. Name

The name of this organization shall be The Greater Lansing Homeless Resolution Network, hereinafter referred to as the Network.

ARTICLE 2 - PURPOSE AND RESPONSIBILITY

Article 2, Section 1. Mission

To serve as the continuum of care for Ingham County, leading a collaborative, community approach to addressing and ending homelessness.

The corporation is organized exclusively for the purpose of receiving and administering funds for charitable, religious, educational, or scientific purposes as described in Section 501(c)(3) of the Internal Revenue Code of 1986 (or any corresponding provision of the Internal Revenue Code).

ARTICLE 3 - MEMBERSHIP

Article 3, Section 1. General Membership

Members of the Network shall be organizations, agencies, and individuals concerned with housing, shelter, health care, mental health, substance abuse, education, employment, and other services that address the needs of the homeless and those at risk of homelessness. The business of the Network shall be managed by the Board of Directors.

Article 3, Section 2. Membership Categories

There shall be two categories of membership: voting members and community members. The Network Secretary shall maintain a list of the names, addresses, and status of all members.

Article 3, Section 3. Voting Members

1. An individual or representative of an organization or agency completing the annual membership application and paying the annual membership dues shall hereafter be known as a voting member.
2. Annual dues shall be billed in June of each year and shall be paid by the end of August of that year to secure voting membership for the following fiscal year, October 1-September 30.
3. If an organization or individual cannot pay the annual membership, that entity can submit a written request for a waiver in writing to the Chief Executive Officer (CEO) for approval by the Board of Directors.
4. Each individual or agency/organization representative shall have one vote.
5. An agency/organization may have additional representatives participate in committees.
6. Each voting member shall serve on at least one standing committee.
7. Voting members are eligible to serve on the Board of Directors.
8. Voting members will recuse themselves from any vote that considers a project in which they or the organization they represent have a financial or other interest.

Article 3, Section 4. Community Members

A community member is an individual, organization, or agency having an interest in the mission of

the Network.

1. Community membership requires completion of the standard membership form.
2. Community members will not be given the power to vote at Network meetings.
3. Community members are encouraged to participate in various Network committees.

ARTICLE 4 - GENERAL NETWORK MEETINGS

Except as otherwise provided for in these Bylaws, General Network meetings shall be held at a frequency determined by the Board of Directors, at least quarterly, for the purpose of receiving input from the community, providing interagency education and collaboration, and supporting the mission of the Network.

ARTICLE 5 - ANNUAL MEETING

Article 5, Section 1. Purpose

An Annual meeting of all eligible voting members will be held to elect members to the Board of Directors and consider proposed revisions to the bylaws.

Article 5, Section 2. Annual Meetings

The Annual Meeting shall be held the third Thursday of October. Notice of the meeting shall be placed in accordance with MCL 450.2404.

Article 5, Section 3. Voting at Annual Meetings

1. Each voting member or his/her alternate shall have one vote.
2. Proxy voting is allowed by written notification to the Network Secretary at least 24 hours in advance of the Annual Meeting.
3. For the purposes of the Annual Meeting, a two-thirds majority of eligible members is required, either in person or by approved proxy.
4. Items requiring Network action shall be determined by a majority vote of the established quorum.

ARTICLE 6 – BOARD OF DIRECTORS

Article 6, Section 1. Authority of Board of Directors

1. Each member of the Board of Directors shall abide by the position description established in the Board Governance Policies
2. The Board of Directors shall have the authority to establish the long term goals of the Network and to establish the policies for the administration of all programs, business, and property of the Network.
3. No Director of the Network may commit the Network to a policy or expenditure without the express authority of the Board of Directors.
4. The Board of Directors shall be authorized to employ and discharge a chief executive officer and resident agent to implement the Network's mission, goals, policies, and strategic plans. The Chief Executive Officer is responsible for personnel management including the hiring and discharge of Network staff.

Article 6, Section 2. Composition of Board of Directors

The Board of Directors is composed of thirteen members, ten of whom shall be elected by the general membership. Two seats shall be reserved for one representative each from the field of education and one consumer representative, both of whom shall be appointed by the Board of Directors. Another seat shall be reserved for the fiduciary with the majority of GLHRN funding, as determined by the Continuum.

Article 6, Section 3. Board Terms of Office

Of the ten elected members, five shall serve three-year terms and five shall serve two-year terms. All elected directors shall serve beginning on the date of the annual meeting of their election and ending on the date of the annual meeting at the end of their term. Board-appointed members shall serve a one year term, which shall be from January 1-December 31.

Article 6, Section 4. Board Nominations

Nominations for directors shall be received in August by the Membership Committee and voted on at the Annual Network meeting in October. Any voting Network member may submit the name of any voting Network member as a nominee for the Board of Directors to the Membership Committee. The Membership Committee shall present all eligible candidates to the voting members. Candidates for appointed positions shall be identified by the Membership Committee and presented at the November meeting of Board of Directors each year.

Article 6, Section 5. Board Elections

Each Director shall be chosen by majority vote. If no majority is obtained for an office, a run-off election shall commence immediately between the two persons receiving the largest number of votes.

Article 6, Section 6. Non-Officer Board Vacancies

1. The resignation of any board member shall be in writing and addressed to the Executive Committee.
2. Any Director may be removed by a majority of directors at a special board meeting called for that purpose. Removal may be with or without cause.
3. The Board of Directors shall determine whether it is necessary to hold an election to fill mid-term vacancies on the Board of Directors.

Article 6, Section 7. Frequency of Meetings

The Board of Directors shall meet monthly.

Article 6, Section 8. Board of Directors, Quorum

One half of the elected board members must be present at the meeting to constitute a quorum. If less than a quorum is present, a meeting may be conducted, but no action can be taken.

ARTICLE 7 - OFFICERS

Article 7, Section 1. Network Officers

The minimum officers of the Network shall be the Chair, Vice-Chair, Secretary, and Treasurer.

Article 7, Section 2. Election of Officers

1. Officers will be elected at the first meeting of the Board of Directors from the Board of Directors following the annual meeting by a majority vote of the Board of Directors.

2. Officers shall serve one year terms.

Article 7, Section 3. Duties and Responsibilities of Chair

The Chair shall fulfill all responsibilities listed in the Board-approved Network Chair position description. The Chair shall chair the Network meeting and Executive Committee. The Chair shall provide supervision of the CEO. The Chair shall act as an authorized signatory on Network contracts.

Article 7, Section 4. Duties and Responsibilities of Vice-Chair

The Vice-Chair shall fulfill all responsibilities listed in the Board-approved Network Vice-Chair position description. The Vice-Chair shall act as Chair in the temporary absence of the Chair. The Vice Chair shall oversee the annual review of the CEO.

Article 7, Section 5. Duties and Responsibilities of Secretary

The Secretary shall fulfill all responsibilities listed in the Board-approved Network Secretary position description. The Secretary shall ensure that a written accurate record of the minutes of all official meetings is maintained. The Secretary shall also ensure that the following records are properly recorded and maintained:

1. Meeting Attendance
2. Membership lists containing names, addresses, and voting status
3. Membership Forms and Documentation
4. Agency governing documents, contracts, and other legal documents

Article 7, Section 6. Duties and Responsibilities of Treasurer

The Treasurer shall fulfill all responsibilities listed in the Board-approved Network Treasurer position description. The Treasurer shall ensure network dues are paid and deposited, and that an accurate record of any Network finances is maintained. The Treasurer shall also ensure the following:

1. All Network financial accounts are current
2. All financial records of the Network are accurate and up to date
3. The status of Network finances and membership is reported to Network membership

Article 7, Section 7. Officer Vacancies

Should the Chair be unable to complete their term, the Vice-Chair will assume the Chair responsibilities for the remaining term of the Chair. The Board of Directors shall determine whether it is necessary to hold an election to fill mid-term vacancies for other positions on the Executive Committee.

Article 8 - STANDING AND AD HOC COMMITTEES

Article 8, Section 1. Establishment of Committees

The Board of Directors of the Network may designate ad hoc committees to complete temporary or limited assigned tasks. In addition, the Network shall maintain the following standing committees:

Membership Committee:

A committee that recruits new members for the network, performs orientation of new members, and reviews applications for membership. Responsible for ensuring that activities and issues important to those served by the GLHRN are presented to and promoted within the community at large in a timely and effective manner. The Membership Committee shall accept nominations in accordance with Article 6, Section 4, and present a slate of eligible candidates. Shall identify candidates for appointed positions in accordance with Article 6, Section 4.

Quality Improvement Committee:

Responsible for quality improvement activities, including data management, agency reporting, and grievance management within the Network.

Human Services Committee:

Responsible for identifying gaps in services, identifying opportunities and challenges, coordinating discharge planning, and providing training and information for Interagency Service Teams.

Finance Committee:

Responsible for oversight of all finances administered by the Network. The committee shall serve as the Audit Committee for the Network and be chaired by the Network Treasurer. Funding recommendations will be made by the Finance Committee and reported to the Board of Directors for a vote.

Article 8, Section 2. Frequency

Except as otherwise provided for in these Bylaws, standing committees shall meet monthly. Ad hoc committees shall meet at the frequency determined by their Chair.

Article 8, Section 3. Committee Chairs

The Network Chair will appoint all committee chairs. All committee chairs shall serve one-year terms. The committee chairs’ responsibilities include but are not limited to the following:

1. Setting the Agenda for the committee meeting
2. Conducting the committee meeting
3. Recruiting committee members as needed from the membership
4. Ensure the compiling and mailing of meeting notices
5. Accurate documentation of meeting minutes and attendance
6. Communicating with the Board of Directors

ARTICLE 9 – GRIEVANCE REVIEW BOARD

The Grievance Review Board will be appointed by the Board of Directors to address grievances and establish a process for concerns to be addressed that involve and impact the Network, clients, and agencies.

ARTICLE 10 – BYLAWS

Article 10, Section 1. Adoption

Adoption of these Bylaws shall require a two-thirds majority vote of eligible voting members.

Article 10, Section 2. Amendments

Proposed amendments to these Bylaws may be initiated by any member and presented to the Executive Committee at least 60 days in advance of the annual meeting or of the April Network meeting. Upon approval, the Executive Committee shall present proposed amendments to be voted upon at the annual meeting or the April Network meeting. If bylaw amendments will be voted at the April Network meeting, it is subject to the same meeting requirements of the Annual Meeting, as described in Article 5.

ARTICLE 11 – OPEN MEETINGS

Article 11, Section 1. Compliance with Open Meetings Act

Except as otherwise provided for in these Bylaws, the Network shall abide by the provisions of the State of Michigan’s “Open Meetings Act”.

Article 11, Section 2. Parliamentary Authority

All meetings shall be ordinarily conducted in an informal manner, but may be conducted by Robert's Rules of Order (revised edition) as deemed appropriate by the Chair.

Article 11, Section 3. Non-discrimination

The Greater Lansing Homeless Resolution Network is committed to equal opportunity for all persons without regard to sex, age, race, color, religion, creed, national origin, marital status, disability or sexual orientation. It is the policy of The Greater Lansing Homeless Resolution Network to comply with all federal, state and local laws and regulations regarding equal opportunity. In keeping with that policy, The Greater Lansing Homeless Resolution Network is committed to maintaining an environment that is free of unlawful discrimination and harassment.

GLHRN

Board Governance Manual

Congratulations!

Welcome to the Board of Directors for GLHRN. I am glad you have chosen to serve with us as we guide the direction of GLHRN. With this position comes responsibilities and decision-making powers that will shape the operations and future of GLHRN and its ability to serve the homeless community in significant ways. Your role on this board will include not only participation as a voting member, but also duties as a committee member. I will talk to you when we meet about the unique talents that you offer to our board and which committees could make the best use of these skills. In addition, every member of the board is expected to contribute to the fiscal responsibilities needed to keep GLHRN functioning.

The Board currently meets on the 4th Tuesday of each month at 9:00 am in the Lansing City Rescue Mission conference room. The meetings generally last about two hours. Please make sure the Coordinator has all of your information as all reminders and agendas are sent out electronically prior to each meeting. It is an honor to have you agree to serve on our board and I hope that this will be the beginning of a rewarding experience for you. If you should have any questions, please do not hesitate to contact me.

Sincerely,
Chairperson of the Board

General Information

Office Address: 124 W Michigan, 4th Floor, Lansing, MI 48915

Office Hours: as needed

Jurisdictions Served: Ingham County

1. GLHRN OVERVIEW

1.1 Mission Statement

To serve as the continuum of care for Ingham County, leading a collaborative, community approach to addressing and ending homelessness.

The corporation is organized exclusively for the purpose of receiving and administering funds for charitable, religious, educational, or scientific purposes as described in Section 501(c)(3) of the Internal Revenue Code of 1986 (or any corresponding provision of the Internal Revenue Code).

1.2 Statement of Purpose and Organizational Philosophy

1. The Network integrates and evaluates the delivery of services and prevention activities for the homeless and facilitates efforts to address shelter and housing needs for households with limited resources in Ingham County.
2. The Network planning activities comprehensively address all elements of a strategic approach to outreach, homelessness prevention, emergency shelter/transitional housing, supportive services and permanent supportive housing for the homeless and households with limited resources.
3. Where unmet needs are identified, the Network is responsible for developing new services and promoting collaboration between existing service providers.
4. The Network, reviews, evaluates and approves funding proposals for the delivery of services to the homeless and at risk households when funding is available from federal, state or local agencies.
5. The Network is committed to maintaining its own credibility as a collaborative organization and to establishing trust among its members. The Network may offer recommendations regarding funding applications and letters of support to its members who are applying for funding.

2. BOARD MEMBERS

2.1 Board Role in Supporting the GLHRN Mission Goals and Philosophy

The Board of Directors, as the governing body of the Greater Lansing Homeless Resolution Network shall develop and monitor policies of the organization that are consistent with its stated philosophy.

2.2 Board Meetings

Board meetings are convened once a month. Written agendas must be distributed to the board members prior to each meeting. One half of the elected board members must be present at the meeting to constitute a quorum. If less than a quorum is present, a meeting may be conducted, but no action can be taken. In matters of a time sensitive nature, as determined by the Chair, an emergency meeting may be called.

2.3 Board Member List

A list of all the current board members, including their names, addresses, phone numbers, fax numbers, and e-mail addresses is available from the Coordinator.

2.4 Board Member Description

Title: Member, GLHRN Board of Directors

Reports to: Chairperson of the Board

Purpose: To serve the board as a voting member; to develop policies, procedures, and regulations for the operation of GLHRN; to monitor finances of the organization, its programs, and performance.

Term: Staggered 2 & 3 year terms

2.5 Board Member Responsibilities

The Board of Directors governs the agency according to the specifications detailed in the Board Governance Policies. The Board is interested in the overall direction of the organization, focused on results, not in details of operation. The Board's involvement in programs and operations should be limited to setting overall policy, assisting in oversight and monitoring results, unless there are extenuating circumstances. The Board establishes a long-range plan for the organization and monitors its implementation.

1. Setting policy:

Your primary board function is to fashion policies that ensure GLHRN is run effectively, legally, and ethically.

2. Supporting the Executive Director:

Without your director's day-to-day management skills, the policies and plans adopted by the board would be of little impact. He or she truly is the person who makes your ideas and visions real. As you work together to achieve GLHRN's goals, however, you must also remember that your job and the director's job are quite different. You make the plan, but the director decides how the plan is implemented and the goals accomplished.

3. Managing committees and implementing policies:

The board, in its initial stage, will operate without a Director to implement the policies set by the board. Therefore, while in transition, the board directly manages committee work and implements the policies it sets to further the mission and goals of GLHRN.

4. Guiding long-range planning and development:

The board gives direction to GLHRN through long-range goals ranging at least three to five years into the future. During the course of your service, you will be asked to assess the present and future needs of the community and to determine how GLHRN fits into that picture.

5. Hiring an Executive Director:

When the transition to a 501(c3) is complete and GLHRN becomes financially able, the board is responsible for hiring an Executive Director. The board will then be responsible for reviewing the work product and salary of the Executive Director on an annual basis.

6. Raising money and monitoring finances:

As a "trustee" for this organization's money, you are responsible for seeing that it is spent effectively in delivering programs and services. You're also responsible for looking into the financial future. When you plot GLHRN's goals, you must review your ability to pay for your plans. That means fundraising when appropriate.

7. Working cooperatively with other board members:

If you cannot work with your peers, the board will accomplish nothing. This is true in every aspect of board service -- meeting efficiency, conflict management, recruitment, training, and evaluation.

2.6 Guidelines for Minimizing Risk of Liability

1. Attend board and committee meetings in accordance with the attendance policy.
2. Be familiar with the minutes of board meetings and the minutes of your committee assignments.
3. Make sure a written permanent record is maintained of all board minutes and official actions.
4. Exercise general supervision over GLHRN's affairs.
5. Be certain your organization's records are audited in compliance with Federal guidelines.
6. Be familiar with GLHRN's goals, objectives, and operations.
7. Insists that all committee meetings are reported at board meetings either in oral or written form.
8. Know GLHRN's budget, budget process and financial situation.
9. Know who is authorized to sign checks and in what amount.
10. Avoid self-serving or self-enriching policies.
11. Inquire if there is something you do not understand or if something comes to your attention which causes you to question a policy or practice.
12. Make sure GLHRN is fulfilling all 990 IRS requirements.
13. Avoid the substance or appearance of conflicts of interest.
14. Be certain GLHRN is fulfilling all aspects of its non-for-profit and tax exempt status.
15. Insist on a written and followed board membership and nominating committee procedure.
16. Monitor the community and professional image of GLHRN.
17. Be certain that policies are clearly identified and the Board acts on them as a whole rather than action by a small group of individuals.
18. Know GLHRN's organization & structure.
19. Require that GLHRN has proper legal counsel when necessary.
20. Monitor the activity of your executive committee to ensure that it does not overstep its authority.
21. Insist on meaningful board meetings with full disclosure of operating results.

2.7 Policies and Procedures

1. Ethics Policy:

As a member of this board, I will:

- Represent the interests of all people served by GLHRN and not favor special interests inside or outside of this non-profit.
- Not use my services on this board for my own personal advantage or for the advantage of my friends or associates.
- Keep confidential information confidential.
- Respect and support the majority decisions of the board.
- Approach all board issues with an open mind, prepared to make the best decisions for everyone involved.
- Do nothing to violate the trust of those who elected or appointed me to the board, or of those I serve.
- Focus my efforts on the mission of GLHRN and not on my personal goals.
- Never exercise authority as a board member except when acting in a meeting with the full board or as I am delegated by the board.
- Consider myself a "trustee" of GLHRN and do my best to ensure that it is well maintained, financially secure, growing and always operating in the best interests of those we serve.

2. Conflict of Interest and Voting:

No member of this Board shall participate in the voting process regarding the provision of services by that member, or any organization which that member directly represents, or vote on any matter which would provide direct financial benefit to that member.

GLHRN as a nonprofit, tax-exempt organization, depends on charitable contributions from the public. Maintenance of its tax-exempt status is important both for its continued financial stability and for the receipt of contributions and public support. Therefore, the IRS as well as state corporate and tax officials, view the operations of GLHRN as a public trust which is subject to scrutiny by and accountability to such governmental authorities as well as to members of the public. Consequently, there exists between GLHRN and its board, a fiduciary duty which carries with it a broad and unbending duty of loyalty and fidelity. The board has the responsibility of administering the affairs of GLHRN honestly and prudently, and of exercising their best care, skill, and judgment for the sole benefit of GLHRN. Board member shall exercise the utmost good faith in all transactions. The interests of GLHRN must have the first priority in all decisions and actions. This statement is directed not only to directors and officers, but to all employees who can influence the actions of GLHRN. The Board shall disclose their involvement with other organizations, with vendors, or any association which might produce a conflict as it occurs. A board member shall not use her/his board status to request special access or privilege as a consumer of the organization's services. Disclosures of conflicts of any kind should be made to the board chair, who shall bring these matters, if material, to the board. The board shall determine whether a conflict exists and is material, and in the presence of an existing material conflict, whether the contemplated transaction may be authorized as just, fair, and reasonable to GLHRN. The decision of the board on these matters will rest in their sole discretion, and their concern must be the welfare of GLHRN and the advancement of its purpose.

3. Proxy Representation and Voting:

A member may designate a representative to attend in his/her absence. The representative may participate in discussions but may not make or second motions or vote. A member providing written voting instructions to the Chairman may have his/her representative cast a vote in accordance with the instructions on the specific item(s).

4. Confidentiality:

Board members and employees of GLHRN may not disclose, divulge, or make accessible confidential information belonging to, or obtained through their affiliation with GLHRN to any person, including relatives, friends, and business and professional associates, other than to persons who have a legitimate need for such information and to whom GLHRN has authorized disclosure. Board members and employees shall use confidential information solely for the purpose of performing services as a board member or employee for GLHRN. This policy is not intended to prevent disclosure where disclosure is required by law. Board members, employees, volunteers and contractors must exercise good judgment and care at all times to avoid unauthorized or improper disclosures of confidential information.

Conversations in public places, such as restaurants, elevators, and public transportation, should be limited to matters that do not pertain to information of a sensitive or confidential nature. In addition, board members and employees should be sensitive to the risk of inadvertent disclosure and should for example, refrain from leaving confidential information on desks or otherwise in plain view and refrain from the use of speaker phones to discuss confidential information if the conversation could be heard by unauthorized persons. At the end of a board member's term in office or upon the termination of an employee's,

volunteer's or contractor's relationship with GLHRN, employment, he or she shall return, at the request of GLHRN, all documents, papers, and other materials, regardless of medium, which may contain or be derived from confidential information, in his or her possession.

5. Non-Discrimination and Anti-Harassment Policy:

GLHRN is committed to equal opportunity for all persons without regard to sex, age, race, color, religion, creed, national origin, marital status, disability or sexual orientation. It is the policy of GLHRN to comply with all federal, state and local laws and regulations regarding equal opportunity. In keeping with that policy, GLHRN is committed to maintaining a work environment that is free of unlawful discrimination and harassment. Accordingly, GLHRN will not tolerate unlawful discrimination against or harassment of any of our employees or others present at our facilities by anyone, including any supervisor, co-worker, vendor, client, or other associate of GLHRN.

6. Grievance Procedure:

All complaints against the Board shall be directed to an independent corporate compliance firm, referred by the Board.

7. Attendance Policy

Board members shall attend all board meetings unless excused for reason. Each Board member shall be allowed 3 excused absences. Excused absences defined as prior written notice given to Chairperson of the Board.

8. Communications:

All media inquiries and press releases shall be approved by the Chairperson of the Board. The Board shall speak as one body. No member shall speak as a representative of the Board unless he or she has been designated by the Board to speak on its behalf.

9. Letters of Support:

Requests for Letters of Support shall be submitted to the Chairperson of the Board and approved by the Board. Any request for a letter that asks for an endorsement more specific than what is included in our template Letter of Good Standing, shall be submitted to the coordinator 14 days in advance of the next regularly scheduled board meeting to be voted on and approved by the Board.

10. Goals & Objectives:

The Board may set annual goals and objectives and may review all policies and procedures. All revisions shall be approved by the Board.

11. Self-Assessment:

The Board shall conduct an annual self-assessment with regard to goals and objectives set/achieved for the year prior, the 10 Year Plan, the Strategic Plan.

12. Performance Review of Coordinator/Staff:

The Board shall conduct an annual review, evaluating the performance of the coordinator and staff.

13. Annual Financial Report:

The Board shall produce an annual financial report and audit, conducted by a reputable CPA firm when necessary.

2.8 Annual Report

The Board shall provide a synopsis of what GLHRN achieved during the last year. It could be an annual narrative or consist only of graphs and charts to show the progress of GLHRN over the last fiscal or calendar year.

2.9 Budget

The Board should report quarterly on the budget, and supply updated versions with the most recent revenues and expenditures at board meetings. The quarterly financial statement should be prepared by the board treasurer and should include a number of basic elements:

1. indication of the period covered by the report
2. the “beginning balance” (which should correspond with the ending balance of the previous month’s report)
3. listing of income received during the quarter
4. listing of expenditures indicating amount
5. totals for income and expenditures
6. indication of “ending balance” (sum of “beginning balance” and income minus expenditures)
7. compare revenue and expense to budgeted amounts

3. BOARD OFFICERS & COMMITTEES

3.1 Officers of the Board

Chair of the Board of Directors

The Chair shall fulfill all responsibilities listed in the Board-approved Network Chair position description. The Chair shall chair the Network meeting and Executive Committee. The Chair shall provide supervision of the CEO. The Chair shall act as an authorized signatory on Network contracts.

Vice Chair of the Board of Directors

The Vice-Chair shall fulfill all responsibilities listed in the Board-approved Network Vice-Chair position description. The Vice-Chair shall act as Chair in the temporary absence of the Chair. The Vice Chair shall oversee the annual review of the CEO.

Secretary

The Secretary shall fulfill all responsibilities listed in the Board-approved Network Secretary position description. The Secretary shall ensure that a written accurate record of the minutes of all official meetings is maintained. The Secretary shall also ensure that the following records are properly recorded and maintained:

1. Meeting Attendance
2. Membership lists containing names, addresses, and voting status
3. Membership Forms and Documentation
4. Agency governing documents, contracts, and other legal documents

Treasurer

The Treasurer shall fulfill all responsibilities listed in the Board-approved Network Treasurer position description. The Treasurer shall ensure network dues are paid and deposited, and that an accurate record of any Network finances is maintained. The Treasurer shall also ensure the following:

1. All Network financial accounts are current
2. All financial records of the Network are accurate and up to date
3. The status of Network finances and membership is reported to Network membership

3.2 Officer Nominations and Voting

The Board shall elect officers to the Executive Board at the first meeting after election to the Board of Directors at the Annual Meeting, in accordance with GLHRN By-laws. Each Officer position shall be nominated and voted on individually, in the following order: Chair, Vice Chair, Secretary, and Treasurer. Nominations may be made by any board member, must be accepted, and a short discussion period may be conducted before a vote may occur. Votes must be stated verbally, or written, and recorded. The nominee with the most votes wins the position on the Executive board.

3.3 GLHRN Coordinator Responsibilities

The Coordinator shall perform in the best interest of the organization, in all relations with the Board, staff, constituencies, and members of the public. The Coordinator shall interpret and implement policies authorized by the Board. The Coordinator is accountable to the Board for the successful administration of Board policy.

3.4 Board Committee Structure

All committee chairs and committee members, with the exception of the Executive Committee shall be appointed annually by the Board Chair beginning at the first meeting of the Board of Directors following the first of October. Committees shall operate based on the following guidelines:

1. Committees have executive or decision making authority only when specifically delegated by the full Board.
2. Committees or committee members are not to manage the agency, staff or any program.
3. Committees are to prepare and recommend policies and/or procedures for Board deliberation and approval.
4. Committees requiring appropriate information directly related to the responsibilities of their committee shall request the information from the Coordinator in a timely fashion.
5. Committees shall be proposed and assigned in accordance with formal Board Governance Policy.
6. Committees (with the exception of the Executive Committee) may consist of Board Members, staff, outside experts and volunteers interested in participating in Board committee work.
7. Ad Hoc committees may be established to conduct specific activities.
8. Each elected board member shall chair one committee and serve on others.

3.5 Executive Committee

The Executive Committee is chaired by the Board Chair. The Executive Committee shall consist of the elected officers of the Board of Directors. The Executive Committee has the authority to make decisions as necessary to guide the organization between board meetings. The Executive Committee can act on behalf of the Board on any item requiring action prior to the next scheduled meeting of the Board. The Executive Committee shall meet at all times necessary to meet the needs of the Board.

Responsibilities include:

- To make recommendations to the Coordinator on Board training needs.
- All applicable duties as defined in Board Governance Policies and By-laws.
- To ensure the annual review of the Coordinator.
- To annually review that insurance coverage is appropriate and policies are current.
- To oversee Network activities to ensure compliance with the Mission Statement.
- To ensure Board Monitoring Calendar activities are completed on time.
- To review and update organizational policy, procedures, By-laws, and Governance Policies as necessary, and to ensure the Board Governance policies are implemented.

3.6 Standing Committees

Standing committees shall include Finance Committee, Human Services Committee, Quality Improvement Committee, and Membership Committee. Each standing committee shall operate by and within the guidelines set in the GLHRN By-laws, submitting recommendations for approval of the Board.

3.7 Ad Hoc Committees

The Board of Directors may establish such other committees and assign duties that are necessary. At the time of the appointment, the Board shall establish a review date in order to determine the status of and continued need for the group, and to establish a sunset date when appropriate.

APPENDIX A

PLEDGE FORM

My Role

I acknowledge that my primary role as a board member is to contribute to the defining of GLHRN's mission and governing the fulfillment of that mission, and to carry out the functions of the office of Board Member and/or Officer as stated in the bylaws.

My role as a board member will focus on the development of broad policies that govern the implementation of institutional plans and purposes. *This role is separate and distinct from the role of the Director, who determines means of implementation.*

My Commitment

I will exercise the duties and responsibilities of this office with integrity and collegiality.

I Pledge

1. To abide by and uphold each policy and procedure in the Board Governance Manual.
 2. To establish as a high priority, and always in accordance with the Attendance Policy, my attendance at all meetings of the board, committees and task forces on which I serve.
 3. To come prepared to discuss the issues and business to be addressed at scheduled meetings having read the agenda and all background material relevant to the topics at hand.
 4. To work with and respect the opinions of my peers who serve this board, and to leave my personal prejudices out of all board discussions.
 5. To always act for the good of the organization.
 6. To participate in the annual strategic planning, board self-evaluation programs, and board development events that enhance my skills as a board member.
 7. To agree to chair one committee, attend all meetings in accordance with the Attendance Policy, and participate in the accomplishment of its objectives. If I chair the board, a committee, or ad-hoc committee, I will:
 - a) call meetings as necessary until objectives are met;
 - b) ensure that the agenda and support materials are mailed to all members in advance of the meetings;
 - c) conduct the meetings in an orderly, fair, open and efficient manner;
 - d) make committee progress reports/minutes to the board at its scheduled meetings.
- If, for any reason, I find myself unable to carry out the above duties as best as I can, I agree to resign my position as a board member/officer.

Board member signature

Date

Greater Lansing Homeless Resolution Network

Member Conflict of Interest Policy

No member of the Greater Lansing Homeless Resolution Network shall derive any personal profit or gain, directly or indirectly, by reason of his or her participation in the Greater Lansing Homeless Resolution Network.

As a GLHRN Member

- 1) I will not participate, directly or indirectly, in any arrangement, agreement, investment, or other activity with any vendor, supplier, or other party; doing business with the Greater Lansing Homeless Resolution Network which has resulted or could result in personal benefit to me.
- 2) I will not receive directly or indirectly, any salary payments or loans or gifts of any kind or any free service or discounts or other fees from or on behalf of any person or organization engaged in any transaction with the Greater Lansing Homeless Resolution Network.

In addition to my service for Greater Lansing Homeless Resolution Network, I am a member or an employee of the following affiliated organizations:

- 1.
- 2.
- 3.
- 4.
- 5.

I accept the duties assumed as a member of Greater Lansing Homeless Resolution Network and understand that I am required to declare any potential conflict of interest in matters that come before the Membership.

Signature: _____ Date _____

Greater Lansing Homeless Resolution Network

General Policies

1. Coordination with Clinton and Eaton Counties

Per the tri-county MOU, GLHRN and its agencies will coordinate with Clinton and Eaton providers to help clients originally from Clinton or Eaton enter into services in their county of origin, if they so choose.

2. Establishing a HARA Committee

The HARA ad-hoc committee will oversee HARA policies and procedures.

3. Time for Homeless Verification

Shelters must wait 14 days to issue homeless verification.

4. PSH Client Referrals

All PSH referrals must come from the HARA, which will prioritize the most vulnerable with disabilities.

4. Reallocation Process

The GLHRN (MI-508 Lansing/East Lansing/Ingham County CoC) considers reallocation throughout the year primarily during meetings of the GLHRN Board. This process includes a review of HUD priorities, gaps analysis of homeless populations and types of housing and services available in the community, reviews of HMIS data including the PIT and HIC counts and data trends over time, threshold review of the current CoC and ESG funded programs and their efficacy, and prioritizing needs of subpopulations.

Any decision to reallocate is made with the involvement of the CoC Board, who is elected by the CoC membership at large to conduct strategic planning for the area. All CoC funded agencies are encouraged to attend these meetings. Reallocation occurs during the NOFA process once the targets for reallocation have been announced by HUD. The Board reviews the current inventory of CoC programs and votes on whether a reallocation is needed. This information is posted to the website along with the Opportunity for Funding announcement, delineating the new program criteria, the target population to be served, and a proposed overall budget. An application informational meeting is offered to new applicants. New project proposals are reviewed and ranked along with all other projects. All applicants are notified at least 15 days in advance of the NOFA submission deadline to allow for solo applicant procedures.

Greater Lansing Homeless Resolution Network Consumer Grievance Policy

It is the policy of the Ingham County Continuum of Care to establish an efficient and fair procedure for the resolution of consumer complaints and problems.

1. Specific Objectives

1.1 The objectives of this policy are to:

- a. provide a means of fair, expedient and equitable treatment of all consumers
- b. minimize potential causes of consumer dissatisfaction
- c. provide a mechanism for the acceptable solution of problems regarding consumers and the Continuum's members

2. Definitions

2.1 Grievance: A complaint which is registered by a consumer as a result of an unresolved problem, misunderstanding or disagreement

2.2 Grievance Review Committee: The committee consisting of the Executive Members of the Board and the Chair of the CQI Committee

2.3 Member agency: An entity which is officially a member of GLHRN in good standing

2.4 Network agency: An entity which is connected to GLHRN unofficially

Note: Please note the purpose of a *Consumer Grievances Policy* is to give consumers ample time and opportunity to voice their grievances. Consumers must not be made to feel threatened or guilty for making such grievances known. It is the responsibility and obligation of the Continuum of Care to ensure that complaints registered with the Grievance Review Committee are investigated and appropriate actions are taken where necessary.

3 Responsibilities

3.1 The Grievance Review Committee will:

- a. review, amend, and adopt changes to the *Consumer Grievances Policy*
- b. conduct investigations, where appropriate, regarding the consumer complaint or grievance
- c. take corrective actions, where appropriate, to resolve the consumer complaint or grievance
- d. ensure the proper implementation and administration of the *Consumer Grievances Policy*
- e. ensure that member agencies and consumers are aware of the *Consumer Grievances Policy* and its contents

3.2 Other Greater Lansing Homeless Resolution Network Committees and Member agencies will:

- a. recommend changes to the *Consumer Grievances Policy* when appropriate to the Grievance Review Committee
- b. ensure, in co-operation with the Grievance Review Committee, that the *Consumer Grievances Policy* is properly implemented
- c. ensure that their consumers are aware of the *Consumer Grievances Policy* and its

4. Grievance Procedure

- 4.1** The causes for grievance may include but are not limited to the following:
- a.** lack of an established network policy or procedure
 - b.** a member agency or network policy or procedure which is perceived to be unfair or causes the consumer a hardship or concern
 - c.** a deviation from an accepted network policy or procedure
 - d.** disagreement or misunderstanding with a member or network agency
 - e.** a discretionary action of the network in the application and/or interpretation of the policies, procedures, rules or regulations of the network
- 4.2** Eligibility for Grievance
- a.** Any consumer of services or housing offered by an agency or individual member of the network may grieve a particular matter.
- 4.3** The Formal Grievance Procedure
- a.** Prior to the initiation of the formal grievance procedure the consumer(s) and network member(s) are encouraged to discuss problems and consider possible solutions. If the discussion between the consumer(s) and network member(s) does not lead to a satisfactory and timely resolution of the problem, the consumer and/or the member(s) are encouraged to proceed with the formal grievance procedure as soon as possible.
- 4.3.1** Step 1: Submission of the Grievance to the Network
- a.** The consumer(s) shall complete the Consumer Grievance Review Request form and deliver it to the Network Coordinator, who shall deliver it to the Grievance Review Committee and any involved agency within seventy-two (72) hours.
 - b.** Upon receipt of the Grievance Review form, the parties being grieved will review the form and submit to the Grievance Review Committee a written response to the allegations within five (5) business days of receipt. This will then be forwarded to the consumer.
- b.** The Grievance Review Committee shall hold a meeting within thirty (30) days of receiving the Consumer Grievance Review Request Form. The consumer making the grievance and any members named in the grievance shall be required to attend. Any other involved party will be invited to attend.
- 4.3.2** Step 2: Review of Grievance at Grievance Review Committee Meeting
- a.** The Grievance Review Committee shall review the Grievance and hear any discussion related to the grievance offered by consumers and/or members.
 - b.** The Grievance Review Committee will make (a) recommendation(s) to the consumer filing the grievance and/or the member agency involved in the grievance and any other involved party. Any action taken by the network will first be approved by the Board of Directors for the Network. All involved parties will receive notice of the decision and action within 5 business days.

4.4 Records of Grievance Procedures and Decisions

a. A copy of a grievance submitted at any level and any official action taken shall be retained by the Network Coordinator.

4.5 Revision to Policies

a. Any agreed upon changes or revisions to the formal policies utilized by the network which arise as a result of the consumer grievance process will be developed by the CQI Committee, or designate, and forwarded to the Board for review, amendment, and approval.

PSH Prioritization Standards

GLHRN PSH prioritization standards are adapted from HUD Notice CPD-14-012.

First Priority:

Chronically Homeless Individuals and Families with the longest history of homelessness and with the most severe service needs

A chronically homeless individual or head of household is defined as someone for whom both of the following are true:

- i. The chronically homeless individual or head of household of a family has been homeless and living in a place not meant for human habitation, a safe haven, or in an emergency shelter for at least 12 months either continuously or on at least four separate occasions in the last 3 years, where the cumulative total length of the four occasions equals at least 12 months; and
- ii. The CoC or CoC Program recipient has identified the chronically homeless individual or head of household, who meets all of the criteria of the definition for chronically homeless, of the family as having severe service needs. This typically is a disability.

Second Priority:

Chronically Homeless Individuals and Families with the Longest History of Homelessness

Third Priority

Chronically Homeless Individuals and Families with the Most Severe Service Needs

Fourth Priority:

All Other Chronically Homeless Individuals and Families

ESG Process for Monitoring Outcomes of ESG Recipients

HMIS data is used to evaluate performance on a quarterly basis for the following outcomes:

Households served by type, prevention and homeless assistance

Percent of clients with “known” exit destinations (Engagement)

Percent of clients discharged to permanent housing

Percent of clients discharged from shelter to permanent housing within 30 days

Percent of clients recidivating in the emergency shelter system

Percent of adults with Earned Income, SSI/SSDI or TANF at exit

Percent of adults with any cash or non-cash income/benefits at exit

Percent of adults employed at exit

Percent of total CoC clients who were served by the HARA

The CoC evaluates the performance of the ESG funded programs using data from HMIS (or a comparable database for DV and legal services providers). On a quarterly basis the CoC’s Continuous Quality Improvement Committee reviews the performance of ESG funded program outcomes to ensure that programs are meeting their performance expectations and to identify opportunities for improvements. The baseline for comparison of the performance measures was set using historic data from the ESG programs and other similar programs types in the CoC. High performing programs are asked to share their practices with other providers and programs performing below targets are expected to be able to explain the reasons behind the low achievement and how they plan to improve going forward.

Following the CQI committee’s approval of the accuracy and completeness of the ESG quarterly report the information is sent to the CoC Board for their review and approval.

ESG program monitoring is conducted annually by the Grantee agency, the City of Lansing, using HUD guidelines (exhibits) that cover compliance with HUD regulations, HMIS use, desk audits, client outcomes, exits, and terminations, APRs and barriers. Monitoring results are shared with the agency, the GLHRN Board and the CoC Ranking/Applications review committees during their capacity review. A monitoring letter is sent to the agency with any findings, recommendations or corrective actions. Program expenditures are reviewed via monthly desk audits.

The GLHRN Board works closely with the City of Lansing staff of the Planning and Neighborhood Development (PND) Office that is responsible for the Consolidated Plan. PND is also a voting member of the Board. Information is provided to PND through the CoC’s CQI committee, Finance Committee, Strategic Planning Committee (chaired by a PND staff person) and the HMIS Lead Agency (City of Lansing, HRCS Department) quarterly reporting process, monitoring and other information gathered as part of the CoC application process. HRCS staff and key CoC providers provide most of this information directly to PND. CoC members and HRCS staff attend and provide comments at the PND Public Hearings.

Greater Lansing Homeless Resolution Network
Coordinated Entry (HARA) Policies and Procedures and
Standards for Administering Assistance



The purpose of this document is to provide consistent and standard treatment of program participants who may apply through the Ingham County Housing Assessment and Resource Agency (HARA) Coordinated Entry system for assistance from GLHRN Continuum of Care (CoC) member agencies who may be funded from a variety of federal, state and local sources including HUD or MSHDA Emergency Solutions Grant (ESG) programs or (CoC) funded programs. These standards meet the ESG requirements per 24 CFR, Part 576.400(e)(3) as amended, and also address CoC Permanent Housing (PH) including Permanent Supportive Housing (PSH) and Rapid Rehousing (RR) referrals and eligibility. They may also be used as guidelines to administer locally or privately funded programs.

1. HARA Policies and Procedures for evaluating eligibility for homeless assistance programs.

a. Individuals and families who need assistance from the HARA will be screened using the Vulnerability Index – Specialized Prioritization Determination Assessment Tool (VI-SPDAT) to determine their prioritization for resources. If the VI-SPDAT concludes there is NOT an immediate prioritization for housing (but other needs are present), households will be referred to the appropriate resources to address the need (e.g., Food Assistance through the Department of Health and Human Services (DHHS) and/or mental health through the Community Mental Health Agency (CMH), etc.).

b. If the screening concludes there IS an immediate need for housing, households will be prioritized based on eligibility for a variety of programs, including ESG and PH. As resources become available, client information will be obtained from the Homeless Management Information System (HMIS) and prioritized by vulnerability and severity of need as measured by the VI-SPDAT score, program eligibility, homelessness status, and current Funder and GLHRN priorities.

2. Eligibility Standards

a. Eligibility will be based primarily on homeless program criteria provided by federal and state funders. Those not eligible may potentially be served through mainstream resources and other local programs that address services gaps or provide for otherwise ineligible persons. The HUD federal homeless and “at-risk” of homelessness definitions are key to determining eligibility and can be found in the ESG regulations at 24 CFR, Part 576.2. ESG services funded through the Michigan State Housing Development Authority (MSHDA) must adhere to MSHDA policies (Office of Rental Assistance and Homeless Solutions – ESG Funds, Policy and Procedures 12-2014) that requires specific documentation of homelessness. Eligibility for services provided by HUD ESG and CoC funded programs can be determined through a review of the homeless definition, ESG regulations at 24 CFR Part 576 and CoC regulations at 24 CFR Part 578, the population targeted for the specific program component, and a review of HUD and GLHRN priorities that address those with the most severe needs, (as determined by the VI-SPDAT,) among eligible persons. (Please refer to the GLHRN for a list of HUD currently funded programs in Ingham County.)

b. For further information, please see part 5,a, of this document for the Coordinated Entry intake and assessment process.

3. Standards for targeting and providing essential services related to street outreach:

a. Many GLHRN agency outreach activities take place throughout the year to make contact with street homeless or those residing in places not meant for or ordinarily used as regular sleeping accommodations. This includes shelter and agency staff who encounter people in the regular course of business, day shelter staff, special outreach to known encampments sometimes resulting from alerts by law enforcement or code enforcement, weather disasters that threaten health of those living outside, locally funded efforts to provide assistance and necessities, and the annual Point in Time (PIT) outreach that goes to more than 100 sites in the community where people may seek temporary shelter.

4. Policies and procedures for admission, diversion, referral and discharge by emergency shelters assisted under ESG, including standards regarding length of stay, if any, and safeguards to meet the safety and shelter needs of special populations e.g., victims of domestic violence, dating violence, sexual assault, and stalking; and individuals and families who have the highest barriers to housing and are likely to be homeless the longest: Although policies are established for shelter admission for the general population that will safeguard the majority of participants, the HARA provides referrals to specialized services for those who do not meet the criteria listed below, such as youth under 18 are directed to a youth shelter that includes both an emergency shelter and transitional housing, and for criminal sexual conduct (CSC) persons who are referred to the prisoner re-entry systems for housing placement and assistance. Shelter diversion is key to reducing the shelter population and using ANY alternative resources available to the individual or family prior to shelter admission.

a. Policies/eligibility for shelter admissions:

- i. All clients must be at least 18 years of age or accompanied by an adult at all times
- ii. All intake screening forms must be completed and they must not have a CSC (criminal sexual conduct charge).
- iii. Case managers or HARA managers do *referrals* for employment, health care, substance abuse and related services within the community.
- iv. Shelters funded by ESG grants in the CoC apply Housing First principles and engage in low barrier policies that do not set up additional barriers for access to programs.

b. Discharge procedure: in most shelters, the length of stay is a 30 day maximum.

- i. Extensions may be given by a Case Manager or supervisor and are based on a resident's completing an intake with a Case Manager, progressing on the resident's Individual Action Plan, and demonstrating respectful and cooperative behavior.
- ii. A 30-day wait period must occur before re-entering the shelter program.
- iii. Exceptions may be made based on:
 1. The "Cold Weather Policy"
 2. Extreme emergencies.
- iv. Not showing up for one night will be considered a self-discharge from the program.

5. Policies and procedures for assessing, prioritizing, and reassessing individuals' and families' needs for essential services related to emergency shelter:

a. Coordinated Intake and Housing Assessment Process – HARA staff

i. Triage (VI-SPDAT) -

1. All applicant households will be triaged (screened) either by phone or in person to determine their prioritization of resources. The screening will use the VI-SPDAT tool to prioritize clients into PSH resources, Rapid Re-Housing Resources, or General Assistance. HARA staff and emergency shelters coordinate their efforts in the VI-SPDAT process.

2. Protocol has been developed between the HARA and 211, taking calls during non-traditional work hours. Households who present with immediate safety issues will be re-directed appropriately (Domestic Violence shelters, 24 hour DV hotline or 911).

ii. Determining Acuity (SPDAT) -

3. To determine acuity, assessments will be completed using the VI-SPDAT. The VI-SPDAT assessment will be reviewed and eligible persons prioritized according to SPDAT scores, when PSH or Rapid Rehousing resources in the community become available. Staff who complete VI-SPDAT assessments are required to determine prioritization, either by phone or in person, and maintain a centralized list.

4. If the Triage process concludes there is not an immediate housing need (but other needs are present), the households will be referred to the appropriate resource to address the need (food assistance through DHHS, mental health through CMH, etc.)

5. If the Triage process concludes there is an immediate housing need, households will be prioritized based on severity of need. An executed sharing agreement (QSOBAA) exists to allow sharing of client information in HMIS between agencies.

6. The Housing Resource Specialists or other appropriate staff will identify the most appropriate resources for applicant households and provide this information to them both verbally and in written form as part of the Housing Plan.

7. Data entry into HMIS is mandatory for HARA and shelter staff funded by ESG, with the exception of legal or victim service providers.

8. Housing Resource Specialists or other appropriate staff will perform the following activities: intake, assessment, creation of a personalized Housing Plan that includes a path to permanent housing stability, arrangement, coordination, monitoring, referral and delivery of services to assist participants to obtain housing stability.

6. Policies and procedures for coordination among emergency shelter providers, essential services providers, homeless prevention, and rapid re-housing assistance providers, other homeless assistance providers, and mainstream service and housing providers;

1) Local partner collaboration will allow leveraging and coordination of HUD and mainstream community resources. It is extremely critical to partner with local organizations to ensure a “personalized” coordination of available resources and supports for each participant.

i. Partners” include organizations, agencies and members of the public who fund programs or regularly interact with people who are in crisis, poverty, are homeless or are at risk of homelessness. They may include:

1. Head Start and Early Head Start Agencies;
2. Department of Health and Human Services (DHHS); Child Welfare Agencies; Unemployment
3. WIC Agencies; Hospitals and Health Clinics; Mental Health Agencies;
4. Public Housing Agencies; Public Housing Tenant Associations; Property Managers/ Landlords
5. Utility Companies;
6. Substance Abuse Treatment Programs; Domestic Violence Programs
7. Food Banks; Community Action Agencies; Help Lines (and 211 lines);
8. Police; Jails; Prisons; and Probation Offices; Courts; Michigan Prisoner Re-Entry

Program;

9. Culturally Specific Organizations; Shelters and Homeless Assistance Providers; Veterans Services Organizations; Legal Aid Agencies; School Homeless liaisons; Community Resource Centers;

10. Family Support Centers; Businesses; Workforce Centers;

11. Churches and other Faith-Based Organizations.

12. Local governments.

7. Policies and procedures for determining and prioritizing which eligible families and individuals will receive homeless prevention assistance and which eligible families and individuals will receive rapid re-housing assistance:

Eligibility is determined by funding source and in the regulations that govern the programs or services. The following excerpts are shown here, as applicable to ESG prevention assistance, but the entire regulation should be reviewed.

Prevention: Intended to serve those certified as Homeless, Categories 2-4; certified At Risk of Becoming Homeless, Categories 1-3. (see 24 CFR, Part 576.103)

Housing relocation and stabilization services and short-and/or medium-term rental assistance (see 24 CFR, Part 576.105) as necessary to prevent the individual or family from becoming homeless if:

- Annual income of the individual or family is below 30 percent of median family income,
- Assistance is necessary to help program participants regain stability in their current permanent housing or move into other permanent housing and achieve stability in that housing,

Eligible costs include security deposits, rent arrearages, 1st month's rent, utility deposits/arrearages, housing search and placement, housing stability case management, landlord-tenant mediation, tenant legal services, and credit repair. (see limits in the next section)

Rapid Re-Housing: To serve those certified as Homeless, Category 1 – only

- Annual income of the individual or family is below 30 percent of median family income
- Housing relocation and stabilization services and short-and/or medium-term rental assistance as necessary to help individuals or families living in shelters or in places not meant for human habitation move as quickly as possible into permanent housing and achieve stability in that housing. Eligible costs also include security deposits, 1st month's rent, utility deposits/arrearages, housing stability case management, landlord-tenant mediation, tenant legal services, and credit repair.

7. b. Standards for determining what percentage or amount of rent and utilities costs each program participant must pay while receiving homelessness prevention or rapid re-housing assistance:

The amount of rent and utilities cost each participant must pay is determined by the amount owed minus the amount of assistance they are able to receive from other agencies, such as DHHS and other agencies. The remainder is their co-pay up to 30% of adjusted gross income.

8. Standards for determining how long a particular program participant will be provided with rental assistance and whether and how the amount of that assistance will be adjusted over time:

A range of allowable rental assistance is permitted within the CoC depending on several factors including the funding source and amount available within any established limits. The amount of rental assistance is determined based on grant allocations, according to individual/family needs, usually ranging from 1 – 6 months. These amounts and length of time may be adjusted based on ongoing client needs' assessments.

9. Standards for determining the type, amount, and duration of housing stabilization and/or relocation services to provide a program participant, including the limits, if any, on the homelessness prevention or rapid re-housing assistance that each program participant may receive, such as the maximum amount of assistance, maximum number of months program participant may receive assistance, or the maximum number of times the program participant may receive assistance.

Prevention Financial Assistance

Rental Arrearages up to 3 months maximum

Rental Assistance 6 months maximum

NOTE: Total per household/per grant year is capped at 6 months of rental assistance for the combination of rental arrearages and leasing assistance – NOT 6 months for each category.

- Qualifications (income below 30% AMI); Current Fair Market Rent (FMR) guidelines must be used.
- Target group: Available to homeless definition categories 2, 3, 4 (Homeless Certification required) and at risk of homelessness categories 1, 2, 3 (At Risk of Homelessness Certification required).
- Verified income: recertification is required after 3 months' assistance (if participant continues to need assistance for months 4-6, income must be re-verified.)
- Prioritization for those participants most in need by targeting those closest to going to a shelter, car, or the street with the following Risk Factors:

Extremely Low Income
Criminal Histories
Behavioral Health Issues
Poor Employment Histories

Security Deposits

Allowed under Prevention if it prevents a household from becoming homeless. Must first attempt to get funds from DHHS State Emergency Relief (SER) or other community programs.

Utility Deposits

Generally, these are capped at \$200 per household.

Utility Arrearages

Generally, these are capped at \$1,500 per household/per year.

NOTE: Total per household/per year is \$1,500 for the combination of prevention and re-housing. Not \$1,500 for each category.

Legal Assistance (Mediation)

Referral to Ingham County HUD ESG Prevention-Funded Program as determined by client need/assessment.

Rapid Rehousing Financial Assistance

Rental Assistance up to 6 months maximum per year

- Qualifications (if income is below 30% AMI)
- Target Population - Certified Homeless - Category 1 - Only. (Homeless Certification required)
- Verified income

Recertification is required after 3 months' assistance (if participant continues to need assistance for months 4-6, income must be re-verified.)

Priority populations:

1. Homeless with a Disability – as defined by HUD
2. Chronically Homeless – use orders of priority – CPD-14-012
3. General Homeless

Security Deposit

Generally, security deposits should not exceed one month's rent. Must attempt to get funds from Department of Health and Human Services first. (Allowed under Rapid Re-housing, if needed, to assist in getting household in a unit.)

Utility Arrearages

Available only if it enables utilities to be turned on at a new address. Generally are capped at \$1,500 per household/per year. Note: Total per household/per year is \$1,500 for the combination of prevention and re-housing, not \$1,500 for each category.

Utility deposits

Generally capped at \$200 per occurrence.

Legal Assistance (Mediation)

Referral to Ingham County HUD ESG Prevention-Funded Program as determined by client need/assessment.

10. Policies related to referrals to CoC funded Permanent Housing.

The CoC's HARA will coordinate referrals and priority participants for Ingham County PH and PSH openings as they arise, as approved by the GLHRN CoC Board. Regulations for the PH program are found at 24 CFR, Part 578.37 as follows:

- **Permanent Supportive Housing (PSH)** is for persons with disabilities and families in which one adult (head of household) or child has a disability. Supportive services must be made available to program participants.
- Target Population: People with disabilities – individuals or families depending on the program funding priority.
- Uses CPD Notice CPD-14-012 “orders of priority” for open PSH slots that prioritize chronically homeless who have been homeless the longest with the most severe service needs.
- No designated length of stay.
- May be used for acquisition, rehabilitation, new construction, leasing, rental assistance, operating costs or supportive services according to the HUD grant application approved by HUD and submitted by the GLHRN CoC.

- Must use current FMR guidelines.

The CoC's HARA will coordinate referrals and priority participants for the Ingham County CoC funded Rapid Rehousing programs as follows:

- Rapid Rehousing (RR) is for homeless individuals or families, with or without disabilities, to move as quickly as possible into PH. Supportive services may be provided.
- Target Population: *Current GLHRN CoC grant is for families (FY15-16)*
- Allows short term (up to 3 months and/or medium term (for 3 to 24 months) tenant based rental assistance. Must limit rental assistance to no more than 24 months per household.
- Must follow written policies established by the CoC for determining and prioritizing which eligible families and individuals will receive RR assistance as well as the amount or percentage of rent each program participant must pay. (578.37(a)(1)(ii) *Rapid Rehousing.*)
- Annual Re-evaluation of program participants.
- Monthly meetings with a case manager.

2015 Michigan Statewide Homeless Management System (MSHMIS)

Operating Policy and Procedure

The purpose of HMIS is to record and store client-level information about the numbers, characteristics and needs of persons who use homeless housing and supportive services, to produce an unduplicated count of homeless persons for each Continuum of Care; to understand the extent and nature of homelessness locally, regionally and nationally; and to understand patterns of service usage and measure the effectiveness of programs and systems of care. These are the minimum standards of operation, CoCs may elect to include more rigorous standards as agreed upon by their local CoC. **The following operating policies and procedures apply to all designated HMIS Lead Agencies and participating Agencies (Contributing HMIS Organizations – CHOs).**

PRIVACY STATEMENT

MSHMIS is committed to make Michigan’s HMIS safe for all types of programs, the clients whose information is recorded, and to maximize the opportunities to improve services through automation.

Toward that end:

- Sharing is a planned activity guided by Sharing Agreements between agencies (QSOBAAs). The agency may elect to keep private some or all of the client record including all identifying data.
 - All organizations will screen for safety issues related to the use of the automation.
- MSHMIS has systematized the risk assessment related to clients through the MSHMIS Release, offered options in terms of the SS#, and provided guidance around the use of Un-Named Records and how the Privacy Notice is explained.
- MSHMIS has adopted a Privacy Notice (with minor modifications) that was developed in close collaboration with those providers that manage information that may put a client at risk.
 - The MSHMIS System runs in compliance with HIPAA, and all Federal and State laws and codes. All privacy procedures are designed to insure that the broadest range of providers may participate in the Project.
 - Privacy Training is a requirement for all agencies and users on the MSHMIS system.
- We view our Privacy Training as an opportunity for all participating organizations to revisit and improve their overall privacy practice. Many agencies have elected to put all of their staff through the training curricula – not just those with user access to the system.
- All those issued user access to the system must successfully complete privacy training and sign a User’s Agreement and Code of Ethics, and agencies must sign a MSHMIS Participation Agreement. Taken together, these documents obligate participants to core privacy procedures. If agencies decide to share information, they must sign an agreement that defines sharing practice and prevents re-release of information (the Sharing QSOBAA).
 - Policies have been developed that protect not only client’s privacy, but also agency’s privacy. Practice Principles around the use and publication of agency or CoC specific data have been developed and included in both the Participation Agreement and the Policies and Procedures.
 - The MSHMIS System allows programs with multiple components/locations that serve the same client to operate on the a single case plan, reducing the amount of staff and client’s time spent in documentation activities and ensuring that care is coordinated and messages to clients are reinforced and consistent.
 - MSHMIS has incorporated Continuous Quality Improvement Training designed to help agency administrators use the information collected in the HMIS to stabilize and improve program processes, measure outcomes, report to their many funders, and be more competitive in funding requests.

Key Terms and Acronyms:

Term	Acronym (if used)	Brief Definition
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Homeless Management Information System	HMIS	Data systems that meet HUD requirements and are used throughout the nation to measure homelessness and the effectiveness of related service delivery systems. The HMIS is also the primary reporting tool for HUD homeless service grants as well as other public money's related to homelessness.
Continuum of Care	CoC	Planning body charged with guiding the local response to homelessness.
Independent Jurisdictions	IJs	CoCs that are recognized by HUD usually organized around the higher population counties. Detroit is its own IJ.
Balance of State CoCs	BOS	MSHDA/MHAAB have organized local planning bodies throughout Michigan that make up the "Balance of State" IJ. These groups are called BOS CoCs as they are organized like Independent Jurisdictions with many of the same rules, however they have no legal status with HUD.
Michigan Homeless Assistance Advisory Board	MHAAB	The BOS IJ CoC Governance Board. The Statewide HMIS reports to MHAAB – the BOS IJ CoC Planning Group
Michigan State Housing Development Authority	MSHDA	MSHDA is the grantee for the Statewide HMIS and subcontracts with MCAH for administration of the System.
Joint Governance Charter		The Agreement between Michigan's IJ CoCs and MSHMIS that supports a statewide HMIS operating in a single system environment.
Contributing HMIS Organizations	CHO	An organization that participates on the HMIS.
Participation Agreement		The Agreement between all participating agencies and MCAH that specifies the rights and responsibilities of MCAH and participating agencies.
Administrative Qualified Services Organization Business Associates Agreement	Admin. QSOBAA	The Agreement signed by each Agency, local Lead HMIS Agency, MCAH, and MSHDA that governs the privacy standards for all those that can see multiple organization data.
Sharing Qualified Services Organization Business Associates Agreement	Sharing QSOBAA	The Agreement between agencies that elect to share information using the HMIS. The Agreement prevents the re-release of data and, in combination with the Participation Agreement, defines the rules of sharing.
User Agreement & Code of Ethics		The document each HMIS User signs agreeing to the HMIS standards of conduct.
Release of Information	ROI	An electronic ROI must be completed to share any persons data within the HMIS. A signed (paper) ROI giving informed client consent for sharing is also required to share data between agencies.
Sharing		Sharing refers to the sharing of data between agencies. It does not refer to basic entry into the HMIS. Sharing data requires a signed client Release of Information. Basic entry does not require an ROI as there is implied consent for the agency to keep records when a client provides information..
Visibility		Refers to the ability to see a client's data between provider pages on the HMIS. Visibility is configured on the HMIS system in each Provider Page.
Visibility Groups		Visibility Groups are defined groups of Provider Pages where data is shared. Internal Visibility Groups control internal sharing. External Visibility Groups control sharing with other agencies and are defined with a Sharing QSOBAA.
Coverage Rate		For MSHMIS - The percent of the Homeless Population that is measured on the HMIS. Coverage estimates are used to project to a total homeless count that includes those served in Domestic Violence Providers or other non-participating Shelters or Outreach Programs. See Coverage Memo for guidance. HUD also defines Bed Coverage (beds covered on the HMIS) and Service Coverage (person coverage for none residential programs).
Program Types		HUD defines 9 basic Program Types
		<ul style="list-style-type: none"> • ES: Emergency Shelter- Overnight shelters or shelters with a planned length of stay of less than 3 months. • TH: Transitional Housing- Transitional environments with a planned LOS of not more than 2 years and provide supportive services. • PSH: Permanent Supportive Housing- Permanent Housing for the formerly homeless with services attached to persons served under this program.

		<ul style="list-style-type: none"> • PH: Permanent Housing- Permanent housing that may be supported by a voucher but does not have services attached to the housing. • RR: Rapid Rehousing- A program that rapidly rehouses those that are identified at Literally Homeless. • HP: Homeless Prevention- A program that helps those are at imminent risk of losing housing, to retain their housing. • SOP: Street Outreach Program- A program that serves homeless persons that are living on the street or other places not meant for habitation. • SSO: Services Only Program- A program that serves only with no residential component. These programs often provide case management and other forms of support and meet with clients in an office, at the household's home, or in a shelter. • Safe Haven: A program that provides low-demand shelter for hard-to-serve persons with severe disabilities. The clients have often failed in other sheltering environments.
Length of Stay	LOS	The number of days between the beginning of services and the end of services. It is calculated using entry and exit dates or shelter stay dates. The HMIS offer calculations for discrete stays as well as the total stays across multiple sheltering events.
Point in Time Count	PIT	An annual count during the last week in January that is required for all CoCs. Every other year, that count also included an “unsheltered” or street count.
Housing Inventory Chart	HIC	All residential programs (both HMIS and non-participating) must specify the number of beds and units available to homeless persons. The numbers are logged into related Provider Pages where the corresponding person data is recorded (for participating programs).
SOAR Across Michigan	SOAR	Using the nation “best practice” curriculum, the SOAR project, lead by Department of Community Health, reduces the barriers and supports the application for Social Security Benefits for Michigan’s disabled homeless.
Department of Human Services Emergency Services Program	DHS ESP	DHS general fund and TANF dollars designated for homeless services primarily sheltering. The dollars are managed through the Salvation Army and require HMIS participation.
Homeless Definition		<p>See Homeless Definition Crosswalk.</p> <p>Hearth defines 4 categories of homelessness. Not all programs can serve all categories and some may utilize a different definition when delivering services. MSHMIS has adopted the HUD definition for counting the homeless.</p> <ul style="list-style-type: none"> • Category 1: Literally Homeless • Category 2: Imminent Risk of Homelessness • Category 3: Homeless under other Federal Statute • Category 4: Fleeing/Attempting to Flee DV
Projects for Assistance in Transition from Homelessness	PATH	PATH is funded by the Substance Abuse and Mental Health Services Administration (SAMHSA) administered by the Michigan Department of Community Health. It provides services to mentally ill homeless people, primarily through street outreach, to link them to permanent community housing. This program has different reporting requirements than HUD funded programs and uses HMIS to collect this information.
Shelter Plus Care	S+C	Lead by the Michigan Department of Community Health, provides Permanent Supportive Housing to disabled persons throughout the State of Michigan and reports to the HMIS.
Housing Opportunities for Persons with AIDS	HOPWA	Lead by the Michigan Department of Community Health, provides housing assistance and related supportive services for persons with HIV/AIDs and family members who are homeless or at risk of homelessness. This program has different program reporting requirements than the other HUD funded programs in this document.

Housing Assessment and Resource Agencies	HARAs	Michigan has implemented HARA's across the state to serve as "single points of entry" for homeless persons. HARAs work with other service providers to insure that access to homeless resources is optimized and based on assessment of need.
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Policy Disclaimers and Updates

Operating Procedures defined in this document represent the minimum standards of participation on MSHMIS and general "best practice" operation procedures. Local Lead Agencies in coordination with their CoCs may include additional standards.

Operation Standards in this document are not intended to supersede grant specific requirements and operating procedures as required by funding entities. Path, HOPWA and VA providers have operating rules specific to HHS and VA.

The MSHMIS Operating Policies and Procedures are updated routinely as HUD publishes additional guidance or as part of the annual review. Updates will be reviewed at the Monthly System Administrator Call-In and included the Meeting Minutes distribution email. To allow for evolution of compliance standards without re-issuing core agreements, updated policies supersede related policies in previously published Policies and Procedures or Agreements. Any changes from the previous year will be highlighted. A current copy of the Procedures may also be found on the MSHMIS WEB Site www.mihomeless.org.

Agreements, Certifications, Licenses and Disclaimers:

- 1) All CoCs participating on the MSHMIS must sign a **Joint Governance Charter** that designates the use of a the Michigan Statewide HMIS Vendor and identifies the Michigan Coalition Against Homelessness as the Statewide Lead Agency for administration of the statewide database. Each Jurisdiction will also identify a local Lead Agency that coordinates with the Statewide Agency and is responsible for specific tasks. The Charter supports the ability for multiple jurisdictions to participate on a single HMIS information system.

- 2) All Agencies must have all User Agreements and Training Certifications on file as well as agency related Participation Agreements and documentation?

- 3) All Agencies must have fully executed and be in compliance with the following Agreements and Policies:
 - a) Administrative QSOBAA governing administrative access to the System.
 - b) Participation Agreement governing the basic operating principals of the System and rules of membership.
 - c) Sharing QSOBAA's (if applicable) governing the nature of the sharing and the re-release of data.
 - d) A board certified Confidentiality Policy governing the over Privacy and Security standards for the Agency.

- e) User Agreement and Code of Ethics governing the individual's participation in the System.
- 4) Agencies must have an assigned Agency Administrator. The Agency Administrator maintains files that document:
- a) Workflow and provider page training (and have documentation of training)
 - b) All users have signed User Agreements/Code of Ethics documents on file
 - c) All Users have refreshed Privacy Training since moving to ServicePoint 5.x (June 2011 or later) and Privacy Training is refreshed thereafter annually. Successful completion of the Certification Questionnaire is required for Privacy Training.
 - d) All users have completed workflow training and related updates and have documentation of training. Further, Agencies must have users certified by completing the associated Certification Questionnaire and returning it to MCAH.
 - e) Reports Training (agency users and leadership are tasked with supporting data quality as well as monitoring outcome and other performance issues).

Privacy and Security Plan:

All records entered into the HMIS and downloaded from the HMIS are required to be kept in a confidential and secure manner.

Oversight:

- 1) All Agency Administrators with support of agency Leadership must¹:
 - a) Insure that all staff using the System complete annual privacy & security training. Training must be provided by MSHMIS Certified Trainers and based on the MSHMIS Privacy/Security Training Curriculums.
 - b) Conducts quarterly review of their Providers Visibility insuring that it properly reflects any signed Sharing QSOBAAs, their adapted Release of Information, and the Script used to explain privacy to all clients.
 - c) Insure the removal licenses to the HMIS when a staff person leaves the organization or revision of the user's access level as job responsibilities change.
 - d) Report any security or privacy incidents to the local Lead HMIS System Administrator for the CoC Jurisdiction. The System Administrator investigates the incident including running applicable audit reports. If the System Administrator and Security Officer determine that a breach has occurred and/or the staff involved violated privacy or security guidelines, the System Administrator will report to the chair of the CoC. A Corrective Action Plan will be implemented. Components of the Plan must include at minimum supervision

¹ In lieu of revised Technical Standards, in 2015 the requirement for a privacy officer was removed. However the function of data security has been assigned to the assigned Agency Administrator. Reflecting Participation Agreement Language the quarterly review of Provider Visibility has been expressly added to this document.

and retraining. It may also include removal of HMIS license, client notification if a breach has occurred, and any appropriate legal action.

- 2) Criminal background checks must be completed on all Local System Administrators by the Lead Agency that employs the local SA. All agencies should be aware of the risks associated with any person given access to the System and limit access as necessary. System Access levels should be used to support this activity.
- 3) The HMIS Lead Agency conducts routine audits of participating agencies to insure compliance with the Operating Policies and Procedures. The audit will include a mix of system and on-site reviews. The Lead Agency document the inspection and recommendations.

Privacy:

- 1) All Agencies are required to have the **HUD Public Notice** posted and visible to clients where information is collected. See Appendix A for link to the Notice.
- 2) All Agencies must have a **Privacy Notice**. They may adopt the MSHMIS sample notice or integrate MSHMIS into their existing Notice. See Appendix A for a link to the sample Notice with required sections highlighted. All Privacy Notices must define the uses and disclosures of data collected on HMIS including:
 - a) The purpose for collection of client information.
 - b) A brief description of policies & procedures governing privacy including protections for vulnerable populations.
 - c) Data collection, use and purpose limitations. The Uses of Data must include de-identified data.
 - d) The client right to copy/inspect/correct their record. Agencies may establish reasonable norms for the time and cost related to producing any copy from the record. The agency may say “no” to a request to correct information, but the agency must inform the client of its reasons in writing within 60 days of the request.²
 - e) The client complaint procedure
 - f) Notice to the consumer that the Privacy Notice may be updated overtime and applies to all client information held by the Agency.
- 3) All Notices must be posted on the Agencies WEB Site.
- 4) All Agencies are required to have a **Privacy Policy**. Agencies may elect to use the Sample Privacy Policy provided by MSHMIS. See Appendix A for link. All Privacy Policies must include:
 - a) Procedures defined in the Agencies Privacy Notice

² Language was added to clarify the HIPAA rule.

- b) Protections afforded those with increased privacy risks such as protections for victims of domestic violence, dating violence, sexual assault, and stalking. Protection include at minimum:
 - i) Closing of the profile search screen so that only the serving agency may see the record.
 - ii) The right to refuse sharing if the agency has established an external sharing plan.
 - iii) The right to be entered under an Un-Named Record Protocol where identifying information is not recorded in the System and the record is located through a randomly generated number (note: this interface does allow for unduplication because the components of the Unique Client Id are generated)
 - iv) The right to have a record marked as inactive.
 - v) The right to remove their record from the System.
- c) Security of hard copy files: Agencies may create a paper record by printing the Assessment screens located within the HMIS. These records must be kept in accordance with the procedures that govern all hard copy information (see below).
- d) Client Information Storage and Disposal: Users may not store information from the System on personal portable storage devices. The Agency will retain the client record for a period of 7 years, after which time the forms will be discarded in a manner that ensures client confidentiality is not compromised.
- e) Remote Access and Usage: The Agency must establish a policy that governs use of the System when access is approved from remote locations. The policy must address:
 - i) The use of portable storage devices with client identifying information is strictly controlled.
 - ii) The environments where use is approved are not open to public access and all paper and electronic records that include client identified information are secured in locked spaces or are password controlled.
 - iii) All browsers used to connect to the System must be secure. **No user is allowed to access the database from a public or none-secured private network such as an airport, hotel, library, or internet café.**
 - iv) All computers accessing the System are owned by the agency.
- 5) Agencies must protect **hard copy data** that includes client identifying information from unauthorized viewing or access?
 - a) Client files are locked in a drawer/file cabinet
 - b) Offices that contain files are locked when not occupied.
 - c) Files are not left visible for unauthorized individuals.
- 6) Agency provides a **Privacy Script** to all staff charged with explaining privacy to standardize the explanation of agency privacy rules.

- a) The Script must be developed by the Agency Leadership to reflect the agencies sharing agreements and the level of risk associated with the type of data the Agency collects and shares.
 - b) The Script should be appropriate to the general education / literacy level / language of the Agencies clients.
 - c) A copy of the Script should be available to clients as they complete the intake interview.
- 7) Agencies that plan to share information through the System must sign a **Sharing QSOBAA** (Qualified Services Organization Business Associates Agreement).
- a) The Agreement proscribes the re-release of information shared under the terms of the Agreement.
 - b) The Agreement specifies what is shared with whom.
 - c) Agencies may share different thing with different partners and may sign multiple Sharing QSOBAAs to define the layered practice.
 - d) The signatories on the Agreement include authorized representatives from all Agencies covered by the Agreement.
 - e) All members of the existing Sharing QSOBAA are informed that, by sharing the electronic record they are creating a common record that can impact the data reflected on Reports. Members of the sharing group agree to negotiate data conflicts. The data quality of the agency applying for membership should be considered in the decision.
 - f) No Agency may be added to the Agreement without the approval of all other participating agencies.
 - i) Documentation of that approval must be available for review and may include such items as meeting minutes, email response or other written documentation.
 - g) When a new member is added to the Sharing QSOBAA, the related Visibility Group is end-dated and a new Visibility Group is begun. **A new member may not be added to an existing Visibility Group.**
- 8) Agencies must have appropriate **Release(s) of Information** that are consistent with the type of data the agency plans to share.
- a) The Agency has adopted the MSHMIS basic Release of Information appropriate to their sharing practice to share basic demographic and transaction information.
 - b) If the Agency integrates the MSHMIS Release into their existing Releases, the Release must include the following components:
 - i) A brief description of MSHMIS including a summary of the HUD Public Notice.
 - ii) A specific description of the Client Profile Search Screen and an opportunity for the client to request that the Screen be closed.

- iii) A description of the Agencies sharing partners (if any) and a description of what is share, and must reflect items negotiated in the Agencies Sharing QSOBAA.
 - iv) A defined term of the Agreement³.
 - v) Inter-Agency sharing must be accompanied by the negotiation of a Sharing QSOBAA.
- c) A HIPAA compliant **Authorization to Release Confidential Information** is also required if the planned sharing includes any of the following:
- i) Progress Notes
 - ii) Information or referral for health, mental health, HIV/AIDS, substance abuse, or domestic violence.
 - iii) To streamline paper, the basic HMIS Release may be adapted to include the language necessary for a HIPAA compliant release if sharing practice is likely to include the items above in ii.⁴
- 9) An **automated ROI** is required to enable the sharing of any particular client's information between any Provider Pages on the System.
- i) Agencies should establish internal sharing by creating a Visibility Group(s) that includes all Agency provider pages where sharing is planned and allowed by law.
 - (1) **Internal sharing** does not require a Client Release of Information unless otherwise specified by law.
 - (2) If new provider pages are added to the Agency tree, they may be included in the existing Visibility Group. The information available to that Provider Page will include all information covered by the Visibility Group from the beginning date of the Group – sharing will be retrospective.
 - ii) Agencies may elect to share information with other Agencies – **External Sharing** - by negotiating a Sharing QSOBAA (see 7 above).
 - (1) A signed and dated Client Release of Information(s) must be stored in the Client Record (paper or scanned onto the System) for all Automated ROIs that release data between different agencies – external sharing.
 - (2) To prevent retrospective sharing, a new Visibility Group is constructed whenever a new sharing partner is added to the agencies existing sharing plan / QSOBAA.

³ The change reflects changes in the HIPAA rule that allow for Releases the cover a term – rather than a specific date. The date in the electronic ROI will reflect the specific date defined by the term. The term should not be arbitrary but reflect the anticipated term of the agencies planned coordinating activities.

⁴ Recognizes existing practice by participating CoCs.

- 10) The Agency must have a procedure to assist clients that are hearing impaired or do not speak English as a primary language. For example:
 - a) Provisions for Braille or audio
 - b) Available in multiple languages
 - c) Available in large print

- 11) **Agencies are required to maintain a culture that supports privacy.**
 - a) Staff do not discuss client information in the presence of others without a need to know.
 - b) Staff eliminate unique client identifiers before releasing data to the public
 - c) The Agency configures workspaces for intake that supports privacy of client interaction and data entry
 - d) User accounts and passwords are not shared between users, or visible for others to see
 - e) Program staff are educated to not save reports with client identifying data on portable media as evidenced through written training procedures or meeting minutes.
 - f) Staff are trained regarding use of email communication.

- 12) All staff using the System must complete Privacy and Security Training annually. Certificates documenting completion of training must be stored for review upon audit.
- 13) Victim Service Providers are precluded from entering client level data on the HMIS or providing client identified data to the HMIS. These providers will maintain a comparable database to respond to grant contracts.

Data Security:

- 1) All licensed Users of the System must be assigned **Access Levels** that are consistent with their job responsibilities and their business “need to know”.

- 2) All computers have **virus protection with automatic updates.**
 - a) Agency Administrators or designated staff are responsible for monitoring all computers that connect to the HMIS to insure:
 - i) The Anti-Virus Software is using the up-to-date virus database.
 - ii) That updates are automatic.
 - iii) OS Updates are also run regularly.

- 3) All computers are protected by a Firewall.

- a) Agency Administrators or designated staff are responsible for monitoring all computers that connect to the HMIS to insure:
 - i) For Single Computers, the Software and Version is current.
 - ii) For Network Computers, the Firewall Model and Version is current.
 - iii) That updates are automatic.
- 4) Physical access to computers that connect to the HMIS is controlled.
 - a) All workstations in secured locations (locked offices).
 - b) Workstations are logged off when not manned.
 - c) All workstations are password protected.
 - d) **All HMIS Users are proscribed from using a computer that is available to the public or from access the System from a public location through an internet connect that is not secured.**
That is staff are not allowed to use Internet Cafes, Libraries, Airport Wifi or other non-secure internet connections.
- 5) A plan for remote access if staff will be using the MSHMIS System outside of the office such as doing entry from home. Concerns addressed in this plan should include the privacy surrounding the off-site entry.
 - a) The computer and environment of entry must meet all the standards defined above.
 - b) Downloads from the computer may not include client identifying information.
 - c) Staff must use an agency-owned computer.
 - d) System access settings should reflect the job responsibilities of the person using the System. Certain Access levels do not allow for downloads.

Remember that your information security is never better than the trustworthiness of the staff you license to use the System. The data at risk is your own and that of your sharing partners. If an accidental or purposeful breach occurs, you are required to notify MCAH. A full accounting of access to the record can be completed.

Disaster Recovery Plan:

The HMIS can be a critically important tool in the response to catastrophic events. The HMIS data is housed in a secure server bank in Shreveport, LA with nightly off-site backup. The solution means that data is immediately available via Internet connection if the catastrophe is in Michigan and can be restored within 4 hours if the catastrophe is in Louisiana.

- 1) HMIS Data System (see “Bowman Systems Securing Client Data” for a detailed description of data security and Bowman’s Disaster Response Plan):

- a) MSHMIS is required to maintain the highest level disaster recovery service by contracting with Bowman Systems for Premium Disaster Recovery that includes:
 - i) Off site, out-of state, on a different Internet provider and on a separate electrical grid backups of the application server via a secured Virtual Private Network (VPN) connection.
 - ii) Near-Instantaneous backups of application site (no files older than 5 minutes)
 - iii) Nightly off site replication of database in case of a primary data center failure.
 - iv) Priority level response (ensures downtime will not exceed 4 hours).
- 2) HMIS Lead Agencies:
 - a) HMIS Lead Agencies are required to back-up internal management data system's nightly.
 - b) Data back-ups will include a solution for off-site storage for internal data systems.
- 3) Communication between staff of the Lead Agency, the CoC, and the Agencies in the event of a disaster is a shared responsibility and will be based on location and type of disaster.
 - a) Agency Emergency Protocols must include:
 - i) Emergency contact information including the names / organizations and numbers of local responders and key internal organization staff., designated representative of the CoCs, local HMIS Lead Agency, and the MSHMIS Project Director.
 - ii) Persons responsible for notification and the timeline of notification.
 - b) In the event of System Failure:
 - i) The MSHMIS Project Director or designee will notify all participating CoCs and local System Administrators should a disaster occur at Bowman System's or in the MSHMIS Administrative Offices. Notification will include a description of the recovery plan related time lines. Local/assigned System Administrators are responsible for notifying Agencies.
 - ii) After business hours, MSHMIS staff report System Failures to Bowman System using the Emergency Contact protocol. An email is also launched to local System Administrators and Emergency Shelter designated staff no later than one hour following identification of the failure.
 - c) MSHMIS Project Director or designated staff will notify the HMIS Vendor if additional database services are required.
- 4) In the event of a local disaster:
 - a) MSHMIS in partnership with the local Lead Agency will provide access to additional hardware and user licenses to allow the CHO(s) to reconnect to the database as soon as possible.
 - b) MSHMIS in collaboration with the local Lead Agencies will also provide information to local responders as required by law and within best practice guidelines.
 - c) MSHMIS in collaboration with the local Lead Agencies will also provide access to organizations charged with crisis response within the privacy guidelines of the system and as allowed by law.

System Administration and Data Quality Plan:

1) Provider Page Set-Up:

- a) Provider Page are appropriately named per the MSHMIS naming standards **<agency name>**, **<location>**, **<program>**, **<project/funding>**. Example: “The Salvation Army, Delta, Hotel Voucher Program, ESG, ESP”. Identification of funding stream is critical to completing required reporting to funding organization.
- b) Inactive Provider Pages are properly identified with “XXX Closed”> followed by the year of the last program exit >Provider Page Name.⁵
- c) HUD Data Standards are fully completed on all Provider Pages:
 - i) CoC code is correctly set
 - ii) Program type codes are correctly set
 - iii) Geocodes are set correctly
 - iv) Bed and Unit Inventories are set for applicable residential programs.
- d) All Agency Administrators and System Administrators must complete Provider Page Training. Set-up instruction is offered for System 5 by Funding Stream / Program type.

2) Data Quality Plan:

- a) Agencies must require documentation at intake of the homeless status of consumers according to the reporting and eligibility guidelines issued by HUD. The “order of priority” for obtaining evidence of homeless status are (1) third party documentation, (2) worker observations, and certification from the person. Lack of third party documentation may not be used to refuse emergency shelter, outreach or domestic violence services. Local CoCs may designate the local HARA’s to establish the homeless designation and maintain related documentation.
- b) 100% of the clients must be entered into the System within 15 days of data collection. If the information is not entered on the same day it is collected, the agency must assure that the date associated with the information is the date on which the data was collected by:
 - (1) Entering the entry/exit data including the UDEs on the Entry/Exit Tab of ServicePoint or
 - (2) Backdating the information into the System⁶
- c) All staff are required to be trained on the definition of Homelessness.⁷
 - i) MSHMIS provides a Homeless Definition Cross-Walk to support agency level training.

⁵ Original language focused on “entries” and subsequent practice has changes this to “exits”.

⁶ Clarification of existing policy.

⁷ Specific instruction is available for PATH and HOPWA programs at www.dyns-services.com

- ii) Documentation of training must be available for audit.
 - iii) There is congruity between the following MSHMIS case record responses, based on the applicable homeless definition: (Housing Status and Residence Prior to Project Entry are being properly completed).
- d) Agency has a process to ensure the First and Last Names are spelled properly and the DOB is accurate.
- i) An ID is requested at intake to support proper spelling of the clients name as well as the recording of the DOB.
 - ii) If no ID is available, staff request the legal spelling of the person's name. **Staff should not assume they know the spelling of the name.**
 - iii) Programs that serve the chronic and higher risk populations are encouraged to use the Scan Card process within ServicePoint to improve un-duplication and to improve the efficiency of recording services.
 - iv) Data for clients with significant privacy needs may be entered under the "Un-Named Record" feature of the System. However, while identifiers are not stored using this feature, great care should be taken in creating the Un-Named Algorithm by carefully entering the first and last name and the DOB. Names and ServicePoint Id #s Cross-Walks (that are required to find the record again) must be maintained off-line in a secure location.
- e) Income and non-cash benefits are being updated at least annually and at exit.
- i) For PH Projects, incomes over two years old must be updated by closing the existing income and entering a new income record even if the income has not changed. This assures that the Income has been reconfirmed.
 - ii) For all other Project Types, incomes should be closed at exit unless the client is transferring within your agency or you are referring the client to a sharing partner.⁸
- f) Agencies have an organized exit process. Discharge Destination has been changed to a required element in the 2015 update.
- i) Projects must have a defined process for collecting destination information on as many clients as possible.
 - ii) Clients and staff must be educated on the importance of planning and communicating regarding discharge. This is evidenced through staff meeting minutes or other training logs and records.
 - iii) There is a procedure for communicating exit information to the person responsible for data entry if not entering real time.

⁸ Open incomes impact the accuracy or reporting. Reflecting the 2015 data quality review of client income, MSHMIS has updated our guidance regarding the closing of incomes. This change is accompanied with a short training podcast.

- iv) Discharge Destinations are properly mapped to the HUD Destination Categories.
 - (1) MSHMIS provides a Destination Definition Document to support proper completion of exits (see Appendix A for link. All new staff must have training on this document.⁹
- g) Agency Administrator/Staff regularly run data quality reports.
 - i) Report frequency should reflect the volume of data entered into the System. Frequency for funded programs will be governed by Grant Agreements, HUD reporting cycles, and local CoC Standards. However, higher volume programs such as shelters and services only programs must review and correct data at least monthly. Lower volume programs such as Transitional and Permanent Housing must run following all intakes and exits and quarterly to monitor the recording of services and other required data elements including annual updates of income and employment.¹⁰
 - ii) The program entry and exit dates should be recorded upon program entry or exit of all participants. Entry dates should record the first day of service or program entry with a new program entry date for each period/episode of service. Exit dates should record the last day of residence before the participant leaves the shelter/housing program or the last day a service was provided.
 - iii) Data quality screening and correction activities must include the following:
 - (1) Missing or inaccurate information in (red) Universal Data Element Fields.
 - (a) The Relationship to Head of Household assessment questions is completed.
 - (b) The Client Location question is completed.
 - (c) Time on Streets in Shelter or Safe Haven is completed including the revised 2015 Homeless History Chronic question series is properly completed.
 - (2) All program specific required field are completed. Of special interest:
 - (a) The status of Domestic Violence flight is completed (new question)
 - (b) HUD Verifications are completed on all Income, Non Cash Benefits, Insurance and Disability sub-assessments are completed.
 - (c) The Residential-in-date is completed for all PH – RRH programs.
 - (3) Un-exited clients using the Length of Stay and Un-exited Client Data Quality Reports.
 - (4) Provider Page Completion Reports with an Annual update of the HUD DATA Standard Elements.

⁹ Data indicates the some providers have regressed in completing discharge destination in the last year and accurately completing this field is vitally important to succeeding. Beyond data entry issues, programs must define processes that collect this information from as many households as possible.

¹⁰ Additional detail was added for low volume environments that are required to annually update income and employment.

- (a) The Federal Partner Funding Source is completed with “NA” if no source or the name of the Federal Partner and the Grant Number.
- (b) New CoC sub-assessment is completed and aged-out pages are identified via page naming and CoC code convention.
- (c) The primary provider contact information reflects where the services are being delivered.
- h) CoCs and Agencies are required to review Outcome Performance Reports defined by HUD and other funding organizations. Measures are adjusted by Program Type. The CoC Lead Agency, in collaboration with the CoC Reports Committee or other designated CQI Committee, establishes local benchmark targets for performance improvement on shared measures. See Appendix A for links and “Setting Targets” training podcast.¹¹
- i) MSHMIS publishes regional benchmarks on all defined measures annually (see Appendix A).
- j) Agencies are expected to participate in the CoCs Continuous Quality Improvement Plan. See CQI materials designed to support Data Quality through Continuous Quality Improvement (see Appendix A).

3) Workflow Requirements:

- a) Assessments set in the Provider Page Configuration are appropriate for the funding stream.
- b) Users performing data entry have latest copies of the workflow guidance documents.
- c) If using paper, the intake data collection forms correctly align with the workflow.
- d) 100% of client information are entered into the system within 15 days of collection from the client.
- e) Agencies are actively monitoring program participation and exiting clients. Clients are exited within 30 days of last contact unless program guidelines specify otherwise.
- f) All required program information is being collected. ¹²
 - i) All HMIS participants are required to enter at minimum the Universal Data Elements and if completing entry and exits, the Michigan Basic Exit Form.
 - ii) Programs that serve over time are required to complete additional program elements as defined by the funding stream. If the Agency is not reporting to a funding stream, they are encouraged to use the Michigan Basic Entry and Exit forms.
- g) Data sharing is properly configured for sharing information internally between programs, including use of visibility groups.
- h) External data sharing aligns with any Sharing QSOBAA’s including use of visibility groups

¹¹ Updated to reflect the Revised 2014 Data Standards issue in July 2015 and local Data Quality initiatives.

¹² Path , HOPWA and VA programs use program entry forms that correspond to the data collection requirements of those programs. For Path and HOPWA, please contact www.dyns-services.com

- i) Visibility groups are managed appropriately (see Privacy 9).

4) Electronic Data Exchanges:

- a) Agencies electing to either import or export data from the MSHMIS must assure:
 - i) The quality of data being loaded onto the System meets all the data quality standards listed in this policy including timeliness, completeness, and accuracy. In all cases, the importing organization must be able to successfully generate all required reports including but not limited to the APR and the Michigan Basic Counting Report.
 - ii) Agencies exporting data from MSHMIS must certify the privacy and security rights promised participants on the HMIS are met on the destination System. If the destination System operates under less restrictive rules, the client must be fully informed and approve the transfer during the intake process. The agency must have the ability to restrict transfers to those clients that approve the exchange.
- b) MSHDA/ MCAH or your local CoC may elect to participate in de-identified research data sets to support research and planning.
 - i) De-identification will involve the masking or removal of all identifying or potential identifying information such as the name, Unique Client ID, SS#, DOB, address, agency name, and agency location.
 - ii) Geographic analysis will be restricted to prevent any data pools that are small enough to inadvertently identify a client by other characteristics or combination of characteristics.
 - iii) Programs used to match and/or remove identifying information will not allow a re-identification process to occur. If retention of identifying information is maintained by a “trusted party” to allow for updates of an otherwise de-identified data set, the organization/person charged with retaining that data set will certify that they meet medical/behavior health security standards and that all identifiers are kept strictly confidential and separate from the de-identified data set.
 - iv) CoCs will be provided a description of each Study being implemented. Agencies may opt out of the Study through a written notice to MCHA or the Study Owner.
- c) MSHDA/ MCAH or your local CoC may elect to participate in identified research data sets to support research and planning.
 - i) All identified research must be governed through an Institutional Research Board including requirements for client informed consent.
 - ii) CoCs will be provided a description of each Study being implemented. Agencies may opt out of the Study through a written notice to MCHA or the Study Owner.

5) Staff Training and Required Meetings. See the Michigan Training Certification Site Guide¹³ in Links attached.

- a) All Users are recertified in Privacy Training Annually.
- b) All Users participate in Workflow Training and Training Updates for their assigned Workflows.

¹³ New Guide available on the MSHMIS Certification Site designed to improve communication of training requirements by System’s Role.

- c) All Users are trained in Data Standard data element definitions.
- d) All Agency Administrators participate in:**
 - i) Provider Page Set-Up Training
 - ii) Workflow Training sponsored by the funding agency or MSHMIS
 - iii) Reports Training
 - (1) Data Quality
 - (2) Progress Reporting
 - (3) Outcome Reporting
 - iv) Other training specified by the CoC.
 - v) CoC Agency Administrator Meetings and Trainings**
 - vi) Agency specific User Meetings or preside over an HMIS specific topic during routine staff meetings.**
 - vii) A local Reports Committee that governs the publication of information as requested.**
- e) All System Administrators participate in:**
 - i) All System Administrators are required to read and understand the HUD Data Standards that underpin the rules of the HMIS.
 - ii) System Administrator Orientation
 - iii) Provider Page Set-Up Training
 - iv) Workflow Training sponsored by the funding agency or MSHMIS
 - v) Reports Training
 - (1) Data Quality
 - (2) Progress Reporting
 - (3) Outcome Reporting
 - vi) CQI Training
 - vii) HUD Initiative Training (AHAR, PIT, APR, etc.)
 - viii) On Site and System Audits of Agency compliance of Data Privacy, Security and Oversight standards as well as item1 through 4 under System Administration and Data Quality.
 - ix) The Monthly System Administrator Call-In (3rd Wednesday of every Month at 1pm).**
 - x) The CoC Reports Committee or CoC Meeting where data use and release is discussed.**
 - xi) Michigan's Campaign to End Homelessness Work Groups and Regional Meetings as assigned.**

Appendix A: Links to Documents referred to in this Policy

<http://mihomeless.org/index.php/user-resources/hmis-training-certification/downloads/2014-01-07-21-22-49/viewcategory/235-5-hud-definitional-files>

- HUD Data Standards 2015
- HUD Data Dictionary 2015
- 2015 HUD Data Standard Changes
- HMIS Requirements Proposed Rules Federal Registered (Hearth)
- MSHMIS Homeless Definition Crosswalk
- HUD Homeless Definition Matrix
- Discharge Destination Guidance

<http://mihomeless.org/index.php/user-resources/hmis-training-certification/downloads/contracts-agreements-policies>

- Participation Agreement
- Administration QSOBAA
- Sharing QSBAA
- HMIS Operating Policies and Procedures
- Joint Governance Charter

<https://vimeo.com/mcah/review/112953319/799d7bfa50>

- Privacy and Security Recorded Training (Training/Quiz found in certification site)

<http://mihomeless.org/index.php/2012-11-28-14-24-30/programs/hmis/hmis-training/viewcategory/194-privacy-training-documents>

- HUD Public Notice
- User Agreement and Code of Ethics
- Privacy Script Suggestions
- Privacy Workflow

<http://mihomeless.org/index.php/2012-11-28-14-24-30/programs/hmis/hmis-training/viewcategory/432-privacy-notices-scripts-and-rois>

- Privacy Notice Sample (Grayed Sections Required) Updated
- MSHMIS Release of Information
- HIPAA compliant Authorization to Release Confidential Information
- Translated Notice for Spanish and Arabic

<http://mihomeless.org/index.php/user-resources/hmis-training-certification/downloads/continuous-quality-improvement-cqi/viewcategory/64-continuous-quality-improvement-cqi>

- CQI Curriculums
- Outcomes Matrix (Michigan State)
- Various Outcomes Training Documents and Pod Casts
- CQI Products from Implementations

<http://mihomeless.org/index.php/2012-11-28-14-24-30/programs/hmis/hmis-training/viewcategory/144-self-sufficiency-matrix>

- Self Sufficiency Matrix Training Materials

<http://mihomeless.org/index.php/workflow-and-addenda-downloads/viewcategory/261-3-workflows-and-grant-specific-documents>

- All technical workflow and training documents and podcasts

<http://mihomeless.org/index.php/user-resources/hmis-training-certification/downloads/system-admin-meetings>

- Minutes from Required System Administrator Meetings (current year/recent)

1. Program Goals.

- A. Enhance the personal and social development of youth through the provision of structured year-round services during non-school hours.
- B. Build positive relationships between youth, adult staff, and mentors.
- C. Promote positive relationships between youth and their peers, and promote/facilitate the acceptance of cultural diversity
- D. To inspire and enable Lansing youth, especially those at risk, to realize their full potential as productive, responsible, and caring citizens.

2. Program Objectives.

- A. Provide structured and supervised Club services to seven hundred (700) boys and girls (unduplicated count), aged 7 thru 17, based on the following schedule: School Year - Tuesday through Friday, 3:00 p.m. to 8:45 p.m., and Saturday, 10:00 a.m. to 3:45 p.m.; Summer - Monday through Friday, 7:30 a.m. to 5:00 p.m. Club services/programs will include:

Provide nutritional, filling food without charge for participants in need, especially young minors staying longer periods of time at the facility.

Education/computer enrichment (500 school age youth)

Drug education/life skills (75 youth)-SMART program

Social recreation (700 school age youth participate in 3 or more activities a week)

Health and fitness (550 youth) physical activities

Social competency-MasterCard program (80 youth increase conflict resolution skills)

Anti-Bullying Program-iStand 4

- B. Recruit, screen, train, and engage twenty (20) college students (MSU, LCC, and Cooley Law School) to serve as mentors for eighty (80) youth program participants in the following areas: improving self-esteem; enhancing socialization skills; exhibiting better decision-making;

and/or increasing their regard for and comfort level with persons of other races and backgrounds.

- C. Provide lunches to a minimum of two hundred and fifty (250) children, Monday thru Friday, during spring break at Lansing Public School District (LPSD). Provide lunches to a minimum of three hundred (300) children Monday through Friday during the first two weeks of summer break and the last two weeks of summer break for LPSD when the free lunch program is unavailable.

3. Measurable Outcomes:

- A. Pursuant to 2A above, the following outcomes will be achieved.
 - A1. Through consistent and active participation in Club activities, 75% of participants (525) will build positive relationships. Attendance and Individual Membership Reports will be used to assess attendance and interaction with staff and peers. Number of participants reported quarterly to HRCSD.
 - A2. **100% of participants requesting meals shall have their needs met and a meal tally sheet will document participation onsite. Number of participants reported quarterly to HRCSD.**
 - A3. The **SMART Moves** drug education and social skills program will be completed by 75 youth; of these, 75% or 57 youth will show increases in drug resistance and positive decision making abilities. Pre & Post testing will be utilized to measure increases in competency. Test results will be reported on appropriate quarterly management report to HRCSD.
 - A4. Through participation by 550 youth in physical fitness activities, 50% or 275 youth will demonstrate healthy fitness levels using the President's Physical Fitness Test. Outcomes reported on the appropriate quarterly report to HRCSD.
 - A5. Through completion of the **MasterCard Program**, 100% or 80 youth participants will show increases in social competency and demonstrate the knowledge and ability to resolve conflict in a positive manner. A verbal and practical

pre/post test will be utilized to measure increases in knowledge and ability. Test results will be reported on appropriate quarterly management report to HRCSD. **Incorporated anti-bullying program (iStand 4) is part of the character building curriculum and the evaluation measure.**

- A6. Through the involvement of 500 participants in education/computer enrichment activities, 75% or 375 children will demonstrate improved academic and technological performance as indicated by Individual Member Reports, technological pre/posttests, and school progress reports/report cards. Test results will be reported on appropriate quarterly management report to HRCSD.
- B. Pursuant to 2B above, 100% or 80 Club Members will demonstrate at least two of the following: improved self-esteem; enhanced socialization skills; exhibit better decision-making skills; and/or an increase in the regard for and comfort level with members of other races, as indicated by: mentor and mentee surveys, mentor and mentee journals, staff observations, and responses from parents and teachers. Outcomes reported on the appropriate quarterly report to HRCSD.
- C. Pursuant to 2C above, 100% of the youth receiving lunches will be documented and the number reported appropriately to HRCSD on the quarterly reports.

4. Time of Performance.

- A. On **JULY 1, 2016**, the Contractor shall commence performance of the services required under this contract.
- B. The Contractor shall continue to perform such services and activities until expiration of this contract on **JUNE 30, 2017**, unless otherwise terminated pursuant to the terms of this contract.

5. Compensation, Method of Payment and Reporting.

- A. As full and complete compensation for the Contractor's satisfactory performance under and completion of this contract, the City of Lansing hereby agrees to pay the Contractor the amount up to **FIFTY THOUSAND AND 00/100 (\$50,000.00) DOLLARS** from the City of Lansing General Funds.

- B. It is expressly understood by and between the City of Lansing and the Contractor that in no event shall the total compensation and reimbursement, if any, to be paid the Contractor, exceed the maximum sum of **FIFTY THOUSAND AND 00/100 (\$50,000.00) DOLLARS** from the City of Lansing General Funds.
- C. **Contractor may not use this grant as match for other grants without written authority from HRCSD.**
- D. The Contractor agrees to provide any additional money, services and/or physical resources which may be required to complete its performance of this contract, in accordance with the budget limitations set forth in the Budget Sheets of this contract.
- E. The Contractor shall agree to expend the funds on a reimbursable basis, or as mutually agreeable between the Contractor and the H.R.C.S.D.
- F. Contractor shall agree to regularly attend agency cluster meetings, as determined by the HRCSD, and participate in working sessions or activities related to any goals, as determined by cluster members. **Participation will include matching client needs with available community resources through "Meet the Need", which helps empower charities, churches, and businesses with platforms/tools to manage and communicate available resources and needs between participating organizations.**
- G. Comply with reporting requirements by submitting the following to the Human Relations and Community Services Department **by the 20th of the month following the reporting period:**
- Monthly Finance Reports (12)
 - Quarterly Activity and Management Reports (4)

PART III

CITY OF LANSING

TOTAL CONTRACT BUDGET

CONTRACT PERIOD 7/1/2016 TO 6/30/2017

AGENCY NAME: BOYS & GIRLS CLUB OF LANSING

COST CATEGORY	ESTIMATED COST OF PROJECT	CITY OF LANSING SHARE
(1) PERSONNEL	\$ 614,027.00	\$ 10,000.00
(2) FRINGE BENEFITS	78,075.00	-0-
(3) OPERATING EXPENSES	\$ 277,010.00	\$ 40,000.00
TOTAL:	\$ 969,112.00	\$ 50,000.00

CITY OF LANSING

FY 2016-2017

BUDGET JUSTIFICATION
FOR CONTRACTED PROJECT

AGENCY NAME: BOYS & GIRLS CLUB OF LANSING

COST CATEGORY	DESCRIPTION OF ITEM	AMOUNT OR VALUE OF ITEM
PERSONNEL:	Unit Director (1000 hrs. @ 10.00)	\$10,000.00
OPERATING EXPENSES:		\$40,000.00
	Educational Supplies	\$3,800
	Social Recreation Supplies	\$3,500
	Physical Education Supplies	\$4,500
	Arts & Crafts Supplies	\$3,400
	Recognition Supplies	\$3,200
	Computer Program Supplies	\$4,500
	Teen Ed/Rec Programs	\$2,600
	Building Utilities/Maint.	\$3,500
	Spring Break Lunch Program - Food	\$1,200
	Summer Break Lunch Program - Food	\$5,000
	Food-children throughout the year	\$4,800
	TOTAL:	\$50,000.00

CITY OF LANSING

FY 2016-2017

AGENCY NAME: BOYS & GIRLS CLUB OF LANSING

SOURCES OF FUNDS

List all sources of other funds which are part of the total estimated cost of this contract. List all sources of funds for the total agency budget. List cash contributions only.

SOURCE	TOTAL PROJECT AMOUNT	TOTAL AGENCY AMOUNT
1. City of Lansing	50,000	50,000
2. General Contributions	259,100	259,100
3. Special Fundraising Events	192,500	192,500
4. Capital Area United Way	78,000	78,000
5. Membership Dues	16,000	16,000
6. Sales to the public	25,000	25,000
7. General Programing Grant	168,312	168,312
8. BGC Non-Profit Housing	165,000	165,000
9. Transportation Grant	5,200	5,200
8. Interest/Misc. Income	10,000	10,000
Totals:	\$969,112.00	\$969,112.00

IN WITNESS WHEREOF, the CITY OF LANSING and BOYS & GIRLS CLUB OF LANSING have executed this contract as of the date first above written.

ATTEST:

CITY OF LANSING, a Michigan municipal corporation

By: _____
Virg Bernero, Mayor

By: _____
Chris Swope, City Clerk

By: _____
Joan Jackson Johnson, Ph.D.
Director, Human Relations &
Community Services Dept.

BOYS & GIRLS CLUB OF LANSING

By: _____

Title or Capacity

APPROVED AS TO FORM ONLY:

I hereby certify that funds are available in account #: 101.833720.960172.0

By: _____
City Attorney's Office

By: _____
Finance Dept.

CONTRACT BETWEEN
THE CITY OF LANSING
AND
SOUTHSIDE COMMUNITY COALITION

PART I

THIS CONTRACT entered into this _____ day of _____, 2016, effective from **July 1, 2016 through June 30, 2017**, by and between the **CITY OF LANSING**, a municipal corporation, organized and existing under the laws of the State of Michigan, through its Human Relations & Community Services Department, hereinafter called "**H.R.C.S.D.**", and **SOUTHSIDE COMMUNITY COALITION**, a non-profit organization, organized and existing under the State of Michigan, hereinafter called the "Contractor".

WITNESS THAT:

WHEREAS: the City of Lansing, through the H.R.C.S.D desires to engage the Contractor to perform certain services and activities; and

WHEREAS, the Contractor agrees to perform such services and activities in a lawful, satisfactory, and proper manner and in accordance with all policies, procedures, and requirements which have been or, from time to time, may be prescribed by the H.R.C.S.D.,

NOW, THEREFORE, the City of Lansing and the Contractor do mutually agree that the Contractor shall meet and perform the Program Goals and Program Objectives within the stated Time of Performance and for the Compensation as hereafter provided, and comply with the terms and conditions in PART II, all as follows:

1. Program Goals.

- A. Promote community coalition and pride in the South Lansing community.
- B. Enhance the personal and social development of youth through the provision of structured year-round services. Provide educational and recreational services.
- C. Build positive relationships between seniors and the Southside Community Coalition providing educational, recreational, and social activities for area senior citizens.

2. Program Objectives.

- A. Provide year-round structured and supervised services for one hundred (100) youth and two hundred (200) adults (unduplicated count), ages 5 thru 85.
- B. Provide tutoring services for math, reading, writing and computer usage for thirty to fifty (30-50) school-aged youth.
- C. Coordinate three (3) educational/recreational field trips for fifty (50) school-aged youth.
- D. Facilitate participation of twenty (20) youth in the Garden Project.
- E. Involve twenty (20) middle/high school aged youth in leadership training, violence prevention education, **anti-bullying**, career development and mentoring by attending two teen youth conferences annually.
- F. Coordinate fifty (50) youth in summer education enrichment projects and youth development opportunities through cooperation with MSU & Ingham County 4-H youth development program.
- G. Host a monthly *Senior Luncheon* activity for sixty (60) senior citizens with varying topics, which shall

include at a minimum, health awareness issues.

- H. Host *Senior BINGO* twice monthly for fifteen (15) seniors and provide household items as gifts.
- I. Host *Senior Game Night* once a month for thirty (30) senior participants.

3. Measurable Outcomes.

- A. Pursuant to "2A" above, 80% or **240** of the 300 participants in Coalition activities will build positive relationships with staff and peers as indicated by responses to a participant survey administered after each project.
- B. Pursuant to "2B" above, 70% or **35** of the 50 youth participants will show improvement in competency, as indicated by review of Report cards/progress reports, daily sign-in sheets.
- C. Pursuant to "2C" above, 65% or **33** of the 50 youth participants will indicate they were satisfied with the field trips, as indicated by responses to participant surveys.
- D. Pursuant to "2D" above, 70% or **14** of the 20 youth participants will demonstrate an understanding of the role of vegetables in health and wellness, as indicated by responses to participant surveys.
- E. Pursuant to "2E" above, 75% or **15** of the 20 teens involved in leadership trainings will show an increased interest in pursuing higher education and increased abilities to solve problems using non-violent conflict resolution methods, indicated by responses to participant surveys.
- F. Pursuant to "2F" above, 75% or **38** of the 50 youth participants will demonstrate improved knowledge and development of project skill areas as indicated by the judging of 4-H projects presented at the Ingham County Fair.

- G. Pursuant to "2G" above, 70% or **42** of the 60 Senior Citizen participants will indicate services or programs provided were helpful as indicated by responses to a participant survey.
- H. Pursuant to "2H" above, 30% or **5** of the 15 participants will indicate programs provided were helpful.
- I. Pursuant to "2I" above, 50% or **15** of the 30 participants will indicate programs provided were helpful at getting them involved with the coalition.

4. Time of Performance.

- A. On **JULY 1, 2016**, the Contractor shall commence performance of the services required under this Contract.
- B. The Contractor shall continue to perform such services and activities until expiration of this Contract on **JUNE 30, 2017**, unless otherwise terminated pursuant to the terms of this Agreement.

5. Compensation and Method of Payment.

- A. As full and complete compensation for the Contractor's satisfactory performance under and completion of this Contract, the City of Lansing hereby agrees to pay the Contractor the amount of **TWENTY FIVE THOUSAND AND 00/100 (\$25,000.00) DOLLARS** from the City of Lansing General Fund.
- B. It is expressly understood by and between the City of Lansing and the Contractor that in no event shall the total compensation and reimbursement, if any, to be paid the Contractor, exceed the maximum sum of **TWENTY FIVE THOUSAND AND 00/100 (\$25,000.00) DOLLARS** from the City of Lansing General Funds.
- C. The Contractor agrees to provide any additional money, services, and/or physical resources which may be required to complete its performance of this Contract, in accordance with the budget limitations set forth in

the Budget Sheets of this Contract. **Contractor may not use this grant award as match for any other grant without written authorization from HRCSD.**

- D. The Contractor shall agree to expend the funds on a reimbursable basis, or as mutually agreeable between the Contractor, H.R.C.S.D., and the Controller's Office.
- E. The Contractor shall agree to regularly attend agency cluster meetings, as determined by the HRCSD, and participate in working sessions or activities related to any goals, as determined by cluster members. **Participation will include matching client needs with available community resources through "Meet the Need", which is a tool to manage and communicate available resources and needs between participating organizations.**
- F. The Contractor shall comply with reporting requirements by submitting the following to the Human Relations and Community Services Department **by the 20th of the month following the reporting period:**
- Monthly Finance Reports (12)
 - Quarterly Objective Activity Reports (4)
 - Quarterly Reports of Outcomes (4)
 - Quarterly Program Management Reports (4)

PART III

CITY OF LANSING

TOTAL CONTRACT BUDGET

CONTRACT PERIOD JULY 1, 2016 to JUNE 30, 2017

AGENCY NAME: SOUTHSIDE COMMUNITY COALITION

COST CATEGORY	ESTIMATED COST OF PROJECT	CITY OF LANSING SHARE
1. PERSONNEL	\$34,073.00	\$0.00
2. FRINGE BENEFITS (Included in personnel)	\$0.00	\$0.00
3. OPERATING EXPENSES	\$31,427.00	\$25,000.00
TOTALS:	\$65,500.00	\$25,000.00

CITY OF LANSING
 FY 2016 - 2017
 BUDGET JUSTIFICATION
 FOR CONTRACTED PROJECT

AGENCY NAME: SOUTHSIDE COMMUNITY COALITION

COST CATEGORY	DESCRIPTION OF ITEM	AMOUNT OR VALUE OF ITEM
PERSONNEL:	Staff funded by other grants	\$0.00 \$0.00
FRINGE BENEFITS:	Part of salaries above	\$0.00
OPERATING EXPENSES:	Pro rata share of phone, postage, rent, utilities, computers, professional accounting fees, trash, and insurance, program supplies & activity costs	\$25,000.00
TOTAL EXPENSES:	TOTAL:	\$25,000.00

CITY OF LANSING

FY 2016 - 2017

AGENCY NAME: SOUTHSIDE COMMUNITY COALITION

SOURCES OF FUNDS

List all sources of funds which are part of the total estimated cost of this project. List all sources of funds for the total agency budget. List cash contributions only.

SOURCE	TOTAL PROJECT AMOUNT	TOTAL AGENCY AMOUNT
1.CITY OF LANSING	\$25,000.00	\$25,000.00
2.INGHAM COUNTY COMMUNITY AGENCY GRANT (applied for 2016)	\$ 6,000.00	\$ 6,000.00
3.INGHAM COUNTY HEALTH DEPT	\$ 9,000.00	\$89,000.00
4.MICHIGAN DEPT OF COMMUNITY HEALTH GRANT	\$ 11,000.00	\$100,000.00
5. ADDITIONAL GRANTS	\$9,500.00	\$9,500.00
6.ESTIMATED FUNDRAISING	\$ 5,000.00	\$ 5,000.00
TOTALS:	\$70,564.00	\$234,500.00

IN WITNESS WHEREOF, the CITY OF LANSING and SOUTHSIDE COMMUNITY COALITION have executed this contract as of the date first above written.

ATTEST:

CITY OF LANSING, a Michigan municipal corporation

By: _____
Virg Bernero, Mayor

By: _____
Chris Swope, City Clerk

SOUTHSIDE COMMUNITY COALITION:

By: _____
Executive Director
Title or Capacity

Joan Jackson-Johnson, Ph.D.,
Director, Human Relations and
Community Services Department

I hereby certify that funds
are available in account #:

101.833720.960115.00000

APPROVED AS TO FORM ONLY:

By: _____
City Attorney's Office

By: _____
City Finance Office