



Wyoming Continuum of Care Governance Charter

OVERVIEW:

The Wyoming Balance of State Continuum of Care (CoC) is a network of organizations working together to prevent and end homelessness across the state's non-urban areas. The CoC operates under the [HEARTH Act of 2009](#) and the [Continuum of Care Program Interim Rule \(24 CFR Part 578\)](#).

The CoC's goals are to:

- Build a community-wide commitment to ending homelessness
- Quickly re-house people experiencing homelessness
- Improve access to services and mainstream resources
- Help individuals and families achieve long-term stability

PURPOSE OF THE GOVERNANCE CHARTER

This Governance Charter provides the structure for the Continuum of Care (CoC) and outlines the roles and responsibilities of the CoC general membership, governing Board, Committees, Collaborative Applicant (CA), and HMIS Lead.

CoC NAME

The name of the organization is the **Wyoming Continuum of Care (WY CoC)**. The CoC is identified as WY-500 by the U.S. Department of Housing and Urban Development.

CoC GEOGRAPHIC AREA

The geographic area served by Wyoming CoC includes all twenty-three (23) counties and 2 tribal nations in the state of Wyoming.

CoC ADDRESS

The principal address of the WY CoC shall be that of the Collaborative Applicant.

CoC MISSION

The Wyoming Continuum of Care works to prevent and reduce homelessness by meeting urgent needs and improving access to housing and support services statewide.

COC RESPONSIBILITIES - AS REQUIRED BY HUD INCLUDE

- Governance and Membership: Hold semiannual meetings, invite new members annually, maintain a Board selection process, form committees as needed, update the governance charter yearly, and support the Collaborative Applicant.

- B. System Planning and Oversight: Coordinate housing and services, conduct PIT counts and gaps analysis, operate coordinated entry with DV protocols, maintain written standards, collaborate on ESG planning and reporting, and monitor grants, while promoting partnerships with workforce development, healthcare, behavioral health, recovery support, and public systems partners.
- C. Data and Performance Management: Oversee HMIS and data compliance, set and track performance targets, evaluate and act on project outcomes, and report to HUD.

THE ORGANIZATIONAL STRUCTURE

- A. General Membership
- B. CoC Governing Board - represents the General Membership and is authorized to act on behalf of the General Membership, hereinafter referred to as "Board."
- C. Collaborative Applicant for the CoC competitive funding process.
- D. HMIS Lead
- E. Coordinated Entry Lead
- F. CoC Coordinator

GENERAL MEMBERSHIP

- A. General Membership: Membership in the CoC ensures community-wide commitment to preventing and ending homelessness and must represent a diverse body of stakeholders from throughout the entire geographic area and must include people who have lived experience of homelessness. The intent is for the CoC to be as inclusive as possible to include the opinions and insights of various stakeholders.
- B. Joining the CoC General Membership: The Board should invite new members on an ongoing basis, but formal invitations must be made at least annually. The formal invitation is communicated by public notice and other appropriate media, which may include website announcements and email messages distributed to a wide range of stakeholders and members.
- C. General Membership Meetings and Annual Meeting:
 - a. The CoC general membership meets a minimum of 4 times a year, one being the Annual Membership meeting which can be conducted in person, via telephone, or by using electronic media, such as tele-video conferencing, which allows all participants to simultaneously hear and participate live.
 - b. The annual meeting of the CoC membership shall be for the purposes of electing Board Directors and for the transaction of any other business as may properly come before the meeting.
 - c. The other meetings can include educational information, updates on homelessness, and an update on CoC goals.
 - d. Meetings are required to have published agendas.
 - e. Meetings are open to the public and include periods of time designated for public comment.

D. Membership Voting: Members may be individuals or representatives of organizations. Each member has one vote at the Annual Membership Meeting. To ensure fair and equitable representation, each agency shall be granted one vote, regardless of the number of attendees present.

a. Voting: Associations and Individuals

- a. *Associations*: Each human service agency, business, faith organization, or public agency may send multiple attendees to meetings. To ensure consistent representation, one individual must be designated as the voting representative. Any organization that has attended at least half of the meetings is eligible for one vote. A designated alternate may vote in the representative's absence.
- b. *Individuals*: Individuals who regularly attend meetings and participate in the work of the CoC may vote if they are not currently affiliated—and have not been affiliated within the past year—with any agency. Eligibility requires attendance at least half of the meetings.

b. Electronic Voting: Electronic voting procedures shall include:

- a. A clear summary of the issue to be decided
- b. A specified deadline by which votes must be submitted
- c. Detailed instructions on how to submit votes electronically

A simple majority of the votes cast shall be required for approval. In the event of a tie, a follow-up electronic vote will be conducted within two weeks of the initial vote.

CoC GOVERNING BOARD

The Continuum of Care (CoC) will create a Board to represent it, following HUD's required process and conflict-of-interest rules. The Board aims to include a diverse range of voices:

a. Including but not limited to the following:

- i. Lived experience of homelessness.
- ii. LGBTQ+
- iii. Domestic violence survivor or Victim Service Provider organization
- iv. Veteran or Veteran organization
- v. Tribal member
- vi. Youth
- vii. Youth organization
- viii. School Liaison
- ix. CoC grant recipient
- x. ESG grant recipient
- xi. A representative from an organization with the primary goal of ending homelessness
- xii. An individual interested in the goal of ending homelessness
- xiii. Elected official
- xiv. Business community representative
- xv. Law enforcement or public safety representative
- xvi. Recovery housing or sober living provider
- xvii. Behavioral health or healthcare provider

xviii. Workforce development or employment services representative

xix. Court or specialty court representative

GOVERNING BOARD RESPONSIBILITIES

- A. Set protocols for the ranking and review process for the CoC NOFO, considering Wyoming CoC system needs, gaps, project performance, strategic goals, HUD threshold requirements and regulations, and local policy priorities.
- B. Lead CoC membership meetings
- C. Receive input from the full CoC membership on priorities and goals for the CoC and set those priorities on an annual basis, including priorities related to reducing homelessness, increasing housing stability, improving access to treatment and recovery services, strengthening employment outcomes, and increasing self-sufficiency
- D. Function as the official liaison for the consolidated planning process in coordination with ESG jurisdictions.
- E. Function as the appeals body for the full CoC.
- F. Appoint membership to the standing committees on an annual basis.
- G. Designate HMIS Lead, and CA, with roles to be reviewed every five years.
- H. Hold CoC committees accountable for fulfilling their responsibilities and review the work of the committees at least annually.

BOARD MEMBERSHIP

- A. The selection process for Board membership will be reviewed, updated, and approved by the CoC at large, at least once every five years.
 - a. On an annual basis, the Board or Governance Committee shall review Board composition and identify gaps in stakeholder representation. Recruitment efforts shall prioritize sectors and stakeholder groups identified as underrepresented and those identified as priorities within the current HUD Continuum of Care Notice of Funding Opportunity (NOFO).
- B. The number of Directors shall consist of no less than three and no more than 15 members.
 - a. If a member is appointed to fill a vacated Board seat, they will serve for the remainder of the term or until the next election cycle, whichever comes first. The Board can include up to two ex-official members. Ex-officio, non-voting members filled through invitation of the Board.
 - i. Ex officio members shall include a representative from the ESG grant.
 - ii. The other ex-officio can be determined based on the current goals of the CoC.
 - iii. There are no term limits for ex-officio members, but the Directors will re-evaluate annually the focus of the ex-officio representative on the Board.
- C. Directors may be removed from the Board by a vote of remaining Directors for repeated absence (see Board Attendance), misconduct, failure to participate, disruptive or obstructive conduct, or violation of conflict-of-interest policies.
- D. Discussion and action on the termination of any Directors must be properly noticed on a Board agenda.
- E. Board Member nominations will be accepted before the Annual Membership Meeting. A candidate slate will be shared at least two weeks in advance, and those receiving a majority of votes will be elected.

BOARD MEETINGS

- A. The Board will meet no less than four times a year. Meetings are open to the public, and the public is notified of upcoming meetings through the designated website.
- B. Additional meetings of the Board may be convened by the Board Chair or by petition of at least 30 percent of the Board.
- C. The CoC Board reserves the ability to hold executive sessions.
- D. Quorum: At least 51% of the voting Directors constitute a quorum at all meetings of the Board. If 51% of the Board membership is not in attendance at a meeting, discussion but no votes may take place during the meeting.

BOARD ATTENDANCE

- A. Board meetings may be attended in-person, by phone, virtually, or in hybrid format.
- B. Directors may assign one alternate representative from their organization to attend meetings in their absence. The alternate must complete a CoC membership application and conflict of interest form.
 - a. Proxy vote- A proxy vote will be accepted when provided in writing to the Board Chair and Secretary prior to the meeting when notifying the board that you will not be able to attend the meeting.
- C. Directors are required to notify the Board Chair of any absences from Board meetings. If a director is absent for three or more meetings without providing notification, their absence record will be discussed at the next board meeting to determine termination of membership.
- D. Repetitive absences with notification (excused) will be reviewed by the Board to determine if a representative's seat should be vacated.
- E. Excused absences include illness and vacation.
- F. Unexcused Absences
 - a. Attendance at 75% of Board meetings is required.
 - b. Excessive unexcused absences will be addressed below:
 - c. Removal Process
 - i. Three uncommunicated absences will receive a warning letter.
 - ii. No response will be terminated and then the person needs to adhere *to the 75% and the next unexcused absence will be considered your resignation.*

BOARD RESIGNATION

Directors may resign from the Board at any time by giving written to the Board Chair.

- A. If a director is unable to complete a term, the remaining Directors may submit a nomination to fill this position.
- B. The newly elected Director will serve the remainder of the resigning Director's term.

BOARD ROLES AND RESPONSIBILITIES

Board Officers will be selected and elected by the Board from among its members. To be eligible for an officer position, a member must have served at least one year as a general Board member. Officers will serve a term of two years and will not receive compensation for their service in an officer capacity

- A. There will be three Officers of the Board, Chair, Vice-Chair, and Secretary, each serving a two-year term. Terms will be staggered to ensure continuity, so that not all officers rotate off the Board simultaneously.
 - a. Chair is responsible for the following, in collaboration with the WYCoC Coordinator, the Collaborative Applicant (CA), and the HMIS Lead:
 - i. Ensuring that policies, procedures, and project performance are reviewed annually.
 - ii. Overseeing the preparation of agendas and facilitating CoC Governing Board meetings in accordance with Robert's Rules of Order.
 - iii. Providing semi-annual updates to the CoC General Membership.
 - iv. Ensuring that board recruitment efforts are ongoing.
 - v. Signing required and authorized documents on behalf of the CoC.
 - vi. Presiding at all regular Board meetings and General Membership meetings.
 - b. The Vice Chair shall be responsible for:
 - i. Performing the duties of the Chair in their absence.
 - ii. Supporting the Chair and Secretary as needed, in coordination with the WYCoC Coordinator.
 - c. The Secretary is responsible for
 - i. Distribution of meeting materials including meeting agendas, meeting minutes, attendance records and other materials, in collaboration with the WYCoC Coordinator.
 - ii. Will ensure the person or entity responsible for maintaining and updating the CoC website and social media has the correct information and has updated as required.
 - iii. Maintaining attendance records

BOARD DECISION MAKING

- A. Robert's Rules of Order shall be followed, and 51% of the voting Directors present is necessary for a resolution or vote to pass.
- B. Email voting may be used for time-sensitive and/or critical votes; these votes must be initiated at the direction of the CoC Board Chair.

BOARD CODE OF CONDUCT, CONFLICT OF INTEREST AND RECUSAL PROCESS

The Board code of conduct is a document that outlines the expectations and standards of behavior for members of the Board. It provides a framework for how Directors should conduct themselves in their roles and interactions with one another and with external stakeholders. Ethical and legal behavior: Directors should act with integrity and in compliance with all relevant laws and regulations.

- A. Conflicts of interest: Directors should disclose any potential conflicts of interest and recuse themselves from any decision-making that may be affected by such conflicts.
- B. Confidentiality: Directors should maintain the confidentiality of sensitive information related to the organization, its employees, and stakeholders.
- C. Communication and collaboration: Directors should communicate and collaborate effectively with one another.

- D. Board meetings: Directors should attend and participate in Board meetings, prepare meetings by reviewing materials provided in advance, and act in a constructive manner during meetings.
- E. Conflict Guidelines: accordance with HUD regulations, no Director may participate in or influence discussions or decisions concerning the award of a grant or other financial benefits to an organization that the member represents.
 - a. A person with a conflict of interest is a person who is an employee, agent, consultant, Officer, or elected or appointed official of the award recipient or its subrecipients and who exercises, or has exercised, any functions or responsibilities with respect to activities assisted under the award; or,
 - b. Who can participate in a decision-making process or gain inside information regarding activities assisted under the award, may obtain a financial interest or benefit from unassisted activity, has a financial interest in any contract, subcontract, or agreement with respect to an assisted activity,
 - c. Or has a financial interest in the proceeds derived from an assisted activity, either for him or herself or for those with whom he or she has immediate family or business ties, during his or her tenure or during the one-year period following his or her tenure on the Board.
- F. Board recusal is a process by which a director(s) will remove themselves from participating in a discussion or vote on a matter in which they have a conflict of interest. The board will follow these procedures:
 - a. *Disclosure*: The Director(s) with a conflict of interest must first disclose the nature of the conflict to the rest of the Board. This is typically done verbally during the meeting.
 - b. *Leave the meeting*: Once the conflict of interest has been disclosed, the Director(s) will leave the room while the Board discusses and votes on the matter. This is to ensure that the Director(s) does not participate in the discussion or vote.
 - c. *Absent from the minutes*: The Board minutes will clearly indicate that the Director(s) with the conflict of interest were recused from the discussion and vote on the matter.
 - d. *Documentation*: The Board should document the recusal process, including the disclosure, the decision to recuse, and the absence of discussion and vote.
 - e. *Return to the meeting*: Once the matter has been discussed and voted on, the Director(s) may rejoin the meeting and resume their participation in Board activities.

COC STANDING COMMITTEES

- A. The Board shall establish standing committees to support the work of the Wyoming Continuum of Care. Committees are responsible for reviewing information, conducting planning activities, providing subject matter expertise, and making recommendations to the Board for consideration and action. Committee membership is open to all CoC members unless otherwise specified.
- B. The CoC shall maintain the following standing committees:
 - a. *Governance & Membership Committee*: This committee is chaired by a CoC Governing Board member and is responsible for governance oversight, Board recruitment, membership engagement, policy review, and compliance with HUD requirements. The committee

periodically reviews Board composition and recommends recruitment strategies to ensure diverse stakeholder representation across the CoC.

- b. *HMIS/Data*: This committee supports HMIS implementation, reviews data quality, monitors system performance, oversees HMIS-related policies and procedures, and assisting with HUD reporting requirements. The committee works closely with the HMIS Lead Agency to ensure compliance with federal HMIS standards and data quality expectations.

c.

Coordinated Entry Committee: This committee oversees the Coordinated Entry System, promotes equitable access to housing resources, evaluating referral and prioritization processes, reviews system performance, and recommends improvements that support efficient and consistent access to services throughout the CoC geographic area.

- d. *Point-in-Time Committee*: This committee coordinates the planning, implementation, and evaluation of Wyoming's annual Point-in-Time Count and Housing Inventory Count. The committee collaborates with the Collaborative Applicant, HMIS Lead, service providers, volunteers, and community partners to ensure accurate collection and reporting of homelessness data.

- e. *Vulnerable Populations Committee*: This committee focuses on identifying barriers and improving outcomes for populations at increased risk of homelessness or housing instability, including youth, veterans, survivors of domestic violence, Tribal members, older adults, individuals with disabilities, families, and those with behavioral health or substance use challenges. The committee works to strengthen partnerships, improve access to housing and services, and recommend strategies that promote stability and self-sufficiency.

- f. *Tribal Relations Committee*: This committee strengthens partnerships and collaboration between the CoC and Tribal Nations, Tribal organizations, and Indigenous communities within Wyoming. The committee promotes culturally responsive practices, supports consultation and engagement efforts, and identifies opportunities to improve housing and services for Native American populations.

- g. *Executive Committee*: The Executive Committee will consist solely of the Board Chair, Vice Chair, and Secretary. The Executive Committee may address urgent matters between regular Board meetings, provide leadership support, assist with agenda development, and make recommendations to the Board; however, it shall not replace the authority of the full Board except as expressly delegated by Board action.

- C. *Ad Hoc Committees*: From time to time, it may become necessary for the governing Board and membership to form a special task force for a specific purpose and will cease to exist after completion of a designated task.

THE COLLABORATIVE APPLICANT (CA)

- A. The CoC designates one organization as the Collaborative Applicant (CA) to fulfill the responsibilities outlined in the Interim Rule. The CA must be a legal entity who is an eligible CoC Program applicant. The CA acts on behalf of the CoC when applying to HUD for grants. All responsibilities assigned to the CA must be documented in this charter.

- B. The designation of the CA is valid for a **maximum of five years** before the designation must be reviewed and renewed by the CoC Governing Board with input from membership. However, poor overall performance in the annual report may result in rescinding of the CA prior to the next CoC Program Competition NOFO. Thus, in response to negligence or deficient performance of the CA, the CoC reserves the right to open an RFP process prior to the five-year mark and designate a new CA.
- C. The CA is responsible for documenting and collecting evidence that the CoC has been established and operated as set forth in Subpart B of the CoC regulations, including published agendas and meeting minutes, an approved governance charter that is reviewed and updated annually, a written process for selecting a Board that is reviewed and updated at least once every 5 years, and evidence required for designating a single HMIS for the CoC.
- D. Only the CA may apply for and receive planning funds, which may be used for:
 - a. Designing and conducting the collaborative process for the application to HUD
 - b. Preparing and submitting the Notice of Funding Opportunity (NOFO) for CoC Program funds
 - i. Before the submission of the NOFO to HUD for CoC Program funding, the CA must submit a final draft of the application to the CoC membership and other stakeholders for public comment, and to the CoC Board for approval.
 - ii. Depending on the timing of the submission to HUD, the CoC Board and CA may create a timeline for submission to the Wyoming CoC.
 - c. Evaluating outcomes of projects funded through CoC and ESG program grants within the geographic area.
 - d. Participating in the Consolidated Plan(s) process of the jurisdictions within the geographic area
 - e. Developing a CoC system
 - f. Conducting sheltered and unsheltered Point-in-Time counts
 - g. Monitoring recipients and subrecipients and enforcing compliance with program requirements.

COLLABORATIVE APPLICANT RESPONSIBILITIES

- A. The following responsibilities will form the basis of the Memorandum of Understanding agreement between the CoC and CA for the annual designation.
 - a. CoC Program Registration: Ensure that all required registrations are completed by HUD designated deadlines.
 - b. Grant Inventory Worksheets (GIW): Review and ensure accuracy of the GIW record of all grants eligible for renewal within the CoC's geographic area.
 - c. Local Application Process: Conduct a local process to solicit, review, accept, and prioritize project applications.
 - d. Notice of Funding Opportunity (NOFO): Carefully read the annual CoC Program Competition NOFO once released, prior to submitting funding applications to HUD.
 - e. CoC Program Competition: Submit the CoC Consolidated Application, which includes the CoC Application and the CoC Priority Listing containing all the project applications and their rankings. Apply for planning funds - managed by the CA.

- f. Consolidated Plan: Participate in the Consolidated Planning process, submit the Annual Performance Report (APR).
- g. Grant Awards: When announced, review carefully the CoC Program awards, and submit appeals by the published due date.
- h. CA Designation Term: The designation of the CA is valid for a maximum of five years before the designation must be reviewed and renewed by the CoC Governing Board with input from membership. However, poor overall performance in the annual report may result in rescinding of the CA designation prior to the next CoC Program Competition NOFO. Thus, in response to negligence or deficient performance of the CA, the CoC reserves the right to open a Request for Proposal process prior to the five-year mark and designate a new CA.

THE HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS) LEAD

- A. HMIS is essential to coordinate client services and inform community planning and public policy. Through HMIS, homeless individuals benefit from improved coordination in and between agencies, informed advocacy efforts, and policies that result in targeted services.
- B. The CoC designates one organization as the HMIS Lead Agency
- C. The HMIS Lead is the eligible applicant designated by the CoC, to manage the CoC HMIS on behalf of the CoC. HMIS is mandated by HUD for all communities and agencies receiving HUD CoC and ESG funding.
- D. The HMIS Lead will maintain the community's HMIS in compliance with HUD standards and coordinate all related activities including training, maintenance, and the provision of technical assistance to contributing organizations.
- E. The HMIS Lead will operate within the framework of agreements, policies and procedures that have been developed and approved by the CoC. These agreements, policies and procedures include but are not limited to the HMIS Policy and Procedures, Standardized Information Collection Forms, Partner Agency Agreements and User Agreements. Changes to these policies and procedures may be made from time to time by the applicable parties to comply with HMIS Standards or otherwise improve HMIS Operations.
- F. The designation of the HMIS Lead is valid for a maximum of five years before the designation must be reviewed and renewed by the CoC Governing Board with input from membership. However, poor overall performance in the annual report may result in rescinding of the HMIS Lead designation prior to the next CoC Program Competition NOFO. Thus, in response to negligence or deficient performance of the HMIS Lead, the CoC reserves the right to open an RFP process prior to the five-year mark and designate a new HMIS Lead.

HMIS LEAD RESPONSIBILITIES

The following general responsibilities will form the basis of the Memorandum of Understanding between the CoC and HMIS for the annual designation:

- A. General responsibilities
 - a. Conduct day-to-day operational requirements of the HMIS software and system.
 - b. Implement and maintain compliance with written HMIS policies and procedures as approved by the CoC.
 - c. Annually assist in preparing:

- i. The HUD CoC NOFO application sections related to HMIS.
 - ii. The Point in Time activities.
 - iii. The HMIS project application.
- d. Generate, develop, refine, make available, and submit reports as required for HUD compliance, including HUD funded application reporting requirements, System Performance Measures, Sheltered Point-in-Time Count, Housing Inventory Chart, Longitudinal System Analysis, Annual Performance Review, and other reporting that becomes a requirement by HUD during the timeframe required.
- e. Assist the CoC with design and implementation of their Coordinated Entry System within HMIS
- f. Assist the CoC with implementation of performance measures within HMIS.
- g. Facilitate, monitor, and report to the CoC the participation of all agencies submitting data to HMIS and ensuring compliance with federal HMIS requirements.
- h. Execute a written HMIS Participation Agreement with each participating Covered Homeless Organization (CHO) and ensuring the agreement includes:
 - i. The obligation and authority of the HMIS Lead and CHO.
 - ii. The requirements of the security plan and privacy policy with which the CHO must abide.
- iii. Sanctions for violating the HMIS participation agreement and agreement that the HMIS Lead, and the CHO will process Protected Identifying Information consistent with the agreement.
- i. Serve as the applicant to the HUD for the CoC grant funds to be used for HMIS activities for the CoC areas, as directed by the CoC in consultation with the CoC Governance Committee and entering into grant agreements with HUD to conduct the HUD approved HMIS activities.
- j. Serve as the applicant for the ESG funds to be used for HMIS activities for the WY CoC's geographical coverage area, as directed by the State of Wyoming in consultation with the WY CoC.
- k. Monitor data quality and train end-users, agencies and the CoC to obtain and retain a high level of data from all CHOs.
- l. Conduct agency monitoring to ensure compliance with all WY CoC and HUD HMIS regulations and policies.
- m. Implement and monitor a security plan, a data quality plan, and a privacy policy in accordance with all HUD rules, notices, and guidance establishing the requirements of these plans The HMIS Lead, in conjunction with the CoC, must review and update the plans and policy at least annually.
- n. Support the broad use of HMIS as a tool to document, serve and end homelessness.
- o. Provide homelessness data as needed for the CoC's Consolidated Plan and related documents.
- p. Provide CoC Annual Performance Review Reports to assist in CoC program evaluation and the CoC application process.
- q. Provide an annual review for HMIS comparable databases to determine if they meet compliance with funder requirements and provide agency documentation of such for that review.

- r. Encourage and support using HMIS to its maximum potential, including increasing functionality, incorporation innovation and assuring adaptively, as appropriate.
 - s. Assure HMIS is properly staffed to achieve responsibilities, deliverables, and services as described in this MOU.
 - t. Attend applicable CoC general meetings and Board meetings.
- B. Project Management and system administration
- a. Prepare and execute all software vendor contracts, licensing, security arrangements, partner agency MOUs, and contractor agreements.
 - b. Assure system performance, including the ongoing availability and accessibility of the HMIS software and system.
 - c. Providing and managing end user *licenses* including the adding and removing of end users access to HMIS.
 - d. Creating project forms and documentation.
 - e. Preparing/updating HMIS project policies and procedures and working with the WY CoC to monitor and ensure compliance with these policies and procedures.
 - f. Obtain and maintain signed Partner Agency Agreements.
 - g. Obtain and maintain signed user policy and responsibility forms for all end users.
- C. Training
- a. Provide all training and user guidance needed to ensure appropriate system use, data entry, data reporting, and data security and confidentiality including:
 - i. Training documentation
 - ii. Security and confidentiality training
 - iii. End user training from agency administrators and end users
 - b. Technical assistance outreach to users/end user support
 - c. Maintain Helpdesk support.
 - d. Implement customer satisfaction feedback and improvement process and promote customer satisfaction.
- D. Data quality
- a. Ensuring all client and homeless program data is collected in adherence to the HUD HMIS Data Standards and Coc additional requirements thereto.
 - b. Working with the HMIS software vender to assure the HMIS application meets WY CoC data requirements.
 - c. Monitoring data quality and generating agency data quality reports.
 - d. Prepare and implement a data quality plan as approved by the WY CoC.
 - e. Assist partner agencies with agency-specific data collection and reporting needs, such as the Annual progre4ss re4port and program reports (within reason and within constraints of budget and other duties).

COORDINATED ENTRY (CE) LEAD

- A. The Coordinated Entry (CE) system is a critical component of the CoC's strategy to prevent and end homelessness. It ensures that individuals and families experiencing homelessness are quickly identified, assessed, referred, and connected to housing and services based on their needs and level of vulnerability.

- B. The CoC designates one organization as the Coordinated Entry (CE) Lead.
- C. The CE Lead serves as the primary coordinator responsible for implementing, managing, and continuously improving the Coordinated Entry System (CES) across the Wyoming Continuum of Care (CoC). This role ensures that the CES operates effectively at both local and regional levels and is responsive to the needs of all populations, including youth and other vulnerable groups experiencing homelessness.
- D. The CE Lead will provide technical assistance, training, and education to agencies, staff, and community partners involved in CES implementation. The CE Lead will also oversee data collection, monitor data quality and system performance, and support system-wide improvements through analysis and stakeholder engagement.
- E. The CE Lead will operate within the framework of policies and procedures developed and approved by the CoC. These include, but are not limited to, the Coordinated Entry Policies and Procedures Manual, standardized assessment tools, referral protocols, and regional implementation guidelines. Updates to these policies and procedures may be made as needed to comply with HUD requirements or improve CES operations.
- F. The designation of the CE Lead is valid for a maximum of five years before the designation must be reviewed and renewed by the CoC Governing Board with input from membership. However, poor overall performance may result in rescinding of the CE Lead designation prior to the next CoC Program Competition NOFO. In response to negligence or deficient performance, the CoC reserves the right to open a Request for Proposal (RFP) process prior to the five-year mark and designate a new CE Lead.

CE LEAD RESPONSIBILITIES

The following general responsibilities will form the basis of the Memorandum of Understanding between the CoC and HMIS for the annual designation:

- A. Supporting agencies with standardized assessments for households experiencing or at risk of homelessness
- B. Ensuring fair, consistent, and transparent access to housing and services across the CoC
- C. Prioritizing households for housing interventions based on vulnerability and need
- D. Maintaining up-to-date referral procedures to appropriate housing and supportive services
- E. Collaborating with community partners, service providers, and funders to ensure system-wide coordination
- F. Monitoring and reporting outcomes related to housing placements, referrals, and system performance
- G. Implementing and maintaining CE policies and procedures as approved by the CoC Governing Board
- H. Participating in CoC monitoring, evaluation, and performance improvement processes
- I. Coordinating with the HMIS Lead to ensure accurate, timely data collection and reporting
- J. Providing training and technical assistance to CE access points and participating providers
- K. Supporting continuous improvement of the CE process through data analysis and stakeholder feedback

EMERGENCY TRANSFER PLAN

The CoC has adopted a VAWA Emergency Transfer Plan and Policy that outlines the procedures for internal and external housing transfers for tenants facing imminent harm due to domestic violence, dating violence, sexual assault, or stalking. This plan ensures confidentiality, prioritization, and access to safe housing options. The full policy is maintained as a governing document and is available upon request. (*Violence Against Women Act (VAWA) and 24 CFR Part 5, Subpart L*)

GOVERNANCE CHARTER AMENDMENT PROCESS

- A. Amendment Review and Approval: The Governance Charter of the Continuum of Care (CoC) shall be reviewed annually and updated as needed to ensure alignment with HUD requirements, federal regulations, local needs, and community priorities. The Board may conduct a more comprehensive review at least once every five years. Amendments to the Charter must be approved by a two-thirds ($\frac{2}{3}$) majority vote of the CoC Governing Board.
- B. Initiation of Amendments: Proposed amendments may be initiated by:
 - a. The CoC Governing Board
 - b. The Collaborative Applicant
 - c. The HMIS Lead Agency
 - d. A written proposal submitted by a CoC General Member, supported by at least three (3) additional members.
- C. Amendment Development and Consultation: All proposed amendments shall be developed in coordination with the Collaborative Applicant and the HMIS Lead Agency to ensure compliance with HUD requirements and effective implementation across CoC systems.
- D. Membership Engagement: Draft amendments shall be made available for review by the full CoC General Membership for a minimum of fourteen (14) days prior to the vote. During this period, members may submit feedback, which the Board shall consider before final adoption.
- E. Notification of Amendment: Upon adoption, the revised Governance Charter shall be distributed to all CoC members and published on the CoC's official website or other publicly accessible platform.