

TUCSON PIMA COLLABORATION TO END HOMELESSNESS

OPERATING POLICIES

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I. MISSION

Tucson Pima Collaboration to End Homelessness (TPCH) is a coalition of community and faith-based organizations, government entities, businesses, and individuals committed to the mission of ending homelessness and addressing the issues related to homelessness in our community.

II. GUIDING PRINCIPLES

For individuals and families in our community experiencing homelessness:

1. We exhibit honesty, patience, tolerance and inclusion in our practices in working with others: colleagues and consumers.
2. Our discussions are open and we make information available to all concerned.
3. We recognize, honor and respect the diversity in our member agencies from a cultural, gender, life style, ethnic and faith perspective.
4. We are professional and ethical in our treatment of others.
5. We will take responsibility as our agency representatives and let our supervisors know issues and directions of TPCH.
6. We strive to achieve a greater good that surpasses the outcomes we may accomplish working independent of one another.

III. GOALS

1. To advocate to prevent and end homelessness.
 - a. Increase community awareness and support for individuals and families experiencing homelessness.
 - b. Increase community ownership of, and responsibility for preventing and ending homelessness.
 - c. To assure that TPCH has policies and practices that are consistent with, and do not restrict the exercise of rights provided by the education subtitle of the McKinney-Vento Act, and other laws relating to the provision of educational and related services to individuals and families experiencing homelessness.
 - d. To assure that all member agencies serving families have a designated staff person responsible for ensuring that children are enrolled in school and connected to the appropriate services within the community, including early childhood education programs such as

- Head Start, Part C of the Individuals with Disabilities Education Act, and McKinney-Vento education services.
- e. Create a forum for communication, education and information sharing among those involved in ending homelessness in Tucson and Pima County.
 - f. To provide the expertise necessary for ongoing implementation of the City of Tucson/Pima County Plan to End Homelessness and the Federal Strategic Plan to Prevent and End Homelessness.
2. To provide leadership and function as advisors to local, state and federal planning and funding bodies regarding issues that impact services to homeless populations.
 - a. Identify gaps, services and significant trends in homeless populations through Homeless Management Information System (HMIS).
 - b. Develop priorities based on significant trends and gaps for improving the continuum of care.
 - c. Provide an annual Exhibit 1 HUD Continuum of Care Plan for advising local planners and decision makers regarding the most effective use of available resources.

IV. MEMBERSHIP

Membership will be made up of two groups: General Members and Voting Members.

General Membership:

Any person who attends meetings of the Council or one of its committees, subcommittees or workgroups may be considered a general member and can participate in discussions, projects and other activities. However, only those designated as voting members may vote on issues brought before the Council for a decision.

Voting Membership:

To become a voting member an individual or an organization must:

- Attend three consecutive TPCH Council meetings;
- Attend two consecutive Standing Committee meetings; and
- Complete and submit a membership application to the Membership Committee.
- Voting privileges will commence at the beginning of the fourth Council meeting after application review by the Membership Committee.

- The Membership Committee will inform the Executive Committee when to place an individual or organization that is eligible for voting status on the agenda of the next General Council meeting.
- Each organization with voting member status will have only one vote. This vote may be transferred to any individual designated by the organization to be their representative at any given time. However, one individual cannot represent two organizations at the same time.
- Voting members who miss more than three consecutive general TPCH meetings, or have not actively participated on at least one standing committee will lose their voting privileges.
- Individuals or organizations wishing reinstatement as a voting member must follow the procedure for attaining voting membership. See the original procedure under Section IV, Voting Membership.
- In extenuating circumstances, the Council may elect to grant waivers to members with extended absences. Those requesting a waiver must submit a written request to the Membership Committee.

V. COMMITTEES

TPCH committees are formed to serve the Council. Chairs or facilitators of committees, subcommittees and workgroups must be voting members. Each committee is formed to serve particular functions. All committee functions are to include education and prevention of homelessness.

Committee minutes and any items requiring a vote by the Council must be submitted in writing to the Executive Committee prior to the executive committee meeting. Minutes of all committees and workgroups will be published on the TPCH Website.

Executive Committee

The Executive Committee will consist of a Chair, a Vice-Chair and the number of members-at-large recommended by the Nominating Work Group annually. In the absence of the Chair, the Vice-Chair will assume all duties and responsibilities of the Chair.

Terms for elected members will run two years during the fiscal year of July 1 to June 30. Executive Committee members may serve two consecutive two-year terms. Members become eligible to serve again after a two year absence.

Election for Executive Committee members shall take place at the May Council meeting.

The tasks of the Executive Committee are to:

- a. Receive minutes and agenda items from committees.
- b. Plan the agenda for Council meetings.
- c. Review issues and assign to the appropriate committee.
- d. The Chair serves as the point of community contact.
- e. All communications from TPCH to the general public shall be reviewed by the Council Chair or Vice-Chair for approval. This includes, but is not limited to press releases, proclamations, and media relations.
- f. Announce all intention to apply for funding to General Council for approval.
- g. Provide the opportunity for the General Council to participate in contract and MOU review.
- h. Review MOUs and contracts. Ensure all deliverables are submitted by the fiscal agent to funders in a timely manner.
- i. Review and issue a written report on status of all contracts and MOU activities on a twice yearly basis.
- j. Approve and present a written quarterly financial report to the General Council.
- k. Perform other duties as requested and approved by General Council.

Standing Committees

Terms for TPCH Standing Committee Chairs and Vice-Chairs will run two years during the fiscal year of July 1 to June 30. Chairs and Vice-Chairs may serve two consecutive two-year terms. They become eligible to serve again after a two year absence. All committees will have Chairs elected by the committee members and announced at the May meeting. In the absence of the Chair, the Vice-Chair will assume all duties. Each standing committee is expected to meet at least six times within the fiscal year. Committee Chairs will be responsible for maintaining attendance records and submitting minutes. Chairs will send minutes and agenda items as approved by the committee to the Executive Committee Chair, and will communicate quarterly to the Membership Committee those in good standing as defined by active participation. The committee Chairs will be responsible for submitting annual budgets to the Executive Committee by July 15th.

TPCH will have standing committees to include:

- a. Conference
- b. Membership
- c. Emergency Services
- d. Homeless Youth
- e. Continuum of Services
- f. Discharge Planning
- g. Plan to End Homelessness
- h. HMIS
- i. Tucson Homeless Connect

Conference Committee: The purpose of the Conference Committee is to promote the Council’s mission through community-wide education, and to increase community awareness and support related to prevention and ending homelessness. The committee raises funds through the annual conference to support the TPCH mission.

Membership Committee: The purpose of the Membership Committee is to facilitate recruitment and retention activities, and to review individual or organizational voting status on a monthly basis. The Committee membership consists of 50% Executive Committee members and 50% voting members of TPCH.

Emergency Services Committee: The purpose of the Emergency Services Committee is to plan for, organize, implement and evaluate TPCH seasonal programs.

Homeless Youth Committee: The purpose of the Homeless Youth Committee is to coordinate providers of education and homeless services for youth to plan for outreach, prevention, education, and evaluation of homeless youth programs.

Continuum of Services Committee: The purpose of the Continuum of Services Committee is to gather and analyze data concerning the inventory of housing and supportive services to individuals and families that are homeless and identify emerging needs of those at imminent risk of homelessness. This committee is responsible for development of the HUD Continuum of Care Homeless Assistance Exhibit 1 Application and the completion of Exhibit 2, including the monitoring of Annual Performance Reports.

Discharge Planning Committee: The purpose of the Discharge Planning Committee is to advocate for and provide education to young adults exiting foster care and individuals being discharged homeless from hospitals, jails, prisons and other institutions. The committee is responsible for developing and distributing a resource list appropriate to each population served.

Plan to End Homelessness Committee: The purpose of the Plan to End Homelessness Committee is to promote and guide implementation of the Plan to End Homelessness for Tucson and Pima County.

Homeless Management Information System (HMIS) Committee: The purpose of the committee is to provide guidance to TPCH, which is responsible for HMIS implementation, including planning, software selection, implementation and management of the database according to HUD’s HMIS Data and Technical Standards. Participation on this committee is mandatory for all grantees of HUD Continuum of Care Homeless Assistance grants.

Tucson Homeless Connect: The purpose of Tucson Homeless Connect is to plan and execute semi-annual day long events supported by government, nonprofit and faith based organizations, and volunteers to provide housing and services in a one-stop environment.

Sub-Committees

A standing committee may form a sub-committee at any time to work on behalf of the committee to complete tasks. A sub-committee is headed by a facilitator selected by the sub-committee members, and who is a TPCH voting member. The sub-committee members are comprised of members of the standing committee as well as other community members who would like to participate. A sub-committee remains active as long as is deemed necessary by the standing committee.

Work Groups

A workgroup can be formed by recommendation of a committee or a member of the TPCH General Council. A workgroup must be single purpose, time limited and approved by a vote of TPCH. The workgroup will present interim reports and a written summary report at the conclusion of the workgroup.

Street Count Work Group: The purpose of the annual Street Count Work Group is to organize and implement a yearly count of unsheltered individuals and families in Pima County according to HUD's requirements.

Operating Policies Work Group: The purpose is to review and suggest updates to the operation policies annually. Any amendments to the documents must be approved by voting membership.

Nominating Work Group: The purpose of the Nominating Work Group is to select a slate of candidates to fill vacancies on the Executive Committee, including recommendation for Chair and Vice-Chair. The Work Group is convened during the March General Council meeting. It offers the slate at the April General Council meeting and submits it to the Executive Committee as a voting agenda item for the May meeting.

Nomination Procedures

1. Nominating Work Group composed of three TPCH voting members, one of which will be a past member of the Executive Committee.
2. Current Executive Committee members are not eligible to serve on the Nominating Workgroup.
3. Nominees must be voting members of TPCH.
4. The term of service for Work Group members is one year.
5. Nominating Work Group makes recommendation for Chair and Vice-Chair who are familiar with Roberts Rules of Order.

6. The Chair and Vice-Chair of the Executive Committee will also serve as the Chair and Vice-Chair of TPCH.
7. All TPCH members are encouraged to recommend potential candidates to the Nominating Work Group.
8. The Nominating Work Group will review and identify all potential candidates and identify those best representing the diversity of TPCH.
9. Following selections, Nominating Work Group will contact potential nominees to see if they are willing to accept the nomination.
10. The slate of nominated Executive Committee Members, including the Chair and Vice-Chair, will be brought before TPCH voting membership at the April meeting. A ballot vote will take place at the May meeting.
11. If the Chair or Vice-Chair is vacated prior to the end of term, the Nominating Work Group will convene and follow the nomination procedures to fill the vacancy.

VI. SPOKESPERSON

The Chair of TPCH shall be the spokesperson and point of community contact for the Council.

VII. TPCH BUSINESS AND OPERATIONS MANAGEMENT

Funding to perform the activities of TPCH is received from a number of sources. Contracts awarded for such activities are held by the fiscal agent. TPCH utilizes one fiscal agent through a Memorandum of Understanding (MOU) to carry out the contract management, reporting, and financial responsibilities required by funding entities.

Roles and responsibilities of the fiscal agent:

1. General bookkeeping duties as outlined in the fiscal agent MOU.
2. Financial management of the TPCH sponsored community programs.
3. Under the direction of the voting membership of TPCH, prepares and submits grant funding proposals on behalf of TPCH.
4. Additional grants and/or contracts will only be applied for with prior written consent of both TPCH and the fiscal agent.
5. In conjunction with TPCH develops an annual budget and presents a financial report to the Executive Committee on a quarterly basis.
6. Maintains sufficient staff to perform the duties stated in the MOU.

The administrative support contractor is directly accountable to the Executive Committee and performs duties as assigned by the TPCH Chair. Committees review and submit their requests for administrative support to the Executive Committee by July of each fiscal year. The Executive Committee prioritizes all requests.

Administrative contractor responsibilities include:

1. Taking minutes at general meetings and committee meetings.
2. Writing and distributing TPCH reports and publications.
3. E-mailing meeting announcements.
4. Bringing all materials to meetings.
5. Maintaining membership/attendance materials.
6. Posting all approved general and committee meeting minutes and other relevant documents to the website.
7. Maintaining TPCH archives and other duties related to organization of Council activities.
8. Maintaining the TPCH listserv.
9. Provide a list of voting members at each council meeting.
10. Providing TPCH members with quarterly roster of all members, which includes:
 - a. Name
 - b. Agency
 - c. Phone number
 - d. Fax number
 - e. Email address
 - f. Committee representation
 - g. Staff position at agency
 - h. Mailing address
11. Other duties as assigned by the TPCH Chair

All other TPCH contractors work directly with committees as designated by the Council. Contractors are assigned a contact person by the TPCH Chair. Duties and responsibilities are outlined in individual contracts and MOUs.

VIII. CONTRACTS

The Fiscal Agent and the Executive Committee will meet on an annual basis at the beginning of the fiscal year to discuss the administrative and project funding needs of the Tucson Pima Collaboration to End Homelessness (TPCH). Both the Fiscal Agent and the Executive Committee will set forth a selection process of possible funding request(s) with a tentative Budget that will state revenue and expenditures in balance. This Platform will be presented to the voting membership of TPCH for approval. Once the Council has set forth an approved package of funding requests with a balanced budget, the Fiscal Agent will proceed with responding to Requests for Proposals, Memorandum-of-Understandings, or other grant agreements to fulfill the stated goals of the voting membership of TPCH. Any entity desiring to engage in or respond to a Request for Proposal (RFP) with TPCH as the recipient organization must present the proposal to voting membership of TPCH and receive approval prior to engaging in or applying to the RFP. The entity requesting such approval will bring the proposal to the Executive Committee for review and placement on the monthly TPCH meeting agenda.

TPCH used two principal formats in setting forth Contracts for Services. The first format is the Direct Service Contract. These Contracts are distinguished by providing direct services to TPCH participant-based services or direct service to the administrative functions of TPCH. Examples of such direct service contracts are the seasonal programs of the Emergency Services Committee and the Administrative Coordinator's functions in support of TPCH activities. Evaluation of services provided by contract is the responsibility of the respective Standing Committee. Evaluations are conducted on a yearly basis by the respective committee Chair and reviewed by the Executive Committee.

The second format is the Professional Services Contract. TPCH solicits qualified consultants to perform specialized professional work to meet the needs of the Council for strategic homeless planning activities and other complex needs. These Contracts require consultants to present specific professional qualifications in order to perform specific tasks that enable TPCH to successfully secure funding from local, State, and Federal sources to support TPCH in its mission. TPCH reserves the right to offer Requests for Proposals on all Professional Services Contracts on an annual basis in order to respond to the changing complex environment of homeless assistance grants and to respond to the ever changing environment of national priorities to assist homeless people within our community.

The Fiscal Agent, in conjunction with the Executive Committee will be responsible for the development of all Requests for Proposals (RFP) and contracts. All RFP's and contracts will contain a clear, concise scope of work with corresponding measurable outcomes related to impacts of the professional work proposed. All Contracts will be presented to the voting membership of TPCH for approval. Once approved, they will be signed by the proposed Contractor, the Fiscal Agent, and at least three members of the Executive Committee. Thereafter, all Contracts will be posted, in their entirety, on the TPCH website for public inspection.

The TPCH Executive Committee will review and give quarterly reports to the TPCH general membership on any Contracts and MOUs that are related to TPCH functions. Contracts and MOUs will be reviewed by the TPCH Executive Committee and then approved by the TPCH voting membership.

IX. FUNDS MANAGEMENT

The administration of all Contracts is the duty of the Fiscal Agent. All invoices developed as a result of contractual obligations will be presented to the Chair of TPCH for approval. All Contracts will be paid on a monthly basis unless agreed in writing to do otherwise. No contractor will be considered an employee of the Fiscal Agent or the Tucson Pima Collaboration to End Homelessness, and as such, cannot obligate either organization to other fiscal warrants or needs.

TPCH utilizes one fiscal agent to carry out the operations and financial responsibilities required by any and all funding entities. The funds consist of any monies provided through Contracts or MOUs, raised by or donated to TPCH.

Fiscal Responsibility: All decisions regarding TPCH contractors, Contracts and MOUs, or use of TPCH designated dollars must be decided upon by the TPCH voting membership after review by the TPCH Executive Committee.

Expenditures of funds up to \$100 can be decided upon at the discretion of three Executive Committee members. Request for expenditures of over \$100 must be approved by the TPCH voting membership.

The Executive Committee, in conjunction with the fiscal agent, will develop an annual budget. The budget will be presented to general membership at the August meeting. The fiscal agent will provide a financial report on a quarterly basis to the TPCH Executive Committee two weeks after the close of the quarter. The Executive Committee will present the report at the next General Council meeting.

X. MEETINGS

The TPCH General Council meeting shall take place on the second Thursday of every month. Meetings may be cancelled or additional meetings added only by the voting membership. Notice of the time, place and agenda of the meeting shall be e-mailed to each member at least five days prior to the meeting.

Quorum

A quorum shall consist of 51% of the *voting* membership. The Chair will declare whether or not there is a quorum present at the beginning of each General Council meeting.

TPCH administrative contractor will provide a list of voting members for the Chair at each General Council meeting.

Meeting Guidelines

1. Each member is expected to be a full participant and take responsibility to attend meetings (both general and committee), to be prepared, clarify and deal with issues openly and honestly. (See Guiding Principles).
2. The TPCH Chair will be the meeting facilitator.
3. The Executive Committee will develop the meeting agenda (including information items) and send the agenda in advance of the council meetings to all membership along with any action items.

4. Agenda items shall be submitted in writing to the Executive Committee prior to the Executive Committee meeting. The request will identify who is responsible for presentations or leading discussions on the item.
5. The agenda shall be uniform and include:
 - a. Defined length of time for the meeting and agenda items.
 - b. Agenda items for review, discussion and decisions.
 - c. A block of time for discretionary items that include:
 - i. Items that are time sensitive.
 - ii. Agency announcements will be brief and to the point.
6. TPCH administrative contractor will be responsible for circulating and collecting the attendance roster.
7. Minutes of the meeting will be recorded by TPCH administrative contractor.
8. Anything agreed upon, or assigned, shall be documented.

Decision Making Process

1. The voting membership will strive to reach consensus.
2. Any voting member may call for a ballot vote.
3. Robert's Rules of Order will be followed with a 66% majority of present members to pass a motion.
4. Entities making a motion should request a vote by show of hands or ballot, at the time the motion is presented to the Executive Committee.
5. Should a vote be required between General Council meetings, an electronic process will be activated with a 48 hour turn around time (by 5:00 p.m. of the second full day) in which the motion may or may not be passed with 66% of the returned eligible votes (per operating policies; one agency, one vote) and will constitute the decision of the Council. Electronic votes will be submitted to and tallied by the Chair and the administrative contractor. Records of the vote will be maintained by the administrative contractor and published through the TPCH list serve within 24 hours after the tally.

The TPCH Chair may decide to table an item or motion with a specific time frame to put it back on the agenda.

XI. Conflict of Interest

No voting member of the Tucson Pima Collaboration to End Homelessness may participate in a decision that financially benefits them or the agency they represent.

XII. Policy and Procedure Revisions

Annually a Work Group will be formed by the Executive Committee to review and update TPCH Operating policies. Revisions will be brought to the voting membership for approval. Amendments will be voted on by the voting membership to reflect current issues addressed by the council.

XIII. Revoking Membership

TPCH reserves the right to refuse or revoke voting membership of any agency (by General Council vote only) not in compliance with relevant City, County, State, and federal regulations as determined by a court of law or government regulatory agency.

XIV. Grievance Procedure

All grievances must be submitted in writing to the TPCH Chair or Vice-Chair within two weeks of the dispute or complaint. The grievance will be reviewed at the next regularly scheduled Executive Committee Meeting by the entire Executive Committee. If a member of the Executive Committee is involved, that member will not participate in the review. The TPCH Chair or Vice-Chair will report back in writing to the complaining party within one week after the Executive Committee completes the review. The decision of the TPCH Executive Committee will be final.