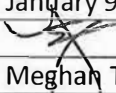


Policy Title	Policy for Providing a Letter of Support for Projects (excluding Low Income Housing Tax Credits (LIHTC) Projects)
Date Developed/Revised	February 19, 2015/April 9, 2015/November 20, 2016
Date Adopted by Detroit CoC Board of Directors	January 9, 2017
Signed (Detroit CoC Board Chair)	 Meghan Takashima

Purpose

The purpose of the Detroit Continuum of Care (CoC)'s Letter of Support Policy is to set the policy and guidelines the Detroit CoC will use regarding writing letters of support for existing or new projects which provide housing and/or services to individuals or families who are experiencing homelessness or at-risk of homelessness in the Detroit Continuum of Care (cities of Detroit, Highland Park, and Hamtramck).

Background

Each year, the Detroit CoC receives numerous requests for letters of support from agencies that provide housing and/or services to people experiencing homelessness in the cities of Detroit, Highland Park, and Hamtramck. The Detroit CoC is establishing this policy for providing a letter of support to ensure it has the necessary information about the agency and project to evaluate whether the project meets the objectives of the Detroit Continuum of Care and to ensure it has the appropriate amount of time to compose an effective letter of support for the proposed project. As the CoC Lead Agency, the Homeless Action Network of Detroit (HAND) has been authorized by the Detroit CoC to carry out the following:

- Receive the requested letter of support
- Review submitted materials for letter of support
- Produce the letter of support on the CoC Lead Agency letterhead, signed by the CoC Lead Agency Executive Director

Process to Request a Letter of Support

The agency requesting the letter should provide the following materials at least 7 business days prior to the date that they need the letter (letters of support will not be provided if 7 business days' notice is not given) via e-mail to coc_coordinator@handetroit.org:

- **Cover Letter:** A cover letter, which may be in the form of an email, from the agency's Executive Director (*or other applicable staff*) requesting the letter of support which includes the amount funding being applied for as well as the funding source;
- **One-Page Project Description:** A brief one-page description of the project which includes:
 - explanation of the need for the project,
 - a description of how the project anticipates participating in the Coordinated Assessment Model (if applicable),
 - project details including the program and service delivery model being used, the location of the project, target population and the number of persons to be served, the number, type (i.e. PSH units), and configuration (i.e. 1 bedroom apartment) of housing units or beds
 - expected project outcomes
 - expected operation date of the project;
- **Project Budget:** A budget which includes the amount and sources for all supportive services;
- **Sample Letter of Support:** A sample letter of support for the project, for the CoC to use at its discretion. The sample letter should be in the form of a Word document

Please include the contact information for the person who should be contacted in case HAND staff has questions about the project or the requested letter of support. A decision about the letter of support requests will be sent to the contact indicated.

If an agency is requesting an updated letter of support within six months of the original letter and there are no significant changes to the project, the agency may proceed to step two. Significant changes include changes to partners, population, unit mix (type, configuration, amount), location, services provided, and funding sources.

Additional Considerations

- **HMIS Certification:** The Homeless Management Information System (HMIS) is a critical component of our Continuum of Care. Therefore, HAND strives to ensure accurate and complete data quality. If the agency and/or its partner(s) enter data into HMIS, the following data quality standards must be met for all programs/projects within the agency at the time of request in order to receive the letter of support:
 - At least 90% of **universal data elements** is completed for all clients.
 - Less than 25% of clients have an unknown destination when being exited from emergency shelters, transitional housing programs, supportive service only programs, and rapid rehousing programs. (This standard is not applicable for seasonal warming centers.)
 - The number of active clients in HMIS programs (per the APR) is not more than 105% or less than 65% of the number of clients on the Housing Inventory Chart for the AHAR Point-In-Time dates of the last Wednesday of October, January, April and July. Exceptions to this standard, when appropriate, may be granted at the discretion of HAND staff.
 - Agency Administrators attend the majority of Agency Administrator meetings.
- **Written Standards:** Projects receiving a letter of support are expected to align with the [Detroit Homeless System Written Standards](#).
- **HMIS:** Data will be entered into the Homeless Management Information System (HMIS) in accordance with the HMIS Policies & Procedures and as applicable to your type of project
- **Coordinated Assessment Model (CAM):** Tenants experiencing homelessness will be selected via the Coordinated Assessment Model (CAM) process ONLY and homeless and chronicity (if applicable) will be verified by the Detroit CoC HARA.
- Receipt of a letter indicates the agency's commitment to following up with the Detroit CoC via the CoC Lead Agency (HAND) within 10 business days of award notice. For residential projects, an agency should also follow up at least 90 calendar days prior to leasing up. Such communication should be directed to coc_coordinator@handetroit.org.