

KNOXVILLE-KNOX COUNTY CONTINUUM OF CARE CHARTER

TN-502

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Article 1: Vision and Mission of the Continuum of Care

Vision: A continuum of services that prevent and end homelessness, and a community where every resident has access to safe, affordable, and stable housing.

Mission: The Knoxville-Knox County Continuum of Care mobilizes community partners to make homelessness rare, brief and non-recurring through collaboration, data-driven strategies, and a client-centered approach.

Article 2: Purpose of the Charter

The TN-502 Knoxville-Knox County Continuum of Care (CoC) Charter provides the structural framework, governance policies, and operational guidelines for the CoC. This Charter ensures compliance with the U.S. Department of Housing and Urban Development (HUD) regulations (24 CFR Part 578), promotes transparency, accountability, and equity, and guides the community's collective effort to end homelessness in Knoxville and Knox County. [further details to be decided by the CoC Board]

Article 3: CoC Governance Overview

The TN-502 CoC Board is the lead decision-making body responsible for managing community planning, coordination, and evaluation to ensure that the homeless response system rapidly ends people's homelessness permanently, while minimizing the trauma and dislocation caused to people and their communities by homelessness. This includes planning for the use of HUD's CoC resources and coordinating these funds with other relevant resources in the jurisdiction. The board has specific responsibilities as outlined by HUD in the CoC Interim Rule.

Section 3.1 Roles and responsibilities of the CoC Board. The responsibilities required by the CoC by HUD in the Interim Rule and assigned to the CoC Board are outlined below:

Responsibility Category	Responsibility	Responsible Party
Establishing CoC	Define membership of Continuum of Care	CoC Board
Establishing CoC	Invite new members annually	Office of Housing Stability
Operating CoC	Hold meetings of full membership, with published agenda, at least quarterly	CoC Board/Office of Housing Stability
CoC Governance and Management	Establish a CoC Board and designate its responsibilities CoC	CoC Board/Office of Housing Stability
CoC Governance and Management	Reviewing the Written Selection Process for the Board	CoC Board

CoC Governance and Management	Develop the CoC Governance Charter	CoC Board
CoC Governance and Management	Review Governance Charter Annually	CoC Board
CoC Governance and Management	Review lead agency MOU and select lead agency	CoC Board
Coordinated Entry System	Develop a policy for how Coordinated System and Housing and Service System will address the needs of Domestic Violence	CoC Board/Coordinated Entry Committee
Designate an HMIS/CE Lead	Ensure consistent participation of recipients and sub-recipients in HMIS	CoC Board/HMIS Lead/Office of Housing Stability
Designate an HMIS/CE Lead	Ensure a consistent and efficient process for assessing vulnerability and connecting people experiencing homelessness to services	CoC Board/HMIS Lead/CE Lead/Office of Housing Stability
Plan for CoC	Participate in the City and County Consolidated Plans	CoC Board
Plan for CoC	Consult with ESG Recipients	Office of Housing Stability/CoC Board
Plan for CoC	Monitor data quality and system performance through the creation and evaluation of standardized dashboards	Office of Housing Stability/CoC Board

Additional responsibilities of the CoC Board include:

- Receiving and responding to community and public policy updates relevant to homelessness issues;

- Receiving updates on and responding to the Plan to Prevent and End Homelessness; and
- Providing input on strategic priorities for the Continuum of Care; and
- Reviewing and acting on the annual funding allocations; and
- Reviewing and acting on additional HUD required activities; and
- Reviewing and acting on any proposed funding reallocations, as required; and
- Creating an appeal process for providers; and
- Reviewing and making final determinations on provider appeals as recommended by CoC Board; and
- Designating HMIS Lead, CE Lead, CoC Lead, and Collaborative Applicant for CoC through a MOU, with roles to be reviewed annually; and
- Holding CoC committees accountable for fulfilling their responsibilities, and review the work of the committees; and
- Providing overall direction and leadership of the process; and
- Making all formal decisions of the CoC; and
- Leading strategic planning and goal setting; and
- Aligning and coordinating CoC and other homeless assistance and mainstream resources; and
- Ensuring the availability of data for planning; and
- Establishing priorities for and making recommendations to HUD about the allocation of CoC resources;
- Establishing system and program outcomes for evaluation purposes; and
- Monitoring and evaluating both system wide and individual program performance on established goals;
- Receiving reports and recommendations from sub-committees, workgroups and task groups; and
- Establishing sub-committees and task groups as needed to perform CoC functions; and
- Selecting the lead support agency and HMIS administrator; and
- Entering into contracts and MOUs on behalf of the CoC; and
- Monitoring performance under these contracts; and
- Distributing official communications from the CoC

Section 3.2 Members of the CoC Board. Membership in the CoC ensures community-wide commitment to preventing and ending homelessness and must represent a wide variety of stakeholders throughout the entire geographic area of the CoC. The intent is that the CoC be as inclusive as possible, to include the opinions and insights of various parties.

The membership of the CoC Board consists of up to 19 designated seats: eight fixed seats and up to 11 at-large seats.

Fixed seats (8) - To be filled by one representative each from local government (both City and County), the public housing authority, non-profit hospitals, mental health providers, the Knoxville-Knox County Homeless Coalition, local/regional Veteran's Affairs Office, and domestic violence service providers.

At large seats (2-4) - At-Large representatives are professionals who work in systems that interact with the homeless response system (e.g., public health, behavioral health, school districts, child welfare, workforce development, libraries, university, criminal justice, business, faith community, local non-governmental funders, etc.). The role of At-Large Representatives is to assist the Continuum of Care in leveraging mainstream funding from — and making positive changes within — those systems for the benefit of people experiencing homelessness in our region.

Provider Representative Seats (4) - Provider representatives are people who work for organizations that provide services for people experiencing homelessness. They represent a variety of service types, from temporary services to permanent housing.

Consumer Representative Seats (3) - At-Large Consumer representatives are people with lived experience of homelessness, and the role of the At-Large Consumer representative is to help ensure that CoC Board decisions include the perspective of people that have experienced homelessness firsthand. At-Large Consumer representatives provide the Knoxville-Knox County CoC Board with the opportunity to work towards solutions collaboratively and collectively to end homelessness by involving experts with lived expertise of homelessness. One (1) of the At-Large Consumer representative seats will be appointed by the Knoxville-Knox County Youth Action Board (YAB). The YAB is a committee of youth and young adults (YYA) who provide strategic direction and guidance to homeless youth-serving programs.

Section 3.3 Selection of CoC Board members. Each CoC member that is a Fixed representative (named organization or sector) is selected or appointed to the committee by sitting members. At-large, provider, and consumer representatives are recommended by the Lead Agency and Nominating Committee and then selected by a vote of the members of the entire CoC Board. All nominations for at-large, provider, and consumer representatives will be reviewed by the Nominating Committee and Lead Agency during an open call period. An open-call announcement is provided by the Chair of the CoC Board and serves to inform the community of an upcoming vacancy on the committee. The open

call provides members of the CoC, community stakeholders, and cross-system partners the opportunity to submit a nomination to join the CoC Board. Current members whose terms are nearing their end will be encouraged to participate in the Open Call procedure to be considered for their next term. At the CoC Board's first meeting of each calendar year, the Nominating Committee will present a slate of nominees to the full CoC Board to fill all seats whose representatives are ending their terms. The Youth/Young Adult (YYA) At-Large Consumer Representative is appointed by their peers on the YAB. Members of the YAB are YYAs with lived expertise. Initial asks of fixed seat representatives to form the first iteration of the CoC Board will come from the Mayor of the City of Knoxville and the Mayor of Knox County.

Section 3.4 Terms of Membership. Representatives who hold a Fixed representative seat may serve as long as they continue to hold that job/position, with the exception of the non-profit hospital and domestic violence service provider fixed seats, which will rotate between leaders of qualifying agencies. The term for an at-large, at-large consumer, and provider representative is two years. These representatives may serve up to three consecutive terms if re-elected by the Nominating Committee and Lead Agency and approved by vote of the full CoC Board. During the CoC Board's first two years of existence, the terms of initial appointments will be staggered such that no more than 50% of the total at-large, at-large consumer, and provider representatives end their terms in a single year. A representative may be re-elected to the CoC Board after a period of twelve (12) months of non-service on the committee. The YYA at-large consumer representative term is two years. This representative may serve up to three consecutive terms if re-elected by the YAB and meets all other requirements listed in this document.

All CoC Board members are expected to attend at least 75% of regularly scheduled meetings. Representatives agree to adhere to the guidelines set forth in the code of conduct, values and principles and the conflict-of-interest section. Violations of these policies may subject a CoC Board member to removal from the Board. The CoC Board may ask the organizations/jurisdictions that hold a fixed representative seat to recommend a substitute in the event of the removal of a representative of the CoC Board. Representatives agree to always act in a professional manner and act as good stewards of the Knoxville-Knox County Continuum of Care.

Former Office of Housing Stability employees are not eligible to serve as an at-large, provider, or at-large consumer CoC Board representative until at least one year (12 months) after separation from the lead agency and upon meeting all other eligibility requirements.

Section 3.5 CoC Board meetings, quorum and voting. All meetings of this body shall be conducted in compliance with the Tennessee Open Meetings Act (T.C.A. § 8-44-101 et seq.), ensuring transparency and public access. The Tennessee Open Meetings Act declares that the formation of public policy and public business must be transacted transparently and not in secret. Tenn. Code Ann. § 8-44-101(a). To accomplish this goal, the Tennessee Open Meetings Act requires that all meetings of a governing body be open to the public, that a governing body provide adequate public notice of the meeting, and in certain circumstances, that the governing body provide a period for public comment regarding agenda items. Local government legislative bodies are required to provide an agenda in advance of a meeting. Tenn. Code Ann. §§ 8-44-102, 8-44-103, 2023 Public Chapters 0213 and 0300.

The CoC Board will meet no less frequently than quarterly. The agendas must be published in advance of the meeting date. The meetings are open to the public, and non-members can attend. The CoC may open a time for public comment during each meeting. Board members agree to meaningful participation. The Chair shall ensure members have time to process information, ask questions, and ask for clarity. CoC Board Agendas and supporting materials shall be distributed to members of the board at least seven days before a scheduled meeting unless special circumstances dictate otherwise. If new items are made known that require board members attention inside the seven-day period, they may be presented for consideration if necessary. Board meetings may occur in person or virtually at the discretion of the Board. A majority of seated members shall constitute a quorum to conduct business. A simple majority of the members present is necessary for any resolution or vote to pass.

Section 3.6 Decision making. Robert's Rules of Order will be followed, apart from the Lead Agency being permitted to draft the meeting agenda and add New Business items. A simple majority of the members present is necessary for any resolution or vote to pass.

Section 3.7 Code of Ethics & Conflict of Interest Policy. The Board shall adopt and annually review a code of ethics and a conflict of interest statement during the first meeting after new terms have begun. Each member of the Board shall abide by the code of ethics and disclose all conflicts of interest to the Chair of the Board and the Executive Director of the Office. Members of the Board shall indicate their compliance with the code

of ethics and the conflict of interest policy by signing a pledge to that effect at least annually.

Section 3.8 CoC guiding principles

Collaboration and Coordination We work together across sectors and organizations to ensure a well-aligned system that efficiently connects individuals and families to appropriate resources and services.

Transparency and Accountability We commit to open communication, responsible stewardship of resources, and clear decision-making processes that can be evaluated and improved over time.

Client-Centered Approach We focus on the strengths, needs, and goals of individuals and families experiencing homelessness, ensuring that services are trauma-informed, responsive and respectful.

Prevention and Crisis Response We support strategies that help people avoid homelessness and ensure timely, effective responses for those experiencing housing crises.

Effective Use of Resources We maximize impact by aligning funding, staffing, and services to evidence-informed practices that reduce homelessness and improve outcomes.

System Performance and Results We measure and improve our work based on system-level outcomes such as reducing the length of time people experience homelessness and increasing exits to permanent housing.

Safety and Stability We promote physical and emotional safety for individuals and families while supporting pathways to long-term stability.

Continuous Improvement We regularly assess our performance, learn from experience, and make changes to strengthen programs, processes, and results.

Community Engagement We recognize the value of engaging community members, people with lived experience of homelessness, public systems, and private partners in the shared responsibility to address homelessness.

Respect and Dignity We treat all individuals with compassion and professionalism, regardless of their circumstances or background.

Section 3.9 Compensation of Representatives. Board members serve without compensation for their duties, with the exception that individuals with lived experience may receive stipends to support their participation and reduce barriers to engagement.

Section 3.10 Officers of the CoC Board. There will be three officers of the CoC Board – Chair, Chair Elect and Past Chair. These positions will be recommended by the Nominations Committee and Lead Agency and approved by the CoC Board. Each year, the CoC Board shall elect a Chair Elect to serve a one-year term. Upon completion of that term, the Chair Elect will assume the role of Chair for the following year. After serving a one-year term as Chair, the individual will transition to the role of Past Chair and serve an additional one-year term in that capacity. This leadership progression ensures continuity and support across board leadership roles.

Renewal options will be recommended by the Nominations Committee and Lead Agency. Officers will remain in their positions until a subsequent replacement is elected.

- **Chair** – The Chair will preside at all meetings of the board. Subject to the direction of the CoC Board, the Chair shall give oversight to the development of policies and execution of the policies and programs of the Continuum of Care. The Chair will ensure meaningful participation and adequate time for representatives to process information, ask questions, and ask for clarity. The Chair will perform other duties prescribed by the CoC Board and all duties incident to the office of Chair of the CoC Board

- **Chair Elect** – The Chair Elect will preside over meetings of the CoC Board in the absence of the Chair and assist the Chair and CoC Board representatives on matters as may be requested from time to time.

- **Past Chair** – The Past Chair provides continuity and support to the Board by offering guidance to the current Chair and other officers. This role includes advising on historical context and prior decisions, assisting with leadership transitions and onboarding of new officers, and serving on committees or workgroups as requested. The Past Chair may also perform other duties assigned by the Chair to support the effectiveness of the Board.

Section 3.11 Standing committees of the CoC Board. The Chair may establish standing committees as may be necessary to conduct the business of the CoC Board. The Chair shall appoint the members of each committee established. The Chair will set the scope and duties of every standing committee for approval by CoC Board vote. The Lead Agency shall work with the Chair to support the work of these standing committees.

No standing committee has the authority to act on behalf of the CoC Board beyond duties described in the following sections. The single standing committee is the Nominations Committee.

With assistance of the Lead Agency, the Nominations Committee will bring forth recommended candidates to fill the positions of: at-large representatives, at-large consumer representatives, provider representatives and chair-elect.

All recommendations, nominations, and letters of interest for these positions will be reviewed by the Nominations Committee and Lead Agency. The Nominations Committee will present a recommended slate for consideration and vote by the CoC Board. A representative actively seeking selection to an officer position must recuse themselves from the Nominating Committee until after the position has been filled.

Section 3.12 Resignation. Unless otherwise provided by written agreement, any representative of the CoC Board may resign at any time by giving thirty days (30 days) written notice to the officers of the Board and Lead Agency. Any such resignations shall take effect at the time specified within the written notice or if the time is not specified therein, upon its acceptance by the CoC Board.

Article 4: Work Groups

Homelessness is a complex issue and effective efforts to solve it require broad community participation. Planning and implementation activities are driven by a series of leadership, planning, and process work groups that operate in tandem to achieve shared relationships, shared thinking, shared action/testing, shared evaluation, and finally shared policy proposals. Work groups are where the work happens and only meet when there is work to be done.

The Lead Agency is responsible for supporting each work group, identifying a facilitative lead and project manager, managing communications, and accessibility for interested members.

Work groups will be established to conduct the functions necessary to support the CoC mission and meet funding obligations. The CoC Board may establish Committees, Subcommittees, or Work Groups that are made up of the CoC members to act on behalf of the CoC on an ad hoc basis as needed.

Coordinated Entry Work Group. Responsibilities:

- Provide macro-level CoC oversight of the Coordinated Entry System
- Make recommendations to CoC Board and the full CoC membership on any macro-level changes for system improvement
- Must include representation from the CoC Lead Agency

CoC Rank and Review Work Group. Responsibilities:

- Score and rank projects and provide the ranking recommendation to CoC Board
- Homeless Services agencies that receive CoC funding are prohibited from participating on this committee
- Members are appointed by the CoC Board

Point in Time Count Work Group. Responsibilities:

- In collaboration with the CoC Lead agency, organize and implement the annual Point in Time Count
- Must include representation from HMIS Lead Agency

Article 5: Lead Agency

The CoC Board will appoint a Lead Agency that will provide meeting support for the Board and all other committees. The Lead Agency is responsible for scheduling meetings, developing agendas, issuing meeting materials and posting all relevant documents to The Knoxville Knox County Office of Housing Stability website. All responsibilities are documented in the TN-502 Continuum of Care Lead Agency Memorandum of Understanding.

The designation of the Lead Agency is valid for a maximum of five (5) years before the designation must be reviewed and approved by a vote of CoC Board. There will be no requirement for a Request for Proposal (RFP). In response to negligence or poor performance of the CoC Lead Agency, the CoC Board reserves the right to open an RFP process at any time and designate a new CoC Lead Agency.

At the time of the creation and adoption of this charter, the designated Lead Agency is the Knoxville-Knox County Office of Housing Stability.

Specific responsibilities include:

- Provide overall staffing for CoC planning and project management
- Collect and submit the annual HUD CoC Registration
- Conduct fair and transparent competitions for funding, including posting of the consolidated application for public comment in accordance with the processes

outlined in the annual NOFO posted by HUD

- Submit the CoC Consolidated Application including the CoC Application and CoC Priority Listing
- Apply for CoC planning funds on behalf of the CoC during the CoC Program Competition
- Conduct the annual PIT count
- Establish a vision and support strategic goals for how to carry out the coordination of homeless services across the CoC's geographic area.
- Setting priorities, allocating resources, and aligning short-term operations and program management with long-term goals and objectives
- Coordinate and facilitate collaboration among agencies to ensure successful planning and partnership within the CoC geographic area
- Coordinate planning with the Jurisdictions and key stakeholders
- Ensure that planning and priority setting processes are in place and occur as planned and per requirements
- Analyze NOFO Score from HUD and identify ways to improve such score to achieve the maximization of the CoC application score to the greatest extent possible
- Recruit stakeholders to participate in planning and work groups to ensure broad awareness and participation
- Advertise planning committee and other work group meetings
- Coordinate and staff planning committees and other work groups upon request and when staff resources are available
- Research and produce planning materials including best practices
- Publish planning committee meetings and materials on the CoC page of the OHS website in a timely manner
- Evaluate the outcomes of projects for which funds are awarded in the geographic area under all funding streams
- Participate in consolidated plan(s) for all jurisdictions
- Coordinate Continuum of Care planning activities. Eligible planning costs include items listed in Section 578.39 of the HUD CoC Regulations.
- Develop a community-wide planning process involving the coordination of nonprofit homeless providers, victim service providers, faith-based organizations, governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, organizations that serve veterans, and homeless and formerly homeless individuals
- Determine the geographic area that the Continuum of Care will serve and modify as

necessary

- Develop a CoC system by coordinating the implementation of a housing and service system within its geographic area that meets the needs of homeless individuals and families. At a minimum, such a system must encompass the following:
 - Outreach, engagement, and assessment
 - Shelter, housing, and supportive services
 - Prevention strategies
- Provide and/or arrange for training and Technical Assistance on topics of relevance to the CoC and for agencies not meeting COC performance standards; Including beginning the process of establishing a system-wide Landlord Engagement Function.
- Begin the process of establishing a unsheltered response strategy to address households living in places not meant for human habitation by aligning system partners and system-controlled resources through Coordinated Access in moving households directly from streets to housing.
- Collaborate with partners to establish a landlord engagement strategy to assist households experiencing homelessness in accessing the rental market through landlord incentives, holding fees, and other targeted strategies.

Article 6: HMIS Lead

The Continuum of Care must designate a legal entity who is also a Continuum of Care Program-eligible applicant to serve as the Homeless Management Information System (HMIS) Lead. 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. Responsibilities required by the Continuum of Care Interim Rule are outlined in this Governance Charter. These and any additional responsibilities are documented in the TN-502 Continuum of Care Homeless Management Information System Lead Memorandum of Understanding.

Specific responsibilities include:

- Provide overall staffing for the HMIS project
- Provide end user training
- Meet reporting requirement for funders
- Improve the capacity of setting up, operating, and benefitting from data systems
- Collect accurate, comprehensive, and timely data
- Use data to improve efforts to end homelessness
- Use data to assess program and project performance

- Ensure data is high quality and presents an accurate picture of the scale and scope of homelessness
- Ensure data can be used to make decisions related to policy and resource allocation
- Submit required annual reports to HUD including the HIC, SPMs, and LSA
- Submit annual PIT data to the HDX system
- Develop and provide data for the purpose of scoring new and renewal NOFO projects
- Convene community forums to share data updates and receive recommendations
- Perform other activities as defined by Annual Work Plans that have been negotiated with, and approved by HUD
- Update and educate CoC members on relevant changes in HUD rules and regulations

The designation of the HMIS Lead is valid for a maximum of five years before the designation must be reviewed and approved by a vote of CoC Board. There will be no requirement for a Request for Proposal (RFP). In response to negligence or poor performance of the HMIS Lead, the CoC reserves the right to open an RFP process at any time and designate a new HMIS Lead.

At the time of creation and adoption of this charter, Knox HMIS/University of Tennessee has been designated as the HMIS administrator for CoC.

Article 7: Coordinated Entry Lead

The Coordinated Entry Lead is responsible for overseeing the implementation and operation of the community's Coordinated Entry System in alignment with HUD requirements and local policies. This role ensures that the system is accessible, transparent, and equitable for all populations, including individuals, families, youth, and persons fleeing domestic violence. In cooperation with the HMIS Lead, the Coordinated Entry Lead manages system planning, training, and monitoring to ensure consistency across access points, facilitates collaboration among participating agencies, maintains policies and procedures, and oversees data collection and reporting to evaluate system performance. Additionally, the Coordinated Entry Lead serves as a resource to providers and the Continuum of Care to identify gaps, recommend improvements, and support strategic efforts to end homelessness in the community.

Specific responsibilities include:

- Provide overall staffing for the CES project
- Ensure that individuals with the most severe service needs and levels of vulnerability are prioritized for housing and homeless assistance
- Increase the efficiency of the local crisis response system
- Improve fairness and ease of access to resources
- Provide information to the CoC on service needs and gaps
- Review and standardize all assessment tools in accordance with HUD CES data elements
- Determine eligibility for housing and income programs
- Determine placement of CES assessment hubs throughout the CoC
- Provide training to CES Assessors and Navigators
- Update CES data elements in HMIS as required by HUD
- Determine local data collection and data quality expectations
- Conduct regular review of the CES by-name waitlist

Article 8: Charter Amendments

Once every year, the CoC Board must review this Charter. Members of the Board, Lead Agency, Coordinated Entry, or HMIS Lead may make suggestions for updating. It is the Lead Agency's responsibility to review HUD rules, regulations, and guidance and to suggest updates to the Charter as required by HUD. The updates must be presented by the Charter Committee to the full CoC Board prior to a vote.

This Charter may be amended by voice or ballot at the will of a simple majority of those in attendance at a meeting with a quorum represented.

This charter was reviewed by and duly adopted by the CoC Board at its regularly called meeting held on September 29, 2025.

Definitions

1. **Centralized Intake:** Refers to the Continuum of Care's Coordinated Assessment system.
2. **The CoC Board:** The primary decision-making group for the continuum of care.
3. **CoC work groups:** Groups of volunteers or appointed members who work throughout the year to accomplish specified tasks for the Continuum of Care. The CoC Board and Lead Agency can create ad-hoc work groups as needed to support the CoC.
4. **CoC Lead Agency:** Agency that is designated to carry out the activities of the CoC including fiscal and compliance activities and CoC administrative duties.
5. **Collaborative Applicant:** Agency or organization designated by CoC Board to be the entity that submits the CoC funding application to HUD.
6. **Continuum of Care (CoC):** A collaborative and strategic funding source from HUD that helps communities make progress towards preventing and ending homelessness in their communities. HUD also refers to the group of community stakeholders involved in homelessness as the "Continuum of Care."
7. **Continuum of Care Interim Rule:** Published by HUD in 2012, the CoC Interim Rule focuses on regulatory implementation of the Continuum of Care (CoC) Program, including the Continuum of Care planning process.
8. **Coordinated Entry:** A centralized or coordinated process designed to coordinate program participant intake, assessment, and provision of referrals. A centralized or coordinated assessment system covers the geographic area, is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool. This definition establishes basic minimum HUD requirements for the Continuum's centralized or coordinated entry system.
9. **Governance Charter:** A document that outlines the roles and responsibilities of the CoC Board, the Continuum of Care Work group (s), the Lead Agency, the Coordinated Entry Lead, and the Homeless Management Information System (HMIS) Lead with the intent to create an inclusive, transparent process by which strategic decisions are made in order to meet the goals of preventing and ending homelessness.

10. **The HEARTH (Homeless Emergency Assistance and Rapid Transition to Housing) Act:** The HEARTH Act of 2009 was signed into law on May 20, 2009. The HEARTH Act amends and reauthorizes the McKinney-Vento Homeless Assistance Act with substantial changes, including a change in HUD's definition of homelessness and chronic homelessness.
11. **Homeless Management Information System (HMIS):** A computerized data collection application designed to capture client-level information over time on the characteristics of service needs of men, women, and children experiencing homelessness, while also protecting client confidentiality. It is designed to aggregate client-level data to generate an unduplicated count of clients served within a community's system of homeless services.
12. **HMIS Lead Agency:** Agency, organization or government department designated by CoC to administer and manage the HMIS.
13. **HUD:** Acronym used to refer to the federal Department of Housing and Urban Development that administers the Continuum of Care funding and program.
14. **NOFO:** Notice of Funding Opportunity. As it relates to TN-502, the NOFO refers to the annual Continuum of Care collaborative application for McKinney-Vento Homeless Assistance funds as amended by the HEARTH Act. The competition is facilitated by the Lead Agency with direction by the CoC Board. The collaborative application is submitted by the Lead Agency on behalf of the CoC.
15. **RFP or RFQ:** Request for Proposals or Request for Qualifications are used in procurement bidding for vendors and provides specific scope of work and requirements.
16. **Work groups:** Work groups are the action planning components of the CoC. Work group activities may be facilitated by the Lead Agency or other key stakeholder(s) as appointed by the CoC Board. Work groups may make recommendations for Resolutions to the Board regarding CoC policies and procedures, and/or report outcomes and data analytics, performance measures, and activities to the CoC Board. The Lead Agency shall be responsible for reporting Work group activities to the CoC Board. The CoC Board may retire a task workgroup no longer required by majority vote.
17. **YAB:** The Youth Action Board (YAB) is a committee of youth and young adults (YYA) with lived experience who provide strategic direction for CoC activities.