

**Finger Lakes Housing Consortium (NY-513 Continuum of Care)  
POLICY AND PROCEDURE**

<b>Policy Name:</b>	<b>(policy #) NY-513 CoC Request for Letter of Support</b>	
<b>Version Updated:</b>	<b>07/2021</b>	<b>By: J. Chase</b>
<b>Approved by:</b>	<b>FLHC Board</b>	

**POLICY:** It is the policy set forth through the NY-513 Continuum of Care, Finger Lakes Housing Consortium Board, that any requests for a Letter of Support for a project within the CoC that pertains to at risk and/or homeless individuals and families follow the prescribed procedure to assure the timeliest response to the request. It is the expectation of the CoC that the agency requesting the letter will be an active member of the CoC and participate in Coordinated Entry and Homeless Management Information System (HMIS) whenever possible.

**PROCEDURE:**

- 1) Support letter guidelines will be sent to all agencies that have requested a letter of support during past RFP's. If a request is received from a new provider, the guidelines will be sent at that time.
- 2) All requests for support letters from the CoC should be emailed to [Jennifer.carlson@flacra.org](mailto:Jennifer.carlson@flacra.org). Requests should be submitted no later than 10 days before the grant application is due to ensure adequate response time. The following information must be included in the request:
  - a. Summary of your proposed project including total number of units and description of sub-population that you intend to serve.
  - b. Description of how you intend to participate in Coordinated Entry and Homeless Management Information System (HMIS)
  - c. Description of your agency's role in the CoC or how your agency intends to engage or seek an active role in the CoC.
  - d. Description of how the proposed program will be coordinated with existing programs in the CoC, and how duplication of effort will be avoided with this project, specifically with the local Department of Social Services.
  - e. Sample letter of support
- 3) Once the request is received, it will be forwarded and reviewed by all FLHC Board Members. The agency requesting the support letter will be contacted if further information is needed.
- 4) The project must receive majority approval by FLHC Board Members. Board Members will approve/deny request of support letter through email communication to [Jennifer.carlson@flacra.org](mailto:Jennifer.carlson@flacra.org).
- 5) If approved, the CoC chair will sign and return the letter of support to the requesting agency.

**DENIALS:** There are certain conditions in which a letter of support may not be given. The following situations will be reviewed on an individual basis.

- 1) If a request is made less than 10 days before the grant application due date.
- 2) If the agency has lost funding through the CoC programs for poor performance.
- 3) If the agency refuses to follow CoC policies, including the Governance Charter, HMIS, and Coordinated Entry.
- 4) Other, as determined by the FLHC board

**APPEALS:** In the event that the CoC does not provide a letter of support, the requesting agency may request an appeal. The appeal will be reviewed by the board and the board will issue a response.