



Maricopa Regional Continuum of Care

Board Meeting Agenda

September 29, 2026, at 10:00 a.m.

Ironwood Room, Second Floor, 302 N 1st Avenue, Phoenix

The public is invited to join using the [Webinar link](#).

1. Call to Order

2. Call to the Audience

An opportunity will be provided to members of the public to address the Board on items that are not on the agenda that are within the jurisdiction of the Maricopa Regional Continuum of Care, informational items, or on items on the agenda for discussion but not for action.

Members of the public attending in person are asked to fill out a Request to Speak form. Comments must not exceed three minutes in length. A total of 15 minutes will be provided for the Call to the Audience agenda item, unless the chair requests an exception to this limit. Members of the public attending in person may comment on agenda items posted for action at the time the item is heard.

Pursuant to Title II of the Americans with Disabilities Act (ADA), the Maricopa Regional Continuum of Care does not discriminate on the basis of disability in admissions to or participation in its public meetings. Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting the Maricopa Association of Governments (MAG) at (602) 254-6300. Requests should be made as early as possible to allow time to arrange the accommodation.

The Maricopa Regional Continuum of Care and MAG work to ensure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related authorities and regulations in all programs and activities. See MAG's full Title VI Notice to the Public for more information. If you have any questions regarding the meeting, please contact MAG.

INFORMATIONAL ITEMS

3. Informational Items

Action requested: Information.

3A. Monthly Homelessness Data Report

This standing item provides the Board with the most recent Maricopa Homelessness Data Report. The Monthly Snapshot for August 2026 is enclosed and is published to the CoC website on a regular monthly cadence.

Action requested: Information.

3B. Eviction Diversion: Additional Update from UMOM

In response to prior Board interest, staff collected summaries from Maricopa County and Keys to Change for the July 27 agenda packet. Staff have received an additional summary from UMOM outlining its diversion activities.

Action requested: Information.

3C. Violence Against Women Act Emergency Transfer Plan Update

A statewide Emergency Transfer Plan (ETP), developed collaboratively by Arizona's three Continuums of Care and approved by the Board on June 22, strengthens survivor protections and standardizes processes required under the Violence Against Women Act (VAWA). To support implementation, a three-part webinar series for all CoC and ESG housing providers is being offered, with sessions focused on federal requirements, Arizona's statewide transfer procedures, and practical exercises to prepare providers to facilitate emergency transfers effectively.

Action requested: Information.

3D. Maricopa Regional CoC Designated Staffing Entities Request for Proposal

The RFI/RFP Workgroup has released the Request for Proposals to select Designated Staffing Entities for the Collaborative Applicant, HMIS Lead, and Coordinated Entry

System Lead. A notice with more information and key dates was provided by the Workgroup.

Action requested: Information.

3E. Statewide HMIS Collaborative Nominations

The Maricopa Regional CoC conducted a recruitment process to fill its four seats on the Arizona Homeless Management Information System (HMIS) Governance Collaborative, established under the statewide governance framework approved by the Board in November 2025. The HMIS and Data Systems Coordination Committee approved the attached list of nominees on September 14, 2026.

Action requested: Information.

3F. Open Path HMIS Transition Status Update

The Solari HMIS team has provided the attached update regarding the HMIS vendor transition status. The Open Path HMIS transition remains on schedule for the October 12 go-live date, with system design nearing completion and implementation activities underway.

Action requested: Information.

ITEMS PROPOSED FOR CONSENT

4. Approval of Consent Agenda

Board members may request that an item be removed from the consent agenda. Prior to action on the Consent Agenda, members of the public attending in person will be provided with an opportunity to comment on consent items. Board members also are requested to review any written/online public comments received for the Consent Agenda.

Action requested: Approval of the Consent Agenda.

4A. Approval of July 27, 2026, Meeting Minutes

Action requested: Approval.

4B. Approval of August 24, 2026, Meeting Minutes

Action requested: Approval.

4C. FY2027 Veterans Affairs Data Request Extension

The HMIS & Data Systems Coordination Committee reviewed and recommended for approval a data request from Abt Global on behalf of the U.S. Department of Veterans Affairs (VA) to support federal reporting and improve reconciliation with the VA By-Name List. The HMIS Lead and Collaborative Applicant identified no concerns, and the Committee recommended the request for Board approval on September 18, 2026.

Action requested: Approval.

4D. Recommended Updates to HMIS Policies

The HMIS & Data Systems Coordination Committee is recommending approval of updates to the CoC's HMIS Policies. These revisions reflect changes required by the transition to the Open Path HMIS platform, updated data retention requirements aligned with local funding, and adjustments to ensure the policies accurately describe current system configurations

Action requested: Approval.

ITEMS PROPOSED TO BE HEARD

5. FY2026 CoC Notice of Funding Opportunity Consolidated Application

Each year, the Department of Housing and Urban Development requires CoCs to submit a Consolidated Application as the final part of the Notice of Funding Opportunity (NOFO) process. Collaborative Applicant staff will present the FY2026 Consolidated Application for approval.

Action requested: Information, discussion and approval of the Consolidated Application.

6. Call for Expression of Interest Membership Recommendations

The Call for Expression of Interest (CEI) Selection Workgroup will present the recommended 2026 CEI slate for Board approval, including updates made following the committee's review of candidate qualifications and sector representation needs.

Action requested: Information, discussion and approval of the CEI slate.

7. Collaborative Applicant Staff Update

As time allows, Collaborative Applicant staff will present an update on key activities, the Youth Homelessness Demonstration Program (YHDP) application, and new staff members.

Action requested: Information and discussion.

8. Request for Future Agenda Items

An opportunity will be provided for the Board members to request topics or issues of interest they would like to have considered for discussion at a future meeting.

Action requested: Information.

9. Board Roundtable

An opportunity will be provided for the Board members to present a brief summary of current events. The Board is not allowed to propose, discuss, deliberate or take action at the meeting on any matter in the summary, unless the specific matter is properly noticed for legal action.

Action Requested: Information.

Adjournment

Official Memorandum

To: Maricopa Regional Continuum of Care Board Members

From: Megan Sebok, Community Initiatives

Date: September 24, 2026

Subject: 3A: Monthly Homelessness Data Report

This item provides the Board with the most recent *Maricopa Homelessness Data Report* and serves as the standing update on the CoC's monthly data reporting. The *Maricopa Homelessness Data Report — Monthly Snapshot: August 2026* is enclosed for the Board's reference.

Board and Committee Actions

Date	Action	Body
March 24, 2025	Briefed on planned changes to CoC data reporting during the Homelessness Trends Report presentation, including a proposed monthly one-page snapshot and a biannual comprehensive report.	Board
June 23, 2025	Received an information and discussion item on the proposed new structure for publicly available CoC data reporting, including monthly snapshots and biannual comprehensive trends reports.	Board
October 27, 2025	Approved the Monthly Data Reporting Format.	Board

Summary

The *Maricopa Homelessness Data Report* is a one-page monthly snapshot providing a regular, publicly available view of key indicators across the Maricopa regional homeless system. Its purpose is to provide the Board, system partners, and the public a consistent and timely picture of how the regional system is performing month over month.

Publication and Current Report

These reports are published to the Maricopa Regional CoC's website and updated on a regular monthly cadence. The *Maricopa Homelessness Data Report — Monthly Snapshot: August 2026* is attached for the Board's reference.

Next Steps

Staff will continue to update the Homelessness Trends page as new data becomes available.

For questions or additional information, contact Megan Sebok at msebok@azmag.gov.

Maricopa Homelessness Data Report

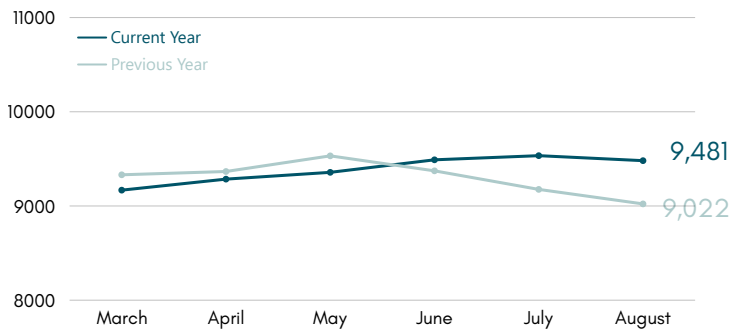
Monthly Snapshot: August 2026



This monthly report highlights key metrics in the population experiencing homelessness in Maricopa County. All data comes from the Maricopa Homeless Management Information System (HMIS)

Who is active in our system?

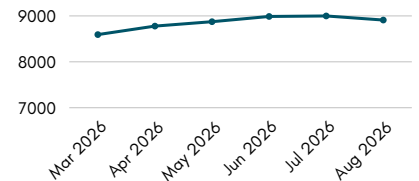
Total Actively Homeless Households



These are the households using homelessness services in Maricopa County and is equivalent to those on the local By-Name List.

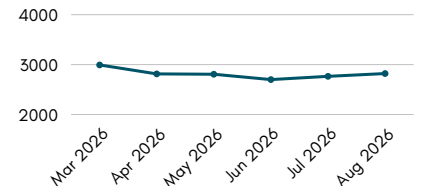
Singles

🏠 Households: 8,715
👤 Individuals: 8,910



Families

🏠 Households: 766
👤 Individuals: 2,821



Current subpopulation count and % increase/decrease over the last 3 months

Older Adults (62+)

🏠 Households: 1,312
👤 Individuals: 1,339



Veterans

🏠 Households: 546
👤 Individuals: 598



Chronically homeless

🏠 Households: 3,798
👤 Individuals: 4,073



Youth (18-24)

🏠 Households: 669
👤 Individuals: 894



Individuals served this month*

Emergency Shelter: 3,431	Transitional Housing: 853	Permanent Supportive Housing: 4,720
Street Outreach: 7,497	Rapid Rehousing: 1,315	Other Permanent Housing: 114

*Contains duplicated counts due to client use of multiple services

How did households enter the system?

New to system

988 ↓ 13%

Return from inactive

1,051 ↓ 4%

Return from housing

71 ↑ 15%

Current count and % increase/decrease over the last 3 months

How did households leave the system?

Rental (no subsidy)

255 ↓ 3%

Rental (subsidy)

269 ↓ 21%

Family & Friends

184 ↓ 9%

Unknown/Negative Exit

1,455 ↑ 8%

Current count and % increase/decrease over the last 3 months

Monthly Takeaway

July saw a decrease in new to system households (-13%) along with a 15% increase in return from housing. Chronically homeless households increased slightly (+3%) while youth households decreased by 8%. Rental (subsidy) exits decreased significantly (+21%), and unknown/negative exits increased by 8%.

Official Memorandum

To: Maricopa Regional Continuum of Care Board Members

From: Megan Sebok, Community Initiatives

Date: September 24, 2026

Subject: 3B: Eviction Diversion: Additional Update from UMOM

This memo provides additional information about the region's eviction diversion efforts to supplement information that was provided to the Board in July.

Board and Committee Actions

Date	Action	Body
July 27	Received a memorandum about the region's eviction diversion efforts.	Board

Background

In the July 27 agenda packet, the Board received an informational update on regional eviction diversion efforts. This item was prepared in response to Board interest; Collaborative Applicant staff gathered information from several regional partners, and summaries from Maricopa County and Keys to Change were included in that memorandum.

Since distribution of that packet, staff has received an additional summary from CoC-funded provider UMOM regarding its diversion activities. This information is included below for the Board's awareness.

UMOM Eviction Diversion Efforts

Diversion & Rapid Resolution Initiative

For the past three years, UMOM and the Garcia Family Foundation (GFF) have partnered to support diversion and rapid resolution strategies that help families remain safely housed and avoid entering homelessness whenever possible. Built on a longstanding relationship between the two organizations, the partnership reflects a shared commitment to providing practical, housing-focused solutions before families experience the trauma and disruption of homelessness.

Through this initiative, UMOM works closely with GFF and family shelter providers across the community to coordinate resources that support Diversion and Rapid Resolution (Quick Resolvers) efforts. These strategies focus on identifying immediate, individualized solutions, including landlord engagement, mediation, family reunification, creative problem-solving, and targeted financial assistance when appropriate, to help families maintain or quickly regain stable housing.

As the Coordinated Entry Lead for Maricopa County's Family Housing Hub, UMOM recognizes the important role these efforts play in reducing demand for emergency shelter and shortening wait times for families seeking shelter services. By helping families resolve housing crises before they enter shelter, the initiative preserves limited shelter capacity for households with the greatest needs while improving system-wide responsiveness.

UMOM also coordinates the distribution of GFF-funded assistance to participating family shelter providers and community partners, helping ensure resources are deployed quickly and consistently throughout the network.

Together, these efforts strengthen the Continuum of Care's response to family homelessness by helping families resolve housing crises more quickly, reducing reliance on emergency shelter, and promoting long-term housing stability. UMOM is grateful for the continued partnership with the Garcia Family Foundation and the collaboration of providers across Maricopa County as we work together to create more effective, family-centered solutions to homelessness.

For questions or additional information, contact Megan Sebok at msebok@azmag.gov.

Official Memorandum

To: Maricopa Regional Continuum of Care Board Members

From: Natalie Davenport, Community Initiatives

Date: September 24, 2026

Subject: 3C: Violence Against Women Act Emergency Transfer Plan Update

This memo provides background on the Emergency Transfer Plan (ETP) approved by the Board in June and information about an upcoming webinar series.

Board and Committee Actions

Date	Action	Body
March 24, 2025	Received an informational briefing on the proposed Arizona statewide gender-based violence response policy.	Board
March 23, 2026	Received an update that the statewide GBV policy and emergency transfer plan drafts were in final development and would be brought to the board for review.	Board
April 27, 2026	Received drafts of the statewide GBV policy and emergency transfer plan for review (Item 3B).	Board
May 14, 2026	Voted to recommend the ETP for Board approval.	Coordinated Entry Committee
June 22, 2026	Approved the Statewide Gender-Based Violence Policy and Emergency Transfer Plan.	Board

Background

The Violence Against Women Act (VAWA) 2022 requires Continuums of Care (CoC) to adopt an Emergency Transfer Plan (ETP) to support survivors of domestic violence, dating violence, sexual assault, or stalking. The Maricopa Regional CoC previously had an ETP; however, a 2025 inter-CoC emergency transfer request highlighted the need for a coordinated statewide approach to strengthen survivor protections and streamline processes.

In response, the three Arizona CoCs — the Maricopa Regional CoC, the Tucson-Pima Collaboration to End Homelessness (TPCH), and the Arizona Balance of State (BOS) CoC — have collaborated to develop the Arizona Statewide Gender-Based Violence (GBV) Policy and Statewide Emergency Transfer Plan. This initiative, supported by technical assistance from the U.S. Department of Housing and Urban Development (HUD), establishes a unified statewide ETP, standardized training guidelines, survivor protections, and inter-CoC coordination procedures.

Under VAWA, any household in CoC- or ESG-funded housing that is experiencing domestic violence, dating violence, sexual assault, or stalking, and whose current housing has become unsafe due to VAWA violence, has the right to request an emergency transfer to new, safe housing of their choosing. The statewide ETP outlines eligibility standards, documentation requirements, confidentiality protections, operational steps and timelines, notification and marketing guidelines, and mechanisms for performance monitoring and continuous improvement.

The Board reviewed and approved the Statewide ETP on June 22; Tucson-Pima CoC and Arizona BOS have approved it as well.

Webinar Series

As part of implementation of ETP, staff have distributed invitations for a three-part webinar series to all CoC-funded providers. These sessions will offer essential information about VAWA requirements, survivor-centered housing practices, and Arizona's statewide ETP. HUD technical assistance providers from ICF will facilitate the series to build grantee capacity and reinforce compliance with ETP requirements, which apply to all CoC- and ESG-funded housing projects regardless of victim service provider status.

Who Should Attend

All CoC/ESG housing providers in Arizona should ensure at least one representative from each housing project attends all three sessions. Ideally, each project will send both a

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frontline staff member and a project manager or director. Providers unable to attend live sessions should review recordings and materials via the CoC's Learning Management System. Descriptions and registration links for the sessions are provided below.

Registration Information

NOTE: you must register for each session individually.

Session	Date/Time	Registration
Emergency Transfer Planning 101	Tuesday, November 3, 12:30 – 2 PM AZ	Click here to register
Implementing the Emergency Transfer Plan	Tuesday, November 10, 12:30 – 2 PM AZ	Click here to register
Emergency Transfer Live Exercises	Tuesday, December 1, 12:30 – 2 PM AZ	Click here to register

Session Descriptions

Emergency Transfer Planning 101 (Session #1)

Modality: Live virtual presentation with Q&A

Date & Time: Tuesday, November 3, 12:30 – 2 PM (Arizona local time)

Description: VAWA requires every CoC- and ESG-funded housing provider offer unit transfers to tenants whose units become unsafe due to domestic violence, dating violence, sexual assault, and stalking can transfer. These transfers can be internal or external to the project, and external transfers can be within the CoC or outside the CoC. During this session, facilitators will equip attendees to understand the Federal requirements and structures related to emergency transfer plan implementation and reporting.

Who Should Attend?: CoC and ESG housing project staff, including project/organization leadership and direct service staff who could be involved in receiving, facilitating, or overseeing an emergency transfer request

Registration: <https://us06web.zoom.us/meeting/register/Xg7tHUfPSOSNI3KbN4a9fg>

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Implementing the Emergency Transfer Plan (Session #2)

Modality: Live virtual presentation with Q&A

Date & Time: Tuesday, November 10, 12:30 – 2 PM (Arizona local time)

Description: Arizona's ETP is a unique, statewide approach to creating pathways for survivors living in CoC/ESG housing to transfer from their existing unit to a new, safe unit of their choice. *Every CoC/ESG housing project in Arizona is required to use Arizona's statewide ETP.* During this session, facilitators will explain Arizona's emergency transfer process in detail, including best practices for facilitating successful transfers.

Who Should Attend?: CoC and ESG housing project staff, including project/organization leadership and direct service staff who could be involved in receiving, facilitating, or overseeing an emergency transfer request

Registration: https://us06web.zoom.us/meeting/register/3qB_NQH4RqeNaPg2Dm5LsQ

Emergency Transfer Live Exercises (Session #3)

Modality: Live virtual workshop

Date & Time: Tuesday, December 1, 12:30 – 2 PM (Arizona local time)

Description: Emergency transfers are time sensitive, critically important, and sometimes challenging to implement. During this session, facilitators will guide attendees through several live exercises designed to help attendees learn the key steps of an emergency transfer in a collaborative environment without actual participant safety on the line.

Who Should Attend?: CoC and ESG housing project staff, including project/organization leadership and direct service staff who could be involved in receiving, facilitating, or overseeing an emergency transfer request

Registration: https://us06web.zoom.us/meeting/register/YFY_oLxJQheFbKlIPfGO3g

For questions or additional information, contact Natalie Davenport at ndavenport@azmag.gov.

Official Memorandum

To: Maricopa Regional Continuum of Care Board Members

From: RFI/RFP Workgroup

Date: September 24, 2026

Subject: 3D: Maricopa Regional CoC Designated Staffing Entities Request for Proposal

This memo includes a notice provided by the RFI/RFP Workgroup regarding the Request for Proposals.

Notice

The RFI-RFP Workgroup, on behalf of the Maricopa Regional Continuum of Care Board of Directors, has released its Request for Proposals (RFP) for Designated Staffing Entities for the following roles:

- Collaborative Applicant
- Homeless Management Information System (HMIS) Lead
- Coordinated Entry System (CES) Lead

The full RFP and required proposal materials were posted to the Maricopa Regional CoC website and emailed to partners who participated in the CoC's Request for Information process last year.

An applicant briefing will be held via Zoom on Tuesday, October 6, from 10:00–11:30 a.m. Arizona time. The briefing will provide an overview of the RFP structure, proposal requirements, template instructions, and submission process.

Proposals are due Tuesday, November 10 at 11:59 p.m. Arizona time.

Please review the RFP carefully for complete requirements, submission instructions, key dates, and the process for submitting written questions. Official responses to questions will be posted publicly in accordance with the process described in the RFP.

RFP At-A-Glance

Roles Available

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- Collaborative Applicant
- Homeless Management Information System (HMIS) Lead
- Coordinated Entry System (CES) Lead

Applicant Briefing

Tuesday, October 6 at 10:00 a.m.

Zoom Link: <https://us06web.zoom.us/j/85740248960>

Questions Due

Tuesday, October 13 at 11:59 p.m.

Submit Questions To

Maricopa.RFI.RFP.Workgroup@gmail.com

Responses Posted

Maricopa Regional CoC Website (News Page): <https://maricopacoc.org/news/>

No Later than Tuesday, October 20 at 11:59 p.m.

Proposal Deadline

Tuesday, November 10 at 11:59 p.m.

Submit Proposals To

Maricopa.RFI.RFP.Workgroup@gmail.com

Anticipated Review Period

Mid-November to Mid-December

Anticipated Board Action/Selection

December 14 Board meeting, or special Board meeting as needed

Note on Time Zone: All dates and times identified in this RFP are in Arizona time (Mountain Standard Time [MST], UTC-7). Arizona does not observe daylight saving time.

For questions or additional information, contact the RFI/RFP Workgroup at Maricopa.RFI.RFP.Workgroup@gmail.com.

Official Memorandum

To: Maricopa Regional Continuum of Care Board Members
From: Natalie Davenport, Community Initiatives
Date: September 24, 2026
Subject: 3E. Statewide HMIS Collaborative Nominations

This memo provides a summary of the Statewide HMIS Collaborative and the Maricopa Regional CoC Nominations that were approved by the HMIS and Data Systems Coordination Committee.

Board and Committee Actions

Date	Action	Body
November 17, 2026	Approved the Statewide HMIS Governance Framework.	Board
September 14, 2026	Voted to approve the membership slate.	HMIS and Data Systems Coordination Committee

Summary

In November 2025, the Maricopa Regional Continuum of Care Board approved the Arizona Statewide HMIS Collaborative Governance Framework, establishing a unified structure for oversight, decision-making, and accountability for the statewide Homeless Management Information System (HMIS). The framework outlines the roles, responsibilities, and composition of the Arizona HMIS Governance Collaborative, the body charged with guiding statewide HMIS policy, implementation, data quality standards, and long-term system planning.

In alignment with this approved governance model, the Maricopa Regional CoC initiated a recruitment process to fill its four designated seats on the Arizona HMIS Governance Collaborative. Recruitment materials were shared with Board and Committee members

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and HMIS-participating organizations. Eligible candidates included current or former CoC Board or Committee members, representatives from agencies using HMIS, CoC Lead Agency staff, and individuals with lived experience of homelessness. Applications were due September 4, 2026.

The Membership Ad Hoc Workgroup made up of non-conflicted individuals reviewed all applications and identified a recommended slate of four representatives. Non-conflicted HMIS and Data Systems Coordination Committee (HDSCC) members voted by September 14, 2026, to approve the slate.

Approved Slate for Maricopa CoC Seats

- Charles Sullivan, ABC Housing
- Cindy Sandoval Barrera, Community Bridges, Inc.
- Elizabeth da Costa, AHCCCS
- Stephanie Duncan, Central Arizona Shelter Services

Next Steps

- These representatives will be onboarded to the Collaborative.
- Members will serve two-year terms and participate in quarterly Collaborative meetings, with additional sessions anticipated due to the statewide HMIS transition planned for 2026–2027.

For questions or additional information, contact Natalie Davenport at ndavenport@azmag.gov.

HMIS Transition Update

TO Maricopa Regional Continuum of Care Board
FROM Solari HMIS Team
DATE September 21, 2026
SUBJECT Open Path HMIS Transition Status Update

Project status

The Open Path HMIS transition project remains on track for the planned October go-live set for October 12th. The project is nearing completion of data mapping and system design activities and is transitioning to implementation, user training, testing, migration preparation, reporting transition planning, and operational readiness. The HMIS Lead continues to work closely with Green River, Agency Administrators, and community partners to prepare for a successful transition.

Detailed information regarding user training, data migration activities, and blackout planning are included in the attached supporting documents. This memo provides a broader status update across the four primary operational project workstreams.

Governance activities remain an important component of the overall transition effort and are being addressed through separate governance processes and communications. As such, governance-related activities are not the focus of this operational status update.

1. System Administration

This workstream focuses on establishing the administrative and operational foundation of the new HMIS platform.

- Administrator training completed.
- Administrative operating practices being established.
- System settings, permissions, collections, and configurations being tested and implemented.
- Ongoing troubleshooting and issue resolution as testing continues.

2. User Training and Support

This workstream focuses on ensuring users have the training, resources, and support necessary to operate in the new HMIS environment.

- Training materials, reference guides, and support resources being developed and released.
- User training currently underway.
- Post-launch adoption and support activities planned.
- Ongoing data quality monitoring and transition support planned.

Additional information regarding user training activities is included in the attached HMIS Transition User Training Overview.

3. Data Migration and Go-Live Readiness

This workstream focuses on preparing data and operational processes for the transition from the legacy HMIS platform.

- Data inventory and analysis completed.
- Data mapping and migration preparation activities underway.
- Temporary data archive protocols are being developed with the vendor while long-term data retention requirements are established by governance.
- User access, validation, and go-live readiness activities in progress.
- Production data load and migration activities planned for go-live.
- Legacy data retention, sanitization, and destruction planning planned for transition.

Workflow Transition Planning

The HMIS Team is documenting how established HMIS workflows and data elements translate into the Open Path environment. While the underlying program activities remain largely the same, the way users complete those activities may differ because of changes in navigation, terminology, screen layouts, and data-entry sequencing. These workflow changes will be primarily presented through user training, demonstrations, written guides, and program-specific training materials. Additional workflow translation details will be released as data mapping is finalized.

Additional information regarding migration activities and agency blackout planning is included in the attached HMIS Transition Data Migration and Blackout Period Overview.

4. Reporting and Analytics Transition

The reporting transition remains one of the larger implementation workstreams and includes inventorying reporting needs, training reporting administrators, transitioning dashboards and BNL processes, and establishing a long-term custom reporting strategy.

- HUD and Warehouse reporting training in progress.
- Crosswalk analysis between current and new reports available.
- BNL and dashboard transition planning underway.
- Custom reporting framework and development approach being established.

Reporting Outlook

Open Path includes HUD reports and a substantial library of built-in reports, referred to as warehouse reports, covering data quality, program performance, demographics, system performance, and client-level analysis. Many reports include visualization and drill-down functionality that allows users to move directly from report results to related client records.

Custom reporting will require a different approach in the new environment. Existing custom reports will not automatically transfer to Open Path and must be rebuilt from scratch using Open Path Analytics (OPA), the new custom reporting tool, which is based on the Superset analytics platform. As a result, custom reports will not be available at go-live.

The HMIS Team is developing a transition plan for custom reporting, including report prioritization, development responsibilities, interim reporting options, and long-term support processes. Additional reporting guidance will be communicated to Agency Administrators and reporting users soon.

Current watch items

- Legacy vendor export timing and delivery. Final migration activities remain dependent on timely creation and delivery of export files from the legacy vendor.
- Custom data migration and validation. Custom data elements require significantly more mapping and validation than standardized HUD data and remain the most complex component of the migration effort.
- Migration mapping and workflow translation. Existing data structures and workflows do not always align directly with the new platform. Additional testing, validation, user training, and documentation activities are underway to ensure data and business processes transition appropriately.
- Custom reporting transition. Existing custom reports must be rebuilt within the new reporting environment and will not be immediately available at go-live. In order to transition the BNL, Solari and the new vendor must create a new custom export with newly mapped fields for the BNL to switch to a new source.

At this time, no issues have been identified that are expected to prevent the planned transition timeline.

Next major milestones

- Complete user training activities.
- Finalize agency blackout planning.
- Complete final migration testing and validation.
- Provision and activate user accounts.
- Execute migration and go-live activities.

The HMIS Team will continue providing regular updates as the project advances through its final implementation and transition phases.

Data Migration and Blackout Period Overview

Purpose

This overview provides partner agencies and Agency Administrators with information about the HMIS data migration, blackout period, agency planning responsibilities, post-launch validation, migration risks, and support resources related to the transition to Open Path HMIS.

At a glance

Before go-live	Migration weekend	After go-live
Oct. 4-8 Historic data editing freeze, user preparation, and agency blackout planning	Oct. 9-11 Data entry cutoff, data migration activities, and agency data entry blackout procedures	Oct. 12 and beyond New HMIS available, missed data entry completed, validation, and remediation

Transition timeline

Timing	Activity	What agencies should expect
Sunday, Oct. 4	Historic data editing cutoff	Data edits will be frozen for enrollments where the exit date is more than 18 months old.
Starting Thursday evening, Oct. 9 through Sunday, Oct. 11	Data entry cutoff and migration	HMIS data entry will be unavailable during the migration window. Final cutoff timing will be communicated separately. Agencies should follow their blackout plans.
Monday, Oct. 12	Open Path HMIS go-live	Users begin working in the new HMIS environment.
Monday-Friday, Oct. 12-16	Complete missed data entry	Agencies enter information collected during the blackout period and work through any resulting backlog.
Wednesday, Oct. 14	Client file attachment access	Client file attachments will be loaded into the new HMIS after go-live and are expected to become available beginning Oct. 14.
After go-live, Oct. 12-31	Validation and remediation	The vendor, HMIS Lead, and Agency Administrators will validate migrated data, evaluate potential data loss, and coordinate remediation activities as needed.

Blackout period planning

Agency Administrators should work with agency program leadership to develop a blackout plan for each HMIS program. At a minimum, each program should determine:

- How information will be collected during the blackout period.
- How information will be secured during and after the blackout period.
- Who will enter blackout-period information after go-live and when it will be entered.
- What preparation or HMIS Team support is needed before the blackout begins.

Potential options during the blackout period

- Scheduling intakes around the blackout period where feasible.
- Using paper intake and assessment forms and entering the data after go-live.
- Using another secure electronic system or secure drive folder storage already maintained by the agency and then entering the data after go-live.

- Continuing limited data entry in ServicePoint HMIS (current software) and referencing it for entry into the new system. This requires advance coordination with the HMIS Help Desk.
- For night-by-night shelters or similar programs, working with the HMIS Team on a secondary export from ServicePoint HMIS to the new HMIS system. This option is limited to HUD data elements and requires advance coordination with the HMIS Help Desk.
- Using another agency-specific approach. Contact the HMIS Help Desk if assistance is needed.

Data validation and review

Following go-live, validation and remediation activities will be used to identify and address migration-related issues.

- Vendor validation: Green River will review migration results, identify possible data loss or conversion issues, and provide information needed for remediation.
- HMIS Lead validation: The HMIS Lead will review migration outcomes, coordinate issue resolution, and communicate known issues and remediation activities.
- Agency validation: Agency Administrators should review their programs after go-live and report suspected migration issues to the HMIS Help Desk. Additional details will be provided to Agency Admin as soon as possible.

User setup and access

User account setup and access processes are being established. Additional details will be communicated soon, including account activation, training completion requirements, and Agency Administrator responsibilities. Users will be required to complete training before receiving access to the new HMIS environment.

Migration risks and mitigation

Migration planning includes testing, validation, contingency processes, and post-launch remediation. The primary areas requiring additional management are described below.

Custom data elements

Custom data elements are the highest migration risk because they are highly structured around the legacy vendor's data model and require significant mapping into the new system. HUD data elements are standardized and can be transferred through HUD CSV or DWEL processes. If the legacy vendor does not meet export timeline expectations, custom data elements may be delayed, but HUD data can still be loaded so go-live and core data entry can continue.

Legacy 'Enter Data As' (EDA) project assignments

Some records may not be linked to the correct projects if users did not enter data under the correct Enter Data As (EDA) mode in the legacy system. These records will need to be identified, analyzed, and addressed after migration.

Client file attachments

The collective size of client file attachments created migration challenges and was a significant source of possible schedule delays. To reduce this risk, file attachments are being separated from the main data export and will be loaded during the days following go-live. This approach allows the blackout period to remain shorter while core HMIS data and functionality become available sooner.

Go-live contingency approach

If migration delays occur, the priority will be to make standardized HUD data and core HMIS functions available so agencies can resume data entry. Custom data elements or file attachments may require additional loading, validation, or remediation after go-live without necessarily delaying the overall system launch.

Accessing support

Agency Administrators and users should submit a ticket to the HMIS Help Desk for blackout planning questions, suspected migration issues, access concerns, or other transition support needs.

Roles and expectations

HMIS Team: Coordinate transition communications, work with vendors to support data migration, provide blackout planning guidance, support validation and remediation, and maintain Help Desk support.

Agency Administrators: Work with program leaders to develop a blackout plan for each HMIS program, communicate expectations to staff, support missed data entry after go-live, validate program information, and report concerns through the HMIS Help Desk.

End users: Follow agency blackout procedures, complete required training, enter missed data after go-live as directed, and report concerns through established agency and HMIS support channels.

User Training Overview

Purpose

This overview provides partner agencies and their Agency Admin with a summary of training content, release timelines, and support resources related to the HMIS software transition. Training is required for all users.

At a glance

Before launch	Launch	After launch
Aug. 28–Oct. 11 Demos, recorded learning, program-specific training and guides	Oct. 12 New HMIS go-live	Oct. 12–31 Live office hours, trainings ongoing and able to be repeated

Training schedule

Timing	Training activity	What HMIS- participants should expect
Aug. 28–Sept. 14	Agency administrator demos and information sessions	Early orientation for agency leaders and administrators.
Sept. 14–27	Open live demonstrations	General user demonstrations. Participants may attend multiple sessions.
Sept. 16–21	Recorded training available in the MRCoC Learning Management System (LMS)	On-demand foundational learning available to be taken as many times as desired. Basic Training released 9/16 with program-specific versions following.
Sept. 28–Oct. 11	Program-specific live training and written guides	Instruction tailored to program and workflow needs, supported by written reference materials.
Oct. 12	Go-live	Users begin working in the new HMIS environment.
Oct. 12–31	Live office hours, all trainings still available	Drop-in support offered at varied times to help users apply learning and resolve questions.
After Oct. 31	Ongoing training schedule	Training transitions from launch support to the regular training cadence as transition-related requests recede.

Important transition milestone

The migration data cutoff is planned for Oct. 9, followed by go-live on Oct. 12. Detailed operational instructions will be communicated separately through other official transition notices.

Training content

Training is organized around how participants use HMIS. Users may be assigned or encouraged to complete more than one training based on their role. *Training completion is required by all users in order to retain HMIS access.*

DATA ENTRY USERS

- Log in and navigate the system
- Search for and create client records
- Enroll clients and households
- Complete universal intake and updates
- Program-specific workflow
- Locate custom assessments and questions*
- Use case notes, services, HMID and date of engagement
- Complete project exits
- Applying privacy and security practices

Program-specific workflows

- Street Outreach: including PATH and RHY Street Outreach.
- Residential programs: including Emergency Shelter, Safe Haven, Transitional Housing, RHY TH, and GPD.
- Permanent Housing: including PSH, RRH, SSVF RRH and HOPWA PSH.
- Homelessness Prevention and Supportive Services Only: HP and SSO workflows.
- Unique workflow trainings like CE referrals and some unique bed-night tracking will be released individually to the relevant providers.

REPORT USERS

- Use HUD reports
- Use warehouse reports
- Understand the transition of custom reporting

*Note: Agency-specific custom questions

HMIS training will show users where custom agency questions appear in the workflow. Each agency remains responsible for training staff on its own custom data collection definitions and requirements. Reports using custom agency elements are going to be rebuilt and will not be immediately available in the new system.

Accessing training and support

Users will have access to a variety of resources designed to support a successful transition to the new HMIS.

- **Recorded Learning** will be available through the MRCoC Learning Management System (LMS). Access information and any public video locations will be shared through official transition communications.
- **Live Training Sessions** will provide demonstrations and role-specific instruction. Registration information will be posted on the HMIS website.
- **Written Guides** will be released alongside training sessions and maintained as ongoing reference materials.

Users and Agency Admin will receive direct communications regarding training schedule and registration options.

Agency Admin and users can submit a ticket to the HMIS Help Desk for questions, troubleshooting, and additional support requests.

Roles and expectations

HMIS team: Provide training materials, live learning opportunities, transition communications, post-launch support, and continued helpdesk support. The HMIS team will monitor training completion and limit access for those who do not complete the training.

Agency administrators: Attend administrator sessions, share official communications, coordinate agency participation, provide agency-specific instruction to agency users, and support staff in completing the training.

End users: Complete the training relevant to their role, attend live sessions as needed and use established support channels for questions.



Maricopa Regional Continuum of Care Board Meeting Minutes

July 27, 2026

This meeting was conducted in person.

MEMBERS	ATTENDANCE
Tamara Bridwell, Maricopa County	In Person
Tim Burch, Co-Chair, City of Tempe	In Person
Councilmember Wally Campbell, City of Goodyear	In Person
David Crummey, PNC Bank	In Person
Elizabeth da Costa, AHCCCS	In Person
Jason Flam, City of Mesa	In Person
Friend Kenny, Youth Action Board	Not Present
Emma Garcia, Valley of the Sun United Way	In Person
Councilmember Doreen Garlid, City of Tempe	Not Present
Vice Mayor Kesha Hodge Washington, City of Phoenix	In Person
Gabriel Jaramillo, Vitalyst Health Foundation	In Person
Benjamin Jeffrey, MACV Foundation	In Person
Matthew Kelly, Co-Chair, Mercy Care	In Person
Tianna Matthews, Maricopa County Sheriff's Office	In Person
Rachel Milne, City of Phoenix	Not Present
Gabe Priddy, Phoenix Rescue Mission	In Person
Arianna "Nikki" Ramirez, Copa Health	In Person
Amy Schwabenlender, Keys to Change	In Person
Nathan Smith, CASS	In Person
Amy Sullivan, City of Peoria	In Person
Charles Sullivan, Arizona Behavioral Health Corporation	In Person
Maria Wildey, Community Bridges, Inc.	Not Present

1. Call to Order

The meeting of the Maricopa Regional Continuum of Care (CoC) Board was called to order by Co-Chair Kelly at 1:30 pm. Roll call was taken to confirm a quorum of members was present.

2. Call to the Audience

Co-Chair Kelly asked MAG staff whether any public comments had been received. MAG staff confirmed that there were no public comments received and no one had offered public comments at that time.

3. Informational Items

Co-Chair Kelly noted that Items 3A through 3J were on the agenda for information only and asked if any members had any questions or would like to request a presentation on any of the items. None were noted.

A question was raised about Item 3J, the Homelessness Management Information System (HMIS) Update. MAG staff member Natalie Davenport, Senior Planner, noted that the Board had approved the governance approach for a temporary statewide HMIS transition work group in approximately May or June; the work group comprises HMIS and collaborative applicant staff from all three Arizona Continuums of Care and routes key decisions through the HMIS and Data Systems Coordinating Committee (HDSCC) and the Board. The current WellSky contract expires in October, requiring system go-live by that date.

A Board member asked whether the HMIS transition work group had been formally established under the Maricopa CoC's governance structure and proposed that the next Board meeting include a plan to bring the work group under the CoC's formal governance charter, including a call for expressions of interest for representative membership. Davenport acknowledged the request and noted that the multi-CoC nature of the work group may not fit cleanly under Maricopa's own work group structure, but that staff could address how governance decisions are transmitted to each CoC.

A Board member identified a conflict between the HDSCC-approved decision to retain up to ten years of client-level data in the new system and the CoC's existing privacy practice, which states that personal information unused for seven years is to be deleted. It was requested that the ten-year retention decision not be implemented during the transition until the Board reviews and approves a policy change and members are properly notified of any change to how their data is used and disclosed. Davenport acknowledged the concern and explained that the current HMIS software had placed the CoC in a state of non-compliance with the existing seven-year policy; HDSCC had been tracking this and intended to address it in an imminent policy review,

Agenda Item 4A

but transition timeline pressures and staffing constraints had delayed the update. Randy Hade from Solari clarified that the CoC had not been operationally compliant with the seven-year policy and that the HMIS Lead had brought the question to the data committee seeking interim guidance; the committee's feedback was that ten years represented a reasonable middle-ground approach. Hade further noted that the policy language distinguishes data "unused" for seven years from data that is continuously accessed, and that under the CoC's long-standing interpretation the system may be in compliance, but that the policy language requires clarification. Hade also confirmed that the policy would be updated before any other CoC gains access to Maricopa data, and agreed to consult the vendor regarding whether the data transfer could be configured to exclude records beyond the seven-year threshold. Hade additionally reported that HUD Technical Assistance feedback had indicated the CoC's privacy notice is not aligned with the latest HUD guidance, and that the Data Committee plans to update the privacy notice in the near future as a result.

Co-Chair Tim Burch offered that the ten-year provision allows existing data to migrate rather than resurrecting deleted data, and suggested the policy fix is a matter separate from the migration itself. It was noted that the Board had previously empowered the work group to carry out the transition and that, as an informational item, the agenda provided no mechanism to halt the process. Co-Chair Kelly confirmed that no resolution mechanism existed at that meeting and directed the matter to a future agenda. Staff confirmed the request to add the item to a future agenda had already been received.

4. Approval of Consent Agenda

Co-Chair Burch stated that Items 4A through 4E were on the Consent Agenda. Co-Chair Burch asked if any board member had questions, comments, or wished to request a presentation on the item.

Emma Garcia noted a correction to Item 4A: Garcia was present at the June 22nd meeting and the minutes should reflect attendance accordingly. Staff confirmed the correction would be incorporated into the motion and the minutes would be updated.

Elizabeth da Costa commented on Item 4C, commending Randy Hade for leading the DWEL-AZ Collaboration and Data Sharing Agreement through a multi-year approval process that required sign-off from two state agencies, legal counsel, and multiple

Agenda Item 4A

Continuums of Care. Elizabeth da Costa also credited a colleague and the Balance of State CoC for their contributions to the effort.

Elizabeth Acosta asked whether the VA data request under Item 4D would encompass all HMIS data — with the VA identifying veterans from the full dataset — or only data for individuals who self-reported veteran status. MAG staff clarified that the request applies only to VA-funded programs: specifically VA Aftercare, Grants Per Diem (GPD), and Supportive Services for Veteran Families (SSVF). Elizabeth da Costa acknowledged the clarification and identified a future opportunity to improve data sharing by establishing a return data flow from the VA back into HMIS to verify veteran status for individuals who do not self-report, which would improve care coordination. No formal direction was taken on that suggestion at this meeting.

Co-Chair Burch requested a motion to approve the Consent Agenda item. Amy Sullivan moved to approve the consent agenda, and Tamara Bridwell seconded the motion. The motion passed unanimously with the following members voting in favor: Tamara Bridwell, Co-Chair Tim Burch, Councilmember Wally Campbell, David Crummey, Elizabeth da Costa, Emma Garcia, Vice Mayor Kesha Hodge Washington, Gabriel Jaramillo, Benjamin Jeffrey, Co-Chair Matthew Kelly, Tianna Matthews, Gabe Priddy, Amy Schwabenlender, Nathan Smith, Amy Sullivan, and Charles Sullivan/

4A. Approval of June 22, 2026, Meeting Minutes

The Board approved by consent the meeting minutes.

4B. Approval of June 29, 2026, Meeting Minutes

The Board approved by consent the meeting minutes.

4C. DWEL-AZ Data Sharing Agreement Update

The Board approved by consent the Data Sharing Agreement Update.

4D. U.S. Department of Veterans Affairs (VA) Reoccurring Data Request

The Board approved by consent the data request.

4E. Coordinated Entry Policies and Procedures

The Board approved by consent the policies and procedures.

5. Arizona Housing Coalition Federal Advocacy Update

Item 5 on the agenda featured the Arizona Housing Coalition Federal Advocacy Update. Nicole Newhouse and Austin Bates jointly delivered the update. Nicole Newhouse began with an overview of the political landscape following the recent legislative session and primary election, emphasizing low voter turnout and the resulting implications for the upcoming November races, including the governor and attorney general races as well as legislative control. Nicole Newhouse noted that housing had emerged as a prominent electoral issue and that candidates across parties increasingly framed housing as an economic development, workforce, family stability, and cost-of-living concern.

Nicole Newhouse summarized the legislative session, describing the extensive number of bills screened by the Arizona Housing Coalition and the narrowing of those bills to thirty-one priorities. Nicole Newhouse reported that the coalition supported seven bills, opposed five, and sought amendments to one. All five opposed bills failed, and only one supported bill, HB 2244, was signed into law. Nicole Newhouse explained that significant accomplishments included preventing harmful legislation, preserving the Housing Trust Fund, avoiding a rollback of middle housing reforms, halting the homelessness office bill, and maintaining \$17.5 million in carry-forward funding. Nicole Newhouse also detailed revisions to Housing Trust Fund priorities, increases in mobile home relocation assistance, and new processes for recording satisfied eviction judgments. Nicole Newhouse concluded that progress occurred largely on prevention-related issues, although major objectives such as ongoing homelessness funding, restoration of the state housing tax credit, and a statewide prevention strategy were not achieved. A discussion followed with Board members, including clarification regarding legislation that expanded transition services for individuals exiting corrections by up to ninety days.

Nicole Newhouse then reviewed the 21st Century Road to Home Act, which passed without the President's signature and included extensive provisions designed to make housing development less administratively burdensome. Nicole Newhouse explained key elements such as ESG cap waivers for shelter and outreach spending, HUD-VASH changes to income eligibility for disabled veterans, reductions in duplicative voucher inspections, and the creation of federal reporting processes for renters dealing with institutional landlords. Nicole Newhouse highlighted new flexibilities in federal housing

dollars, including increased capacity for CDBG funds to support new affordable construction and streamlined environmental reviews for HOME. Nicole Newhouse noted that incentive grants for housing production were authorized but not funded, and described potential impacts on future CDBG allocations based on local housing growth trends. Nicole Newhouse also clarified limitations of institutional investor restrictions, emphasizing that existing ownership was not reduced and manufactured homes were not included.

Austin Bates provided a federal advocacy update and described recent meetings in Washington, D.C. Austin Bates reported productive conversations with staff from six congressional offices, with additional virtual meetings planned. Austin Bates highlighted themes discussed during federal visits, including Arizona's competitiveness as a Continuum of Care, the effectiveness of Arizona COCs despite limited state funding, and the importance of federal investment given recent positive PIT count results. Austin Bates stated that veteran homelessness progress served as a valuable focus during discussions with congressional staff. Austin Bates also relayed key national advocacy requests from the National Alliance to End Homelessness, including funding levels for homeless assistance grants, Section 202 supportive housing for older adults, and federal rental assistance. Austin Bates concluded with next steps, noting the need to further educate congressional staff on COC operations and ensure understanding of the implications of federal funding shifts on communities in Arizona.

6. NOFO Update / Consolidated Application strategies

Item 6 of the agenda consisted of the FY2026 Continuum of Care Notice of Funding Opportunity update. Senior Planner Natalie Davenport provided an overview of both the consolidated application strategies and the progression of the local competition. Natalie Davenport began by reiterating the significance of the NOFO as the primary mechanism through which the region receives most homelessness-related funding, noting that the current competition differs from previous years and requires faster timelines and increased responsiveness. Natalie Davenport explained that the prior award totaled approximately \$52 million, and decreases to fair market rents were expected to reduce the upcoming allocation to an estimated \$48 million. Natalie Davenport clarified that higher consolidated application scores could potentially access up to \$10 million in additional bonus funding, and that projected totals in the presentation reflected both standard funds and possible bonus funds.

Natalie Davenport summarized the local competition process, noting that the application portal closed at 11:59 p.m. on Friday and that the competition had moved immediately into the review stage. Rank and review work would continue intensively for the next two to three weeks, with threshold reviews, technical corrections, and scoring all contributing to the priority list scheduled for board consideration on August 11.

Natalie Davenport reported receipt of forty-five complete applications and three held harmless projects, consisting of HMIS and coordinated entry. The pool included twelve renewals, ten transition grants, and twenty-three new applications. Dual applications appeared in only three projects, leaving approximately forty to forty-two for the rank and review committee. Natalie Davenport noted that most applications were for general COC funds, with six applications submitted under the DV bonus category. Transitional housing represented the largest group of intervention types, followed by permanent supportive housing, standalone supportive services, and rapid rehousing. No SSO street outreach or SSO coordinated entry DV bonus applications were submitted.

Natalie Davenport explained that approximately \$53 million in COC and bonus funds were potentially available, while requests totaled roughly \$64 million, equating to around 120 percent of available funds and representing a strong competition pool. For the DV bonus funding category, Natalie Davenport reported a \$5 million cap but only \$1.5 million requested. Natalie Davenport emphasized that although this reflected improvement compared to past years, the community continued to underutilize available DV bonus funding. Natalie Davenport referenced policy complexities, including HMIS participation considerations and program structures funded through other state sources, as factors deterring some victim service providers from applying. Natalie Davenport indicated that additional technical guidance would be pursued to improve utilization in future cycles.

Natalie Davenport outlined next steps, noting that technical reviews were underway to ensure complete submissions and that applicants would be allowed to make corrections. Rank and review members would receive access to applications by Tuesday or Wednesday. To manage the volume, Natalie Davenport described plans for three scoring groups and two interview tracks, enabling completion within a standard three-day window while maintaining transparency. Updates would continue for the board between the review period and the August 11 approval meeting, with confidentiality respected throughout the process.

Natalie Davenport then provided an update on consolidated application preparation. Natalie Davenport noted that the estimated consolidated score remained 156 out of approximately 200 possible points. The largest anticipated gap concerned system performance, due to reliance on system data and uncertainty about HUD's scoring methodology. Areas such as encampment reductions lacked clear federal guidance, limiting the ability to project scoring outcomes. The second significant gap involved community coordination, particularly requirements for treatment-mandated beds relative to pit count totals. Natalie Davenport stated that the community's size and renewal structure made meeting federal ratios impossible, and that staff would monitor whether narrative explanations could mitigate scoring losses.

Natalie Davenport outlined ongoing preparation of narrative materials and partnership documentation. Two formal memoranda of understanding were required, and numerous informal partnership letters had been collected across behavioral health, specialty courts, K-12 education, veterans' services, healthcare, corrections, and early childhood services. Natalie Davenport thanked work group members for extensive contributions to partnership development. Additional narrative input was still needed from jurisdictions, specifically regarding encampment reduction efforts and law enforcement collaboration. Natalie Davenport explained that the consolidated application in eSnaps had not yet been released, leaving unknown question formats and potential attachments. Preparatory work was intended to streamline rapid responses once the application became available.

Natalie Davenport also briefed the board on NOFO-related litigation. Natalie Davenport explained that efforts to attach the FY2026 NOFO to the FY2025 lawsuit were denied by the court due to differing challenge conditions. Natalie Davenport stated that recent filings indicated no expected pause in the FY2026 competition and that staff would continue monitoring developments. Natalie Davenport invited board members to share any updates received through their networks.

In closing, Natalie Davenport summarized that the local competition was moving as planned, the consolidated application was progressing with strong partner support, and HUD guidance continued to be awaited on several important issues. Natalie Davenport thanked congressional staff who had helped escalate questions to federal partners and encouraged continued advocacy. Natalie Davenport affirmed readiness to adapt should any unexpected changes occur in the competition process.

During board discussion, Benjamin Jeffrey asked about the August 10 litigation-related request and whether it affected local operations. Natalie Davenport explained recent activity concerning HUD's request for summary judgment and stated that no immediate changes were expected. Benjamin Jeffrey provided updates regarding outreach to congressional offices and efforts to escalate outstanding questions. MAG Ironwood Room asked whether new applicants were entirely new entities to the CoC, and Natalie Davenport confirmed that some applicants had not previously sought CoC funding. Another member requested a future discussion on barriers to DV bonus participation, which Natalie Davenport agreed to incorporate into post-NOFO evaluation plans. Additional questions concerned MOUs for behavioral health partnerships, and Natalie Davenport confirmed that additional partnership documentation would still be helpful.

7. 211 Update and Anticipated Impacts

Item 7 on the agenda addressed updates to Arizona 211 and anticipated service impacts. Julie Shockley and Andrew Irwin from Solari Crisis and Human Services presented the update. Julie Shockley explained that Arizona 211 had previously announced the impending end of its live-answer phone operations in mid-August due to lack of funding. Julie Shockley stated that significant coordination occurred with the Governor's Office and multiple stakeholders following that announcement, resulting in new funding commitments. Julie Shockley reported that the Governor's Office secured \$2 million to maintain current 211 operations, including live-answer capability. Based on Solari's projections, those funds would sustain services through late January or mid-February of next year. Julie Shockley also shared that the Governor's Office planned to convene a stakeholder work group to secure additional funding to support live-answer operations through the end of heat season in 2027, and to develop a broader long-term vision for Arizona 211's scope and sustainable funding strategy.

Julie Shockley confirmed that no changes to services would occur at this time. Individuals could continue calling 211 at all hours, with live-answer agents available from 9 a.m. to 7 p.m. daily. Julie Shockley stated that transportation to cooling centers during heat season, coordinated entry activities, and the full range of navigation and referral work would remain operational. Julie Shockley committed to providing additional updates as the Governor's Office work group progressed.

Andrew Irwin reiterated that funding was secure for the immediate term and expressed confidence in ongoing discussions with the Governor's Office and philanthropic partners. Andrew Irwin acknowledged the annual pattern of uncertainty regarding

funding and noted Solari's commitment to ensuring continuity of live-answer services during critical periods such as heat season.

During board questions, MAG Ironwood Room asked whether Arizona 211 would continue supporting the Family Housing Hub, and Julie Shockley confirmed that all existing service functions would remain unchanged and that staff retention had largely been successful. Benjamin asked about Solari's operations in Colorado and whether that model could influence Arizona's approach to funding and legislative engagement. Andrew Irwin explained that Solari's Colorado contract related to crisis line operations rather than 211 services and that the 211 funding challenges Arizona faced mirrored national trends following the expiration of pandemic-era funding.

Additional questions centered on the discontinuation of the domestic violence hotline formerly operated by Solari. MAG Ironwood Room requested information about whether the change was related to overall 211 funding. Andrew Irwin clarified that the DV hotline was a separate service staffed by clinical personnel with expertise in crisis and domestic violence. Andrew Irwin reported that only five percent of callers were reaching shelter placement, primarily due to the lack of available beds and the absence of a unified shelter intake process. Andrew Irwin explained that individuals could bypass the centralized line by contacting shelters directly, which made coordinated placement unreliable. Solari produced a report for ACES DV outlining system challenges, including capacity limitations and the need for shelters to adopt a coordinated access model. Andrew Irwin stated that Solari would be open to future conversations about participating in a revised hotline model if the community established the necessary structural agreements.

Further discussion explored the complexity of domestic violence shelter bed availability, the difficulty of assessing placement outcomes across systems, and the structural barriers created by administrative requirements for DV providers. MAG Ironwood Room asked whether Solari observed increased domestic violence calls following the hotline's discontinuation, and Julie Shockley stated that 211 did not show an increase. Andrew Irwin noted that many domestic violence-related calls reached the 988 crisis line instead due to the acuity of the situations.

MAG Ironwood Room requested access to Solari's report delivered to ACES DV and asked what Solari would need to reestablish a hotline. Andrew Irwin stated that the report could be shared and that restarting the hotline would require system-level agreement among DV providers regarding coordinated access and referral procedures.

As discussion concluded, Board members expressed appreciation to Julie Shockley and Andrew Irwin and highlighted ongoing advocacy by the Arizona Department of Veterans Services Commission supporting sustained funding for 211 services. Julie Shockley and Andrew Irwin thanked the board for the opportunity to present.

8. Request for Future Agenda Items

Co-Chair Burch asked if any members had requests for future agenda items.

Elizabeth da Costa requested that earlier discussions be formally captured as a future agenda item. Da Costa asked that the board receive an update at the next meeting on establishing the HMIS transition work group under the governance structure and charter, including confirmation of whether the board previously authorized the work group to make decisions for the Continuum of Care. Da Costa also requested that the committee review the privacy practice language regarding seven-year disposal of unused data and report any operational concerns related to implementing that requirement.

Another Board member added that, as part of the same future agenda item, the board would benefit from clarity regarding data migration processes. They asked for information about standard data purge practices, the rationale for migrating legacy data, and how storage costs and vendor requirements influenced those decisions. They requested that these details be incorporated into the HMIS transition work group update.

Another Board member requested a future discussion about CoC Builds, specifically how the board could approach those opportunities strategically rather than reactively. The Board member indicated that timing for this discussion was flexible and could be scheduled anytime in the coming year.

Adjournment

These meeting minutes were initially drafted using artificial intelligence (AI) and have been reviewed, edited, finalized, and verified for accuracy by MAG staff.



Maricopa Regional Continuum of Care Board Meeting Minutes

August 24, 2026

This meeting was conducted in person and virtually.

MEMBERS	ATTENDANCE
Tamara Bridwell, Maricopa County	Not Present
Tim Burch, Co-Chair, City of Tempe	Present
Councilmember Wally Campbell, City of Goodyear	Not Present
David Crummey, PNC Bank	Virtual
Elizabeth da Costa, AHCCCS	Present
Jason Flam, City of Mesa	Not Present
Friend Kenny, Youth Action Board	Note Present
Emma Garcia, Valley of the Sun United Way	Present
Councilmember Doreen Garlid, City of Tempe	Present
Vice Mayor Kesha Hodge Washington, City of Phoenix	Present
Gabriel Jaramillo, Vitalyst Health Foundation	Present
Benjamin Jeffrey, MACV Foundation	Present
Matthew Kelly, Co-Chair, Mercy Care	Present
Tianna Matthews, Maricopa County Sheriff's Office	Virtual
Rachel Milne, City of Phoenix	Virtual
Gabe Priddy, Phoenix Rescue Mission	Virtual
Arianna "Nikki" Ramirez, Copa Health	Not Present
Amy Schwabenlender, Keys to Change	Virtual
Nathan Smith, CASS	Present
Amy Sullivan, City of Peoria	Virtual
Charles Sullivan, Arizona Behavioral Health Corporation	Present
Maria Wildey, Community Bridges, Inc.	Virtual

1. Call to Order

The meeting of the Maricopa Regional Continuum of Care (CoC) Board was called to order by Co-Chair Burch at 1:33 pm. Roll call was taken to confirm a quorum of members was present.

2. Call to the Audience

Co-Chair Kelly asked MAG staff whether any public comments had been received. MAG staff confirmed that there were no public comments received and no one had offered public comments at that time.

3. Informational Items

Co-Chair Burch noted that Items 3A through 3D were on the agenda for information only and asked if any members had any questions or would like to request a presentation on any of the items. None were noted.

4. Approval of Consent Agenda

Co-Chair Kelly stated that Items 4A and 4B were on the Consent Agenda. Co-Chair Kelly asked if any board member had questions, comments, or wished to request a presentation on the item. None were noted.

Co-Chair Kelly requested a motion to approve the Consent Agenda item. Emma Garcia moved to approve the consent agenda, and David Crummey seconded the motion. The motion passed unanimously with the following members voting in favor: Co-Chair Tim Burch, David Crummey, Elizabeth da Costa, Emma Garcia, Councilmember Doreen Garlid, Gabriel Jaramillo, Benjamin Jeffrey, Co-Chair Matthew Kelly, Tianna Matthews, Rachel Milne, Gabe Priddy, Amy Schwabenlender, Nathan Smith, Amy Sullivan, Charles Sullivan, and Maria Wildey.

4A. July 13, 2026, Meeting Minutes

The Board approved by consent the meeting minutes.

4B. Lead Agency Oversight Framework

The Board approved by consent the oversight framework.

5. Statewide HMIS Transition Update

Natalie Davenport, MAG Senior Planner, introduced the item and noted the presentation would cover two parts: a summary of HMIS transition activities and recommendations from the HMIS and Data Systems Coordinating Committee (HSDCC) in response to questions raised at the July board meeting. Randy Hade of Solari Crisis and Human Services presented the transition update. Hade reported that the CoC is transitioning to a new HMIS software platform called Open Path, which serves

Agenda Item 4B

approximately 1,145 active users, 75 active agencies, and 750 active projects (approximately 1,500 including closed projects). The target go-live date is early October 2026, with core training videos and workflow-specific modules to be released via a learning management system in early September and live sessions scheduled before and after go-live. A blackout period, during which data entry into the legacy system must cease while data is exported and loaded into the new system, is estimated at two to four days, with the exact duration still being negotiated with the legacy vendor. The legacy vendor contract ends at the end of October 2026. Standard HUD reports and performance and data quality reports will be available at go-live; custom data element reports are estimated to require four to eight weeks post-launch to rebuild, with ongoing requests handled through the help desk thereafter.

Board discussion raised several substantive concerns. Elizabeth da Costa asked that a documented user training plan identifying modules and target workflows be shared with the board and the HSDCC so the community can identify gaps and offer support; Solari committed to providing that outline. Elizabeth da Costa also asked what providers should do during the blackout period, particularly regarding data entry for new intakes and case notes tied to billing reimbursement; Randy Hade acknowledged that no formal recommendations had yet been developed and that further guidance would be developed with the most-impacted providers. There was a question whether the volume of historical data could be reduced to shorten the export time; Hade stated the legacy vendor's initial guidance that a bulk export would be faster had not proven accurate and that further discussions with the vendor were needed. Vice Mayor Kesha Hodge Washington asked whether providers would retain read-only access to the legacy system during the blackout; Hade confirmed some access would be retained and that the team was working on a technical solution to allow read access while preventing new data entry. Vice Mayor Hodge Washington recommended that, given the proximity to go-live and the diversity of users, Solari provide recommended best practices for the blackout period to promote uniformity across organizations. Gabe Priddy asked whether the go-live timing could result in a blackout at the end of the third quarter, preventing access to data needed for quarterly reports; Hade confirmed that all September data would be completed in the legacy system and that reporting users would retain access to the legacy system through the end of October to run reports on pre-blackout data.

Discussion then turned to governance, policy, and data security. Randy Hade presented a governance and policy slide identifying approximately eight CoC-level data policies,

with the top four prioritized: a new governance charter, a security plan, a privacy plan, and a privacy notice. The security plan is under review for outdated technical requirements; the new system cannot exactly replicate current data visibility settings, and the CoC must choose between less or more global data visibility at go-live. Staff indicated a preference for less visibility in the short term while a long-term plan is developed. The security plan and data visibility decision are planned to go to the HDSCC in early September and to the Board in late September. A Board member raised concern that the HMIS Statewide Collaborative, to which the Board had delegated authority for policy decisions in November 2025, had not yet been established, and that the existing HDSCC lacked the appropriate representation to handle governance decisions. Randy Hade clarified that the HDSCC was intended to provide interim feedback only and that any policy changes would come to the Board; it was confirmed that the HMIS Transition Workgroup had never been authorized to approve policy changes inconsistent with CoC policies.

Regarding the privacy notice, Natalie Davenport reported that an ad hoc work group of the HSDCC recommended changing the data de-identification period from seven years to ten years to align with funding requirements, most notably ESG capital projects, and to support the data migration. Davenport noted that HUD guidance on whether the seven-year figure is a minimum or maximum is not entirely clear. The proposed policy change will be brought to the Board for formal approval at a future meeting. Elizabeth da Costa raised concern about transferring data older than ten years to the new vendor; Randy Hade clarified that only ten years of data will be loaded into the new system and that data beyond ten years will be retained in the current vendor's analytic storehouse, inaccessible to users and administrators, until a full data retention policy is finalized. Elizabeth da Costa requested that the new vendor's security plan explicitly prioritize protection and disposal of data beyond the ten-year threshold; Hade agreed to communicate this to the vendor. Vice Mayor Hodge Washington asked whether the RFP for the new software required security protocols at least equivalent to the prior system; Hade confirmed this was part of the RFP scoring. A board member noted that retaining legacy data in a restricted warehouse while policies are finalized is a standard and acceptable approach in system transitions.

Vice Mayor Hodge Washington recommended adding an explicit contractual prohibition on data brokering, monetization, or stripping of personally identifiable information, and called for audit and record-keeping of who accesses and enters data during the transition. Elizabeth da Costa recommended that the HMIS Statewide Collaborative's

first priority be clearly defining "use" of data so that disposal and access direction can follow. Randy Hade confirmed the contract establishes CoC ownership of the data and prohibits vendor use without direct governance instruction, and committed to explicitly addressing artificial intelligence use in local data policies and procedures. Co-Chair Burch called for a formal security plan specifying named user roles on the vendor and administrator side with access to the data warehouse, ensuring encryption standards for archived data match in-transit standards, and requiring board or steering committee approval before introduction of any new tools. A board member recommended that MAG seek legal counsel on how to protect the CoC if artificial intelligence capabilities expand beyond current contractual language; Co-Chair Burch directed this to the security policy process.

Natalie Davenport presented the statewide governance structure update. The HSDCC recommended immediate recruitment and seating of Maricopa's four representatives to the Statewide HMIS Collaborative, which was approved by the Board in November 2025 but has not yet been fully activated because all three CoCs — Maricopa, Balance of State, and Tucson — have not yet identified their representatives. The governance framework establishes four representatives per CoC with two-year terms aligned with the existing representative selection process; recruitment is to be managed and approved by the HSDCC. Priority traits for recruitment identified by the HSDCC include HMIS experience at direct user and agency administrator levels, CoC board and committee governance experience, technical assistance experience, and research and academic data use experience. A Board member suggested that the collaborative should be considered active for Maricopa's transition purposes immediately upon seating Maricopa's four representatives, without waiting for all three CoCs to seat their members, because Maricopa is already making transition decisions in a governance gap. Co-Chair Kelly clarified that Maricopa's four representatives would act as the decision-making body for Maricopa-specific transition decisions only, and that statewide decisions require all three CoCs to be represented. Co-Chair Burch committed to documenting all decisions made by Maricopa's group and making them open for review and onboarding by the other two CoCs before any decision is designated statewide. Amy Sullivan asked whether the other two CoCs could begin seating their representatives simultaneously; Natalie Davenport confirmed this coordination would be brought to the transition work group. A Board member asked whether the legacy system could be used solely for entry, exit, and bed movement

functions during the blackout period to avoid complex workarounds; Randy Hade confirmed this is one of the options being explored.

A Board member raised a concern about a proposed automatic 90-day exit feature in the new system, whereby members with no contact for 90 days would be automatically exited without staff review. The Board member stated that automatic exits cannot be implemented for PATH projects and should not be implemented for H2O projects without staff review. Randy Hade clarified that the auto-exit feature was one option being considered and shared for community feedback, not a unilateral decision, and that no workflow changes would be made without checking in with the data committee and service providers first. Randy Hade noted the HMIS team is categorizing new system functionality into items appropriate for go-live versus items to revisit approximately 90 days after launch; two-factor authentication was cited as another example under consideration. Elizabeth da Costa asked that recruitment notification for the Statewide HMIS Collaborative go out immediately; staff confirmed that process. Natalie Davenport closed the item by confirming staff had logged board direction and would provide additional clarity and messaging to statewide partners and address operational transition questions. Approximately four to five policies are targeted for completion before the second CoC joins the system; additional policy changes will come to the Board for approval.

6. Call for Expression of Interest Update

Co-Chair Kelly explained that the Call for Expression of Interest (CEI) is the annual process to recruit for the Board, committees, and work groups, and that under the new charter all committees are now recruited through a single consolidated process. Co-Chair Kelly recounted that at the June 2026 Board meeting, the proposed slate of selected individuals was pulled from the consent agenda for further discussion. A follow-up meeting was held the prior Friday with approximately 15 board and Selection Workgroup members participating, producing recommendations for the CEI Selection Workgroup to reconvene with participation from the Coordinated Entry and HMIS and Data Systems committee co-chairs, and for the Board to provide additional guidance for re-review of recommendations. Approximately 43 applications were received in the current cycle.

Co-Chair Kelly presented proposed Board guidance criteria for the work group: relevant lived or professional experience and expertise aligned with the placement; meeting qualifications for the specific vacancy type; demonstrated engagement and

participation in CoC work; and discretion not to fill all vacancies if no qualified or eligible candidates exist. Board discussion centered on the need for greater transparency in the process, including disclosure of who served on the Selection Workgroup and the full list of applicants, balanced against the risk of undermining the workgroup's authority and discouraging future volunteers. Vice Mayor Hodge Washington cautioned against requiring the workgroup to justify every individual decision to the Board, emphasizing the importance of trusting the workgroup. A Board member proposed adding the word "and" between the guidance criteria to clarify that candidates must meet a combination of qualifications, not just one; concern was raised that requiring all criteria could exclude people with lived experience or those new to CoC work, and Co-Chair Kelly clarified that demonstrated CoC engagement is an ideal, not a hard requirement. A Board member recommended adding back the "position profiles and job descriptions" document used in the late 2025 Board recruitment cycle as guidance for the reconvened workgroup, particularly for Board member selection criteria such as organizational influence and ability to represent beyond one's own organization. David Crummy noted that the work group had already operated with the understanding that not all seats needed to be filled and raised concern that language requiring prior CoC participation could exclude new entrants; Co-Chair Burch clarified that any homeless service provision broadly constitutes CoC-relevant work. A Board member raised specific concerns about the Compliance and Performance Committee, noting that seven of nine available seats were proposed to be filled and that providers monitoring other providers raises conflict-of-interest concerns; it was requested that guidance to the workgroup emphasize that not all seats must be filled and that candidates be evaluated through the lens of committee-specific qualifications.

Co-Chair Burch summarized a two-phase approach: Phase 1 would have the reconvened CEI work group — augmented by the HDSCC and Coordinated Entry committee co-chairs — re-review the current slate using the 2025 board seat application criteria, the application questions, and the updated guidance, then bring a revised slate back to the Board; Phase 2 would develop a comprehensive recruitment strategy and policy update, including a scoring rubric, for future cycles.

Emma Garcia moved to direct the CEI Selection Workgroup to reconvene with participation from the co-chairs of the HDSCC and Coordinated Entry committees; to consider the Board's feedback from this meeting; to review the position profiles and job descriptions document; to treat demonstrated engagement and participation in CoC

work as an ideal rather than a hard requirement; to apply the guidance criteria in combination; to return with a recommendation to the Board as a consent agenda item as quickly as possible; and to exercise discretion not to fill all seats where qualified candidates are not identified. Councilmember Doreen Garlid seconded the motion.

The motion passed unanimously with the following members voting in favor: Co-Chair Tim Burch, David Crummey, Elizabeth da Costa, Emma Garcia, Councilmember Doreen Garlid, Gabriel Jaramillo, Benjamin Jeffrey, Co-Chair Matthew Kelly, Tianna Matthews, Rachel Milne, Gabe Priddy, Amy Schwabenlender, Nathan Smith, Amy Sullivan, Charles Sullivan, and Maria Wildey.

7. [FY 2026 CoC NOFO Update](#)

Natalie Davenport provided an abbreviated update due to time constraints. Federal courts vacated the FY2026 CoC Notice of Funding Opportunity (NOFO) due to violations of the Administrative Procedure Act, specifically regarding the Transitional Housing and Supportive Services Only (SSO) set-aside. No clear direction from the courts or HUD on a resolution path has been provided. HUD remains bound by a December 1, 2026 congressional deadline to issue awards. To remedy the court's findings, HUD would need to conduct a public comment process estimated at 60 days, significantly constraining available time before that deadline. Staff identified three possible paths: HUD renews all current awards; HUD reissues an abbreviated short-notice competition; or a third option not yet visible to staff. Davenport noted that removing the transitional housing and SSO set-aside, the provision the court found problematic, would fundamentally change the program types funded and may not align with current administration policy direction. The local competition has been frozen; the Rank and Review Committee had scored all applications and was about to build the priority list at the time of the freeze. The CoC received approximately \$63.5 million in applications, approximately \$8 million above the maximum the continuum can receive through this process.

Vice Mayor Hodge Washington asked whether staff had any sense of which route the federal government would take; Davenport stated that the easiest route of renewing all awards is unlikely to be pursued and that the court expressly vacated the NOFO so HUD must reissue something, but that any further assessment would be speculative. A Board member asked whether any outreach applications were received; Davenport confirmed none were received. A member of the public, Dean Scheinert of the Justice Center, commended MAG staff for their work on the NOFO process and asked whether

staff connects with the National Alliance to End Homelessness (NAEH); Davenport confirmed that staff interfaces regularly with the NAEH, attends cohort calls, and participates in advocacy and organizing efforts. Dean Scheinert expressed concern that while litigation may be appropriate in the broader context, the practical result is significant staff and applicant burden with no funding outcome, and that people experiencing homelessness are the ones losing out. Co-Chair Burch asked that staff not be comment on a third party's actions or intentions.

Staff will maintain readiness to reactivate the local competition if needed, continue preparing consolidated application narratives and updating supporting materials, and prepare for rapid response in the event of a short-notice competition with as little as a 30-day minimum window. Workgroups and committees discussing CoC advocacy are encouraged to consider engaging with local and federal lawmakers given the current NOFO environment. Staff office hours are available monthly for follow-up conversations.

8. Request for Future Agenda Items

Co-Chair Burch asked if any members had requests for future agenda items. None were noted.

9. Board Roundtable

Co-Chair Kelly asked if any members had items to share for the Board roundtable.

Benjamin Jeffrey shared that they were invited by the National Housing Conference, the Home Depot Foundation, and the National Coalition for Homeless Veterans to travel to Washington, D.C. on October 22 to speak to a national audience of approximately 250 leaders, including HUD representatives, from the perspective of lived experience as a homeless veteran. Benjamin Jeffrey commended Co-Chairs Burch and Kelly for their compassion, patience, and leadership of the Board.

Elizabeth da Costa announced that the Request for Information/Request for Proposals (RFP) workgroup has issued a draft RFP that is now available for review by non-conflicted board members. Non-conflicted Board members are asked to sign a required document and return it to the requesting individual in order to receive the RFP link for review and comment. An executive session is scheduled for September 8 to discuss board member comments on the draft RFP.

Adjournment

These meeting minutes were initially drafted using artificial intelligence (AI) and have been reviewed, edited, finalized, and verified for accuracy by MAG staff.

DRAFT

Official Memorandum

To: Maricopa Regional Continuum of Care Board Members
From: HMIS & Data Systems Coordination Committee (HDSCC)
Date: September 23, 2026
Subject: 4C: FY2027 Veterans Affairs Data Request Extension

This memo provides the Board with background on the request and its review process in advance of final approval consideration.

Board and Committee Actions

Date	Action	Body
June 17, 2026	Recommended the data request for Board approval.	HDSCC
July 27, 2026	Approved data request.	Board
September 18, 2026	Recommended the data request extension for Board approval.	HDSCC

Summary

The Maricopa Regional Continuum of Care's HMIS & Data Systems Coordination Committee (HDSCC) is responsible for reviewing and approving requests for HMIS and CoC systems data, new HMIS agency access, and select policy and contract updates. As part of this role, the Committee reviewed a data request submitted on August 6, 2026, by Abt Global on behalf of the U.S. Department of Veterans Affairs (VA). The request seeks recurring monthly uploads of the HUD standard HMIS CSV dataset to the VA Repository. This data will support federal reporting requirements and improve reconciliation of veterans experiencing homelessness with the VA By-Name List, replacing current manual data-entry workflows with a secure and consistent integration.

Scope of Request

The proposed dataset includes client-level, enrollment, project, and organization-level information, transmitted securely via .csv files, for VA-funded projects in HMIS. The request extends through September 2027.

Recommendations

The HMIS Lead Agency completed its review of the request on September 9, identifying no compliance concerns, noting the need for monthly technical support, and confirming an estimated three days of staff time for each data upload cycle. The Collaborative Applicant recommended approval, citing alignment with federal reporting needs and HIPAA protected data sharing conditions.

On September 18, 2026, the HDSCC voted to approve the request, noting no concerns and recommending the request move forward to the Board for final authorization, as required for HMIS data-sharing requests involving client-level data with external partners.

Requested Action

The HDSCC requests Board approval of the enclosed data request addendum.

Enclosed Documents

- 4C.1 FY27 VA Data Request Addendum

Next Steps

Following approval, HMIS Lead staff and Collaborative Applicant staff will coordinate the transmission of requested data to the requestor.

For questions or additional information, contact Natalie Davenport at NDavenport@azmag.gov.

Maricopa Regional CoC Data Request Form

The Maricopa Regional Continuum of Care HMIS Data Request Form is used to clearly identify the data being requested. All data requests must have a completed data request form. Some requests will be automatically approved, while others will need approval.

Attach the completed application to your request at the HMIS help desk here: [Data Request Submission](#)

No Approval Required

- Existing system-wide aggregate reports accessible on the MAG or HMIS websites
- For participating HMIS agencies, their own data (for assistance in pulling or analyzing data)

Requires Data Collaborative Approval

- HUD Required Reports (APR via Sage, AHAR, PIT, HIC, CAPER, HUD System Performance Measures)
- Federal Partner Required Reports (VA, PATH, RHY, HOPWA)
- Common Demographic Reports (counts and characteristics)
- CoC-Approved Dashboards (dashboard access or underlying data)
- CoC Board, Committee, or Collaborative requests for aggregate data

Requires Formal CoC Board Approval

- Any other data requests not listed above, including:
 - Any client-level data (outside of your own organization)
 - Research requests
 - Advanced Data Analysis
 - State-wide or aggregate data (outside of your own organization not accessible on the MAG or HMIS websites)

Process

- Completed requests will be reviewed jointly by the HMIS Lead Agency and the Collaborative Applicant. The request will then be routed to the appropriate body for approval.
 - For incomplete or unclear requests, the HMIS Lead Organization will reach out for additional information first.
- Once the approval decision is made, it will be delivered to the requestor via e-mail. The HMIS Lead or Collaborative Applicant will keep the requesting party updated with expected timelines.
 - Denial of data requests may be appealed to the CoC Board.
 - Approved data requests will come with an estimated timeline and associated cost (if any).
- Approved data requests will be added to the Maricopa Regional CoC HMIS Lead reporting queue. Report requests will be completed as HMIS staff resources are available, depending on the volume of requests. HMIS staff will keep the requesting party updated with expected timelines.

Maricopa Regional CoC Data Request Form

Date of Request: August 6, 2026

Organization and Individual Requesting Use of Data

Name: Mary Schwartz

Position Title: Human Services Senior Associate

Organization: Abt Global

Phone Number: 617-520-2817

Email Address: mary.schwartz@abtglobal.com

This request is on behalf of: (select all that apply)

Agency: Veterans Affairs

(Fill in if different agency than above)

Individual: Dan Morgan (Daniel.Morgan@va.gov)

(Fill in if individual other than self)

CoC Committee: HMIS & Data Systems Coordinating Committee

Other: _____

I am requesting data: Yes ☒ No ☐

I am requesting to share data results externally: Yes ☒ No ☐

Maricopa Regional CoC Data Request Form

Data Information

Data Detail:

- ☒ Client or Household
☐ Aggregate

If Client or Household:

- ☐ De-Identified
☒ Personal Identifying Information
☐ N/A

Data Level:

- ☒ Funding Source-level
☐ State-level
☒ Organization-level
☒ County-level
☒ Program Type-level
☒ CoC-level (**HMIS Maricopa County**)

Data Usage:

Please describe the intended use of the data and how it will support your project objective .

The data will be uploaded monthly into the Veterans Affairs (VA) Repository and used by the VA to help reconcile veterans who may be experiencing homelessness with the VA By-Name List (BNL). The VA has expressed a preference for receiving the data through direct data integration rather than through manual processes. With both CoCs participating in the data uploads, VAMC staff will be able to return their focus to case conferencing with the CoCs in the ways that work best for them, instead of spending time copying and pasting information into spreadsheets. Daniel.Morgan@va.gov is instrumental in this request and will benefit from this work.

Please describe your data action plan, including who and how the data will be analyzed, reviewed, and securely stored. For requests involving client-level data, a robust process is expected.

Data are uploaded monthly by the HMIS/CoC designated entity, then data are processed into multiple VA-specific reporting mid-month, and available to VA leadership for reporting on ending Veteran homelessness with VA funding. The process is already occurring with copied/pasted data; this is supposed to make it more secure and easier for all.

Maricopa Regional CoC Data Request Form

Data Elements:

Please describe or list the data elements requested.

The data would be in the standard HUD .csv file. These files include the Client, Enrollment, Exit, Export, Funder, Organization, Project, and ProjectCoC .csv files. These files contain hundreds of data elements that are relational.

Please describe your experience with the HMIS data elements and fields requested. This helps the HMIS team understand how much assistance may be needed.

The Abt Global team, on behalf of the VA, processes hundreds of CSV files monthly for GPD and SSVF grantees to ensure the VA has data from the local HMIS on Veterans served by the VA funded projects. Abt Global is a recognized HUD expert in HMIS.

Data Sharing:

Please describe how you will share the data and what type of data will be shared. In your response, please include who will have access to the dataset, partners involved in the analysis work, and who will have access to the results (intended audience).

The VA is subject to HIPAA rules and will use robust tools and processes to keep PII protected. The VA System of Records Notice (SORN) lists the routine uses and disclosures of data stored in VA systems. SORN is available upon request.

Maricopa Regional CoC Data Request Form

Data format needed:

☐ Excel ☒ CSV ☐ Other: _____

Data period needed:

Beginning date: 10/01/2026 End date: 09/30/2027

Expected date of findings: monthly

Maricopa Regional CoC Data Request Form

To be completed by HMIS/MAG ONLY

HMIS Lead Organization Review

Compliance with HMIS Policy:

No Compliance Concerns

HMIS technical support needed:

Potential for Technical Support for VA HMIS Repository

Proposed data field/data use concerns:

No data use Concerns

Time Estimate: 3 Days monthly

Time Estimate Explanation:

Pull, Clean, Upload

Cost Estimate: None

Date of Review: 09/09/2026

HMIS Staff Name: Curtis Hahn

HMIS Staff Signature: _____

Maricopa Regional CoC Data Request Form

Collaborative Applicant Recommendation

Level of Approval Needed: Board

(MAG, Data Committee, Board)

Approval/Denial Decision: _____

(If approval level is MAG)

Notes:

Approval recommended.

Request supports federal funding reporting requirements for VA homelessness programs (GPD Aftercare, GPD Transitional housing, Supportive Services for Veteran Families (SSVF)).

While VA policy allows for data sharing with other federal agencies, shared data is considered private health data and is subject to HIPAA protections (refer to VA System of Records Notice [SORN], 121VA10, Routine Use 1: <https://department.va.gov/privacy/system-of-records-notices/>).

Partners have committed to bi-directional data sharing with DWEL-AZ to support future coordination.

Date of Review: September 9, 2026

Collaborative Applicant Name: Natalie Davenport

Collaborative Applicant Signature: _____

Maricopa Regional CoC Data Request Form

CoC Data Committee Recommendation

Approval/Denial Decision: Recommend Approval

Decision Date: September 18, 2026

Decision Explanation:

No concerns identified. Approval recommended via e-vote.

Next Steps:

Proceed to Board for approval.

Maricopa Regional CoC Data Request Form

CoC Board Recommendation

Approval/Denial Decision: _____

Decision Date: _____

Decision Explanation:

Next Steps:

Official Memorandum

To: Maricopa Regional Continuum of Care Board Members

From: Natalie Davenport, Community Initiatives

Date: September 24, 2026

Subject: 4D: Recommended Updates to HMIS Policies

This memo provides a summary of the changes being proposed to the HMIS Policies, a redlined version of which can be found attached.

Board and Committee Actions

Date	Action	Body
September 21	Voted to recommend the proposed changes to the HMIS Policies for Board approval	HDSCC

Purpose

This memo accompanies the redlined Homeless Management Information System (HMIS) Policies recommended by the HMIS & Data Systems Coordination Committee (HDSCC) for Board approval. These updates reflect necessary changes resulting from the transition to the Open Path HMIS platform, revised data retention requirements aligned with local funding, and updated technical configurations.

HDSCC voting members reviewed all proposed changes at the September 15, 2026 committee meeting and subsequently through the electronic voting process.

A tracked-changes version of the policy is attached.

Summary of Recommended Policy Updates

1. Privacy Plan Updates

Reason for Update:

Under the Open Path system, not all Department of Housing and Urban Development (HUD) Universal Data Elements (UDEs) can be shared globally as they were in the previous system. Certain UDEs will be stored at the global client-profile level, while others will be visible only within specific projects or agencies. The current policy contains outdated references and conflicts with this updated configuration.

Recommended Change:

- Remove the outdated and conflicting section, including the description of UDE sharing expansion from 2020.
- Remove references to specific data elements within this high-level policy to avoid future inconsistency as vendor configurations evolve.
- Update the exemption language to correctly reference the HMIS and Data Systems Coordination Committee.

These updates ensure the Privacy Plan accurately reflects the new HMIS environment and avoids over-specification at the policy level.

2. Security Plan Updates

Reason for Update:

Open Path uses dedicated databases and software-based segregation hosted on shared servers, a configuration that differs from ServicePoint. Backup retention schedules also differ, necessitating updates for accuracy.

Recommended Change:

- Update language describing server and encryption configuration to reflect vendor architecture.
- Replace the outdated backup description with Open Path's accurate backup schedule:
 - 14 days of accessible storage
 - 7 days offsite
 - Monthly snapshot retained for 6+ years

Agenda Item 4D

- Strike the prior statement referencing a “one-month offsite backup,” which is no longer applicable.

These adjustments align policy language with Open Path’s actual security and backup protocols and ensure compliance with current vendor practices.

3. Privacy Notice Updates

Reason for Update:

As discussed in the August 2026 HDSCC meeting and subsequent Privacy Notice/Transition Ad Hoc Workgroup, data retention requirements have been revised to meet updated obligations tied to local funding.

Recommended Change:

- Update the data retention timeline from **seven** years to **ten** years for disposing of personal information and removing personal identifiers not in active use.
- Update language allowing longer retention when required by statute, regulation, contract, or other funding requirements.

This change maintains alignment with current contractual obligations and supports consistent practice across HMIS-related documentation.

Recommendation

The HMIS & Data Systems Coordination Committee recommends Board approval of all proposed updates to ensure HMIS policy documents remain aligned with the new system configuration, security protocols, and local funding requirements.

For questions or additional information, contact Natalie Davenport at ndavenport@azmag.gov.

Maricopa Regional CoC HMIS Policies

~~2025~~2026



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2025

MARICOPA HMIS COVERAGE PLAN

POLICIES & PROCEDURES

ADOPTED BY THE BOARD 04/25/2016

UPDATED BY THE BOARD 09/22/2025



Overview

The Continuum of Care Interim Rule (24 CFR Part 578.7) delineates that the Continuum of Care is responsible for “...ensuring consistent participation of recipients and sub-recipients in the HMIS.” This plan is written to outline the steps and responsible parties to ensure that this is taking place.

For questions or comments, please contact MAG Human Services at hsinfo@azmag.gov.

Participation and Outreach

Identification of Non-Participating HMIS Projects

Each year, with the support of the Collaborative Applicant (MAG) and the HMIS Lead (Solari), the Data Collaborative will form a workgroup to identify agencies that are suitable for HMIS, but not participating. This work will take place while preparing for the annual Housing Inventory Chart. The workgroup will complete this identification process by cross checking agencies in the 211 Resource Point with those in HMIS. Any agency on the 211 Resource Point list that is not in HMIS will be put on a list for outreach, which will be reviewed by the CoC Collaborative, MAG staff, and Solari staff for any additions.

Outreach to Non-Participating HMIS Projects

Once the list is finalized, the Collaborative Applicant, along with the HMIS Lead and volunteers of the CoC Collaborative and Data Collaborative, will outreach the identified agencies. The group will create standardized questions to ask agencies to find out any barrier keeping them from participating in HMIS. Extra emphasis will be given to projects that constitute a strategic priority of improving HMIS Bed Coverage or provide services to a strategic-population (i.e. veterans or youth). The group will establish responsible parties and outline the goal of bringing particular projects onto HMIS, if applicable. While standardized questions will be available, outreach to each agency should be customized to the needs of that agency. The outreach process should be time limited to no more than 60 days.

Report to CoC Board

The results of outreach efforts should be shared with the CoC Board on an annual basis for review and additional guidance.

2025

MARICOPA HMIS DATA QUALITY PLAN

POLICIES & PROCEDURES

ADOPTED BY THE BOARD 04/25/2016

UPDATED BY THE BOARD 10/28/2024



Overview

Background

HMIS data quality refers to the reliability and comprehensiveness of the data recorded in the HMIS database. Good data quality results in better confidence that the data recorded in the HMIS accurately reflects the same information in the real world. Good data quality can “tell the story” of the population experiencing homelessness. The quality of data is determined by assessing characteristics such as **coverage, utilization, completeness, accuracy, timeliness, and consistency.**

Objectives

The goal is to record the most accurate, consistent and timely information in order to draw reasonable conclusions about the extent of homelessness and the impact of homeless services.

Guiding Principles

Below are concise definitions of the six benchmarks of data quality that will be further described and defined in this document.

Coverage: The proportion of beds covered by the CoC’s HMIS. High bed coverage rates indicate more accurate and reliable data.

Utilization: Program occupancy or the percentage of beds occupied on an average night.

Completeness: The degree to which HMIS records do not include partial or missing data. It also refers to the lack of data from projects not participating in HMIS.

Accuracy: Evident when the data in HMIS reflects the actual characteristics and experiences of clients. Inaccurate data significantly limits the ability of HMIS to serve as a tool in the community’s effort to reduce homelessness.

Timeliness: The period between when client data is collected/known and when that information is entered into HMIS. Data not entered into HMIS shortly after it is known increases the potential for inaccuracies or errors in the data once it is in HMIS.

Consistency & Training: The degree to which the data is collected and stored in a uniform manner, across all users of the HMIS. Users that do not have a shared understanding of when, how, and why data should be collected in HMIS, are more likely to enter data that will not be accurate.

For questions or comments, please contact MAG Human Services at hsinfo@azmag.gov.

Data Quality Benchmarks

1. Coverage

- 100% of all HUD funded homeless assistance programs in Maricopa County will participate in the Maricopa HMIS.
- 100% of HUD Federal Partner homeless projects in Maricopa County will participate in the Maricopa HMIS.
- At least 85% of all beds in non-HUD funded residential homeless assistance programs located in Maricopa County will participate in the Maricopa HMIS
- Use the process in the HMIS Coverage Policy to determine what non-HUD funded projects need to be outreached and onboarded to ensure HMIS coverage.

2. Utilization

- 100% of the data entered into the Maricopa HMIS will accurately reflect bed utilization for the homeless projects in Maricopa County.

3. Completeness

- 98% of all clients entered will have complete HUD Universal Data Elements.
 - 2% is the maximum allowance for missing data, "Data not collected."
 - Outreach programs are exempt due to the nature of the work. Coordinated Entry Points may have up to 5% missing data.
- 95% of clients will have complete program data elements entered (should they be required).
 - 5% is the maximum allowance for missing data, "Data not collected."
- 95% of clients that exit will have data entered with exit destinations. Data not meeting this criterium is considered 'missing'.
 - Exit destinations are considered 'missing' when the response is either "Data not collected" or "No exit interview completed".
 - Additionally, within the 95% of exits with complete information, 5% is the maximum allowance for the responses of "Client doesn't know" or "Client refused".
 - Outreach and emergency shelter programs exempt due to the nature of the work.
- 5% additionally is the maximum allowance for "Client doesn't know" and "Client refused" responses of all answered questions.

- All programs that are required by federal partners to enter services must do so on a regular basis.

4. Accuracy

- As indicated in the HUD Data Quality Report Framework (Appendix A) the error rates for the following benchmarks shall not exceed:
 - 5% for Personally Identifiable Information (PII) (Q2)
 - 5% for Universal Data Elements (Q3)
 - 10% for Income and Housing Data Quality (Q4)
 - 5% Chronic Homelessness (Q5)
 - 5% Inactive Records: Street Outreach & Emergency Shelter (Q7)

5. Timeliness

- Client entry and exit records are entered within the following timeframes as indicated on the HUD Data Quality Report Framework (Q6):
 - **0-3 Days** for Coordinated Entry, Street Outreach, and Emergency Shelter.
 - **0-6 Days** for Transitional Housing, Permanent Supportive Housing, Rapid Re-housing, and Other Permanent Housing.

*It should be noted that some PSH and OPH projects may have client records that predate timeliness requirements.

6. Consistency & Training

The HMIS Lead will perform three types of regular training:

Regular New User Training: New user training is available live via web conference and recorded online and must be completed before a user is granted access to HMIS. Training is specific to each program's workflow.

Monthly Agency Administrator Training: Each program in HMIS is responsible for having a representative be responsible for the content in the monthly agency administrator training. This information may come in the form of a webinar or a newsletter. The webinar/newsletter will share important information that must be disseminated to users. It is at the discretion of the agency how programs will be represented. Some agencies may designate one representative while other agencies may select multiple representatives. Either way, the information must be shared with all users.

Refresher Training: From time to time, and at least annually, users are responsible for completing refresher trainings. The HMIS Lead is responsible for determining the content of the refresher trainings. Users must complete assigned refresher trainings within a 30-day window. If the user does not complete the training in the 30-day window, their user license will be subject to suspension.

Agencies should consider creating agency policy that outlines process for following the requirements outlined in each data quality benchmark.

HMIS Monitoring and Improvement Plan

Monitoring and enforcing data quality is a joint responsibility between agencies, the HMIS Team, the Maricopa CoC, and funders.

Agencies

Agencies are responsible for running their own data quality reports on each of their programs on a monthly basis. Each program should monitor their programs with three reports: the 0252 Data Completeness Report Card, the Data Quality Framework in ServicePoint, and a program specific performance report like the APR or CAPER.

HMIS Team

The HMIS team will conduct a monthly UDE Data Quality completeness audit. Any program which falls below the required UDE Data Quality completeness thresholds established will be notified and offered support on improving data quality. That support may come in the form of specific instructions to remedy errors or required training. If a program falls below the UDE Data Quality completeness threshold for three consecutive months, the HMIS Team will notify the Continuum of Care Data Collaborative about the concern. This notification will be made through the monthly performance reporting done by HMIS.

The HMIS team will also conduct a bi-annual review of agency Utilization and Timeliness. Utilization is a critical metric, which is closely tracked on the LSA and HIC. In addition, timeliness ensures the data agencies enter into HMIS is more accurate and reflective of reality. Solari will work with agencies on a bi-annual basis to help agencies better understand the gaps in their data quality.

The HMIS team will also present an annual report to the Data Collaborative showing the number of programs and agencies receiving notices of low data quality as well as an evaluation of data quality across the system. Information from these reports will be used to identify patterns in low quality and improve overall system data quality.

Data Collaborative

The Data Collaborative is responsible for supporting the HMIS Team and Agencies in enforcing the Data Quality Plan. Should an agency fall below the data quality thresholds and is unable to remedy the concerns with support of the HMIS Team, the Data Collaborative may take the following actions: recommend required training, provide notification to funders or the CoC Board, or recommend the agency's data entry be ceased until such a time their data quality can be improved.

On an annual basis, the Data Collaborative in collaboration with the HMIS team will complete an evaluation of data quality across the system to determine improvement plans. This process will include forming a workgroup to review data quality gaps in federal reporting (HIC/PIT, LSA, SPMs) and sending a survey to the community to gain an understanding of the data quality gaps in the field. Results of the report review and survey will be compiled and assessed for needed steps the CoC should take to improve data quality.

Funders

Funders of homeless programs are encouraged to hold programs accountable to the data quality plan by taking an active role in monitoring and enforcing data quality. This can be done by requiring the submission of standard data quality reports and the setting of minimum data quality thresholds as part of contract performance.

2025

MARICOPA HMIS PRIVACY PLAN

POLICIES & PROCEDURES

ADOPTED BY THE BOARD 04/25/2016

UPDATED BY THE BOARD 10/28/2024



Overview

Background

The Continuum of Care Interim Regulation (24 CFR Part 578.7) describes that the Continuum of Care is responsible for reviewing, revising, and approving a **privacy plan, security plan, and data quality plan** for the HMIS. On July 30, 2004, the US Department of Housing and Urban Development (HUD) released the privacy and security standards for Homeless Management Information Systems (69 Federal Register 45888). This Privacy Plan is intended to be consistent with the HUD standards. All users, agencies and system administrators must adhere to this Privacy Plan.

We intend our Privacy Plan to support our goal of providing an effective and usable client support tool. We recognize that clients served by individual agencies are not exclusively that “agency’s client” but instead are a client of the Maricopa County Continuum of Care. Thus, we have adopted a Privacy Plan which supports an open system of client-level data sharing amongst agencies whenever a client consents to do so.

Guiding Principles

The core tenant of our Privacy Plan is the Privacy Notice. The Privacy Notice describes how client information may be used and disclosed and how clients can get access to their information. Each agency must either adopt the baseline Privacy Notice or develop a Privacy Notice which meets and exceeds all minimum requirements set forth in the Privacy Notice (this is described in the Agency Responsibilities section of this Privacy Plan). This ensures that all agencies who participate in the HMIS are governed by the same minimum standards of client privacy protection.

Privacy Plan Document/Form	Description	Use
Maricopa Regional CoC Privacy Notice	This is the main document of this Privacy Plan. This document outlines the minimum standard by which an agency collects, utilizes, and discloses information.	Agencies must adopt a privacy notice which meets all minimum standards.
Maricopa Regional Continuum of Care Data Sharing ROI	This form notifies clients about the Privacy Notice and obtains their consent to share data within the HMIS.	Agencies must present an approved ROI to every client they serve that will be entered into HMIS.

List of Current Universal Data Elements & Participating Agencies	This outlines the list of shared data elements and agencies to whom those data elements are shared.	Agencies must be able to direct clients to this document.
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For questions or comments, please contact MAG Human Services at hsinfo@azmag.gov.

Global Data Sharing

Data sharing of the Universal Data Elements among participating HMIS agencies began in 2013. Agencies participating in HMIS are expected to request client consent to share the HUD Universal Data Elements. ~~In April of 2020, the Continuum agreed to expand the elements that are shared with all providers. The elements shared are any present on the Universal Data Elements (UDE) assessment. These fields include basic client demographic information, questions to determine chronicity, eviction information, housing move in dates, and anything else approved by the Data Collaborative.~~ Agencies which are prohibited from participating in data sharing (ex HOPWA, some RHY Programs) are exempt from this requirement. Agencies who have a legal justification for not requesting client consent to share the HUD Universal Data Elements may request an exemption from the HMIS and Data Systems Coordinating Collaborative Committee.

Participating Agencies that are HIPAA covered entities, must adhere to the privacy and informed consent procedures as outlined in their internal processes and procedures. Further, these agencies have the responsibility of communicating with the HMIS Lead what data should not be shared per their requirements.

Visibility Group Sharing

Some agencies may need to share data based on a business need-to-know and coordination of care for sub-populations of individuals and families experiencing homelessness. These sharing practices based around affinity groups are called "Visibility Groups." This type of data sharing is in addition to the HUD Universal Data Element system-wide sharing.

The HMIS Lead has the discretion to approve or limit the number of visibility groups. Agencies wishing to form a visibility group must develop a data sharing Memorandum of Understanding (MOU) and provide that to the HMIS Lead. The MOU must include:

- The agencies that agree to share data
- A list of data elements that will be shared in addition to the standard Global sharing

- c. The programs at each agency that will be entering the data. (Agreement must

note that data will be shared to the entire agency but that only certain programs may enter the data.)

- d. A description of the consent process. What, if any, additional consent will be required from the client.
- e. Identification of the key point people at each agency
- f. Signatures from executive leaders

Verbal ROI

The collection of a client's consent via verbal ROI is permitted at the discretion of the Data Collaborative. Request for permission to use a Verbal ROI will be considered when:

- a. There's a specified community or agency need, AND
- b. The agency has a method to document the ROI, AND
- c. The agency provides a verbal ROI script for the Data Collaborative to approve. (It is suggested that the verbal ROI follow the standard ROI template available from the HMIS Lead)

A verbal ROI will be approved on a per-program basis. Generally, an entire agency would not be permitted to collect a verbal ROI, as this accommodation should only be allowed for programs when necessary. Data Collaborative can approve a system-wide use of a verbal ROI under extenuating circumstances (e.g. public health emergencies).

Domestic Violence

The Violence Against Women Act (VAWA) and the Family Violence Prevention and Services Act (FVPSA) contain strong confidentiality provisions that limit the sharing of victims' personally identifying information, including entering information into public records and databases.

These provisions affirm confidentiality practices that protect the safety and privacy of victims of domestic violence, dating violence, sexual assault, and stalking. HMIS systems must protect the confidentiality of victims of domestic violence, dating violence, sexual assault and stalking seeking housing assistance. It requires that **both the HMIS and agencies** reasonably protect the identity of victims by refraining from disclosing personally identifying information.

Victim Service Providers (VSP) are agencies and programs designed specifically to provide services to victims of domestic violence, dating violence, sexual assault, and stalking. VSPs are **prohibited** from entering **PII** into HMIS.

User Responsibility

A client's privacy is upheld only to the extent that the users and direct service providers protect and maintain their privacy. The role and responsibilities of the user cannot be over-emphasized. A user is defined as a person that has direct interaction with a client or their data. (This could potentially be any person at the agency: a staff member, volunteer, contractor,

etc.)

Users have the responsibility to:

- Understand their agency's Privacy Notice and ROI
- Be able to explain their agency's Privacy Notice and ROI to clients
- Follow their agency's Privacy Notice
- Know where to refer the client if they cannot answer the client's questions
- Present the Privacy Notice and ROI to the client before collecting any information
- Uphold the client's privacy in the HMIS

Agency Responsibilities

The 2004 HUD HMIS Standards emphasize that it is the agency's responsibility for upholding client privacy. All agencies must take this task seriously and take time to understand the legal, ethical, and regulatory responsibilities. This Privacy Plan and the Privacy Notice provide guidance on the minimum standards by which agencies must operate if they wish to participate in the HMIS. Meeting the minimum standards in this Privacy Plan and the Privacy Notice are required for participation in the HMIS. Any agency may exceed the minimum standards described and are encouraged to do so. Agencies must have an adopted Privacy Notice which meets the minimum standards before data entry into the HMIS can occur.

Agencies have the responsibility to annually:

- Review their program requirements to determine what industry privacy standards must be met that exceed the minimum standards outlined in this Privacy Plan and baseline Privacy Notice (examples: Substance Abuse Providers covered by 24 CFR Part 2, HIPAA Covered Agencies, Legal Service Providers).
- Review the 2004 HUD HMIS Privacy Standards (69 Federal Register 45888)
- Adopt and uphold a Privacy Notice which meets or exceeds all minimum standards in the baseline Privacy Notice as well as all industry privacy standards. The adoption process is to be directed by the individual agency. Modifications to the Privacy Notice must be approved by the Data Collaborative.
- Ensure that all clients are aware of the adopted Privacy Notice and have access to it. If the agency has a website, the agency must publish the Privacy Notice on their website.
- Make reasonable accommodations for persons with disabilities, language barriers, or education barriers.
- Ensure that anyone working with clients covered by the Privacy Notice can meet the User Responsibilities.
- Designate at least one user that has been trained to technologically uphold the agency's adopted Privacy Notice.

System Administration Responsibilities (HMIS Staff)

HMIS Staff have the responsibility to:

- Adopt and uphold a Privacy Notice which meets or exceeds all minimum standards in the Privacy Notice.
- Train and monitor all users on upholding system privacy.
- Monitor agencies to ensure adherence to their adopted Privacy Notice.
- Develop action and compliance plans for agencies that do not have adequate Privacy Notices.
- Maintain the HMIS Website to keep all references within the Privacy Notice up to date.
- Provide training to agencies and users on this Privacy Plan.

2025

MARICOPA HMIS SECURITY PLAN

POLICIES & PROCEDURES

ADOPTED BY THE BOARD 04/25/2016

UPDATED BY THE BOARD 10/28/2024



Overview

Background

The goal of the HMIS Security Plan is to ensure that HMIS data is collected, used, and maintained in a confidential and secure environment at all times. These standards represent a minimum level of security required for all HMIS participating agencies.

For questions or comments, please contact MAG Human Services at hsinfo@azmag.gov.

HMIS Software Provider

The Maricopa HMIS uses the HMIS software provider's software. ServicePoint is supported by a very high system security including using 128-bit encryption, user authentication and user access levels.

The HMIS software provider employees, who have access to client-level data, are subject to a national background check, training on confidentiality requirements, and must sign a confidentiality statement as part of their employee agreement. The system function logs the time and type of activity, as well as the name of the user who viewed, added, edited, or deleted the information.

Servers are located in complexes with:

- Twenty- four (24) hour security personnel.
- Twenty- four (24) hour video surveillance.
- Dedicated and secured Data Center.
- Locked down twenty- four (24) hours per day.
- Only accessible by management-controlled key.
- No access is permitted to cleaning staff.
- State-of-the-art HVAC and fire suppression system.

Levels of User Access & Security

A licensed user is a person who has signed and submitted a Maricopa County HMIS Code of Ethics Agreement and completed basic user training. **Provider agencies are required to keep a physical or digital copy of the HMIS Code of Ethics Agreement on file at the agency for all current users.** Provider agencies are required to immediately deactivate users and inform the HMIS System Administrator if a user leaves an agency within 24 hours of their termination or departure by submitting a ticket to the HMIS Help Desk. In addition, users that do not actively use the system but retain a license pose a security risk. As a security measure, the HMIS team will audit the system once a month to determine which users have not logged in for 45 days or more. Notification will be sent to these users and the point-of-contact at their agency that if they do not login within a week following the notice, their user account will be deactivated.

HMIS staff will provide each user a unique username and initial password. Users are not to share usernames, as this is a breach of the Maricopa County HMIS Code of Ethics agreement and the HMIS Partnership Agreement. Exchanging usernames seriously compromises security and privacy of clients. If a breach occurs, it may subject the agency to discipline and termination of access to the Maricopa County HMIS system. HMIS conducts random audits of users to monitor that users are following the Maricopa HMIS Code of Ethics agreement.

HMIS Participating Agencies must establish an internal point of contact, known as the HMIS Primary Point of Contact, for establishing new users with the HMIS Administrator. Individual staff should not email or request new HMIS users or HMIS program changes without permission from the Agency Administrator. Agency Leadership should be copied on the correspondence so that they are aware of new user requests. The Agency Administrator should encourage participating agencies to annually review the Maricopa County HMIS Code of Ethics agreement and the HMIS Partnership Agreement.

An agency must identify the type of user and programs each user should access within their agency.

Security Incident Procedures

All HMIS Participating Agencies and their authorized users must abide by the terms of all HMIS agreements. Failure to fulfill these agreements may result in immediate termination of HMIS access until issues are resolved. All breaches related to security must be reported to the HMIS Lead Agency immediately after discovery. The HMIS Participating Agencies assumes all liability due to data breaches or risk of incident within their organization.

All HMIS users are obligated to report suspected instances of non-compliance with this policy that may leave HMIS vulnerable to intrusion or compromise client information. The HMIS Lead Agency and System Administrator is responsible for reporting any security incidents involving the real or potential intrusion.

All HMIS users will report any incident in which unauthorized use or disclosure of client information has occurred. Security breaches that have the possibility to impact the HMIS must be reported to the HMIS Participating Agency Administer who will notify the HMIS Lead Agency and System Administrator. Each HMIS Participating Agency will maintain and follow all procedures established by the HMIS Lead Agency, HMIS software, and Maricopa County Regional Continuum of Care Board related to thresholds for security incident reporting.

If an unauthorized entity were to gain access to the Maricopa County HMIS and client data, or if there is suspicion of probable unauthorized access/activity, HMIS, and the HMIS software provider will take immediate action to protect the security of the system. HMIS will comply with all applicable laws and work with the affected agencies to implement appropriate client notification.

Audit & Access Controls

The HMIS software provider maintains accessible audit trails that allows for the monitoring of user activity. They will also authenticate user activity via Internet Protocol address and present simultaneous user access.

All HMIS users are set up so that the HMIS uses the IP to validate the user. At no time and under no circumstance should an HMIS user share their user login and password or allow anyone to use their license. Each user is assigned their own unique user license.

Personal Authentication & Password Protocols

All users are required to attend New User Training to obtain an HMIS license. The below outlines password and user inactivity protocols for each HMIS User:

- All passwords must be unique.
- All passwords must be rotated every 45 days.
- All passwords must be in a prescribed format recommending a mix of letters/numbers/capitalization/symbols.
- Upon the third unsuccessful login try, users will be locked out of the system. Users can select the "Forgot Password," option, request that their agency administrator reset their password or request that an HMIS administrator reset the password.
- All users with no login activity for at least 45 days will be notified of inactivity. If after one week, there is no further feedback from the user, they will be automatically deactivated.

Agency Administrators may reset passwords. If the Agency Administrator is unavailable or otherwise unable to reset a password for an end user, HMIS will reset a user's password in the event the password is forgotten. Users must request a password reset by submitting a request to the Maricopa County HMIS Help Desk at www.hmisaz.org. Password resets will only be sent to the agency provided email address.

Public Access Protocols

Program staff should be present to monitor workstations containing access to the HMIS database. Additionally, when workstations are not in use and staff is not present, steps should be taken to ensure that the computers and data are secure and not usable by unauthorized individuals. After a short amount of time, workstations should automatically turn on a password protected screen saver when the workstation is temporarily not in use. Password protected screen savers are a standard feature with most operating systems and the amount of time can be regulated by the HMIS Participating Agency. If staff from an HMIS Participating Agency will be gone for an extended period of time, staff should log off the data entry system and shut down the computer. The HMIS database will automatically log the user out after 15 minutes of inactivity.

Users will ensure the confidentiality of client data, following all security policies in the Maricopa

County HMIS Policies and adhering to the standards of ethical data use, regardless of the location of the connecting computer. The Agency Administrator or designee has the responsibility to assure the user is in compliance with this and all other policies, procedures, agreements and rules governing the Maricopa County HMIS.

All users that access the Maricopa County HMIS remotely must meet the standards detailed in this document and may only access it for activities directly related to their job. Users may not access the system from unsecured networks (for example: coffee shops, restaurants, libraries and other public places).

Examples of allowable Remote Access:

- Personal laptops that were not purchased by the agency, if connected to a secured private network.
- Access to the Maricopa County HMIS on a secured private network other than that of the agency.
- Private home desktop, if connected to a secured private network.
- Use of mobile hotspots, if a secured private network.

If a user is found to have accessed the Maricopa County HMIS through an unsecured network, the user license will be immediately suspended.

Malware & Virus Protection with Auto Update

HMIS Participating Agencies accessing the HMIS must protect the system by using commercially available malware, virus protection software, and must also maintain a secure firewall.

The HMIS Software Provider places firewalls on all data-hosting servers and regularly monitors all activity.

Disaster Protection and Recovery

The HMIS Software Provider is contractually required to back up all HMIS data. Data backup is conducted every 24 hours and is maintained using both power and alternative power systems at a different location from the primary HMIS servers.

Data Use

Client personal information exported from the system, either printed or electronic file types, poses a security risk. Client information should only be copied out of the secure HMIS database when necessary. Exported documents with client information are handled with care and are immediately destroyed after use, are stored in a locked area, or electronic files are stored in a secure location.

Agencies will dispose of personal information and remove personal identifiers not in current use seven years after the information was created or last changed.

Data Security and Encryption

The HMIS software provider ensures availability of customer data in the event of a system failure or malicious access by creating and storing redundant records. All data going across the Internet to the user's Web browser uses AES-256 encryption in conjunction with RSA 2048-bit key lengths.

The traffic that flows between the server and the user's workstation is encrypted using the SSL certificate installed on the HMIS software provider's ~~dedicated~~ servers. Database tape backups are performed nightly.

Tape backups are maintained in secure offsite storage. ~~Seven-Fourteen (147)~~ days ~~of~~ backup history ~~is-are~~ stored on instantly accessible storage, ~~and~~ ~~One-seven (71)~~ ~~month's-days of~~ backup history ~~is-are~~ stored offsite. In addition, a monthly snapshot is retained for more than six (6) years. Users should report any experience of lag time or software down-time to the HMIS Help Desk by submitting a ticket. If system down-time occurs outside of the standard business hours, the users should contact the HMIS Manager or HMIS Director directly.

2025

MARICOPA HMIS NEW HMIS AGENCY

POLICIES & PROCEDURES

ADOPTED BY THE BOARD 04/25/2016

UPDATED BY THE BOARD 10/28/2024



Overview

The purpose of this policy is to coordinate the process for new HMIS agency participation. All agencies who participate in the Maricopa Continuum of Care are encouraged to participate in the HMIS project to help promote coordination of care.

For questions or comments, please contact MAG Human Services at hsinfo@azmag.gov.

Procedure

The HMIS Lead Agency and the Continuum of Care Data Collaborative are responsible for determining if the new agency meets the requirements to participate in the Maricopa HMIS system.

HMIS Automatic Inclusion Criteria

- Solari provides initial review of the ticket and questionnaire within 3 business days.
- The CoC allows the HMIS Director/Manager to approve agencies that meet the following criteria:
 - The agency has a project dedicated to serving persons experiencing homelessness listed on the Maricopa County Housing Inventory Count (HIC) submitted annually to HUD;
 - The agency receives funding from HUD, another Federal Partner, or a local funder who requires participation in the HMIS database;
 - The agency will be participating in the Coordinated Entry process;
 - The agency is a funder (recipient) of a Federal Partner program grant which sub-contracts with local agencies (sub-recipient) which are required to use the HMIS. Access for these funders will be limited to contract monitoring activities. Access to client-level details must be granted by the local agency (sub-recipient).

HMIS Non-Automatic Inclusion Criteria

When agencies do not meet the automatic approval criteria, the Data Collaborative assesses the agency using the following 3 criteria.

1. The agency understands and states they can **meet all compliance requirements**.
2. The agency is **sufficiently part of the homeless services system** or program is sufficiently a homeless-serving program.
3. Agency Participation is **sufficiently a benefit to clients they serve, the agency, and the homeless service system** and CoC.

Agencies interested in participating in HMIS can complete a request form at <https://community.solari-inc.org/submit-a-ticket/>

2025

MARICOPA HMIS DATA SHARING

POLICIES & PROCEDURES

ADOPTED BY THE BOARD 04/25/2016

UPDATED BY THE BOARD 10/28/2024



Objective

The purpose of the Data Sharing Policy is to outline the standardized process taken for each request to obtain and/or share the Maricopa Regional Continuum of Care's (CoC) HMIS data. This policy also includes the accompanying workflow for HMIS data requests and releases within the CoC.

The HMIS Lead (Solari), Collaborative Applicant (Maricopa Association of Governments [MAG]), the CoC HMIS & Data Systems Coordination Committee ("the Committee"), and the CoC Board may place stipulations or conditions on data requests and releases as needed. Denial of data requests may be appealed to the CoC Board.

Maricopa HMIS data may be released from Arizona statewide HMIS warehouse known as DWEL-AZ and is not covered within this policy. Data releases from DWEL-AZ require approval from the DWEL Collaborative governance board of which Maricopa Regional CoC is a standing member with 3 designated representatives. Policies and procedures related to DWEL-AZ data sharing practices can be found at DWEL-AZ.org or by request to the DWEL-AZ Administrative Operator at dwel-az@solari-inc.org.

For questions or comments, please contact MAG Community Initiatives at hsinfo@azmag.gov.

Guiding Principles

This combination of statements and questions guides the Committee and Collaborative Applicant in their decision-making process when reviewing a data request. This section is designed to be reviewed on an ongoing basis to ensure these principles align with CoC and community standards and needs.

Impact on System and Clients

- When assessing a data request, the Committee will consider all impacts the request could have on the system, paying special attention to impacts regarding those working in the system, clients, as well as any potential policy implications.

Sensitive Data

- Should a data request include sensitive data (e.g. domestic violence information, disability status, Personally Identifying Information, etc.), the Committee will consider the necessity of this information for the goal of the request, as well as assess impacts on the vulnerable populations the information refers to.
- All PII data requested will require CoC Board approval and will consider client impacts and/or improvement to client-level services.

Complexity and Capacity

- If the HMIS Lead determines a request is complex, time-consuming, or will require a large capacity to fulfill, the Committee should discuss if the request is in alignment with CoC goals, contributes to service improvement, or otherwise benefits clients in the system. The request should also be assessed for its contribution to data-informed decision making, as opposed to a request made for the sake of curiosity.

Non-CoC Partner

- Requests from non-CoC partners will undergo additional assessment from the Committee to ensure both clarity of the request, as well as the requester's ability to accurately interpret CoC data. To further inform their decision, the Committee will utilize the HMIS Lead's assessment of the estimated technical assistance needed if the requester is unfamiliar with the data.
- The Committee will assess the possibility of the requester's goals and findings aligning with CoC goals, and any subsequent opportunities for collaboration.

Broad or Unclear Scope

- Requests that include broader scope uses (i.e. ongoing requests for data) or unclear scopes will be evaluated on a case-by-case basis, likely asked to provide additional clarity, and offered initial approval for a one-time scope. Requesters will likely be asked to return to the Committee with findings to be evaluated for an ongoing request based on the Committee's analysis. Approved ongoing requests will be considered for reevaluation on a regular basis for the findings' relevancy to CoC goals and policies.

Data Quality Impacts

- The request will be assessed for the level at which data quality concerns may impact findings of the request.
- If needed, a data quality disclaimer will be added. Should a disclaimer be added to the request, the requester will be required to display or announce the disclaimer on any findings.

Audience Consideration

- The Committee will assess the intended audience for the findings of the request (e.g. general public, city council, academia, etc.) and factor this into the approval decision.
- If restrictions of information sharing are needed, a disclaimer will be provided to the requester.

Data Request Workflow

The Maricopa Regional Continuum of Care HMIS Data Request Form is completed when an agency or organization needs access to data that is not readily available or part of a required report. Common examples of these requests include:

- Client-level data outside of the organization requesting
- Research requests
- Advanced data analysis
- Statewide or aggregate data that is not publicly accessible

The Maricopa Regional CoC HMIS Data Request Form is intended to help the CoC prioritize and make decisions on the denial or approval of data requests. The data requests process can be started by first submitting a ticket at <https://community.solar-inc.org/hmis/submit-a-ticket/>

The HMIS Lead and Collaborative Applicant are responsible for determining what data is available to be released and what approvals are needed prior to releasing data. The following data request workflow informs the process of determining the level of approval required:

Requester:

- Complete Data Request Form with all required fields.
- Dependent upon the nature of the request, the requester may be expected to maintain open communication with the Committee, the Collaborative Applicant, or the HMIS Lead on data analysis progress prior to publication of findings or results.
- Unless otherwise noted, requester is expected to share the results with the CoC either by providing the final report or providing a basic presentation of results. This is to ensure that value derived from the data is used to benefit clients and service agencies who provided the data.

The HMIS Lead:

- Review request within 3 business days of submission.
- Provide a compliance and logistics report to the Collaborative Applicant for processing. Report will include:
 - Compliance with HMIS Policies (Including Privacy, Security, DQ)
 - Narrative response on HMIS Technical Support needed
 - Narrative response on the proposed uses outlining any concerns
 - Time estimates for completing work
 - Approximate delivery date outlining competing priorities
 - Proposed data use concerns
 - Cost estimate, if necessary

The Collaborative Applicant:

- Review request within 2 business days of receiving compliance and logistics report from the HMIS Lead.
- Determine appropriate path for request from the following options:
 - Deny request based on CoC and HMIS policy.
 - Approve requests for aggregate level data that is non-complex and limited in scope. Examples include:
 - HUD Required Reports
 - Federal Partner Reports
 - Common Demographic Reports
 - Existing system-wide aggregate reports
 - Analysis of CoC-Approved Dashboards
 - Analysis / addition query into existing reports
 - Bring requests that do not fall in the above two categories to the Committee for deliberation.
- Depending on the above determination, the Collaborative Applicant will respond directly to the Requester with approval, denial, or next steps to bring the request to the Committee.
- The Collaborative Applicant and HMIS Lead will work together to maintain internal tracking of data requests to ensure consistency and standardization of data releases.

CoC HMIS & Data Systems Coordination Committee:

- The Committee will use the Data Sharing Policy's Guiding Principles to assess each data request.
- All requests involving personally identifying information (PII) will also require CoC Board approval.
- For data requests that include larger policy implications, the Committee may seek additional Board approval.

CoC Board:

- Act on recommendation provided by the Committee based on the guiding principles in the Data Sharing Policy.

The communication of the final decision on a request will come from the Collaborative Applicant within a month, depending on the need for Committee and CoC Board approval.

Ongoing Review and Follow-Up of Data Requests

Certain HMIS data requests may be ongoing or recurring, rather than a one-time provision, as stated in the data request form. A data request or durable data sharing agreement (as described elsewhere in this policy) is considered ongoing if there is more than 1 provision of data over a period greater than 1 month. Ongoing data requests can be categorized as short-term, long-term (lasting at least 18 months), or indefinite (no defined end date). Ongoing stewardship of approved data requests includes monitoring, amendment, extension, review, and, when appropriate, cessation of data sharing.

Amendments to Approved Data Requests:

If a requester needs to adjust any substantive aspect of an approved HMIS data request — including intended use of the data, data elements requested, date ranges, or scope of analysis — the requester must submit a Data Request Addendum Form.

- The addendum will be linked to the original approved data request.
- Addendum requests will be reviewed using the same workflow and approval path as an initial data request, including review by the HMIS Lead, Collaborative Applicant, the Committee, and the CoC Board as applicable.

Ongoing Monitoring and Request Lifecycle:

The HMIS Lead and Collaborative Applicant will maintain tracking of approved HMIS data requests, including any identified end dates or review periods.

- As an approved ongoing data request approaches its stated end date:
 - The HMIS Lead and Collaborative Applicant will engage the requester to confirm whether data sharing should conclude as approved or whether the requester intends to seek an extension by submitting an amendment.
 - If no extension or amendment is approved, data sharing will cease in a timely manner consistent with the original terms of approval.
- For long-term and indefinite data sharing:
 - At least once per year, either in bulk or on an anniversary cadence, the HMIS Lead and Collaborative Applicant will present to the Committee a list of

- ongoing HMIS data requests and active durable data sharing agreements.
- No action is required as part of this routine review. However, the Committee may request that a specific data sharing project be reviewed more fully and may recommend whether an ongoing data sharing arrangement should continue or cease. The Committee will review any concerns shared by CoC Members, the HMIS Lead, or Collaborative Applicant in relation to an ongoing data request.
 - Cessation of data sharing: An ongoing data request or a durable data sharing agreement may be discontinued when it no longer aligns with CoC policies or goals, the Guiding Principles outlined in this policy, or when legal, contractual, or compliance considerations require termination. Cessation can be triggered in one of two ways:
 - A data request review is requested by the Committee resulting in a recommendation to cease the data request.
 - For data requests initially approved by the Committee, the Committee may determine that the data sharing should cease.
 - For data requests or data sharing partnerships that require CoC Board approval, the Committee will prepare a recommendation for the Board, and the Board will consider whether to continue, modify, or terminate the data sharing arrangement.
 - A designated entity (as described elsewhere in this policy) that has entered into a durable data sharing agreement may cease the agreement based on internally identified legal, contractual, or compliance requirements.
 - In such cases, the designated entity will provide timely notice to the Committee and the CoC Board, and data sharing will be discontinued in a manner consistent with applicable requirements.

Durable Data Sharing Partnerships

From time to time, the Maricopa Regional CoC may participate in durable, project-based, or ongoing data sharing partnerships that extend beyond a single HMIS data request. These partnerships may support research, system planning, coordinated service delivery, or other CoC-aligned initiatives.

Durable data sharing partnerships are distinct from routine HMIS data requests and are handled on a case-by-case basis due to the unique nature of each partnership. The CoC anticipates maintaining a limited number of such partnerships at any given time.

Initiation and Review

Durable data sharing partnerships may originate:

- As an outcome of the HMIS data request process when it is determined that a contractual agreement is required; or
- Through CoC-connected projects or initiatives that involve data sharing outside of the standard request workflow.

In all cases:

- Key elements of the proposed data sharing partnership (including purpose, data elements, duration, partners, and intended use) will be documented and shared with the Committee.
- The Committee will review the proposed partnership using the Guiding Principles of this Data Sharing Policy, provide feedback, and develop a recommendation on whether the project should move forward.
- Policy review is conducted. All durable data sharing agreements:
 - Must not conflict with the CoC Privacy Policy or Security Policy;
 - Must ensure that all data exchanges are conducted using secure, industry standard methods; and
 - Must comply with all applicable federal, state, and local requirements governing HMIS data.
- Documentation of the review, feedback, and recommendation will be maintained.

Board Review and Authorization

Recommendations from the Committee will be integrated into the proposed partnership as appropriate and presented to the CoC Board.

The CoC Board may:

- Approve the proposed partnership;
- Deny the proposed partnership; or
- Delay action pending additional information or revision.

Approval by the CoC Board constitutes authorization for a 'designated entity' to pursue a durable data sharing agreement for the approved project.

Designated Entity

For each approved durable data sharing partnership, the CoC Board will identify the most appropriate designated entity to enter into the agreement. The designated entity may include: the HMIS Lead; the CoC Board; or the Collaborative Applicant.

The designated entity will:

- Pursue and execute the data sharing agreement in accordance with its own contracting, legal, and compliance requirements; and
- Ensure the agreement aligns with CoC-approved data sharing parameters. If material changes occur to the scope, purpose, data elements, or terms of an approved

durable data sharing partnership, the designated entity will bring those changes back to the CoC Board for review and direction prior to implementation.

- If the CoC Board is the designated entity, the agreement will be presented to the Board for review and approval prior to execution.

2025

MARICOPA HMIS RELEASE OF INFORMATION & PRIVACY NOTICE

POLICIES & PROCEDURES

ADOPTED BY THE BOARD 04/25/2016

UPDATED BY THE BOARD 10/28/2024





HMIS ID Number: _____

Maricopa Regional Continuum of Care HMIS Release of Information

The Maricopa Regional Continuum of Care authorizes agencies to utilize a common and shared data system called the Homeless Management Information System (HMIS) to work together to provide services for those experiencing homelessness. The benefit of sharing your client information is that it will allow us to assist in planning for and providing services to you, the client. This information will be shared among agencies to coordinate and deliver your services. Know that passwords, encrypted technology, or other means protect all information entered in these databases. Steps are taken to safeguard the information that is entered into the system, but no system is infallible.

Provider agencies work together and share detailed information about their clients through databases that track your services. Any provider agency using these systems requires all database users to sign an agreement to keep their information confidential and use it only for program purposes. You are not required to permit your information to be shared to receive services. There are many benefits to sharing your personal information with other providers. We may be able to provide you with more housing options and placement in housing may be quicker if we can coordinate with other agencies. In addition, it will save you from having to repeat information to multiple service providers when accessing services. In addition to the benefits of sharing information, there are risks. The risks include that some sensitive information about the diagnosis or treatment of a mental health disorder, drug, or alcohol disorder, HIV, AIDS, or domestic violence concerns may be shared to connect you with appropriate services.

The following data elements will be shared:

- Personal identifying information such as name, Social Security Number, and date of birth
- Demographic information such as race, ethnicity, and gender
- Information about you that may help in locating housing resources such as veteran status or whether you or a member of your family has a disabling condition.
- Information about your history of housing and homelessness such as where you have been living and where we can reach you.
- Information about services you have received through other homeless providers.

Additional client information will be shared only with certain agencies to assist in coordinating services. Attached is a list of data elements that will be shared as well as which agencies will be sharing information.



HMIS ID Number: _____

Other agencies may join the HMIS collaboration in the future. Signing this ROI allows for the sharing of data not only with current agencies but agencies that may join in the future. An updated list can be found at <https://community.solar-inc.org/homeless-management-information-system/>

By signing this form, I acknowledge and agree to the following:

- I have received a copy of The Privacy Notice, which describes how the primary identifying information and other client data information may be used or disclosed.
- I have the right to ask questions about this form and anything that I do not understand about data sharing.
- **I have the right to opt out of having information shared with other participating agencies and still receive services from that agency.** I am still eligible for services if I do not consent to data sharing, but it may limit the coordination available.
- I have the right to change my consent to share.
 - If I later **agree to share**, all information previously not shared will now be available to all agencies using HMIS.
 - If I later **decide not to share**, I understand that the data previously entered will still be available to the agencies it was originally shared with. New information collected by this agency will not be shared.

If applicable, this ROI also applies to all non-adult members of my household. I agree to share my information and the information of my family members listed below.

Names and Dates of Birth: (Attach separate page if necessary)

Mark Below if you do not want to have your information shared in HMIS.

☐	I DO NOT AGREE to share my information.
☐	**Your information will be shared in HMIS unless you check this box **

Client Signature Date

Client Printed Name

Staff Signature Date

Agency Staff Printed Name

Agency Printed Name

Maricopa Regional CoC Privacy Notice

THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

A. What This Notice Covers

1. This notice describes the privacy policy and practices of [Name of Agency]. Our central office is at [Address, web address, telephone contact information.]
2. If this agency operates programs that are covered by HIPAA laws, additional privacy information will be provided and supersedes the information in this Privacy Notice.
3. Our agency and many others participate in the Maricopa Regional Continuum of Care (CoC). The CoC promotes and funds communitywide goals and programs to end homelessness and utilizes data to make informed decisions.
4. The Maricopa Regional CoC has approved the use of various data systems for the collection and sharing of personal information including a computer system called a Homeless Management Information System (HMIS). The CoC may approve additional data systems for community use in the future.
5. When a person requests or receives services from this agency or other agencies participating in the CoC, information about them and members of their household will be entered into these computer systems. These computer systems will be used by multiple agencies.
6. The policy and practices in this notice cover the processing of Protected Personal Information (PPI) of this and other agencies utilizing the approved data systems of the CoC. All personal information that the agencies maintain, not just the information entered into the data system, is covered by the policy and practices described in this notice. This policy covers only the programs within the agency that participates in HMIS.
7. Protected Personal Information (PPI) is any information we maintain about a client that:
 - a. allows identification of an individual directly or indirectly
 - b. can be manipulated by a reasonably foreseeable method to identify a specific individual, **or**
 - c. can be linked with other available information to identify a specific client. When this notice refers to personal information, it means PPI.
8. We adopted this policy to provide accurate information about how your data may be used and to comply with the privacy standards for Homeless Management Information Systems (HMIS) and all CoC-approved databases. We intend this policy and practices to be consistent with the standards of 69 Federal Register 45888 (July 30, 2004).
9. This notice tells our clients, our staff, and others (such as our funders, the CoC, and other social services providers) how we process personal information. We follow the policy and practices described in this notice.
10. We may amend this notice and change our policy or practices at any time. Amendments may affect personal information that we obtained before the effective date of the amendment. All amendments are approved by the CoC Board. Current information about the CoC Board can be found at the MAG website www.azmag.gov/Committees/.

11. We give a written copy of this privacy notice to any individual who asks. We maintain a copy of this Privacy Notice on the HMIS website: <https://community.solari-inc.org/homeless-management-information-system/>.
12. The HMIS is administered by Solari Crisis & Human Services. Their office is at 1275 West Washington Street, Suite 210, Tempe, AZ, 85281. Their website is <https://community.solari-inc.org/homeless-management-information-system/>. You can contact the system administrator at 602-908-3605.
13. The agency to contact regarding the CoC is the Maricopa Association of Governments located at 302 N. 1st Avenue, Phoenix, AZ 82003. Their phone number is 602-254-6300.

B. How and Why, We Collect Protected Personal Information

1. We collect personal information only when appropriate to provide services or for another specific purpose of our agency or when required by law.
2. We may collect personal information for these purposes:
 - a. To provide or coordinate services to clients.
 - b. To locate other programs that may be able to assist clients.
 - c. To verify information given to us by clients
 - d. For functions related to payment or reimbursement from other services that we provide
 - e. To operate our agency, including administrative functions such as legal, audits, personnel, oversight, and management functions
 - f. To comply with reporting obligations
 - g. To improve services on a system level
 - h. When required by law
3. We may be required to collect some personal information by law or by organizations that give us money to operate this program. Other personal information that we collect is important to run our programs, improve services, and better understand the needs of individuals in the community. We only collect information necessary to coordinate and deliver services.
4. We only use lawful and fair means to collect personal information.
5. We collect personal information with your knowledge and consent. If you seek our assistance and provide us with personal information, we verify your consent to the collection and processing of that information as described in this notice.
6. We may also get personal information, with your consent, from:
 - a. Individuals who are you have identified as part of your household
 - b. Individuals who you have identified as assisting you
 - c. Individuals or organizations you provide for verification of information or references
 - d. Information already collected about you by other agencies that are part of the HMIS
 - e. Other private organizations in the CoC
 - f. Government agencies and their data systems including Regional Behavioral Health Authority
 - g. Public records including internet searches, telephone directories, and other published sources
7. We post a sign at our intake desk or other location explaining the reasons we ask for personal information. The sign gives our agency's contact information and the location of this privacy notice.

C. How We Use and Disclose Protected Personal Information

1. We use or disclose PPI for activities described in this part of the notice. **We may or may not make any of these uses or disclosures with your information.** We share client records with other agencies that may have separate privacy policies and that may allow different uses and disclosures of the information.
2. All participating agencies of the CoC share personal client information. The information that is shared with participating agencies may include all information you have provided or has been obtained with your consent. The list of these agencies and the information shared are subject to change. You will be asked to sign a Release of Information to disclose your PPI upon consent. The Release of Information document provides specific details of how your information will be shared in the CoC data systems.
3. Agencies use and disclose data pertinent to the services and data collection requirements. Each agency must execute a partnership agreement with the administrator of the data system outlining the proper use of the system. All users of the system are required to abide by a code of ethics.
4. **You have the right to opt out of having information shared with other participating agencies and still receive services from that agency.** If you opt out of sharing your information, your information will remain in the data system(s) and be subject to the other disclosures in this privacy notice, but the information will not be available to the other participating agencies. If you opt out of sharing your information, that decision may change what additional resources or agencies are available to you. We share data with our partners, including payers like AHCCCS, public benefit agencies, and administrative partners to assist with eligibility determinations, care coordinators, and social services outreach.
5. By signing the Release of Information, you consent to the use or disclosure of your PPI for the purposes described here:
 - a. to provide or coordinate services
 - b. for functions related to payment or reimbursement for services
 - c. to carry out administrative functions such as legal, audits, personnel, oversight, and management functions
 - d. to create de-identified (anonymous) information that can be used for research and statistical purposes
 - e. when required by law to the extent that use, or disclosure complies with and is limited to the requirements of the law
 - f. to avert a serious threat to health or safety if
 - (1) we believe that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of an individual or the public, and
 - (2) the use or disclosure is made to a person reasonably able to prevent or lessen the threat, including the target of the threat
 - g. to report an individual, we reasonably believe to be a victim of abuse, neglect, or domestic violence to a governmental authority (including a social service or protective services agency) authorized by law to receive reports of abuse, neglect, or domestic violence
 - (1) under any of these circumstances:
 - (a) where the disclosure is required by law and the disclosure complies with and is limited to the requirements of the law
 - (b) if the individual agrees to the disclosure, or
 - (c) to the extent that the disclosure is expressly authorized by statute or regulation, and

- (I) we believe the disclosure is necessary to prevent serious harm to the individual or other potential victims, or
 - (II) if the individual is unable to agree because of incapacity, law enforcement or other public official authorized to receive the report represents that the PPI for which disclosure is sought is not intended to be used against the individual and that an immediate enforcement activity that depends upon the disclosure would be materially and adversely affected by waiting until the individual can agree to the disclosure.
- (2) when we make a permitted disclosure about a victim of abuse, neglect, or domestic violence, we will promptly inform the individual who is the victim that a disclosure has been or will be made, except if:
 - (a) we, in the exercise of professional judgment, believe informing the individual would place the individual at risk of serious harm, or
 - (b) we would be informing a personal representative (such as a family member or friend), and we reasonably believe the personal representative is responsible for the abuse, neglect, or other injuries, and that informing the personal representative would not be in the best interests of the individual as we determine in the exercise of professional judgment.
- h. for academic research purposes
 - (1) conducted by an individual or institution that has a formal relationship with this agency if the research is conducted either:
 - (a) by an individual employed by or affiliated with the organization for use in a research project conducted under a written research agreement approved in writing by a designated agency program administrator (other than the individual conducting the research), or
 - (b) by an institution for use in a research project conducted under a written research agreement approved in writing by a designated agency program administrator.
 - (2) any written research agreement:
 - (a) must establish rules and limitations for the processing and security of PPI during the research
 - (b) must provide for the return or proper disposal of all PPI after the research
 - (c) must restrict additional use or disclosure of PPI, except where required by law
 - (d) must require that the recipient of data formally agree to comply with all terms and conditions of the agreement, and
 - (e) is not a substitute for approval (if appropriate) of a research project by an Institutional Review Board, Privacy Board, or other applicable human subjects' protection institution.
- i. to a law enforcement official for a law enforcement purpose (if consistent with applicable law and standards of ethical conduct) under any of these circumstances:
 - (1) in response to a lawful court order, court-ordered warrant, subpoena, or summons issued by a judicial officer, or a grand jury subpoena
 - (2) if the law enforcement official makes a written request for PPI that:
 - (a) is signed by a supervisory official of the law enforcement agency seeking the PPI
 - (b) states that the information is relevant and material to a legitimate law enforcement investigation

- (c) identifies the PPI sought
 - (d) is specific and limited in scope to the extent reasonably practicable in light of the purpose for which the information is sought, and
 - (e) states that de-identified information could not be used to accomplish the purpose of the disclosure.
- (3) if we believe in good faith that the PPI constitutes evidence of criminal conduct that occurred on our premises
 - (4) in response to an oral request to identify or locate a suspect, fugitive, material witness, or missing person the PPI disclosed consists only of name, address, date of birth, place of birth, Social Security Number, and distinguishing physical characteristics, or
 - (5) the official is an authorized federal official seeking PPI for the provision of protective services to the President or other persons authorized by **18 U.S.C. 3056**, or to foreign heads of state or other persons authorized by **22 U.S.C. 2709(a)(3)**, or for the conduct of investigations authorized by **18 U.S.C. 871 and 879** (threats against the President and others), and the information requested is specific and limited in scope to the extent reasonably practicable in light of the purpose for which the information is sought.
- j. to comply with reporting obligations
 - k. to the administrators, vendors, and contractors of the CoC-approved data systems
 - l. to Data Warehouse Enterprise for Linkage Arizona (DWEL-AZ) for purposes of state-wide coordination of services and academic research purposes. More information is available at DWEL-AZ.org.
- 6. Before we disclose your personal information that is not described here, we seek your consent.

D. How to Inspect and Correct Protected Personal Information

- 1. You may inspect and have a copy of your PPI that we maintain. We will offer to explain any information that you may not understand.
- 2. We will consider a request from you for the correction of inaccurate or incomplete personal information that we maintain about you. If we agree that the information is inaccurate or incomplete, we may delete it or we may choose to mark it as inaccurate or incomplete and supplement it with additional or corrected information.
- 3. To inspect, get a copy of, or ask for correction of your information, ask a program staff member how to obtain this information.
- 4. We may deny your request for inspection or copying of personal information if:
 - a. the information was compiled in reasonable anticipation of litigation or comparable proceedings
 - b. the information is about another individual (other than a health care provider or homeless provider)
 - c. the information was obtained under a promise of confidentiality (other than a promise from a health care provider or homeless provider) and if the disclosure would reveal the source of the information,
or
 - d. disclosure of the information would be reasonably likely to endanger the life or physical safety of any individual.
- 5. If we deny a request for access or correction, we will explain the reason for the denial. We will also include, as part of the personal information that we maintain, documentation of the request and the reason for the denial.
- 6. We may reject repeated or harassing requests for access or correction.

E. Data Quality

1. We seek to maintain only personal information that is accurate, complete, and timely.
2. We will dispose of personal information and remove personal identifiers not in current use ~~tenseven~~ years after the information was created or last changed.
3. We may keep information for a longer period if required to do so by statute, regulation, contract, or other requirements.

F. Complaints and Accountability

1. If you would like to submit a complaint regarding HMIS, you may contact the Solari Crisis & Human Services Compliance Department to initiate a formal investigation. To do so, please call 844-852-4287 or email Compliance@solari-inc.org.
2. All members of our staff (including employees, volunteers, affiliates, contractors, and associates) with access to personal information are required to comply with this privacy notice. Each staff member must receive and acknowledge receipt of a copy of this privacy notice.
3. Questions or complaints about the agency serving you should follow the agency's grievance procedure. Questions or complaints that are broader than the services of a single agency or the use of a single data system can be directed to the CoC. If you are unsure where to go, you may go to any agency listed below and we will help you determine the best person to speak with.

[AGENCY CONTACT INFORMATION]

HMIS System Administrator: Solari Crisis & Human Services

1275 West Washington Street, Suite 210

Tempe, AZ, 85281

602-908-3605

<https://community.solari-inc.org/homeless-management-information-system/>

Continuum of Care Information: Maricopa Association of Governments

302 N. 1st Avenue

Phoenix, AZ 82003

www.azmag.gov

602-254-6300

G. Change History:

1. April 2016 – Adopted HUD's baseline privacy notice and approved by the CoC Board.
2. May 2018 – Minor revisions to update contact information and grammar.
3. January 2022 - Minor revisions to update contact information.
4. June 2022 – Update to reflect AHCCCS notes.
5. May 2024 - Minor revisions to update grammar and new approved agencies.

Maricopa Regional Continuum of Care Data Collection

Agencies participating in the Maricopa Regional Continuum of Care are asked to collect some client data to provide services and assist in the housing of clients. The following data is collected by all participating agencies. Data collected by one agency may be shared with other agencies in the HMIS.

Identifying Information	Demographic Information	Homeless History	Service & Housing Information
Name Social Security Number Veteran Status Date of Birth AHCCCS ID Photo Household Relationships Zip Code of Last Address	Race Ethnicity Gender Disabilities	Reason Homeless Times Homeless Dates of Homelessness Type of Prior Residence City of Prior Residence	Dates Served by Program City Housed Date Housed

Maricopa Regional Continuum of Care Participating Agencies

The Maricopa Regional Continuum of Care has participating agencies throughout the county of Maricopa. The following agencies currently participate in the HMIS and may potentially share data throughout the system. New agencies participating in the HMIS will be added to this list.

Agency	City	Website
A New Leaf	Mesa	http://www.turnanewleaf.org
Andre House of Arizona, Inc.	Phoenix	http://www.andrehouse.org
Area Agency on Aging, Region One	Phoenix	https://www.aaaphx.org/
Arizona Behavioral Health Corporation	Phoenix	http://www.azabc.org
Arizona Complete Health – Complete Care Plan	Tempe	https://www.azcompletehealth.com/
Arizona Department of Economic Security	Phoenix	https://des.az.gov
Arizona Friends of Foster Children Foundation	Phoenix	https://www.affcf.org
Arizona Housing Inc.	Phoenix	http://www.azhousinginc.org
Arizona Pet Project	Phoenix	https://azpetproject.org/
Arizona Youth Partnership	Tucson	http://www.azyp.org
Atlas Medical Systems	Phoenix	https://atlasmeds.com/
AZCEND	Chandler	http://azcend.org
Banner University Health Plans–Complete Care Plan	Phoenix	https://www.bannerufc.com/acc
Basic Mission	Laveen	None
BCBS Health Choice	Phoenix	https://www.healthchoiceaz.com/
Beia's Families	Phoenix	https://beiasfamilies.org/
Carry Me Productions	Tempe	www.carrymeproductions.org
Catholic Charities Community Services	Phoenix	http://www.catholiccharitiesaz.org
Central Arizona Shelter Services	Phoenix	http://www.cassaz.org
Center for Health and Recovery	Phoenix	https://azchr.org/
Chicanos Por la Causa	Phoenix	http://www.cplc.org
Child Crisis Arizona	Phoenix	https://childcrisisaz.org/

Circle the City	Phoenix	http://www.circlethecity.org
City of Avondale	Avondale	https://www.avondaleaz.gov/
City of Chandler	Chandler	https://www.chandleraz.gov/
City of Glendale	Glendale	https://www.glendaleaz.com/
City of Mesa	Mesa	https://www.mesaaz.gov
City of Phoenix	Phoenix	https://www.phoenix.gov
City of Tempe	Tempe	https://www.tempe.gov/
Community Bridges	Mesa	http://communitybridgesaz.org
Community43	Phoenix	https://community43.org
COPA Heath	Mesa	https://copahealth.org/
dehp Therapeutics	Phoenix	https://dehpcare.com/
Family Promise of Greater Phoenix	Scottsdale	http://www.familypromiseaz.org
Foster Arizona	Mesa	https://fosterarizona.org
Homeless ID Project	Phoenix	http://www.azhomeless.org
Homeless Youth Connection	Avondale	http://www.hycaz.org
House of Refuge	Mesa	http://www.houseofrefuge.org
Human Services Campus	Phoenix	http://www.hsc-az.org
Justa Center	Phoenix	https://www.justacenter.org/
Keys to Change (HSC/LDRC)	Phoenix	https://hsc-az.org/
La Frontera Arizona	Tucson	http://www.lafronteraaz.org
La Mesa Ministries	Gilbert	https://www.lamesaministries.org
Lifeology	Phoenix	https://wearelifeology.com/
Lutheran Social Services of the Southwest	Phoenix	http://www.lss-sw.org
Molina Complete Care Plan	Phoenix	https://www.molinahealthcare.com/members/az/en-us/mem/medicaid/medicaid.aspx
Maggie's Place	Phoenix	http://www.maggiesplace.org
Maricopa Association of Governments	Phoenix	http://www.azmag.gov
Maricopa County	Phoenix	https://www.maricopa.gov
MercyCare	Phoenix	https://www.mercycareaz.org
The Mercy Center of Arizona	Phoenix	https://www.mercycenterofarizona.com/
Mercy House	Phoenix	https://www.mercyhouse.net/
Mesa United Way	Mesa	https://www.mesaunitedway.org/
National Community Health Partners	Tucson	https://www.nchponline.org/
Native American Connections, Inc.	Phoenix	http://www.nativeconnections.org
Novum Health	Phoenix	https://www.novumhealth.com/
One n Ten	Phoenix	http://www.oneten.org
Open Hearts Family Wellness	Phoenix	https://openheartsaz.org/
Phoenix Rescue Mission	Phoenix	http://www.phoenixrescuemission.org
Phoenix VA Health Care System	Phoenix	http://www.phoenix.va.gov

Project Veteran's Pride	Glendale	http://pvpjwh.org/
Resilient Health	Phoenix	https://resilienthealthaz.org
Save the Family Foundation of Arizona	Mesa	http://www.savethefamily.org
Society of Saint Vincent de Paul Diocese of Phoenix	Phoenix	http://www.stvincentdepaul.net
Southwest Behavioral & Health Services	Phoenix	http://www.sbhservices.org
St. Joseph the Worker	Phoenix	https://sjwjobs.org/
Streets of Joy	Phoenix	https://www.streetsofjoy.com/
Tempe Community Action Agency, Inc.	Tempe	http://www.tempeaction.org
Tempe Fire Medical Rescue	Tempe	http://www.tempe.gov/fire
Terros Health	Phoenix	https://www.terroshealth.org/
The Salvation Army Phoenix Social Services	Phoenix	http://www.salvationarmysouthwest.org
The Salvation Army Tempe Corps	Tempe	http://www.salvationarmytempecorps.org
UMOM New Day Centers	Phoenix	http://www.umom.org
United Healthcare	Phoenix	https://www.uhc.com/
US Vets	Phoenix	http://www.usvetsinc.org/phoenix
Veterans 5-9	Phoenix	https://veterans5-9.com/

Official Memorandum

To: Maricopa Regional Continuum of Care Board Members

From: Megan Sebok and Natalie Davenport, Community Initiatives

Date: September 24, 2026

Subject: 5: FY2026 CoC Notice of Funding Opportunity Consolidated Application - Placeholder

The purpose of this memo is to notify the Board that the full FY 2026 Continuum of Care (CoC) Consolidated Application will be presented for review and approval. Following approval, the Consolidated Application will be posted on the Maricopa Regional CoC website and submitted to the Department of Housing and Urban Development (HUD) on September 29, ahead of the September 30, 2026, federal deadline.

Board and Committee Actions

Date	Action	Body
September 22, 2026	Approved the Preliminary Priority Listing	Board
September 25, 2026	Approved the Final Priority Listing	Board

Background

Each year, HUD releases the *Continuum of Care Program Competition and Youth Homelessness Demonstration Program Grants Notice of Funding Opportunity (NOFO)*, which outlines the federal requirements communities must meet to compete for CoC Program funding. The FY 2026 NOFO requires every CoC to submit a **Consolidated Application**, made up of two distinct components:

1. **The CoC Application**, which describes the community's structure, governance, coordination, system performance, policy priorities, HMIS operations, review and ranking processes, and use of best practices; and

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2. **The CoC Priority Listing**, which includes all individual project applications, ranked according to the local competition requirements, along with any projects that were reduced or rejected.

The Detailed Instructions issued by HUD for FY26 emphasize that the Consolidated Application is the core document used to assess a community's overall performance, its strategic approach to ending homelessness, and its alignment with federal priorities. These instructions outline the required attachments, guidance for receiving maximum points, and the regulatory requirement for Board approval. HUD states that the CoC must approve the Consolidated Application before it is submitted in e-snaps, as required under 24 CFR 578.9.

Purpose of the Consolidated Application

The Consolidated Application represents the collective submission of the entire Maricopa Regional CoC. It documents:

- How the CoC engages and coordinates with local partners;
- The structure and accountability of the CoC governance system;
- The local competition process and project evaluation methods;
- Data quality and performance measures for reducing homelessness;
- HMIS operations and system-wide reporting;
- Activities to address HUD priority areas;
- All new and renewal project applications to be considered for FY 2026 funding.

The application determines the total amount of funding the CoC receives for permanent housing, rapid rehousing, transitional housing, supportive services, HMIS operations, coordinated entry, and planning activities.

Board Action Required

Because HUD requires Board approval before submission, the Board will be asked to:

1. Review and approve the FY 2026 Consolidated Application;
2. Authorize posting of the approved application on the Maricopa Regional CoC website;
3. Authorize submission of the application to HUD on **September 29, 2026**.

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The full application will be provided for the Board's review prior to the meeting and will be submitted on September 29, 2026, following approval to ensure compliance with HUD's deadline.

For questions or additional information, contact Natalie Davenport at ndavenport@azmag.gov.

Official Memorandum

To: Maricopa Regional Continuum of Care Board Members

From: CEI Selection Workgroup

Date: September 24, 2026

Subject: 6: Call for Expression of Interest Slate

This memo provides a summary of the Call for Expression of Interest process and background, as well as the updated membership slate being recommended for approval by the Selection Workgroup.

Board and Committee Actions

Date	Action	Body
July 2025	Approved the Governance Charter, establishing the committee structure and seat categories.	Board
January 26, 2026	Approved the Chair Selection SOP and Committee Workplan Template.	Board
February 23, 2026	Approved the CEI announcement, application, and selection email language; Selection Workgroup instructions; and updated Membership Recruitment SOP.	Board
April 7, 2026	Recommended timeline, application questions, and	Executive Committee

Date	Action	Body
	other refinements to the Board for approval.	
April 20, 2026	Approved the updates recommended by the Executive Committee.	Board

Summary

Recruitment and Applications

This CEI was the first conducted under the updated Governance Charter and was used to identify candidates for open seats on the Board and its committees, including the two newly created committees: Compliance and Performance Monitoring, and Funders. The application was publicly posted and announced on April 30 and closed on May 26. It was distributed through the Board newsletter list and the general CoC membership and posted on the CoC website. A total of 43 applications were received.

The Selection Workgroup

In alignment with the Membership Recruitment SOP, the Board Co-Chairs and Collaborative Applicant staff recruited a CEI Selection Workgroup, with invitations sent to Board, committee, and general CoC members. The Workgroup was composed of six volunteers drawn from across the CoC: two Board members, one committee member, and three general members. This cross-section was intentional, ensuring the slate was developed by a representative group rather than any single body.

Background

The Workgroup reviewed all applications and convened originally on June 11 to develop the recommended slate. Consistent with the Governance Charter, its role was to exercise informed judgment to recommend placements that support effective governance, balanced representation, and system needs, following the CEI Selection Workgroup Instructions and Discussion Guide previously approved by the Board.

The CEI Selection Workgroup developed a recommended slate, which was presented to the Board on July 22, 2026, as part of the consent agenda. During that meeting, Board members requested additional discussion, and the item was pulled from the consent

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agenda. Following discussion, the Board tabled the CEI recommendations for further review by the Board Co-Chairs.

The NOFO process temporarily paused this work; however, once the FY26 NOFO was placed on hold in August, the Board agreed it was important to move forward promptly so that new Board and committee members could be seated as soon as possible.

At the August 24 Board meeting, the Board approved a plan to reconvene the CEI Selection Workgroup to continue the review process. To ensure alignment with committee-level needs, the co-chairs of the CoC's two standing committees—the HMIS & Data Systems Coordination Committee and the Coordinated Entry Committee—were invited to participate in the meeting. Their role was to offer guidance on the profiles, experience, and competencies needed for open seats on their committees.

In addition, the Board provided supplemental guidance for the Selection Workgroup to consider when reviewing the previously proposed slate. This guidance included criteria for evaluating candidate qualifications and ensuring alignment with the needs of both the Board and the committees. They also directed staff to provide the Workgroup with the Board Member Position Profiles and Job Description document created for the 2025 Board recruitment cycle for additional direction.

The reconvened Selection Workgroup met on September 17, 2026, with the purpose of:

1. Re-reviewing the previously submitted slate and all candidate recommendations;
2. Making adjustments based on updated Board guidance and committee input;
3. Preparing a revised slate for Board consideration and approval.

Recommended Slate

The revised slate of candidates is provided below. Additions and updates from the previously submitted slate are highlighted. A Selection Workgroup representative will present the rationale for these revisions at the meeting.

Recommended Membership Slate

Board of Directors

Community seats to fill — Service Provider Organizations: 1–4; Lived Experience: 0–2; Private Sector: 0

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Seat Category	Recommended Appointee	Organization / Affiliation
Service Provider Organization	Jennifer Jennings	Native American Connections
Service Provider Organization	Michelle Jameson	US Vets
Service Provider Organization	Devin DeFendis	Sojourner Center
Lived Experience	Krashanda Cleveland	St. Vincent de Paul

Key Adjustments

During review of the Board slate, MAG staff let the workgroup know that due to a governance error being corrected, Charles Sullivan of Arizona Behavioral Health Corporation will no longer be vacating his Service Provider seat this year and will be remaining on the Board another year. Therefore, the workgroup decided to remove Vanessa Carthell from the slate, as this candidate would also be representing Arizona Behavioral Health Corporation.

Compliance and Performance Monitoring Committee

Community seats to fill: 5–9

Seat Category	Recommended Appointee	Organization / Affiliation
Lived Experience	Diane Mugisha	Keys to Change
Service Provider Organization	Charles Sullivan	Arizona Behavioral Health Corporation
Service Provider Organization	Nathan Smith	Central Arizona Shelter Services
Service Provider Organization	Cole Hickman	Maricopa County Human Services Department
Service Provider Organization	Doniesha Higgins	Melabiz Community Hub
Private Sector Partner	Jennifer Page	Mercy Care

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Seat Category	Recommended Appointee	Organization / Affiliation
Private Sector Partner	Kerry Hyatt	Axiom Community of Recovery
Private Sector Partner	Teodosio (Ted) Gutierrez	Aris Foundation

Key Adjustments

After review of the slate and of applicants, Doniesha Higgins was added in a Service Provider seat, and Teodosio (Ted) Gutierrez was added in a Private Sector seat. Original candidate Judith Coombs was removed from a Service Provider seat, as the workgroup learned more about the candidate's organizational affiliation and determined that they did not fit the qualifications for the seat.

Funders Committee

Community seats to fill: 6–10

Seat Category	Recommended Appointee	Organization / Affiliation
Private Sector Funder	Silvia Gutierrez	Freeport-McMoRan Inc.
Private Sector Funder	Joan Serviss	Arizona Community Foundation

Key Adjustments

No changes were made, as the workgroup re-reviewed available applicants and confirmed that no other applicants qualifying for the open seats existed.

Coordinated Entry Committee

Community seats to fill: 2–5

Seat Category	Recommended Appointee	Organization / Affiliation
Service Provider Organization	Jessica Beresford	Fathers Matters
Service Provider Organization	Kelsey Curl	A New Leaf

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Seat Category	Recommended Appointee	Organization / Affiliation
Service Provider Organization	Ginamarie Brockdorff	Maricopa County Human Services
Private Sector Partner	Roseline Pierre	Unique Travel Accommodation and Housing LLC
Private Sector Partner	Vanessa Carthell	Arizona Behavioral Health Corporation

Key Adjustments

After review of the slate and the applicants, Ginamarie Brockdorff was added in a Service Provider seat. Vanessa Carthell was added in a Private Sector seat after being removed from the Board slate. Teodosio (Ted) Gutierrez was removed after being added to the Compliance and Performance Monitoring Committee slate.

HMIS and Data Systems Coordination Committee

Community seats to fill: 0–2

Seat Category	Recommended Appointee	Organization / Affiliation
Lived Experience	Scott Hall	City of Phoenix Office of Homeless Solutions
Service Provider Organization	Jennifer Sikorski	Central Arizona Shelter Services

Key Adjustments

The original slate was upheld, as workgroup members and the co-chair of the Committee reviewed candidates and found them fitting.

Action Requested

Approval of the recommended membership slate, contingent on staff confirmation of appropriateness. Specifically, that the Board:

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1. Approve the recommended category-based Board appointments; and,
2. Approve the recommended committee slates;
3. Direct staff to confirm each appointee's information and willingness to serve in the assigned seat.

For questions or additional information, contact Megan Sebok at msebok@azmag.gov.