

# STANDARDS OF CARE COMMITTEE

## COMPOSITION & STRUCTURE

Approved April 23, 2026

### GOVERNANCE

Extreme disparities exist in who is served in the homeless services system. The CoC aims to address these disparities through ensuring transparent access to available resources through education and training and developing clear standards for CoC-funded agencies. The Standards of Care Committee (SoCC) will work closely with the MeckHMIS Governance Committee and the Coordinated Entry Oversight Committee (CEOC).

### ROLES & RESPONSIBILITIES

To ensure that the Charlotte-Mecklenburg CoC addresses disparities in housing and service agencies in Mecklenburg County, the key tasks of the SoCC shall include:

- Collect and analyze data related to existing disparities in the homeless services system
- Developing plans and processes to address disparities in the system
- Annually review agency policies & procedures to ensure alignment with CoC standards.
- Ensuring CoC Written Standards promote accessibility
- Facilitate community trainings related to best practices/standards of care
- Elevate advocacy opportunities to CoC Board

### COMPOSITION

The SOCC will consist of no more than 15 members, and no fewer than 10, all of whom will have one vote. SOCC composition is categorized into two sections: Ex-officio and elected. Elected positions include population-specific and service-specific areas. It is possible for one SOCC member to cover multiple sections as well as different roles/areas.

- Minimum of 1 CoC Board member (Ex Officio, appointed by CoC Executive Committee)
- 1 person from the Homeless Management Information System (HMIS) Lead Agency (Ex Officio, appointed by the HMIS Lead)
- 1 CoC Collaborative Applicant staff designee (Ex Officio, appointed by the Collaborative Applicant)
- 9 other members from the CoC including representatives from CoC-funded agencies (elected)
- At least 1 member should be a person with lived experience in homelessness
- The membership should reflect the population served.

All SoCC members must also be member organizations or individuals of the CoC.

The Membership / Nominating Committee of the CoC will be charged with monitoring the SOCC and undertaking efforts to recruit a diverse membership.

#### EX-OFFICIO

- **CoC Governing Board designee:**  
The CoC Governing Charter outlines that each committee must have at least 1 CoC Board member.
- **HMIS Lead Agency designee:**  
The HMIS Lead Agency is the agency designated by the CoC to establish and operate the CoC's Homeless Management Information System. Mecklenburg County Community Support Services serves as the local System Administrator for the HMIS in the Charlotte-Mecklenburg CoC and currently represents the CoC on the NC HMIS Governance Committee. The HMIS Lead is responsible for ensuring that projects meet national data quality objectives; that the CoC has an HMIS data privacy plan, security plan and data quality plan; and that HMIS is administered in compliance with HUD requirements.
- **CoC Collaborative Applicant designee:**  
The Collaborative Applicant (CA) is responsible for providing staff support to all committees of the Continuum of Care.

#### ELECTED SEATS

##### **Population Specific**

To ensure that all subpopulations have equal access to the homeless and housing system, the SOCC will ensure that there is representation from all subpopulations outlined below by at least one SOCC member. It is possible that one committee member may represent more than one subpopulation.

- **Person with Lived Experience**  
It is important to incorporate the experience of people who are currently or formerly homeless in the work of committees. The CoC Governing Charter outlines that each committee should include at least 1 seat for a person with lived experience in homelessness.
- **Victim Services Provider**  
HUD defines a victim service provider to mean a private nonprofit organization whose primary mission is to provide direct services to victims of domestic violence. This term includes permanent housing providers—including rapid re-housing, domestic violence programs (shelters and non-residential), domestic violence transitional housing programs, dual domestic violence and sexual assault programs, and related advocacy and supportive services programs (HUD).

- **Single Adults**  
An individual who is 18 years of age or older not currently part of a household.
- **Unaccompanied Children and Youth**  
An unaccompanied child is a single individual younger than 18 that is not part of a household. An unaccompanied youth is a single individual between 18 and 25 that is not part of a household.
- **Families**  
A household unit with at least one adult who is 18 years of age or older and at least one child who is younger than 18.
- **Older Adults (55 and older)**  
Individuals and/or couples who are 55 years of age or older.
- **Chronic Homelessness**  
A “chronically homeless” individual is defined to mean a homeless individual with a disability who lives either in a place not meant for human habitation, a safe haven, or in an emergency shelter, or in an institutional care facility if the individual has been living in the facility for fewer than 90 days and had been living in a place not meant for human habitation, a safe haven, or in an emergency shelter immediately before entering the institutional care facility. In order to meet the “chronically homeless” definition, the individual also must have been living as described above continuously for at least 12 months, or on at least four separate occasions in the last 3 years, where the combined occasions total a length of time of at least 12 months. Each period separating the occasions must include at least 7 nights of living in a situation other than a place not meant for human habitation, in an emergency shelter, or in a safe haven. Chronically homeless families are families with adult heads of household who meet the definition of a chronically homeless individual. If there is no adult in the family, the family would still be considered chronically homeless if a minor head of household meets all the criteria of a chronically homeless individual. A chronically homeless family includes those whose composition has fluctuated while the head of household has been homeless. Recipients and subrecipients of Continuum of Care Program funds are required to maintain and follow written intake procedures to ensure compliance with the “chronically homeless” definition. The procedures must establish the order of priority for obtaining evidence as third-party documentation first, intake worker observations second, and certification from the individual seeking assistance third.
- **Veterans**  
Anyone who has ever been on active duty in the armed forces of the United States, regardless of discharge status or length of service. Army, Navy, Air Force, Marine Corps, and Coast Guard: active duty begins when a military member reports to a duty station after completion of training. Reserves and National Guard: active duty is any time spent

activated or deployed, either in the United States or abroad; or anyone who was disabled in the line of duty during a period of active duty training; or anyone who was disabled from an injury incurred in the line of duty or from acute myocardial infarction, a cardiac arrest, or a cerebrovascular accident during a period of inactive duty training.

- **LGBTQ**

An individual who identifies as lesbian, gay, bisexual, transgender, queer and/or questioning.

- **Persons with disabilities**

The Convention on the Rights of Persons with Disabilities and its Optional Protocol (CRPD, 2006, A/RES/61/106) defines persons with disabilities to "include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others".

- **Refugees and Immigrants**

It is important to incorporate the experience of those who are refugees or immigrants in the homeless and housing system.

### **Service-Specific**

Our community provides many services through different projects and funding sources. This includes emergency shelter, rapid re-housing, permanent supportive housing and transitional housing as well as other housing and homelessness projects. In order to ensure that all persons experiencing homelessness have equal access to housing and homelessness resources, the SOCC will ensure that there is representation from all project types outlined below by at least one SOCC member. It is possible that one SOCC member may represent more than one project type.

- **Prevention**

A housing category targeting households facing housing instability who have not yet lost their housing. Prevention includes community-wide interventions aimed at changing systems and structures that perpetuate housing instability; cross-sector collaboration and coordination to reduce the prevalence of homelessness; and targeted interventions including financial and legal assistance to help households maintain their housing.

- **Diversions**

A housing category targeting households who are homeless and seeking emergency shelter. Diversion helps households resolve their immediate housing crisis by accessing alternatives to entering emergency shelter or the experience of unsheltered homelessness. Diversion assistance includes problem-solving to identify an immediate, alternate housing arrangement or financial assistance such as a bus pass to stay with a family member.

- **Street Outreach**  
Essential Services related to reaching out to unsheltered homeless individuals and families, connecting them with emergency shelter, housing, or critical services, and providing them with urgent, non-facility-based care (HUD).
- **Emergency Shelter**  
A facility with the primary purpose of providing temporary shelter for people experiencing homelessness. It includes shelters that are open seasonally and year-round. This housing type is including the Continuum of Care (CoC)'s Housing Inventory Count and reported as part of the annual Point-in-Time (PIT) Count to the U.S. Department of Housing & Urban Development (HUD).
- **Transitional Housing**  
Temporary housing usually coupled with supportive services to facilitate the movement of homeless individuals and families to permanent housing within a reasonable amount of time (usually 24 months). This housing type is including the Continuum of Care (CoC)'s Housing Inventory Count and reported as part of the annual Point-in-Time (PIT) Count to the U.S. Department of Housing & Urban Development (HUD).
- **Residential / Institutional Care**  
Other non-emergency, temporary housing types including institutional and residential settings such as jails, hospitals or mental health and/or substance use treatment programs for people experiencing homelessness.
- **Rapid Re-housing**  
Short-term rental subsidy (up to 24 months) designed to help households quickly exit homelessness, return to housing in the community, and not become homeless again. RRH typically combines financial assistance and supportive services to help households' access and stabilize in housing. The participating household must be the tenant on a lease (or sublease) for an initial term of at least one year that is renewable and is terminable only for cause. Further, leases (or subleases) must be renewable for a minimum term of one month. This housing type is including the Continuum of Care (CoC)'s Housing Inventory Count.
- **Permanent Supportive Housing**  
Long-term rental subsidy (3+ years) designed to provide housing and supportive services to assist homeless households with a disability or families with an adult or child member with a disability to achieve housing stability. The participating household must be the tenant on a lease (or sublease) for an initial term of at least one year that is renewable and is terminable only for cause. Further, leases (or subleases) must be renewable for a minimum term of one month. This housing type is including the Continuum of Care (CoC)'s Housing Inventory Count.

- Other Permanent Housing**  
 Medium-term rental subsidy (1 – 3 years) designed to help households quickly exit homelessness, return to housing in the community, and not become homeless again. While OPH is longer than Rapid Re-housing, it also typically combines financial assistance and supportive services to help households’ access and stabilize in housing. The lease for the housing unit is between the landlord and program participant. This housing type is including the Continuum of Care (CoC)’s Housing Inventory Count. In Charlotte-Mecklenburg, OPH exists through an arrangement between INLIVIAN (formerly Charlotte Housing Authority) and several local housing programs. INLIVIAN provides a number of time-limited Housing Choice Vouchers to each program in order to administer, according to guidelines.
- Education**  
 Representation from the local public-school system as well as local colleges and universities.
- Faith-based organization**  
 An individual from a faith-based organization is important to this committee since they interact with individuals from all backgrounds and those who are homeless often seek assistance from them.
- Law enforcement agency**  
 An individual from a law enforcement agency is important to this committee since they interact with individuals from all backgrounds and should know the needs of all population and how to advocate for them.

**Table**

The table below outlines the full SOCC representation, including Ex-Officio and Elected positions.

SOCC Representation	
<b>Ex-Officio</b>	CoC Collaborative Applicant Designee
	HMIS Lead Agency Designee
	CoC Governing Board Designee
<b>Elected: Population-&amp; Service Specific</b>	Victim Services Provider
	Lived Experience Designee
	Individual who engages in equity and inclusion work in their organization
	Individual with research expertise
	Single Adults
	Unaccompanied Children & Youth
	Families
	Older Adults (55+)

	Chronic Homelessness
	Prevention
	Diversion
	Street Outreach
	Emergency Shelter
	Transitional Housing
	Residential / Institutional Care
	Rapid Re-housing
	Permanent Supportive Housing
	Other Permanent Housing
	Faith-based organization
	Education
	Persons with disabilities
	Law enforcement agency

**OFFICERS**

The SOCC will have three officers, who will be selected by majority vote of the members of the SOCC for one-year terms. Any member of the committee may serve as an officer. Committee officers will serve 1-year terms and may serve up to four consecutive terms. The term for SOCC Officers will run from July to June. The process for SOCC Officer Selection will take place each June. Interim terms of less than 12 months may occur to temporarily fill a vacant SOCC Officer position prior to the end of the regular term.

- **CHAIR**  
The Chair will preside at meetings of the SOCC, develop meeting agendas in conjunction with the other SOCC members, publicly speak on behalf of the SOCC to ensure that SOCC member representation covers all categories.
- **VICE-CHAIR**  
The Vice-Chair will fulfill the functions of the Chair when the Chair is unavailable
- **SECRETARY**  
The Secretary will take minutes and attendance at all SOCC meetings. The Secretary is also responsible for distributing copies of the minutes to SOCC members and to CoC Collaborative Applicant designee to post to CoC website.

**EXPECTATIONS OF SOCC MEMBERS & SOCC MEETINGS**

It is expected that SOCC members will fully participate in all aspects of the SOCC and attend at least 75% of the SOCC meetings as scheduled. Meeting attendance will be reviewed quarterly. The meeting schedule will be determined by the SOCC Chair, in consultation with SOCC members. All meetings are open to the public. Meeting minutes and agendas will be posted to the CoC website. All SOCC meetings are open to the public.

## **VOTING PROCEDURES**

For the purpose of conducting business, a quorum of the SOCC will be no less than 60% of the voting members. All other SOCC related decisions require a simple majority of the SOCC.

## **TERM LENGTH & LIMITS**

Terms will be 2-years for each elected member of the SOCC. There are no term limits for individuals serving in an Ex-Officio capacity on the SOCC. If an SOCC member leaves before the end of the term, the replacement will be filled in the manner it was originally filled; and will serve to the end of that term, and then must be reappointed or reelected.

## **TERMINATION & RESIGNATION**

SOCC members may be dismissed by the SOCC for violations of the Conflict of Interest Policy or for other violations of the CoC policies and procedures, including but not limited to:

- Missing more than 25% of the SOCC meetings
- Fraud
- Failure to maintain confidentiality

Removal of an SOCC member requires a majority of the SOCC voting members present at an SOCC meeting, but in no event shall such a vote occur if there are fewer than 60% members present. If an SOCC member wishes to resign, the SOCC member shall submit a letter of resignation to the SOCC Chair.

## **CONFLICT OF INTEREST**

If at any point an individual/household/provider wishes to address a complaint or grievance with a provider or agency with representation on the SOCC, that member must recuse themselves from participating in those proceedings or voting on the outcome of that issue. In addition, SOCC members must abide by all other CoC policies.

## **PROCESS FOR SOCC MEMBER SELECTION**

Ex-officio members of the SOCC will be designated by their organizations; it is possible that one individual may fulfill more than one Ex-officio role (for example, one individual might represent both a service provider and the CoC Governing Board). All other elected SOCC members will be voted on by the CoC Membership / Nominating Committee, chaired by the Vice-Chair of the CoC Governing Board. At least one month prior to the start of a new term, the SOCC Chair will solicit applications for open seats from the community via website posting, agency distribution and CoC email list. The open seats will specify which roles/areas need to be covered, using the SOCC Application Form. Nominations will be collected and reviewed by the CoC Membership / Nominating Committee with input from leadership of the SOCC.