



Technical Assistance Resource: List of Policies and Procedures for CoC Programs

There are many policies and procedures that HUD CoC-funded projects should establish to ensure compliance with laws, regulations, and local priorities. Additionally, grant recipients are required to establish a standard operating procedure (SOP). The SOP is a document that is frequently requested for review by HUD auditors. If a new administrator came onboard with no prior knowledge of the program and no assistance from other staff, would they be able to operate the program by reading the SOP? The program should aim to develop an SOP that would accomplish this.

All Chicago has compiled the following list of policies and procedures. Written policies and procedures should aim to answer “who, what, where, when, and why.” Each project may determine which are applicable, which should be written as procedures, policies, or a combination, and what to include in the SOP. All Chicago can provide guidance on many of the topics listed. Please email CoCprograms@allchicago.org to ask for available resources.

The HUD resources we recommend reviewing in addition to this document are the [CoC Internal Wellness Checklist](#) and the [CoC Internal Wellness Top Ten List](#).

The list of topics to aid in compliance with laws, regulations and local priorities includes:

- Eligibility criteria
- Intake/screening
- Use of HMIS
- Use of coordinated entry
- Recordkeeping
- Homeless documentation
- Chronic homeless documentation
- Disability documentation
- Income documentation
- Privacy/Confidentiality/Consent
- Participant rights and responsibilities
- Non-discrimination
- Equal access
- Termination
- Grievance
- Domestic violence and Violence Against Women Act



- Lease, sublease or occupancy agreement
- Rents charged
- Utilities
- Environmental review
- Housing quality standards
- Rent reasonableness
- Fair Market Rent
- Lead-based paint
- Affirmatively furthering fair housing
- Service Planning
- Case notes
- Referrals
- Ongoing assessment of services
- Section 3
- Section 504
- Personnel
- Drug-free workforce
- Housing first
- Participation of people of lived experience of in policymaking
- MOUs
- Subrecipient documentation and monitoring
- Conflict of Interest/code of ethics
- Financial
- Procurement
- Match
- Grant expenditures
- Indirect cost rate
- Single audit
- Quarterly draw requests
- Program income
- Quality assurance
- CoC membership and participation
- Participant feedback
- Staff training
- Data management
- Use of evidence-based practices (such as harm reduction, trauma-informed care, motivational interviewing, etc.)