



## Office of Homeless Solutions

### **ESG FY2026-2027 Exhibit 1**

October 1, 2026, to September 30, 2027

**Due: Friday, June 5, 2026**

Emergency Solutions Grant (ESG)

735 E Michigan Ave  
P.O. Box 30044  
Lansing, MI 48909



# Purpose and General Instructions

## Purpose

Per federal HUD (Housing and Urban Development) [regulations](#), ESG (Emergency Solutions Grant) funding must be considered in coordination with HUD CoC (Continuum of Care) Program funding and all other sources of funding which provide for similar component services. This Exhibit 1 ensures that MSHDA ESG funding supports this requirement for each CoC and enhances the strategic use of funding for identified needs and priorities. Each CoC will detail its approach to service and funding coordination, partner collaboration, and effective referral processes as a strategic response to identified needs within each homeless crisis response system.

## Instructions

Each CoC must work collaboratively to complete this document in its entirety. Please submit the document and the required attachments via MSHDA's Homeless Solutions SharePoint site by completing the [Exhibit One Submission Form](#). The Homeless Assistance Specialist will provide email confirmation of receipt following the stated deadline. Email confirmation only confirms receipt of the uploaded documents; it does not indicate that a thorough review has been completed. Following review of the submitted Exhibit 1, Homeless Assistance Specialists will provide individualized feedback and/or technical assistance as needed.

## Due Date

Exhibit 1 and all required attachments are due to MSHDA by 5:00 PM Eastern Time (ET) on Friday, June 5, 2026.

## For Further Information

Please direct any questions to the CoC's assigned Homeless Assistance Specialist, as indicated below:

Jen Leaf – [leafj@michigan.gov](mailto:leafj@michigan.gov) – 517-241-0099 – Regions 1, 2, and 3

Zienab Fahs – [fahsz@michigan.gov](mailto:fahsz@michigan.gov) – 517-335-0605 – Regions 4 and 9

Morgan Quinney-Naval – [quinneynavalm1@michigan.gov](mailto:quinneynavalm1@michigan.gov) – 517-335-1041 – Regions 5, 7, and 8

Francesca Vitale – [vitalef1@michigan.gov](mailto:vitalef1@michigan.gov) – 313-456-0336 – Regions 6 and 10

Questions received after 5:00 PM ET on Friday, May 29, 2026, are not guaranteed a response.

# Exhibit 1 Attachment Checklist

## Required

- Additional CoC Members Roster *(See question 1)*
- CoC Coordinated Entry Policy and Procedures
- CoC Written Service Standards:
  - Street Outreach
  - Emergency Shelter
  - Homeless Prevention
  - Rapid Re-Housing
- Racial Demographics Report *(See question 12)*
- System Performance Measures *(See question 12)*
- CoC Grievance Policy

## Conditionally Required

(Required if updated or changed from the previous year's submission)

- |  |                    |
|--|--------------------|
| <input type="checkbox"/> CoC Anti-Discrimination Policy      | CoC Approval Date: |
| <input type="checkbox"/> CoC Fair Housing Policy             | CoC Approval Date: |
| <input type="checkbox"/> CoC By-Laws or Operating Principles | CoC Approval Date: |
| <input type="checkbox"/> VAWA Emergency Transfer Plan        | CoC Approval Date: |

# CoC Operational Details, Strategic Initiatives, and Governance

## 1. CoC Leadership and Contact Information

### CoC Information

Name of CoC: Greater Battle Creek/Calhoun County
Counties Served: Calhoun
CoC Website: <a href="https://unitedforscmi.org/calhoun-coc/">https://unitedforscmi.org/calhoun-coc/</a>
Social Media URLs:

### CoC Leadership Contacts

#### CoC Chair

CoC Chair Name: Ellen Lassiter Collier
CoC Chair Agency/Organization: SAFE Place shelter
CoC Chair Phone: 269-965-6093 x10
CoC Chair Email: <a href="mailto:elcollier@safeplaceshelter.org">elcollier@safeplaceshelter.org</a>

#### CoC Co-Chair

CoC Co-Chair Name: Helen Guzzo
CoC Co-Chair Agency/Organization: City of Battle Creek
CoC Co-Chair Phone: 269-966-3267 x1523
CoC Co-Chair Email: <a href="mailto:hguzzo@battlecreekmi.gov">hguzzo@battlecreekmi.gov</a>

#### CoC Coordinator

CoC Coordinator Name: Patrese Griffin
CoC Coordinator Agency/Organization: United Way of South Central Michigan
CoC Coordinator Phone: 269-343-2524 x112
CoC Coordinator Email: <a href="mailto:p.griffin@uwscmi.org">p.griffin@uwscmi.org</a>

*Note: The Balance of State CoC must provide a table of representatives participating within each Local Planning Body, attaching additional pages as needed.*

## Additional CoC Members

Please attach a roster or participant listing for additional members involved with the CoC. This attachment must include each representative's details as follows:

- **Representative Name:** Full name of the individual.
- **Agency/Organization:** The agency or organization the individual is associated with.
- **Geographic Area Represented:** The area or community the representative serves.
- **Subpopulations Served:** Any specific subgroups the representative focuses on.
- **Contact Information:** Direct phone numbers and email addresses.
- **Stakeholder Group:** The stakeholder group to which the representative belongs, such as Local Government, Public Housing Authorities (PHA), McKinney-Vento School Liaisons, Nonprofit & Faith-Based Organizations, Business/Business Associations, or People with Lived Experience and Expertise.

*Note: The Balance of State CoC must provide a table of representatives participating within each Local Planning Body, attaching additional pages as needed.*

## Engaging People with Lived Experience and Expertise

Understanding and integrating the perspectives of those with lived experience of homelessness is crucial for the CoC's strategies and operations. This section outlines their roles, the compensation framework, and the process for establishing it.

- **Role and Involvement:** Describe roles, responsibilities, and types of involvement for persons with lived experiences within CoC activities (e.g., meetings, subcommittees).
- **Compensation Details:**
  - **Rate of Compensation:** Specify the rate of pay, hourly rate, or stipend amount for their engagement.
  - **Source of Compensation:** Identify the funding source for these payments (e.g., CoC planning dollars, philanthropic contributions, other grants).

Roles and Involvement: People with lived experience of homelessness participate in monthly Homeless Coalition meetings. Recently a job description has been created to hire 2 people with lived experience of homelessness at a rate of \$50/hr. They will participate in grant review committee and one will serve on the Housing Solutions Board. Funding comes from money that was accumulated by the Calhoun County CoC prior to its transfer to the United Way of South Central Michigan. As funding continues to be a challenge we will continue to seek resources to maintain involved at this funded level.

## 2. CoC Meeting Schedule

### Full CoC Member Meetings

Complete the chart below for any planned meetings for the full CoC membership body for the FY2026-2027 (10/1/2026-9/30/2027) MSHDA ESG funding period.

*Each CoC (and Local Planning Body within the Balance of State CoC) must provide meeting agendas, minutes, and other pertinent events and information to the assigned MSHDA Homeless Assistance Specialist.*

Meeting Date	Time	Location & Address	Remote Option
11/17/2026	12pm	Zoom	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
1/12/2027	12pm	Zoom	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3/16/2027	12pm	Zoom	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5/18/2027	12pm	Zoom	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
7/20/2027	12pm	Zoom	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
9/21/2027	12pm	Zoom	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No

### CoC Executive Leadership Meetings

Complete the chart below for any planned meetings for the CoC executive leadership or steering body for the FY2026-2027 (10/1/2026-9/30/2027) MSHDA ESG funding period.

*The Balance of State CoC must provide a table of meeting dates for each Local Planning Body, attaching additional pages as needed.*

Meeting Date	Time	Location & Address	Remote Option
10/16/2026	10am-11:30am	Zoom	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
11/20/2026	10am-11:30am	Zoom	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
12/18/2026	10am-11:30am	Zoom	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
1/15/2027	10am-11:30am	Zoom	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2/19/2027	10am-11:30am	Zoom	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3/19/2027	10am-11:30am	Zoom	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4/16/2027	10am-11:30am	Zoom	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5/21/2027	10am-11:30am	Zoom	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6/18/2027	10am-11:30am	Zoom	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
7/16/2027	10am-11:30am	Zoom	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
8/20/2027	10am-11:30am	Zoom	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

9/17/2027	10am-11:30am	Zoom	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No

**MSHDA ESG Exhibit 1 Review Meetings**

Specify the meeting(s) at which the FY2026-2027 MSHDA ESG Exhibit 1 was reviewed.

Meeting Date	Time	Location & Address	Remote Option
May 29	10:00am	Zoom	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No

### 3. Actionable CoC Priorities

CoCs are responsible for identifying and implementing actionable priorities that align with the [State Strategic Plan](#) to end homelessness.

- a. Which actionable priorities from the [State Action Plan](#) has the CoC targeted during FY2025-2026 (10/1/2025-9/30/2026)? Please detail at least one accomplishment during this time-period.

The actionable priority from the State Action plan the CoC has targeted during FY25-26 is from goal 4 strategy 3 Determine new too(s) to replace the VI-SPDAT that help create equity and address disparities in coordinated entry. The CoC Director, HMIS Administraor, SAFE Place, SHARE Center, and Neighborhoods Inc of Battle Creek are currently participating in a CES Workshop through HUD TA. One of the goals is to utilize a tool other than the VI-SPDAT.

- b. Which actionable priorities from the [State Action Plan](#) will the CoC target during FY2026-2027 (10/1/2026-9/30/2027)? Why are these priorities important to the CoC, and how will success be measured?

The actionable priority from the State Action plan the CoC has targeted during FY26-27 is from goal 4 strategy 3: Determine new too(s) to replace the VI-SPDAT that help create equity and address disparities in coordinated entry. After completion of the HUD TA sponsored CES Workshop, that information will be shared with the CES Oversight Committee. From there, they will begin reviewing and discussion alterative assessment tools with a goal to determine a new tool/process by or before September 2027.

This priority is important to the CoC because access is important to this community and there is a desire to utilize a tool that provides the desired outcomes for Calhoun County.

#### 4. Coordination of Available Funds

CoCs are responsible for ensuring the coordination and strategic implementation of all relevant funding sources to support homeless and housing activities. MSHDA ESG is just one critical resource in this process, and these funds cannot supplant existing resources.

- a. Using the tables below, list available funding sources by component (e.g., HUD CoC programs, other state sources, local sources, philanthropic), attaching additional pages as needed.

##### Street Outreach

Funding Source	Agency/Organization	Total Award
VA Outreach	The Haven of Rest	\$73,422.00
State of Michigan	PATH	\$269,736.00

##### Emergency Shelter

Funding Source	Agency/Organization	Total Award
Salvation Army	The Haven of Rest	\$562,429.00

##### Homeless Prevention

Funding Source	Agency/Organization	Total Award

**Rapid Re-Housing**

<b>Funding Source</b>	<b>Agency/Organization</b>	<b>Total Award</b>
City of Battle Creek	Neighborhoods Inc of Battle Creek	\$241,305

**Other Components:**

<b>Component</b>	<b>Funding Source</b>	<b>Agency/Organization</b>	<b>Total Award</b>

- b. For any agency or project that is not currently participating in HMIS and is not a victim service provider, explain why and the steps the CoC plans to take to encourage and educate agencies on the importance of HMIS data entry.

All of our Calhoun County administering agencies listed on this Exhibit 1 participate in HMIS or an equivalent database (for our county DV services provider). The Ark for Youth, part of Catholic Charities Diocese of Kalamazoo, provides youth emergency shelter for both Kalamazoo and Calhoun Counties. The Ark utilizes HMIS in Kalamazoo County where they are physically located.

- c. What is the CoC's overall strategy for maintaining services when financial assistance is no longer available for a given component (e.g., Homeless Prevention or Rapid Re-Housing)?

The CoC will make the best efforts to maintain any existing relationships that existed to fill this gap including the Battle Creek Housing Commission, Albion Housing Commission and City of Battle Creek to leverage assistance. The CoC continues to seek additional resources through grants and other philanthropic organizations to have the funding to offset any shortfalls.

## 5. Tracking CoC Expenditure Performance

- a. Explain how the CoC tracks expenditure rates of MSHDA ESG and HUD CoC Program funding:

The MSHDA ESG fiduciary for Calhoun County determines expenditure compliance. The subgrantees provide the fiduciary with documentation on expenditures, such as general ledgers, timesheets, invoices, etc. If these are in compliance with the grant guidelines and within the budget line item, the fiduciary then sends the approved worksheet and documentation to MSHDA for their approval. If there is an issue with the documentation or a line item expense, the fiduciary works with MSHDA given their guidance and the subgrantee to correct any error and provide the right documentation for the state to approve.

- b. In the last completed federal fiscal year, what was the CoC's total federal award (i.e., Annual Renewal Demand), and how much was expended?

Total Federal Award	Total Expended	Balance
\$508,435	\$508,435	\$0

## 6. Fairness of Funding

- a. *Marketing strategy:* Where did the CoC post the application for local organizations to be considered for ESG funding (CoC website, social media, meeting minutes, etc.)?

Upon release of the ESG NOFA, the CoC staff team will review the parameters, eligible activities, and application requirements. To ensure transparency, the release of the NOFA and local application materials are shared widely with the public and community partners including but not limited to posted on the CoC website and via listserve, as well as to all shelter and outreach providers. For local organizations to be considered for MSHDA ESG funding through the CoC the process is as follows:

- Organizations must complete the new local application created by CoC staff, based on the MSHDA application that includes detailed information on the budget and anticipated number of individuals served as well as supplemental questions surrounding equity in services.
- All applicants are provided the opportunity to meet with the CoC Director prior to submission of the local application
- The CoC staff reviews all budgets and applications submitted and will present them to the Housing Solutions Board. The team reviews all applications using a standardized review sheet developed by the CoC team.
- All staff and committee members within this process sign a Conflict of Interest Policy to ensure that any potential conflicts are identified and prevented

- b. *Criteria used to determine funded organizations:* How many agencies did your CoC fund last year, and how many applied for funding? Aside from what the NOFA outlines, are there additional parameters the CoC applies when choosing which and how agencies get funded?

The CoC funded 4 agencies last year. All agencies that applied for funding were awarded funds in the last ESG competition. Through the HUD CoC competition, the Haven of Rest's Men's Life Recovery Program was not awarded funds in the FY24 HUD CoC competition.

The Housing Solutions Board has consistently established funding decisions that are in alignment with the CoC's overall priorities of increased direct assistance, engagement with the community, and data quality. Moreover, these priorities are in agreement with the 4 strategic goals of the State Action Plan (accessible housing, homelessness prevention, social determinants of health, and service delivery system). Direct assistance and housing case management provide clients with access to a continuum of services to support them as they move towards self-sufficiency and more permanent housing solutions. Each program is committed to incorporate diversity, equity, inclusion, and justice into its programs, including housing case management. This assistance is offered through HARA prevention and rapid rehousing programs and emergency shelter case management and operations services. Street Outreach case management funding supports the priority to provide engagement with the community, particularly focused on consumers who may not have access to or may not be aware of critical services offered by CoC agencies. Data quality is an ongoing priority for the CoC as the community strives to maintain accurate records, identify and address racial disparities, and effectively support individuals seeking services to partner agencies. Providing funding for HMIS supports the continuation of this effort.

- c. How does the application and selection process ensure fairness of funding and avoidance of conflicts of interest?

The CoC embraces transparency and open communication through our ESG funding opportunity process. All community providers are informed of the ESG NOFA and given access to the application materials and review sheet. The CoC team reviews the applications to ensure they are aligned with our goals. In FY25 a grant review committee was created and will review grants, have q&a sessions with applicant agencies, and make funding recommendations to the Housing Solutions Board. The Housing Solutions Board makes final recommendations. All staff and each volunteer member of the committees that are a part of this process sign the Conflict of Interest Policy to ensure that any potential conflicts are identified and prevented. Once approved, notification is given to subgrantees and is made available to the public, CoC Members, and Community Leaders.

## 7. Coordination of Emergency Service Access

- a. Emergencies often arise outside business hours. What is the CoC's plan for responding to after-hours requests for assistance? Which partners play a significant role in addressing these needs, and how are referrals supported for continued assistance when business hours resume?

The CoC can be contacted via the CoC website, email, Facebook, and phone. After 5pm Monday through Friday, Saturday and Sunday all incoming calls are filtered through our after hours line. If the call is an emergency, the caller is directed to contact 911.

Calhoun County Housing Services (CCHS), operated by Neighborhoods Inc. of Battle Creek, is the local HARA for Calhoun County. CCHS has normal business hours of Monday through Thursday, 8:30AM – 4:30PM. Friday by appointment only. For holidays and after-hours care, people are directed to contact either The Haven of Rest Ministries emergency men's shelter, The Haven InAsMuch House emergency women and families' shelter, the SHARE Center (drop-in center), or S.A.F.E. Place (for domestic violence victims and their families). Calhoun County also utilizes 2-1-1 as a 24-hour emergency hotline and refers people to available resources as needed. First Step is Summit Pointe's psychiatric urgent care center, which opened on March 22, 2021. Through First Step, Summit Pointe staff provide walk-in emergency crisis intervention services for behavioral health (i.e., mental health and substance use disorders (SUD)) needs onsite, and collaboratively with local emergency departments and law enforcement. Crisis staff are scheduled 24/7, 365-days a year and onsite at First Step 24/7. On-call crisis clinicians and psychiatrists are available 24-hours per day. SUMMIT POINTE's crisis program is able to respond and reach a disposition within three (3) hours of request. Accesses via walk-in, phone, or coordinated drop-off with law enforcement. Summit Pointe proactively connects people to a shelter option if needed upon discharge. All of these direct services agencies are members of the Calhoun County Response Consortium, which helps to coordinate the emergency homeless response for Calhoun County, under the direction of the county's Joint Operations Command. Once business hours resume, the referrals are made by the shelters to the HARA for intake and evaluation. The Veterans Resource Group meets weekly to review the veterans' by-name list and partners with Volunteers of America for housing referrals. The Integrated Services Team meets monthly to review cases and share needs and best practices at the case manager level.

The CoC website has a contact us form and a Facebook page that can be used for communication as well. If a call comes in after hours, CoC staff will follow up with the caller/agencies the following business day to ensure their question, comment, or concern is addressed and set up any follow up as needed which may include an intervention and allocation of resources. The CoC website will be updated with what to do/who to contact after hours.

- b. Encampments: What is the CoC's plan to respond to encampments at the local level? Please explain the partners involved and specific processes that take place to ensure connections to resources and referrals are made to individuals and families residing in encampments in your community.

The Battle Creek Police Department work closely with homeless outreach specialists including staff at the Haven of Rest, the Share Center and Neighborhoods Inc of Battle Creek to get individuals and families in encampments access to resources and support services.

- c. What is the CoC's plan for responding to requests for assistance during business hours if the agency must close due to an emergency such as inclement weather, illness, etc.? Which partners play a significant role in addressing these needs, and how are referrals for continued assistance supported?

The CoC has a phone number with voicemail system than may be access 24 hours a day, seven days a week. The CoC website ,<https://unitedforscmi.org/calhoun-coc/>, is under construction and will have a "contact us" feature that directs an individual to leave an email or phone call. Individuals are directed to contact CoC partnering organization Gryphon Place/211 if they are in need of immediate assistance or immediate referral.

- d. Describe the CoC's plan and practice for warming and cooling needs during times of extreme weather conditions.

The CoC has partnered with multiple community organizations and local public/govt organizations to provide or augment comprehensive care for the homeless during extreme weather emergencies. This collaboration is known as the TEMP Plan (Temperature Emergency Mitigation & Provisions). This Plan provides a coordinated community response for life-threatening cold and hot weather emergencies. These partnerships include the activation of 3-4 daytime warming or cooling centers during cold or hot weather emergencies. Each center will have a site leader responsible for staff, volunteers, and resources to execute the plan. The three existing nighttime emergency shelters will be added for cold weather emergencies as overflow spaces for women, families, and high-risk individuals. In addition, a temporary emergency family shelter may be opened, to accommodate families and LGBTQ+ individuals who cannot be accommodated by the existing emergency shelters. Currently, these shelters appear to have sufficient space for effective social distancing. Multiple organizations - public, corporate, nonprofit, and individuals - have committed to providing meals, water, warm clothing, toiletries, blankets, transportation, medical care and street outreach, depending on the identified needs. The Calhoun County Response Consortium team is responsible for formal activation of the plan, with input from the CoC. The City of Battle Creek Communications Manager is responsible to lead formal communications with the public, including planned operation dates, based on input from the CoC. The CoC Director manages communications with the CoC, site leaders, and Homeless Coalition.

## 8. System of Care

- a. How does the CoC ensure collaboration within its membership to address overlapping needs? What shared learning takes place regarding the Coordinated Entry System and best practices, like trauma-informed care?

To address overlapping needs within the CoC, there are six collaborative, multi-disciplinary workgroups that meet monthly, Data Quality Team, Calhoun County Connect, Landlord Roundtable, and Veterans Resources Group. Updates as available are provided at the Homeless Coalition meetings. In addition, the CoC maintains a listserv for members of the Homeless Coalition, a collective of agencies supporting the work of ending homelessness within the county. The Homeless Coalition meets bi-monthly and includes information on a variety of topics including, but not limited to, domestic violence services, street outreach, State and Federal Updates and presentations.

The CoC works closely with the McKinney-Vento Homeless Liaison for Eaton Regional Education Service Agency, through a wraparound program partnership with the CMH and counselors within each school. Together, they identify students who are homeless, document needs and provide resources, and assist families in accessing services to meet their needs.

Summit Pointe implemented a jail services team that coordinates housing and supports for those that are leaving the jail system. The SHARE Center has an employment and benefits staff member who helps people get connected to jobs and social services. A member of the HSB is MiWorks!, an employment agency.

The CoC is currently engaged in a Coordinated Entry Workshop sponsored by HUD TA. A newly formed Coordinated Entry oversight committee has been formed. The learnings gained from the CE Workshop will be taken back to both the committee and the Housing Solutions Board. That information will inform future updates of the CES Policies and practices. As updates are made to the CES, best practices, like trauma-informed care will be shared.

- b. Each ESG-funded agency is responsible to have a grievance and appeals policy that is documented and available to any program participant. List the staff member(s) name, position, and email address that MSHDA can contact when a grievance is shared with our office. What is the CoC's current process for fielding concerns from community members and program participants regarding service delivery? Please include in what manner complaints/appeals are received and what group or committee reviews/provides resolution.

Each agency participating in the CoC has its own grievance policy but there is also an overarching one for the CoC. Each agency is required to have a standard form available to participants in the system entitled the Calhoun County Continuum of Care Grievance Form. On the form it instructs that: If you believe that you were mistreated or were not provided the services to meet your need(s) within the Calhoun County Continuum of Care, use this form to file a formal complaint. The complaint will be given to the Housing Solutions Board that provides oversight for the Calhoun County Continuum of Care. The complaint will be reviewed and an investigation may be conducted. Forms are sent to the Continuum of Care: Housing Solutions Board, address and email. The form requests that the following information from the participant: name, address, phone, location of grievance, date/time of grievance and requests a description of what occurred. The form asks what the participant would want to see happen and then a signature is required. The form is sent to the CoC Planning Body who documents the grievance and then brings it to the HSB for a resolution. All agencies working in the CoC are obligated to assist anyone with the grievance process. As the new website is under construction, the document will be located on the CoC website: <https://unitedforscmi.org/calhoun-coc/>.

## 9. Approach to Prioritization and Service Referral

- a. Which process(es) is utilized by the CoC to support referrals from the Coordinated Entry System to available housing resources? Processes can include By-Name Lists (BNL), case conferencing groups, IST's, assessment tools, etc.

The CoC utilizes a "no wrong door" policy for referrals to the Coordinated Entry System. Clients may enter the system directly through the HARA, through referrals from the CMH, emergency shelters, the drop-in center, and community partners like Community Action, FQHC, school homeless liaisons, and Volunteers of America. Additionally, the CoC facilitates a monthly Integrated Services Team (IST) to support case managers working within the Coordinated Entry, promote best practices, and share relevant, generalized case information across agencies. Exchanges of personal information are only allowed in private between agencies that use HMIS and participate in the QSOBAA data sharing agreement. Releases of Information are signed between CoC partner agencies that are outside of the HMIS user group. For veterans, a Veterans Resource Group is conducted weekly to review the Vets By-Name list and ensure that a case plan is in place for all veterans seeking services through the CoC. The CoC has applied for a designation as ending homelessness for Veterans in Calhoun County through its "All Vets Housed" initiative, in alignment with USICH and State of Michigan requirements and guidelines. The HSB has a PSH Prioritization Policy in place.

- b. Please confirm if the CoC has established a BNL for any of the target populations listed below. Include the current count of individuals for each specified list.

Target Population	BNL Created	Current Number
Veterans	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	50
Chronically Homeless	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	99
Youth	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Families	<input type="checkbox"/> Yes <input type="checkbox"/> No	348
Other: single adults	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	336
Other:	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Other:	<input type="checkbox"/> Yes <input type="checkbox"/> No	

c. If the CoC has established a BNL as specified in question b, please explain how the CoC is tracking the progress of the populations identified on the BNL. Detail the following aspects:

- How is the CoC adding clients to the list?
- How are clients pulled from the list and referred to housing resources?
- Describe the process for tracking the outcome of each referral.
- How often does the BNL group meet?
- Provide a list of group members and their organizations.

We have continued to expand our street outreach efforts across the county, through a dedicated partnership between Integrated Services of Kalamazoo Outreach team, Battle Creek Police Department, Haven of Rest Street Outreach Program, and SHARE Center drop-in programs. Through consistent engagement, we are continuing to build trust with our unsheltered and chronically homeless populations. We have partnered with local stakeholders, including the City of Battle Creek, local funders, Calhoun County Health Department, Summit Pointe, Grace Health (FQHC), VOA, and invested individuals to actively support our direct-service agencies in these efforts. The CoC is currently engaged in a Coordinated Entry Workshop through HUD TA. In addition, for our veteran population, we maintain a weekly meeting to review the Vet By-Name List and the group has submitted all of the required documentation and may begin working with the VA to obtain an "All Vets Housed" designation, reflecting an end to homelessness for our veteran population in alignment with USICH and the state of Michigan

## 10. SSI/SSDI Outreach, Access, and Recovery (SOAR)

a. Name the SOAR case managers serving your CoC geographic area.

Name	Agency/Organization	Contact Info
Willa Walters	Integrated Services of Kalamazoo	wwalters@iskzoo.org
Cameron Dawson	SHARE Center	cameron.dawson@sharecenterbc.org

## 11. Grant Compliance and Performance Review

- a. Does the CoC have a grant compliance and performance committee to ensure compliance with MSHDA ESG requirements, including expenditures, timely FSR submissions, reporting, etc.? If yes, list the CoC members (outside of the fiduciary), their contact information, and the agency they belong to. If not, what steps does the CoC take to ensure compliance? What is the process for reporting out on any compliance or performance issue? For additional information, please visit MSHDA's Policy and Procedures website [here](#).

The CoC measures performance of programs through analysis completed through a contract partnership with the Michigan Coalition Against Homelessness (MCAH). MCAH provides LSA, SMP, MSHDA Pay for Performance, Overall Homeless, and project-based reports on a regular basis to the local HMIS administrator, the Housing Solutions Board (HSB), and the Homeless Coalition. The HSB reviews all data reports and oversees performance reviews for all agencies receiving ESG and HUD funding. In addition, MCAH provides policies and procedures tailored for our community, conducts trainings, and audits agencies receiving ESG and HUD funding. Going forward, MCAH will be increasing trainings and audits to support the local HMIS administrator as a newly hired team continues to transition. Local HMIS users, MCAH and other stakeholders meet monthly at HMIS Data Quality team meetings and create a performance review schedule. The CoC has monthly meetings with the Housing Solutions Board in which the fiduciary is present. The fiduciary presents budget and reporting information at that time. Grant applications, amendments, budget adjustments and subgrantee performance is discussed at that time.

The Calhoun County CoC holds HMIS Data Quality performance review meetings a minimum of twice a month on the 1st and 3rd Wednesday, with additional meetings scheduled as necessary to review report data. These meetings are held virtually and are hosted by the county HMIS System Administrator. The committee includes the HMIS Agency Admin leaders, representatives or designee from the following Calhoun County organizations or facilities providing services: The Haven of Rest, Battle Creek Shelter, VOA, The Share Center, Neighborhoods Inc. of Battle Creek, and Summit Pointe. Additionally, a representative from the Michigan Coalition Against Homeless (MCAH) connects our CoC with state level HMIS support and data quality review. We regularly/weekly review our data quality by using HMIS reporting tools: CAPER, APR and System Performance Measures for our system end users. We review exit/entry data and all universal data points – updating and correcting errors as necessary. We use Business Objectives to access data detail for individual project review and use reports generated from the MCAH Data Warehouse. The County CoC Director, County leaders and agency Directors quarterly review county-wide data reports from SAGE, HUD Exchange 1 and 2, and STELLA to understand overall county-wide statistics and trends.

- b. Which performance indicators are reviewed regularly by the CoC? How does the CoC address performance concerns with subgrantees (both financial and outcome performance)?

The existing procedures to address performance concerns are as follows:  
There are various, escalating avenues the CoC has developed to manage issues that arise for low or non-performance of individual projects: (1) Communication channels are nurtured in order to informally address issues as they arise. This may include data clean-up, workflow issues, bed utilization, etc. (2) Program leads are contacted to discuss issues with a commitment from the project to make needed changes. (3) If non-compliance continues, a root cause analysis is completed and resources are addressed through one-on-one coaching. MCAH is contacted to provide TA, data analysis, training, and further education. (4) The Housing Solutions Board (HSB) is notified of trends in non-compliance. The board increases scrutiny for the non-compliant program and may require monthly reports with the organization leader. (5) In addition, the HSB has increased monetary investments and support on any underperforming projects. This may include shifting funds to more efficiently manage the program while the struggling organization corrects itself, or instituting a competition process for new ideas or programs to emerge. The CoC has monthly meetings of which the fiduciary is present. The fiduciary presents budget and reporting information at that time. Grant applications, amendments, budget adjustments and subgrantee performance is discussed at that time.

## **12. Racial Demographics and System Performance Measures**

Ensuring system outcomes that are effective and racially equitable within homeless services starts with establishing a basic understanding of the CoC's racial demographics and overall System Performance Measures, as defined by HUD. Inclusion of the following reports within the Exhibit 1 is intended to prioritize their review and discussion by the membership of each CoC.

- a. What does the CoC's ongoing commitment to supporting CERT (CoC Equity Results Team) look like? Provide a few examples of outcomes/results of the team's work.

The Calhoun County CoC was transferred from Summit Pointe to United Way of South Central Michigan in March 2024. A CERT team did exist, however the decision was made to disband the CERT team prior to the transfer. We were not provided with the information on the team. The United Way of South Central Michigan is committed to ongoing efforts to support access in the system.

- b. **Core demographics report:** CoCs need to have access to the Michigan HMIS Data Warehouse (<https://michigan-warehouse.openpath.host>) to complete this requirement. If there is no user in the CoC with access, submit a ticket to the HMIS Help Desk ([mihelp@mihomeless.org](mailto:mihelp@mihomeless.org)) to request access.
  - o After logging into the Michigan HMIS Data Warehouse, (<https://michigan-warehouse.openpath.host>) go to Reports > Warehouse Reports > Operational > Core Demographics (There is a heart icon to “favorite” this report for pulling in the future.)
  - o In the report universe selection menu (left-hand side), click the "Edit" button. Under General, set “Population by Project Type” to include: “PH, PSH & RRH”, “ES NBN & ES Entry/Exit”, “TH”, “SH”, “SO” and “Homeless Prevention”.

- Under Reporting Period, select the Start date as October 1, 2024. Set the End date as September 30, 2025.
  - Under CoC Codes and Funding, set the “CoC Code” to match that of your CoC.
  - Click the 'Save and Update' button to see results. When the report finishes building, select the Download Report button > PDF and when the report build is complete, there will be a link to download the PDF file to the local computer.(Generating the PDF can take a few minutes.)
- c. System Performance Measures (SPM): Each CoC must submit the exported summary file of its most recent SPM submission to HUD (FY2025). This is available through <https://hudhdx2.info/>.
- Users navigate to the SPM tab, then click SPM Reports on the left-hand menu. Select '2025' from the Year dropdown, as well as your CoC. Click "Raw SPM Data (.csv)" download the file. (Before downloading, check to make sure that FY2024 (10/1/2024 – 9/30/2025) is selected in the dropdown list for reporting years.)

### 13. Temporarily Sheltered with Another Household

HARAs (Housing Assessment and Resource Agencies) can add households with Homeless Preference to the HCV (Housing Choice Voucher) waitlist. In counties that lack an established emergency shelter serving the general homeless population, CoCs can request approval to add households that are temporarily sheltered with another household to the Homeless Preference HCV (Housing Choice Voucher) waitlist. Please list any counties for which the CoC is requesting approval for the FY2026-2027 grant period (10/1/2026-9/30/2027).

## 14. Certification and Attestation

By signing below, each individual attests to the following:

1. They have reviewed the completed Exhibit 1 document and to the best of their knowledge all information provided is true and correct.
2. Operation of MSHDA ESG funding and services is in alignment with MSHDA ESG policy.
3. A copy of the Exhibit 1 has been made available to participating CoC members.
4. A copy of the Exhibit 1 has been made available to community leaders, including the county/counties Director(s) of Health and Human Services, Director(s) of Mental Health, and Chairperson(s) of the Community Collaborative, regardless of their regular participation in the CoC.

*Note: Electronic signatures will be accepted.*

*The Balance of State CoC must provide signed acknowledgements from each Local Planning Body, attaching additional pages as needed.*

### CoC Chair

CoC Chair Name: Ellen Lassiter Collier, S.A.F.E. Place
CoC Chair Signature and Date: <i>Ellen Lassiter Collier</i> June 5, 2026

### CoC Co-Chair

CoC Co-Chair Name: Helen H. Guzzo, Manager, Community Development, City of Battle Creek
CoC Co-Chair Signature and Date: <i>Helen H. Guzzo</i> June 4, 2026

### CoC Coordinator

CoC Coordinator Name: Patrese Griffin
CoC Coordinator Signature and Date: <i>Patrese Griffin</i> June 5, 2026