Flint & Genesee County CoC
Policy: New Service Provider Vetting

Subject: New Service Provider Vetting		**Policy #:** 201
Date Adopted: 11/04/2026	**Dates Reviewed:**	**Dates Revised:**
Distribution: All Governance Council Members, General Members, Committee Members, Contracted Entities		**Number of Pages:** **6**

Purpose:
To ensure that new service providers to which homeless clients are referred are reputable and provide safe, high-quality services.

Philosophy:
The Flint & Genesee County Continuum of Care's[1] work is guided by the mission to prevent and end homelessness through collaboration and responsible stewardship of community resources. Therefore, it encourages new organizations to join the CoC and provide necessary services to homeless residents in areas such as housing, basic needs, education, employment and legal matters. The CoC, however, recognizes that it must protect the homeless residents it serves and will vet new service providers to ensure that they meet CoC standards.

Policy:
The CoC will vet new service providers to properly protect the homeless residents who engage those providers for housing and other services. It will require new services providers to join the CoC and apply for approval as a CoC-sanctioned service provider.

Approval of new service providers will be based on factors such as quality of services, financial experience, financial stability, capacity to deliver services and history of services provided. That list of factors is not exhaustive and may include other factors that are relevant to the provision of safe, high-quality services to homeless residents.

A service provider that is approved by the CoC has been found to have met its standards for providing services to homeless residents in the City of Flint and Genesee County. Approved service providers must agree to provide data on their homeless clients and services, preferably through use of the Homeless Management Information System (HMIS).

A service provider that is rejected by the CoC may reapply for approval after correcting whatever deficiencies were identified by the Governance Council. The CoC will provide technical assistance and guidance if possible to help new service providers correct those

[1]The Continuum of Care is a U.S. Department of Housing and Urban Development mandated collaborative organization for the coordination of homeless services.

deficiencies.

Procedure:
The CoC's new service provider vetting process is as follows:

1. The new service provider will join the Continuum of Care by completing the membership form at www.geneseehousing.org.
    a. By joining the CoC, the new service provider agrees to adhere to the Governance Charter, Standard Operating Procedures, Coordinated Entry System Policies and Procedures and all other CoC policies and procedures, including the Code of Conduct and Conflict of Interest policies.

2. The new service provider will complete and return a *New Service Provider Application*, which is attached to this policy.
    a. The Collaborative Applicant (CA) will review the application and conduct a site visit in conjunction with the Housing Assessment and Resource Agency (HARA).
        i. The site visit is mandatory.
        ii. The CA and HARA will complete the *New Service Provider Site Visit Checklist*, which is attached to this policy, during the site visit.
        iii. The Governance Council will be made aware of the site visit location, date and time in advance so that its members may attend if the desire.
    b. The *Application* and *Site Visit Checklist* will be provided to the Governance Council for review at its next regular meeting unless the documents are not completed in time to be included in the agenda packet. They will then be considered at the Governance Council meeting after the next regular meeting.

3. The Governance Council will review the application at its next regular meeting after timely receipt of the application and vote to approve or reject it.
    a. The Governance Council may delay an approval vote if additional information or documentation is required from the new service provider.
    b. The Governance Council or its designee may also, at its discretion, audit the service providers' records; conduct assessments of its racial equity policies, procedures and practices; and seek feedback from clients (including those with lived experience of homelessness), outreach workers, case managers and other social service providers.

4. New service providers that are approved will serve a six-month probationary period. Unless the Governance Council takes action to the contrary, the probation will automatically end after six months.

Note: This policy primarily applies to new service providers that are **not** funded by the CoC Program, the Emergency Solutions Grant (ESG) program and other state and federal programs that provide funding for homelessness services. This is because those service providers undergo vetting through grant application processes and are subject to performance reporting requirements.

Governance Charter References:
Section 1.2: Mission, Vision, and Guiding Principles
Section 1.4: Responsibilities of the CoC

Flint & Genesee County
CONTINUUM OF CARE
With the Greater Flint Health Coalition as
Infrastructure Organization & Collaborative Applicant

New Service Provider Application

General Information

1. Name of Agency:
2. Agency Address:
3. Agency Telephone Number:
4. Agency Contact Person:
5. Contact Person Telephone Number:
6. Contact Person Email:

Services Provided

1. Describe the services your agency provides.
2. How does your agency define your services? *Example: What does "transitional housing" mean for your agency?*
3. Does your agency serve homeless clients?
4. What special populations does your agency serve?
5. What geographical areas does your agency serve?

Funding

1. How is your agency funded?
    a. How are your services for homeless residents funded?
2. Does your agency charge clients to use its services? *Example: Does your agency charge rent for transitional housing?*

Compliance

1. Does your agency possess the required licensing, insurance and certifications to provide services? Please include an explanation of those requirements.
2. Is your agency compliant with Fair Housing laws?
3. Does your agency have Memorandums of Understanding (MOUs) with other agencies or organizations (including for-profit businesses)? Please list those agencies if yes.

Client-Centered Practices

1. What are your agency's trauma-informed, non-discrimination and racial equity policies?
2. Is the environment at your agency trauma-informed? Please explain if yes.
3. Are your agency's programs culturally responsive? Please explain if yes.

4. How are Black, LGBTQ+, disabled, those with behavioral health issues and chronically homeless clients treated by your staff?
5. Does your agency have barriers that disproportionately exclude people? Please explain if yes.
6. Does your agency have sobriety requirements creating unnecessary exclusion? Please explain if yes.
7. Are your agency's policies punitive or supportive? Please explain.

Data Collection

1. How does your agency collect data?
2. Does your agency use the Homeless Management Information System (HMIS)?

Community Involvement

1. How does your agency ensure community involvement with your programs?

Flint & Genesee County
CONTINUUM OF CARE
With the Greater Flint Health Coalition as Infrastructure Organization & Collaborative Applicant

New Service Provider Site Visit Checklist

Service Provider: _____

Service Provider Representative:_____

Location(s): _____

Collaborative Applicant Representative: _____

HARA Representative: _____

Governance Council Representatives:_____

1. _____ (service provider) was provided with the following documents and agrees to abide by those documents and all other policies of the CoC, which are available at www.geneseehousing.org/documents (service provider representative to initial all the apply):

_____ Governance Charter

_____ Standard Operating Procedures

_____ Coordinated Entry System Policies & Procedures

_____ Code of Conduct

_____ Conflict of Interest Policy

2. The representatives set forth above conducted **a visual inspection** of the service provider's location(s) and found them to be in acceptable condition to provide services, including housing.

3. The service provider acknowledges that the CoC inspection is **not** in lieu of the inspection, health and safety regulations of the jurisdiction in which it is located and that it must adhere to those regulations. _____ (service provider representative to initial).