Updating the Collaborative Applicant Organization and/or Primary Contact

The Collaborative Applicant is the organization submitting the CoC Program Registration and CoC's Consolidated Application on behalf of the Continuum of Care. This document provides instructions on what to do in the following situations:

- There is a change in the organization designated as the Collaborative Applicant.

- There is a change in the Primary Contact for an existing Collaborative Applicant (no change in the organization).

This document contains the following three sections (note: these are hyperlinked):

- Collaborative Applicant Organization Change

- Collaborative Applicant Primary Contact Change

- Letter Instructions

Collaborative Applicant Organization Change

The organization designated by the CoC as the Collaborative Applicant is identified in numerous places. Here is an overview, in order, of actions the new organization needs to complete:

- Contact the HUD CPD Field Office

- Notify HUD at e-snaps@hud.gov

- Gain access to the CoC's existing Collaborative Applicant Profile

- Update the Collaborative Applicant Profile

- Ensure the organization has its own Project Applicant Profile

- Request a transfer for the CoC Planning grant

- Request an update to the CoC's contact information on the HUD Exchange Grantee

- Request an update to HDX

- Review the applicable CoC Registration Notice(s), GIW Instructions, and NOFA, when available

Each of these items are discussed in more detail below:

Contact the HUD CPD Field Office

Contact your organization's CPD representative in the HUD Field Office to notify them of the change and provide any necessary documentation. Locate HUD Offices by State.

Notify HUD

Submit a letter to HUD at e-snaps@hud.gov.

Refer to the Letter Instructions section of this document for instructions on what to include in the letter. HUD staff will notify the Headquarters Desk Officer of the change in Collaborative Applicant organization and the Desk Officer will coordinate with the CPD representative at the HUD Field Office as needed. This action is recommended, but not required, outside the competition period; however, when the Competition is open, the CoC needs to contact HUD to ensure that HUD Headquarters is aware of the change.

Gain access to the CoC's existing Collaborative Applicant Profile and update it

The new Collaborative Applicant organization needs access to the *existing* CoC Applicant Profile in *e-snaps* to which the CoC's annual funding applications and Project Priority Listings are associated. There are two types of Applicant Profiles in *e-snaps*, one for Project Applicants, which every CoC Program recipient already has, and one for "CoC Applicants," which is specifically for Collaborative Applicants.

Each new staff person needs a user profile with a username and password to establish an *e-snaps* account. Do not use the previous staff's login information. To create a user profile, go to the *e-snaps* page and selecting the "Create Profile" link. Refer to the Create an *e-snaps* User Profile resource for instructions.

Assuming someone at the former Collaborative Applicant still has access to *e-snaps*, that person can add and delete users as needed, even staff at the new organization. Staff at the outgoing Collaborative Applicant should review the Give Staff Access to the Organization's *e-snaps* Account resource for instruction on how to do this.

If the former Collaborative Applicant staff is unable to provide the new organization's staff with access to the existing CoC Applicant Profile, the new Collaborative Applicant organization needs to submit to the *e-snaps* Ask A Question help desk on the HUD Exchange a letter requesting access to the existing CoC *e-snaps* account. Refer to the Letter Instructions section of this document for instructions on what to include in the letter.

Review all screens of the CoC Applicant Profile and update the information for each screen as needed including the Primary Contact, Secondary Contact, Homeless Contact, and HMIS Contact. HUD Headquarters solely relies on the information in the CoC Applicant Profile and does not maintain or use any other type of contact list(s).

Update the Collaborative Applicant Profile

Review Update the Applicant Profile in Edit-Mode for more information on putting the Applicant Profile into edit-mode.

Ensure the organization has its own Project Applicant Profile

The organization must have its own Project Applicant Profile. This *e-snaps* account will contain the project applications and grant agreements for any CoC Planning grants and other grants (e.g., RRH, PSH, HMIS) the organization may operate. It is separate from the CoC's Collaborative Applicant Profile.

- If your organization has an existing Project Applicant Profile because it has received grants in the past, make ensure that the information is up-to-date. Follow the instructions to Update the Applicant Profile by putting it into edit-mode.

- If your organization does not already have its own Project Applicant Profile, please review the Project Applicant Profile Navigational Guide on how to create one in *e-snaps*.

Request a transfer for the CoC Planning Grant

If there is an existing CoC Planning grant, it must be transferred from the outgoing Collaborative Applicant organization to the new Collaborative Applicant. Only the CoC's designated Collaborative Applicant can apply for and expend funds from a CoC planning grant. The process for transferring a grant is in the CoC Program Project Transfers resource.

Once the grant is associated with the correct recipient organization, the information should populate the grant agreement in *e-snaps*.

Request an update to the CoC's contact information on the HUD Exchange Grantee pages

CoC contact information is on the HUD Exchange Grantees page. To submit a request to update the information on the CoC's page, follow the instructions in the Change Request Instructions resource.

Request an update to HDX

Submit a request to the HUD Exchange AAQ to update the Primary Contact in HDX.

Select "HDX" in the "My question is related to:" field on Step 2 of the AAQ Request Form.

Use the same instructions as provided in the Letter Instructions section of this document for instructions on what to include in the letter.

Review the applicable CoC Registration Notice(s), GIW Instructions, and NOFA, when available

- **CoC Registration Notices**: Review the CoC Registration Notices. Starting with the FY 2018 CoC Program Registration, HUD published standing Registration Notices for Collaborative Applicants, United Funding Agencies (UFAs), and High Performing Communities (HPC). These three Registration Notices are in effect until amended, superseded, or rescinded.

- **GIW Review**: Review the Grant Inventory Worksheet (GIW) Report page for information. When HUD sends out a listserv message to notify CoCs the GIW is ready for review, the Collaborative Applicant must review the GIW and, if necessary, submit a GIW Change Request Form to update the GIW if it needs to reflect a new Collaborative Applicant organization.

- **CoC Program NOFA**: Review the annual Notice of Funding Availability (NOFA) when it is published on the CoC Program Competition page.

- **Subscribe to the HUD.gov listserv** for information developed by HUD/SNAPS regarding the CoC program, ESG program, YHDP, Notices of Funding Opportunity (NOFOs) developed by SNAPS, and any other information related to SNAPS programs and the work to end homelessness.

      o   [Sign up for SNAPS Competition Information](#)

      o   [Sign up for SNAPS Program Information](#)

- **Subscribe to the HUD Exchange listserv** for information and guidance produced by HUD technical assistance providers regarding SNAPS programs.

      o   [Sign up for HUD Exchange updates](#)

Updating the Collaborative Applicant Primary Contact (no organization change)

The Collaborative Applicant's Primary Contact is the person who has the authority to submit the CoC Registration and CoC's Consolidated Application on behalf of the Continuum of Care. This document provides instructions on what to do when there is a change in the Primary Contact for an existing Collaborative Applicant (no change in the organization).

The Primary Contact information for the Collaborative Applicant is identified in numerous places. Here is an overview of actions the Collaborative Applicant needs to complete, in order:

- [Contact](#) the HUD CPD Field Office.

- [Gain](#) access to the Collaborative Applicant Profile.

- [Update](#) the Collaborative Applicant Profile.

- [Request](#) an update to the CoC's contact information on the HUD Exchange Grantee pages.

- [Request](#) an update to HDX.

Each of these items are discussed in more detail below:

Contact the HUD CPD Field Office

Notify the CPD representative at the HUD Field Office so staff has updated contact information. This action is not required but recommended. Locate [HUD Offices by State](#). While the HUD Field Office may maintain contact information outside of e-snaps, HUD Headquarters in Washington, D.C. solely relies on the contact information in the CoC Applicant Profile. You must update the Collaborative Applicant Primary Contact information in *e-snaps* to ensure you receive timely communications (e.g., phone call, email) as at times some types of communication are time sensitive with responses required you're your organization within a particular timeframe.

Gain access to the Collaborative Applicant Profile

The Collaborative Applicant must ensure that the new Primary Contact has access to the CoC's existing Collaborative Applicant Profile.

The new Primary Contact must create a user profile with a username and password to establish an *e-snaps* account. Do not use the previous Primary Contact's login information. The Primary Contact can

create a user profile by going to the *e-snaps* page and selecting the "Create Profile" link. Refer to the [Create an *e-snaps* User Profile](#) resource for instructions.

Assuming someone in the Collaborative Applicant organization still has access to *e-snaps*, that person can add the new Primary Contact using the instructions in the [Give Staff Access to the Organization's *e-snaps* Account](#) resource.

If no one is able to provide the new Primary Contact with access to the CoC's Collaborative Applicant Profile, the organization needs to e-snaps@hud.gov a letter requesting access. Refer to the [Letter Instructions](#) section of this document for instructions on what to include in the letter.

Update the Collaborative Applicant Profile

Review [Update the Applicant Profile in Edit-Mode](#) for more information on putting the Applicant Profile into edit-mode

Request an update to the CoC's contact information on the HUD Exchange Grantee pages

CoC contact information is on the HUD Exchange [Grantees](#) page. To submit a request to update the information on the CoC's page, follow the instructions in the [Change Request Instructions](#) resource.

Request an update to HDX

Submit a request to the HUD Exchange AAQ to update the Primary Contact in HDX. Submit an AAQ ticket using these guidelines:

- Go to [HUD Exchange Ask A Question](#)

- Step 1 - Complete the form with your personal information

- Step 2 - In the "My question is related to:" drop down, Select "HDX."

Letter Instructions

If a new Collaborative Applicant organization and/or a new Primary Contact at an existing Collaborative Applicant organization are unable to gain access to the CoC's Collaborative Application Profile and all associated CoC Registrations, CoC Applications, and CoC Priority Listings, a letter requesting access must be submitted to e-snaps@hud.gov.

This letter may also be used to request a Primary Contact update in HDX. When submitting a request to the HUD Exchange AAQ, when you get to "My question is related to:" on Step 2, select "HDX" to request an update in HDX Please follow these instructions to submit the letter:

Address the letter to:

> U.S. Department of Housing and Urban Development
> Office of Special Needs Assistance Programs
> 451 7th Street, SW Washington, DC 20410

The letter must:

- Explain of the need for substitution and indicate that the letter serves as formal written notice.

- Provide the CoC Name and Number (e.g. AA City/County (AA-500)).

- Provide the name of the former Collaborative Applicant organization and/or the former Primary Contact.

- Identify and provide the new Collaborative Applicant organization and/or the new Primary Contact's name and contact information—title, organization, e-mail address, phone number, and mailing address. If requesting access to the CoC's Collaborative Applicant account, the letter MUST provide the new Primary Contact's *e-snaps* user ID.

- Include the signature of an authorized member of the organization/CoC (e.g., department head, executive director).