

Updating the Collaborative Applicant Organization and/or Primary Contacts

The Collaborative Applicant is the organization submitting the CoC 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):

- I. [Collaborative Applicant Organization Change](#)
- II. [Collaborative Applicant Primary Contact Change](#)
- III. [Letter Instructions](#)

I. Collaborative Applicant Organization Change

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

1. Review the applicable CoC Registration Notice(s), GIW Instructions, and NOFA, when available.
2. Contact the HUD CPD Field Office.
3. Notify the HUD Exchange Ask A Question (AAQ) help desk.
4. Gain access to the CoC's existing Collaborative Applicant Profile.
5. Update the *Collaborative* Applicant Profile.
6. Ensure the organization has its own *Project* Applicant Profile.
7. Request a transfer for the CoC Planning grant.
8. Request an update to the CoC's contact information on the HUD Exchange Grantee pages.
9. Request an update to HDX.

These actions are further discussed below.

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

- **CoC Registration Notices:** Access the CoC Registration Notice(s) through the CoC Program Competition: Funding Availability page at: <https://www.hudexchange.info/resource/3115/coc-competition-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 These three Registration Notices that will be in effect until amended, superseded, or rescinded.
- **GIW Review:** Review the Grant Inventory Worksheet (GIW) Report page for information: <https://www.hudexchange.info/programs/coc/coc-giw-reports/> When HUD sends out a listserv message to notify CoCs that 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:** Access the annual Notice of Funding Availability (NOFA) through the CoC Program Competition: Funding Availability page at: <https://www.hudexchange.info/resource/3115/coc-competition-notices/>

2. Contact the HUD CPD Field Office

Contact the CPD representative of the HUD Field Office to notify them of the change and provide any necessary documentation. Locate HUD Offices by State: <https://www.hud.gov/states/>.

3. Notify the HUD Exchange Ask A Question (AAQ) help desk

Notify the *e-snaps* AAQ using the letter discussed on page 5 of this document. The AAQ will notify HUD Headquarters of the change in Collaborative Applicant organization so the HUD Headquarters Desk Officer is also aware of the change and can 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 the AAQ to ensure that HUD Headquarters is aware of the change.

Submit an AAQ ticket using these guidelines. When you get to "My question is related to:" on Step 2:

- Select "*e-snaps*" for anything related to *e-snaps*, Registration, and the Competition
- Select "CoC Program" only for policy questions

4. 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. Note that there are two types of Applicant Profiles in *e-snaps*, one for Project Applicants, which every CoC Program grantee already has, and one for "CoC Applicants," which is specifically for Collaborative Applicants.

Each new staff person needs an individual user account (user profile) in *e-snaps*. To create an *e-snaps* username and password, go to <http://www.hud.gov/esnaps> and select the "Create Profile" link. Please do not use the previous staff's login information.

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 Adding and Deleting Registered Users resource for guidance on helping the new organization with this transition: <https://www.hudexchange.info/resource/2903/adding-deleting-registrants-in-esnaps/>.

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. See page 5 of this document.

5. Update the Collaborative Applicant Profile

See this resource for more information on putting the Applicant Profile into edit-mode: Updating the Applicant Profile resource: <https://www.hudexchange.info/resource/3117/updating-the-applicant-profile-resource/>

6. 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.

Do NOT update the Project Applicant Profile in *e-snaps* for the existing recipient of the CoC Planning grant (i.e., the outgoing Collaborative Applicant organization).

Do NOT create a new Project Applicant Profile if you already have one. You need only one Profile for all project applications and grants.

- a. If your organization has an existing Project Applicant Profile because it has received grants in the past, take a minute to ensure that the information is up-to-date. Here are the instructions for putting the Profile into edit-mode: <https://www.hudexchange.info/resource/3117/updating-the-applicant-profile-resource/>
- b. If your organization does not already have its own Project Applicant Profile, please review the Project Applicant Profile Guide on how to create one in *e-snaps*: <https://www.hudexchange.info/resource/2958/instructions-for-updating-the-project-applicant-profile/>.

7. Request a transfer for the CoC Planning Grant

If there is an existing CoC Planning grant, it needs to be transferred from the outgoing Collaborative Applicant organization to the new Collaborative Applicant. The process for transferring a grant is in the CoC Program Project Transfers resource: <https://www.hudexchange.info/resource/2907/coc-program-project-transfers/>.

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

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

Grantees page are available at <https://www.HUDExchange.info/grantees/>. To submit a request to update the information on the CoC's page, follow the instructions in this Change Request Instructions resource: <https://www.HUDExchange.info/HUDExchange/assets/File/Grantee-Information-Change-Request-Instructions.pdf>.

9. 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 letter instructions on page 5 of this document.

II. Collaborative Applicant Primary Contact Change (no organization change)

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:

1. Contact the HUD CPD Field Office.
2. Gain access to the Collaborative Applicant Profile.
3. Update the Collaborative Applicant Profile.
4. Request an update to the CoC's contact information on the HUD Exchange Grantee pages.
5. Request an update to HDX.

These are further discussed below.

1. 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: <https://www.hud.gov/states/>.

2. Gain access to the Collaborative Applicant Profile

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

The new Primary Contact needs an individual user account (user profile) in *e-snaps*. If the new Primary Contact is a new user to *e-snaps*, this person first needs to create an *e-snaps* username and password. This can be done by going to <http://www.hud.gov/esnaps> and selecting the "Create Profile" link. Please do not use the previous Primary Contact's login information.

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 Adding and Deleting Registered Users resource: <https://www.hudexchange.info/resource/2903/adding-deleting-registrants-in-esnaps/>.

If no one is able to provide the new Primary Contact with access to the CoC's Collaborative Applicant Profile, the organization needs to submit to the HUD Exchange Ask A Question help desk a letter requesting access. See page 5 of this document.

3. Update the Collaborative Applicant Profile

See this resource for more information on putting the Applicant Profile into edit-mode: Updating the Applicant Profile resource at: <https://www.hudexchange.info/resource/3117/updating-the-applicant-profile-resource/>

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

Grantees page are available at <https://www.HUD Exchange.info/grantees/>. To submit, a change request to information on the page, follow the instructions in this Change Request Instructions resource: <https://www.HUD Exchange.info/HUD Exchange/assets/File/Grantee-Information-Change-Request-Instructions.pdf>.

5. 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 letter instructions on page 5 of this document.

III. 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 must be submitted to the HUD Exchange AAQ requesting access.

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

- "e-snaps" to request access to the CoC's Collaborative Applicant e-snaps account; or
- "HDX" to request an update in HDX

Please follow these instructions to submit the letter:

(1) 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

(2) Explain the need for substitution and indicate that the letter serves as formal written notice.

(3) Provide the CoC Number.

(4) Provide the name of the former Collaborative Applicant organization and/or the former Primary Contact.

(5) 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.

(6) Obtain the signature of a ranking member of the agency/CoC.

(7) Scan and submit the signed letter via HUD Exchange AAQ. If you do not have scanning capabilities, submit a ticket to the HUD Exchange AAQ, and someone will provide you with further instructions.