**FY 2021 CoC Program Competition**

**Submitting Questions**

As stated in the Notice of Funding Opportunity (NOFO) for Fiscal Year (FY) 2021 Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants, all questions related to the Competition and YHDP non-competitive process must be sent to:

[CoCNOFO@hud.gov](mailto:CoCNOFO@hud.gov) - questions regarding the FY 2021 CoC Program Competition process; or

[e-snaps@hud.gov](mailto:e-snaps@hud.gov) - questions related to *e-snaps* functionality (e.g., password lockout, access to user’s application account, updating Applicant Profile).

However, as of today, some questions are still be submitted to the HUD Exchange AAQ *e-snaps* help desk and are being redirected to the appropriate HUD email address with the following note:

“The e-snaps AAQ is no longer processing questions.

* We are forwarding questions to [CoCNOFO@hud.gov](mailto:CoCNOFO@hud.gov) that pertain to the NOFO, competition, and applications.
* We are forwarding questions to [e-snaps@hud.gov](mailto:e-snaps@hud.gov) that pertain to e-snaps technical issues.

You will receive a response to your question via the applicable email address. Therefore, we will close this ticket in the AAQ.”

**Effective October 1, 2021**

The HUD Exchange *e-*snaps help desk will no longer be monitored and will cease to forward questions to HUD.  Therefore, if you submit a question related to the FY 2021 CoC Program Competition, YHDP non-competitive process that is part of the FY 2021 CoC Program NOFO, or *e-snaps*, you will not receive a response.

Additionally, if questions related to the FY 2021 CoC Program NOFO, CoC Program Competition, YHDP non-competitive process, or *e-snaps* issues are submitted to any of the other HUD Exchange question help desks (e.g., CoC Program, HDX, HMIS) the questions will be closed with no additional information.

**How to ensure you receive a response to CoC Program NOFO, CoC Program Competition, non-competitive YHDP, and *e-snaps* technical questions?**

* Immediately discontinue sending questions the HUD Exchange AAQ.
* Submit all questions to the HUD.gov email addresses as appropriate.

In the coming months, we will communicate additional information as to how to submit questions related to activities that occur after the annual CoC Program Competition final funding announcement (e.g., post-award), as well as questions related to CoC Program Registration and GIW processes.