This Scope of Required Services (SRS) for the Transition Age Youth (TAY) Continuum of Care (CoC) Transitional Housing (TH)/Rapid Re-Housing (RRH) Joint Component program contains a written summary of, and links to, detailed information regarding the services that must be provided to eligible participants experiencing homelessness receiving TH/RRH program services. This SRS and the documents that are linked hereto, in combination with the Program Standards (contained in a separate document), the Program Profile and Performance Targets, together, comprise the entire Statement of Work for the TH/RRH Joint Component Program. LAHSA maintains the right to make changes related to prioritization, matching, and other aspects of the implementation of the complete Coordinated Entry System which will be noticed to contractors through policies, interim guidance, and other forms of guidance as it deems necessary. Any of these notices, will by fact of being sent to the contractor become a part of the contractor obligations.

**CoC TRANSITIONAL HOUSING/ RAPID RE-HOUSING JOINT COMPONENT OVERVIEW**

Transitional Housing (TH)/Rapid Re-Housing (RRH) is a *Housing First, Low Barrier, Harm Reduction, Crisis Response* program that provides safe, client-driven, support services and access to a 24-hour residence for people experiencing a housing crisis, and choose to enter a TH/RRH program to assist with permanent resolution of that crisis. Program participants may enter and receive services in the Transitional Housing or Rapid Re-Housing program, as enrollment allows for client choice in identification of, and enrollment into, preferred program type. TH/RRH is offered without any preconditions or requirements (such as required participation in treatment (medical or substance)), to receive assistance. TH/RRH incorporates client-choice by allowing participants to choose length of stay in either program type, and choice in which program services to receive and/or participate in. This flexibility allows clients to assess unique strengths, needs, preferences, and financial resources while being provided short-term residence whether in TH or RRH. In addition, TH/RRH services connect participants to resources that help them improve their safety and well-being and achieve their housing stability goals. Some of these supportive services may include life skills development, connections to employment, education, healthcare, and/or mental healthcare. Participants will choose when they are ready to exit the TH/RRH into permanent housing but may not stay beyond twenty-four (24) months. TH/RRH may be site-based facilities or provided in scattered site apartments.

**DEFINITIONS**

All programs operating in the Los Angeles CoC must operate with a Housing First, Harm Reduction, Low Barrier, and Trauma-Informed Care approach. More detailed definitions of these terms are found in the LAHSA Program Standards.

1. **TAY**: Individuals 18-24 years old.

2. **TH/RRH Joint Component**: Allows for participants to exercise client choice when determining whether more time in TH or RRH is the best housing fit. Participants may choose to spend all, none, or very little time in TH. Upon program entry, participants and programs should design a plan that allows for a designated amount of time in TH, with a participant-centered transition into RRH.

**CoC TRANSITIONAL HOUSING OVERVIEW**

**ELIGIBILITY FOR SERVICES**
1. Detailed eligibility for TH/RRH Programs can be found in Appendix I

2. **Homeless Status**: Participants must be determined to be homeless (Category 1 or 4) per HUD’s Final Rule on "defining homeless." (24.CFR parts 91, 576 and 582). Or experiencing homelessness upon exiting from the supervision of the Department of Children and Family Services (DCFS) and/or Probation.

   2.1 Program will be responsible for documenting the determination of the participant’s homelessness status by using LAHSA Approved LA CoC Homeless Certification Form.

   2.2 Program will be responsible for obtaining the LA CoC Homeless Certification forms from any referring agency.

   2.3 All documentation is required to be placed inside the participant’s master file.

   2.4 Program will be responsible for entering the homelessness status in the Homeless Management Information System (HMIS).

3. **Coordinated Entry System (CES) Triage Tool**: Program must ensure participants who have been matched to TH/RRH have been assessed using the population-appropriate LA County CES Triage Tool to determine eligibility for, and connection to, the appropriate housing intervention. Before completing the population-appropriate tool, Program must check participant’s CES record in the Homeless Management Information System (HMIS) for a previous result. If there is no record of an existing CES triage result in HMIS, Contractor must complete the appropriate and most recent version of the CES Triage Tool. If the participant has a previous CES triage tool result in HMIS, an additional triage tool should not be administered unless the staff believe the result of the score does not reflect the participant’s acuity. Please see LAHSA Interim Guidance document “Interim Guidance: Updating and Correcting Population - Appropriate CES Triage Tool Scores,” found in the LAHSA document library.

   3.1 LA County CES-approved triage tools include:

      3.1.1 CES Survey Packet for Youth
      3.1.2 CES Survey Packet for Families

   3.2 If there is a need to assess TAY using a triage tool at program entry, the triage tools must be administered in an office setting or in the field, by staff who have completed training required by the LA CoC. The tool must be administered in a place that allows the participant needed privacy for answering the questions.

**IDENTIFYING PARTICIPANTS**

1. Program must enter all vacancies into the LAHSA approved database in order to receive referrals for eligible Participants. Program must identify new participants through participation in the Coordinated Entry System (CES).

   1.1 Program must work collaboratively with CES Regional Coordinator/CES Matcher in order to identify eligible Participants.
1.2 Program must participate in CES Case Conferencing meetings in each SPA where TH/RRH Program is located to identify eligible participants and coordinate services. Staff in attendance must be knowledgeable of the program and the status of participants who have been referred to the program.

1.3 Programs are required to work collaboratively with domestic violence shelters to ensure that services are made available to eligible Participants participating in the domestic violence system.

1.3.1 Participants who identify as fleeing, or attempting to flee, domestic violence and/or human trafficking must be immediately offered a connection with and provided placement into a domestic violence shelter (at the request of the participant), at a confidential location to ensure the safety and well-being of the Participant.

2. Programs must not screen out participants or deny referrals based on any of the following criteria:
   1.1. Lack of sobriety;
   1.2. Lack of income;
   1.3. Lack of documentation;
   1.4. The presence of mental health issues, disabilities, or other psychosocial challenges;
   1.5. Lack of a commitment to participate in treatment;
   1.6. Criminal background;
   1.7. Presence of or number of evictions;
   1.8. Any other perceived challenges/barriers that do not align with Housing First.

**SUPPORTIVE SERVICES AND ACTIVITIES**

1. Programs providing TH/RRH services and assistance must provide those services specifically needed by, and requested by, each participant. TH/RRH services are provided either directly by Programs or through subcontracted services arrangements. Each participant must be uniquely assessed for the types of services needed.

2. **Problem Solving Screening**: All applicants to the program must be screened for problem solving to determine if it is possible for them to access other housing options and remain housed or be rehoused temporarily or permanently instead of utilizing TH/RRH services.

3. **Direct Support Services**: Programs providing TH/RRH are funded for and shall provide the following services directly to participants in the program: housing focused case management, 24-hour residential supervision, crisis intervention, safety protocol, nutritional meals, restrooms and showers.

4. **Intake and Eligibility Screening** – An intake must be completed for each participant enrolled in TH/RRH within 24 hours of admission into the program. The intake must include eligibility screening. Intake and eligibility screening data must be entered into HMIS within 48 hours of admission into the program.

5. **Occupancy Agreement**: All applicants must have either an occupancy agreement or sub-lease. This agreement is intended to establish guidelines and expectations for occupying a unit/bed while in the program.

6. **Case Management and Supportive Services**: are provided by TH/RRH staff to assist participants in moving forward in accessing permanent housing through an eventual referral to a permanent housing program. The primary objective of housing-focused case management/support services is to provide support to participants, through an
individualized case management relationship, to assist with successfully navigating a path to permanent housing. This includes but is not limited to support with completing housing applications; accompaniment to housing appointments and/or leasing appointments, and other support associated with the housing placement process.

6.1 Detailed description of case management and supportive services can be found in Appendix II

6.2 Housing-focused case management sessions shall be dedicated to activities that support the housing process. This may include but is not limited to: assessing and reassessing needs; safety; educating participants on community resource opportunities; developing housing and services plans; scheduling appointments; and providing necessary follow-ups to ensure housing stability plans are progressing on schedule, and needs are adequately being addressed.

7. Housing-focused case management delivery may occur in the TH/RRH office, or the location in which the participant is residing.

7.1 If travel to an office or facility is a barrier to service delivery/participation for the Participant, Case Management should be delivered to participants where they reside. Services should only occur in an office if this format is agreed upon by the participant.

8. **Case Management Ratio:** It is recommended that Programs maintain a ratio of approximately one (1) case manager to every twenty-five (25) participants for optimal service delivery.

8.1 Caseloads should be determined through consultation between line and supervisory staff while examining the level of need, the amount of contact that is needed to successfully engage the household, and the length of time needed to meet participants where they reside.

**HOUSING AND SERVICES PLANS**

1. **Housing and Service Plan:** Case Managers must develop a Housing and Services Plan in coordination with the participant. The Housing and Services Plan will be the road map of services that are to be provided, actions that need to be taken (by both staff and the participant) and referrals that need to be completed. Housing Plans summarize the participant’s goals, and immediate action steps toward those goals. The Plans are updated as the person’s situation changes, and steps are completed or revised. People in crisis may experience varying levels of stress, which has the potential to impact their ability to make or carry out plans, control emotions, or recall information. They may agree to goal plans but be unable to carry them out. TH/RRH programs must make attempts to create plans which minimize inordinate, redundant, or superfluous action steps, including requiring participants to rapidly acquire new knowledge or skills, or make significant or simultaneous changes, in order to obtain permanent housing placement. Progress and problems implementing the plan should be reviewed and updated frequently. Housing goals and plans must be made with intent that TH/RRH participant enters permanent housing before the 24th month of the TH/RRH program.

1.1 The initial Housing and Services Plan will focus on any emergent needs of the participant and on identifying, finding, and acquiring permanent housing.

1.2 Once the participant is housed, the Housing and Services Plan will focus on housing stability and any housing retention barriers which the participant may face. Housing stabilization plans are required to
focus on how the program participants can maintain a lease, maximizing their ability to pay rent, and address patterns that have, in the past, resulted in housing crises or housing loss.

1.3 Nearing program completion, Housing and Services Plans should transition focus to exit planning. Exit planning should be on-going work until such time as the participant is closed out from the program. This shall include a plan for preventing a fall into homelessness and a finalized exit plan.

1.4 The Housing and Services Plan should be considered the participant’s plan and should be signed by the participant and case manager as it is developed and updated.

2. Program must assist participants with a range of funded or leveraged activities based on the stated needs of the participant, in the Housing and Services Plan, including, but not limited to:
   2.1 Accessing personal identification (critical for connection to permanent housing)
   2.2 Case Management
   2.3 Crisis Housing and Bridge Housing
   2.4 Crisis Intervention
   2.5 Health Services
   2.6 Mental Health Services
   2.7 Mainstream Benefits
   2.8 Substance Use Services
   2.9 Educational Support
   2.10 Life Skills Development
   2.11 Legal Services
   2.12 Employment Services
   2.13 Vocational Services
   2.14 Credit counseling & Financial literacy training
   2.15 Transportation
   2.16 Reunification/Diversion
   2.17 Housing Navigation Assistance
   2.18 Linkage to Permanent Housing Resources
   2.19 Tenancy Rights and Responsibilities
   2.20 Landlord Relations

3. Program must complete at minimum one (1) face to face contact per month and document in Participant HMIS file.
   3.1 Programs shall increase the intensity of case management services as needed. This includes increasing the frequency of meetings.
   3.2 Case management services should decrease as the participant’s stabilization improves. However, service provision should not compromise the goal of achieving housing stability.

4. Participants are eligible for case management/support services until a successful warm hand off to another housing program or permanent housing placement can be accomplished.

5. Program must work with SPA-wide Housing Location staff in the identification and selection of appropriate housing at program exit.
6. Participants are eligible for up to six (6) months of case management after program end as long as the six (6) months falls within the up to 24 months of TH/RRH.

HMIS ENROLLMENT AND DOCUMENTATION OF SERVICES

1. In order to provide well-coordinated support for participants and manage the limited resources available in the CoC, Program shall utilize HMIS to track participants served, services provided, and referrals made.

2. Program shall ensure that all participants served sign the HMIS Interagency Data Sharing consent for granting other providers access to their information.

3. Program shall ensure they collect all required data in HMIS for all participants served and enter that information into HMIS within the following timeframes:

4. Create the participant’s record in HMIS within one (1) business day of the participant’s initial screening for benefits and program enrollment.

5. Update the participant’s standardized assessment in HMIS within one (1) business day of the standardized assessment.

6. Update the participant’s housing status within one (1) business day.

7. Update information on services provided to the individual within a two (2) business days following the provision of services.

8. Program must complete annual assessments in HMIS.

9. Program must complete status updates in HMIS if there is an increase or decrease in income.

10. Please see the LAHSA Program Standards Document for a detailed list of requirements.

EXITING THE PROGRAM/TERMINATION OF ASSISTANCE

1. Program must develop clear Policies and Procedures for exiting participants from TH/RRH.

2. Program must exit participant from enrollment in TH/RRH when the following conditions are met:

   2.1 Participant is successfully placed into permanent housing.
   2.2 Participant relocates outside of Los Angeles County.
   2.3 Reunification services are utilized or the participant self-resolves their housing crisis.
   2.4 Participant is deemed a risk to self, the safety of the Program’s staff, or other Participants. Exits due to safety concerns, must be provided necessary support during transition.
   2.5 A participant can be terminated from the TH/RRH program when they have either refused contact or not had any contact with the Programs for ninety (90) days or more, and after all due diligence to re-engage with the participant has been taken by the Program.
2.6 Program must provide necessary support when linking participant to another housing or supportive services program. Program must work collaboratively with case managers in other program(s) as long as needed, to ensure that the transition is not disruptive to the participant.

2.7 Program must complete an Exit Plan for all participants exiting the program.

3. Program must NOT exit participant from TH/RRH services for the following reasons:

3.1 Active substance use
3.2 Active health issues
3.3 Failure to abide by personal budget
3.4 Non-compliance with Housing and Services Plan
3.5 Medication non-compliance

LENGTH OF ENROLLMENT

Length of Enrollment detail can be found in Appendix I

PARTICIPANT MASTER FILE AND DOCUMENTATION

1. Contractor must maintain a file for each participant enrolled that includes but is not limited to Core Documents and necessary documentation:

<table>
<thead>
<tr>
<th>Document</th>
<th>Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participant Identification</td>
<td>Keep in file</td>
</tr>
<tr>
<td>Income Documentation</td>
<td>Keep in file</td>
</tr>
<tr>
<td>Occupancy Agreement</td>
<td>Keep in file</td>
</tr>
<tr>
<td>Participant Eligibility Screening Form</td>
<td>Keep in file</td>
</tr>
<tr>
<td>LA CoC Homeless Certification Form</td>
<td>Keep in file</td>
</tr>
<tr>
<td>Housing and Services Plan</td>
<td>Keep in file</td>
</tr>
<tr>
<td>Budget Tool</td>
<td>Keep in file</td>
</tr>
<tr>
<td>Case Notes</td>
<td>Keep in file</td>
</tr>
<tr>
<td>Monthly Update</td>
<td>Keep in file</td>
</tr>
<tr>
<td>Incident Reports, Notices of Noncompliance</td>
<td>Keep in file</td>
</tr>
<tr>
<td>Discharge Notices</td>
<td>Keep in file</td>
</tr>
<tr>
<td>Exit Summary Form</td>
<td>Keep in file</td>
</tr>
</tbody>
</table>

EDUCATIONAL REGULATIONS/REQUIREMENTS

1. Program must, as required by the McKinney-Vento Act and as amended by the HEARTH Act, provide documentation that demonstrates that Program has established education-related policies and practices for youth enrolled in Program. The Program must not only document education-related policies and practices for Program participants, but also document the process by which the Program established these policies and practices to ensure compliance with the McKinney-Vento Act, as amended by the HEARTH Act.

2. Program must, as required by the McKinney-Vento Act and as amended by the HEARTH Act, designate a staff to ensure that children of participants are enrolled in school and connected to the appropriate services within the community. Program must document, in writing, its process for identifying/hiring a designated staff person,
including any budget or resource implications, to ensure compliance with the McKinney-Vento Act, as amended by the HEARTH Act.

PROGRAM OBLIGATIONS

1. Please see the LAHSA Program Standards and LAHSA Facility Standards for a detailed description of requirements.

PERSONNEL

1. Program shall ensure that all staff and volunteers that will work with, or come into contact with, transition age youth or the children of TAY-headed households, are finger printed and pass a criminal background (Live Scan) check before working with participants in the program.

2. For site-based projects, Program shall provide 24-hour residential management and security and safety protocol by qualified staff to ensure the safety of all participants and staff.

PERSONNEL

1. Program shall ensure that all staff and volunteers that work with, or come into contact with, households experiencing or fleeing domestic violence or intimate partner violence meet the definition of “Domestic Violence Counselor” set forth by California Evidence Code 1037.1.

FACILITIES

1. Program shall operate a clean, safe and well-maintained Transitional Housing Program in a facility or scattered site apartments. See LAHSA Facility Standards for a detailed list of Facility Standards requirement.

2. Program must ensure that any housing provided under this contract meets the Department of Housing and Urban Development (HUD)'s applicable habitability standards.

3. The facilities used to provide transitional housing may provide private or shared bedrooms. Program is encouraged to make all attempts to house no more than two (2) persons per bedroom in order to provide participants with as much space and privacy as possible. Participants may be housed in TH programs in any of the following types of settings: single family home; scattered site apartments, single-site facility with sleeping accommodations in multiple rooms. If the sleeping accommodations are provided in a dormitory setting or in larger rooms containing more than two beds, there must be partitions around each bed with adequate storage space for individual belongings. The facilities must also provide, at a minimum, cooking/dining facilities, laundry facilities, an accessible and working telephone and basic furnishings provided in the bedrooms and common areas of the facility.

4. Program shall provide participants with as much privacy and personal space as possible. Each participant must at a minimum, be provided with a bed, clean linens, a pillow, blanket and a personal closet/locker for storing and hanging clothes and other personal effects.

5. Program shall ensure staff are trained in safety protocol (e.g. de-escalation techniques, emergency protocol) and appropriate security measures for the safety of participants and staff. Training protocol requirements should be documented in the program policies and procedures.

6. **Clean and Safe Facilities:** Program shall ensure that transitional housing facility and sites meet all local State, and federal health and safety requirements. Program must ensure that all Transitional Housing service sites, including shelter facilities and supportive services sites are maintained in a clean, sanitary / healthful condition and are
otherwise safe for their intended or actual use. Failure to do so will be considered a material breach of this contract and will result in LAHSA taking remedial actions up to and including termination of this Agreement.

7. **CoC Leasing Funds in Transitional Housing:** If CoC leasing funds are used to pay for the housing of program participants, according to COC Interim Regulations at 24CFR5781.49, the Contractor must ensure the following:

7.1 The primary lease for the structure or units used to provide housing must be between the sub-recipient (Contractor Agency) and the landlord.

7.2 The rent charged must be reasonable in comparison to rents being charged for similar space or units considering location, size, type, quality, amenities, facilities and management services.

7.3 A signed occupancy agreement, lease or sublease is completed with all participants residing in housing.

7.4 Occupancy Agreement between the Contractor Agency and Participant must be in place at all times when housing is provided.

**MEALS**

1. Contractor shall provide two (2) meals per day.

   1.1 If a communal kitchen is available meals must be served in an area specifically designated for meal consumption where adequate space for comfortable, seated dining is available to each participant.

   1.2 If preparing food, meals must be nutritionally adequate in accordance with U.S. Department of Agriculture.

   1.3 If kitchen facilities are not available on site, provisions must be made for external food sources to be brought in or arrangements must be made for adequate meals for each participant served by the program. Food/grocery allowance is also an option.

**PROGRAM GUIDELINES**

1. Transitional Housing program must incorporate as part of their program, a set of program guidelines that serves as protocols and procedures for ensuring the safety and security of program participants, as well as program staff.

2. Program guidelines must be Housing First, Low Barrier and participant centered. The Program should not include any guidelines that are perceived as punitive and/or created beyond standard tenant safety criteria.

3. Program guidelines should address safety and security concerns, including any agency policy and procedure for search and seizure of property (search and confiscation of weapons and other contraband).

4. Program guidelines must be made available to LAHSA staff upon request.

5. Program guidelines will be subject to review and approval by LAHSA.

6. Program must create an Occupancy Agreement for participant and Transitional Housing program to review and sign upon participants acceptance of program unit/bed.

7. Occupancy Agreement will serve as TH program consent form.
8. Upon signature of Occupancy Agreement, participant is consenting to make use of the program bed and is certifying that they have read (or have been read) the program guidelines and they understand and consent to the program rules. Program must provide copies of all signed agreements to program participants.

CoC RAPID RE-HOUSING COMPONENT OVERVIEW

ELIGIBILITY FOR SERVICES

1. Detailed eligibility for TH/RRH Joint Component Program can be found in Appendix I.

2. **Homeless Status:** Participants must be determined to be homeless (Category 1 or 4) per HUD’s Final Rule on “defining homeless.” (24.CFR parts 91, 576 and 582). Or experiencing homelessness upon exiting from the supervision of the Department of Children and Family Services (DCFS) and/or Probation.

   2.1 Program will be responsible for documenting the determination of the participant’s homelessness status by using LAHSA Approved LA CoC Homeless Certification Form.

   2.2 Program will be responsible for obtaining the LA CoC Homeless Certification forms from any referring agency.

   2.3 All documentation is required to be placed inside the participant’s master file.

   2.4 Program will be responsible for entering the homelessness status in the Homeless Management Information System (HMIS).

3. **Coordinated Entry System (CES) Triage Tool:** Program must ensure participants who have been matched to TH/RRH have been assessed using the population-appropriate LA County CES Triage Tool to determine eligibility for and connection to the appropriate housing intervention. Before completing the population-appropriate tool, Program must check participant’s CES record in the Homeless Management Information System (HMIS) for a previous result. If there is no record of an existing CES triage result in HMIS, Contractor must complete the appropriate and most recent version of the CES Triage Tool. If the participant has a previous CES triage tool result in HMIS, an additional triage tool should not be administered unless the staff believe the result of the score does not reflect the participant’s acuity. Please see LAHSA Interim Guidance document “Interim Guidance: Updating and Correcting Population- Appropriate CES Triage Tool Scores”, found in the LAHSA document library.

   3.1 LA County CES-approved triage tools include:

   3.1.1 CES Survey Packet for Youth

   3.1.2 CES Survey Packet for Families

   3.2 If there is a need to assess TAY at program entry, the triage tools must be administered in an office setting or in the field, by staff who have completed training required by the LA CoC. The tool must be administered in a place that allows the participant needed privacy for answering the questions.
4. **Income Requirement**: Participants must be determined to be income eligible by meeting income threshold at or below 50% Area Median Income (AMI) for Los Angeles County.

**IDENTIFYING PARTICIPANTS**

1. Program must enter all vacancies into the LAHSA approved database in order to receive referrals for eligible Participants. Program must identify new participants through participation in the Coordinated Entry System (CES).
   1.1 Program must work collaboratively with CES Regional Coordinator/ CES Matcher in order to identify eligible Participants.
   1.2 Program must participate in CES Case Conferencing meetings in each SPA where TH/RRH Program is located to identify eligible participants and coordinate services. Staff in attendance must be knowledgeable of the program and the status of participants who have been referred to the program.
   1.3 Programs are required to work collaboratively with domestic violence shelters to ensure that services are made available to eligible Participants participating in the domestic violence system.
   1.3.1 Participants who identify as actively fleeing a domestic violence situation, must be immediately offered a connection with and provided placement into a domestic violence shelter (at the request of the participant), at a confidential location to ensure the safety and well-being of the Participant.

2. Programs must not screen out participants or deny referrals based on any of the following criteria:
   1.1. Lack of sobriety;
   1.2. Lack of income;
   1.3. Lack of documentation;
   1.4. The presence of mental health issues, disabilities, or other psychosocial challenges;
   1.5. Lack of a commitment to participate in treatment;
   1.6. Criminal background;
   1.7. Presence of or number of evictions;
   1.8. Any other perceived challenges/barriers that do not align with Housing First.

**SUPPORTIVE SERVICES AND ACTIVITIES**

1. Supportive services include a wide range of services outlined in 24 CFR part 578.53 and referenced in Appendix II.

2. **Problem Solving Screening**: All applicants to the program must be screened for problem solving to determine if it is possible for them to access other housing options and remained housed or be rehoused temporarily or permanently instead of utilizing transitional housing services.

3. **Intake and Eligibility Screening**: An intake must be completed for each participant enrolled in TH within 24 hours of admission into the program. The intake must include eligibility screening. Intake and eligibility screening data must be entered into HMIS within 48 hours of admission into the program.

4. **Case Management and Supportive Services**:
   4.1 Following intake and assessment, Case Managers must develop a Housing and Services Plan and a Safety Plan in coordination with the participant. See Appendix II for supportive services and Appendix III for
funded activities. Case management services are voluntary, and client centered: The Housing and Services Plan should be considered the participant’s service plan and should be developed with the participant.

4.2 Case Managers must complete a Monthly Update with the participant to assess progress towards achieving the goals defined in the Housing and Services Plan.

4.3 Program shall assist participants with a range of leveraged activities that address the stated goals of the participant in the Housing and Services Plan, details can be found in Appendix II

4.3 Program must continually assess participant needs and provide individualized services needed to make progress towards housing stability and increasing participant safety:

4.3.1 Program is required to complete at least one (1) face to face meeting per month.

4.3.2 Program shall adjust the intensity of case management services as needed. This includes increasing or decreasing the frequency of meetings and home visits as needed. Service provision should be appropriate to the needs of the participant and not compromise the goal of achieving housing stability or increasing participant safety

4.3.3 If a Program determines the participant requires a higher level of care, the Programs must link the participant to alternate housing programs and ensure a warm hand off.

4.3.4 Participants are eligible for up to six (6) months of case management services after TH/RRH assistance has concluded as long the service falls within the up to 24-month program period.

5. Financial Assistance:

5.1 Program shall provide flexible direct financial assistance needed to identify and maintain housing. Funded activities can be found in Appendix III.

5.2 Financial assistance shall be individualized utilizing a progressive engagement approach that is flexible as to meet the needs of the household.

5.3 Program shall monitor and coordinate the use and disbursement of financial assistance.

5.3.1 This includes timely and accurate data entry in the HMIS document financial expenditures in the HMIS and participant file. Program must ensure that all financial assistance payments are processed in a timely manner of no more than five business (5) days.

5.3.2 Program shall manage payment in a manner that does not result in lease violations for the client or other penalties related to lack of timely payment. Late payments to landlords could be grounds for termination of the contract.

6. Housing Search Assistance:

6.1 Program shall identify housing resources and develop relationships with property owners, property management companies, and landlords throughout their respective regions in order to increase the permanent housing opportunities for participants.
6.2 Program will be responsible for identifying available and appropriate housing units, cataloging unit specifications, reviewing and negotiating leases with landlords/property managers and conducting unit site visits. These requirements may be completed by a sub Program or partner agency.

6.3 Program shall assist participants in the housing search and placement process.

   6.3.1 Program shall assist participants in locating appropriate housing that meets the needs and expressed desires of the participant.

   6.3.2 Program shall assist participant in meeting with landlords. This includes preparing the participant to understand the requirements of the lease, the leasing process, expectations for tenancy, and tenant rights.

   6.3.3 Program shall provide transportation assistance for appointments as needed.

   6.3.4 Program shall provide financial assistance with necessary application fees.

   6.3.5 Program must respect participant choice in regard to housing. Participant choice must be considered and be a part of the assessment and planning for appropriate housing.

   6.3.6 Program shall take all reasonable steps to ensure that the unit can be financially sustainable by the participant upon exit from the program.

   6.3.7 Program shall identify shared housing opportunities for participants who desire roommates, including organizing roommate matching for program enrollees.

   6.3.8 Program is responsible for necessary housing inspections to ensure that housing meets habitability standards. See Appendix IV.

   6.3.9 Program shall provide support to their landlord partners as needed:

   6.3.10 Program shall work collaboratively with landlord to address any concerns that may jeopardize the participant’s tenancy including lease violations. Program shall establish programmatic standards for the regular contact with landlord partners.

   6.3.11 Lack of timely rental payment by participant should be responded to within 24-hours.

   6.3.12 Program shall abide by the “Rental and Lease Standards” described in Appendix IV.

LENGTH OF ENROLLMENT

Length of Enrollment details can be found in Appendix I

EXITING THE PROGRAM/TERMINATION OF ASSISTANCE

1. Program shall complete a standardized LAHSA “Exit Plan” for all participants exiting the program.

2. Program shall exit participant from enrollment from TH/RRH services in collaboration with the participant when any of the following conditions are met:

   2.1 Participant has completed program goals and is determined to have reached an acceptable housing stability.

   2.2 Participant is linked to the appropriate housing intervention or supportive services program if rapid re-housing does not meet the needs of the participant.
2.3 Participant relocates outside the geography served by the Program. Programs must make every effort to link a participant to services in these cases.

2.4 Participant utilizes reunification services.

2.5 Participant has self-resolves housing crisis.

2.6 Participant is deemed a risk to the safety of the Programs’ staff.

2.7 Program has been unable to make contact with the participant for ninety (90) days or more.

2.8 Participant will be hospitalized or incarcerated for ninety (90) days or more. If participant is residing in permanent housing, the Program must provide the necessary assistance to ensure the participants absence does not result in a lease violation or eviction.

2.9 Participant is duly enrolled in another Rapid Re-Housing program.

2.10 Participant must be re-certified for eligibility annually OR If the Program is made aware of relevant changes in household income or household composition that might affect the participant’s eligibility.

See Appendix I.

3. Program shall NOT exit participant without the collaboration of the participant due to:
   2.1 Active substance use.
   2.2 Non-Compliance with the Housing and Services Plan.
   2.3 Active health issues.
   2.4 Medication non-compliance
   2.5 Failure to abide by household budget.
   2.6 Desire to be assigned another case manager.

4. Program shall provide necessary support when linking participant to another housing intervention or supportive services program. Programs shall work collaboratively with other program(s) to ensure that the transition is not disruptive to the participant.

Community-Based Collaborative Requirements

1. Program must partner with the following Los Angeles County agencies:
   1.1 Department of Public Social Services
   1.2 Department of Workforce Development, Aging, and Community Service
   1.3 Department of Mental Health
   1.4 Department of Public Health – Substance Abuse Prevention and Control
   1.5 Department of Health Services

2. Program shall utilize and maintain the following referral networks with community providers:
   2.1 CES street and community outreach activities
   2.2 CES Case Conferencing Meetings
   2.3 Crisis and Bridge Housing
   2.4 LA County Department of Health Services Housing for Health, Housing & Jobs Collaborative, & Countywide Benefits Advocacy Program
   2.5 LA County Department of Children and Family Services
   2.6 LA County Department of Probation
   2.7 HOPWA Services
   2.8 VA
   2.9 Mental and Physical Health Services
   2.10 Substance Use Abuse Services
   2.11 Education/Life Skills Training
   2.12 Legal Services
   2.13 Vocational counseling/training
2.14 First Responders

**Participant Master File**

1. Program shall maintain a file for each participant enrolled that includes but is not limited to the following Core Documents:
   1.1 Participant Identification
   1.2 Participant Intake Documentation
   1.3 Participant Eligibility Screening Form
   1.4 Household Composition and Income Eligibility Form
   1.5 Proof of Income:
      1.5.1 Written proof of income such as a benefits statement, 2 most recent consecutive pay stubs, etc. **OR**
      1.5.2 3rd Party Income Verification **OR**
      1.5.3 Self-Certification of Income **AND**
      1.5.4 Asset Calculation Worksheet if needed
   1.6 LA CoC Homeless Certification Form
      1.6.1 3rd Party Certification of Homelessness **OR**
      1.6.2 Self-Certification of Homelessness **OR**
      1.6.3 Observation of Homelessness
   1.7 Re-Certification From: Annual or As Needed
   1.8 Housing Stability Plan
   1.9 Monthly Update
   1.10 Exit Plan
   1.11 Rent Reasonableness Form
   1.12 Minimum Standards for Permanent Housing Checklist
   1.13 Danger Assessment
### APPENDIX I. TH/RRH Eligibility

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Guidance</th>
</tr>
</thead>
</table>
| **Population Served** | • TAY Individuals or TAY Families (households with minor children)  
• **Unaccompanied Minors** are not eligible for enrollment or services. An exemption exists for unaccompanied minors who are legally emancipated.  
• Eligible populations are determined in each subrecipients HUD approved proposal. |
| **Homeless Status** | Participants must be determined homeless under Category 1 and 4 per HUD’s Final Rule on “defining homeless” (24 CFR Parts 91, 582, and 583). Status must be documented by using LA CoC Homeless Certification Form and following what is prescribed in the LAHSA Homeless Status Documentation Standards. |
| **VI-SPDAT Score + Chronicity** | Household is not required to meet any minimum score for the VI-SPDAT or housing status. Program is required to assess if the household is eligible for CoC Rapid Re-Housing. Contractor shall consider the VI-SPDAT score when determining eligibility; however, eligibility and enrollment is not contingent upon a specific score. This criterion may be adjusted based off changes to CES prioritization. |
| **Income Threshold** | Must be below 50% Area Median Income (AMI) for Los Angeles County as determined by HUD. See LAHSA Income Documentation Standards ([Appendix V. Income Documentation Standards](#)). Program will be responsible for obtaining all income supporting documents:  
• Program will be responsible for documenting, and determining the participant’s AMI, using the LAHSA Household Composition and Income Eligibility form available on the LAHSA website.  
• If participant cannot obtain documentation of income or provide proof of income, program must complete the LAHSA Third Party Income Eligibility form to obtain the income being reported by the participant and/or household.  
• If program cannot obtain a LAHSA Third Party Income Eligibility form after attempting to do so, the participant shall complete the LAHSA Self-Certification of Income form.  
• Program will be responsible for documenting the reported income in client file. |
| **Ongoing Eligibility** | Participant eligibility must be re-evaluated at least annually 578.37(a)(1)(ii)(E) to determine:  
• The program participant does not have an annual income that exceeds 50% of Area Median Income for Los Angeles County.  
• Lack of resources and support networks. The program participant’s household must continue to lack sufficient resources and support networks to retain housing without CoC assistance.  
• Need. The recipient or subrecipient must determine the amount and type of assistance that the individual or family will need to (re)gain stability in permanent housing.  
• Contractor shall use the LAHSA Re-Certification Form for the Annual Review.  
• See [Appendix V. Income Documentation Standards](#). |
| **Veterans** | Veteran participants must not be eligible for Supportive Services for Veteran Families (SSVF). |
| **Length of Enrollment** | • Programs are to provide supportive services that foster self-sufficiency among its program participants and reduce or eliminate barriers that prohibit permanent housing options. Program |
participants are encouraged to exit the TH/RRH Program into safe, stable permanent housing as quickly as possible, but not to exceed twenty-four (24) months.

**Use with Other Subsidies**

Financial assistance cannot be provided to a program participant who is receiving financial assistance for housing from another source.

---

**Appendix II. TH/RRH Supportive Services:** The following supportive services are eligible under CoC funding. Program must reference their approved Project Budget in the Subrecipient approved New Project Application.

<table>
<thead>
<tr>
<th>Supportive Services</th>
<th>Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Search &amp; Counseling Services</td>
<td>Assist participants in locating, obtaining, and retaining suitable housing, including:</td>
</tr>
<tr>
<td></td>
<td>• Housing search</td>
</tr>
<tr>
<td></td>
<td>• Tenant counseling</td>
</tr>
<tr>
<td></td>
<td>• Understanding leases</td>
</tr>
<tr>
<td></td>
<td>• Arranging for utilities</td>
</tr>
<tr>
<td></td>
<td>• Making moving arrangements</td>
</tr>
<tr>
<td></td>
<td>• Mediation with property owners and landlords</td>
</tr>
<tr>
<td></td>
<td>• Credit counseling, accessing a free personal credit report, and resolving personal credit issues</td>
</tr>
<tr>
<td></td>
<td>• Payment of rental application fees</td>
</tr>
<tr>
<td>Child Care</td>
<td>• Establishing and operating childcare and providing childcare vouchers for children from families experiencing homelessness.</td>
</tr>
<tr>
<td>Case Management Services</td>
<td>Assessing, arranging, coordinating, and monitoring the delivery of individualized services to meet the needs of program participant(s), including:</td>
</tr>
<tr>
<td></td>
<td>• Intake Assessment</td>
</tr>
<tr>
<td></td>
<td>• Housing focused case management</td>
</tr>
<tr>
<td></td>
<td>• Counseling</td>
</tr>
<tr>
<td></td>
<td>• Developing, securing, and coordinating services</td>
</tr>
<tr>
<td></td>
<td>• Obtaining Federal, State, and local benefits</td>
</tr>
<tr>
<td></td>
<td>• Monitoring and evaluating program participant progress</td>
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<tr>
<td></td>
<td>• Providing information and referrals to other providers</td>
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<tr>
<td></td>
<td>• Developing an individualized housing and services plan, including planning a path to permanent housing stability</td>
</tr>
<tr>
<td></td>
<td>• Support associated with the housing placement process</td>
</tr>
<tr>
<td></td>
<td>• Conducting required annual assessment of service needs (reevaluation).</td>
</tr>
<tr>
<td></td>
<td>• Must meet with participant at least once per month.</td>
</tr>
<tr>
<td>Education Services &amp; Employment</td>
<td>• Improving knowledge and basic educational skills</td>
</tr>
<tr>
<td>Employment Assistance/Job Training</td>
<td>• Establishing and operating employment assistance and job training programs</td>
</tr>
<tr>
<td>Food</td>
<td>• Providing program participants with at minimum (2) meals or groceries</td>
</tr>
<tr>
<td>Life Skills Training</td>
<td>• Teaching critical life management skills that may never have been learned or have been lost during the course of physical or mental illness, domestic violence, substance abuse, and homelessness but that are necessary to function independently in the community</td>
</tr>
<tr>
<td><strong>Outpatient Health Services</strong></td>
<td>The direct outpatient treatment of medical conditions by licensed medical professionals</td>
</tr>
<tr>
<td><strong>Substance Abuse Treatment Services</strong></td>
<td>The costs of program participant intake and assessment, outpatient treatment, group and individual counseling, and drug testing</td>
</tr>
<tr>
<td><strong>Outreach Services</strong></td>
<td>Activities to engage persons for the purpose of providing immediate support and intervention and for identifying potential program participants</td>
</tr>
<tr>
<td><strong>Mental Health Services</strong></td>
<td>Direct outpatient treatment of mental health conditions by licensed professionals</td>
</tr>
</tbody>
</table>

### APPENDIX III. Financial Assistance Activities

<table>
<thead>
<tr>
<th><strong>Type of Assistance</strong></th>
<th><strong>Guidance</strong></th>
<th><strong>Documentation</strong></th>
</tr>
</thead>
</table>
| **Security Deposit** | Up to two months | • Copy of W9  
• Proof of Ownership  
• Lease or Rental Agreement |
| **Utility Deposit** | Eligible utilities include gas, electricity, water, and trash. | Copy of bill or receipt of payment |
| **Rental Assistance** | Grant funds may be used for rental assistance for homeless individuals and families. Rental assistance cannot be provided to a program participant who is already receiving rental assistance or living in a housing unit receiving rental assistance or operating assistance through other Federal, State, or local sources.  
• Short term rental assistance: up to three (3) months.  
• Medium term rental assistance: up to four (4) to twenty-four (24) months.  
First & Last month rent | • Lease or Rental Agreement  
• W9  
• Proof of Ownership |
| **Damage Mitigation** | May not exceed an amount equal to one (1) month of rent and limited to one (1) time per participant during enrollment. | • Invoice  
• W9 |
| **Move-In Expenses** | Application Fee  
• Application Fee  
• Moving Costs | • Receipt |
| **General Housing Assistance** | Document Fees:  
• Documentation acquisition fees such as for birth certificate, document court filing fees, identification, or other documents needed for employment or housing.  
• Providers are encouraged to exhaust all available community services and must seek approval from LAHSA prior to utilizing funds for these services.  
**Employment:**  
• Expenses associated with gaining or keeping employment. Eligible items include, but are not limited to uniforms, tools, driver’s license fees, license/certification costs required for employment, and short-  | • Receipt  
• Approval from LAHSA |

| **Move-In Expenses** | Application Fee  
• Application Fee  
• Moving Costs | • Receipt  
• Detailed bill if provided |
| **General Housing Assistance** | Document Fees:  
• Documentation acquisition fees such as for birth certificate, document court filing fees, identification, or other documents needed for employment or housing.  
• Providers are encouraged to exhaust all available community services and must seek approval from LAHSA prior to utilizing funds for these services.  
**Employment:**  
• Expenses associated with gaining or keeping employment. Eligible items include, but are not limited to uniforms, tools, driver’s license fees, license/certification costs required for employment, and short-  | • Receipt  
• Approval from LAHSA |
term vocational training leading to employment or housing stability where other funding is not available.

- Programs are encouraged to exhaust all available community services and must seek approval from LAHSA prior to utilizing funds for these services.

**Transportation:**

**Automobile Repair**
- Automobile repair and registration are allowable only if these costs are related to employment, education, housing search, or reunification. Limited to $1200 in a twenty-four (24) month period.

**Public Transportation**
- Public transportation is an eligible cost if it is related to employment, education, childcare, or housing search. Providers are encouraged to use transportation on an as needed basis.

**Educational Attainment**
- Expenses associated with furthering education to establish a method of earning a living are eligible. Allowable costs include, but are not limited to: tuition, supplies, certifications, enrollment or application costs.
- Programs are encouraged to exhaust all available community services and must seek approval from LAHSA prior to utilizing funds for these services.

**Financial Literacy**
- Cost of enrolling participant in financial literacy program or credit repair counseling.
- Programs are encouraged to exhaust all available community services and must seek approval from LAHSA prior to utilizing funds for these services.

**Payment Standard**
Financial assistance requests should take no more than five (5) business days to process. All payments must arrive on or before the prescribed due date.

**Appendix IV. Lease Standards**

**Guidance**

**Housing and Habitability Standards**
- Units must meet HUD Housing Quality Standards.
- Prior to the issuance of any financial assistance, Contractor must physically inspect each unit to assure the housing being assisted meets the applicable Housing Quality Standards as outlined in 24 CFR 982.401. Housing which fails to meet Housing Quality Standards may not receive assistance, unless the owner corrects any deficiencies within 30 days from the date of the initial inspection. All assisted housing units must be inspected annually to ensure they continue to meet Housing Quality Standards. See 578.75(b)(1) and (2).

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- Initial Inspection: Before any assistance may be provided on behalf of a program participant, the grantee must physically inspect each unit using the HQS Long Form (52580-A) to assure that the unit meets HQS. Assistance will not be provided for units that fail to meet HQS, unless the owner corrects any deficiencies within 30 days from the date of the initial inspection and the grantee verifies that all deficiencies have been corrected.
- Annual Inspection: Grantees must also inspect all units at least annually during the grant period to ensure that the units continue to meet HQS.
(annual must be started within 365 days of the last inspection). The HQS short form 52580 can be utilized on subsequent annual inspections.

• The assisted housing unit must have at least one bedroom or living/sleeping room for each two persons. See 578.75(b)(2)(c).

### Fair Market Rent (FMR) & rent Reasonableness

• Units in a structure must comply with HUD’s rent reasonableness standards. See 578.51(g).

• For purposes of calculating rent under this section, the rent shall equal the sum of the total monthly rent for the unit, any fees required for occupancy under the lease (other than late fees and pet fees) and, if the tenant pays separately for utilities, the monthly allowance for utilities (excluding telephone) established by the public housing authority for the area in which the housing is located.

### Lease Requirements

• Program must review HUD guidance: [https://www.hudexchange.info/resources/documents/CoC-Rent-Reasonableness-and-FMR.pdf](https://www.hudexchange.info/resources/documents/CoC-Rent-Reasonableness-and-FMR.pdf)

• Program must use standardized “Rent Reasonableness” and “Utility Allowance” forms.

### Use with Other subsidies

Financial assistance cannot be provided to a program participant who is receiving financial assistance for housing from another source.

### Geography

• CoC Rapid Re-Housing are no longer limited to the CoC’s geography. See amendment to 578.50: [https://www.hudexchange.info/resource/5064/coc-program-interim-rule-amendment-to-578-51-c/](https://www.hudexchange.info/resource/5064/coc-program-interim-rule-amendment-to-578-51-c/)

• Programs are permitted to locate housing outside of Los Angeles County if the participant desires to relocate. Participants must complete a Housing Habitability Standards Inspection Form as well as ensure that the Housing Stability Plan documents how relocating outside of Los Angeles County will ultimately result in the participant achieving housing stability. If participant needs ongoing financial assistance and supportive services, program must arrange to provide these services; geographic distance cannot be a barrier towards providing supportive services; services cannot be provided remotely, monthly in-person meetings are still required. If the participant does not need ongoing assistance after entering permanent housing, program can provide financial assistance and exit the participant. If program assess the needs of the participant and determines that the program cannot meet the needs of the participant if ongoing assistance is needed, program must link the participant to another program in the CoC to which the participant is seeking residence prior to the participant entering permanent housing.

### APPENDIX V. INCOME DOCUMENTATION STANDARDS

<table>
<thead>
<tr>
<th>Type of Income</th>
<th>Include in Income Calculation?</th>
<th>Acceptable Types of Documentation</th>
<th>Documentation Standards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wages and</td>
<td>Yes</td>
<td>Copy of most recent paystub</td>
<td>• Obtain copy(ies) of most recent pay stub(s) from participant</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Include copy(ies) in participant file.</td>
</tr>
</tbody>
</table>

OR
<table>
<thead>
<tr>
<th>Salary, etc.</th>
<th>Written verification of income.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Mail, fax or email written verification of income request directly to the employer(s).</td>
<td></td>
</tr>
<tr>
<td>• Obtain signed and dated verification of income from employer(s). At a minimum, written verification should include the following:</td>
<td></td>
</tr>
<tr>
<td>• Name of employer and participant name</td>
<td></td>
</tr>
<tr>
<td>• Pay amount and frequency</td>
<td></td>
</tr>
<tr>
<td>• Average hours worked per week</td>
<td></td>
</tr>
<tr>
<td>• Amount of any additional compensation</td>
<td></td>
</tr>
<tr>
<td>• Contact information for authorized employer representative</td>
<td></td>
</tr>
<tr>
<td>• Signed and dated by authorized employer representative</td>
<td></td>
</tr>
<tr>
<td>• Include verification of income in participant file.</td>
<td></td>
</tr>
</tbody>
</table>

**OR**

*(if written third party documentation cannot be obtained)*

<table>
<thead>
<tr>
<th>Oral verification of income</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Contact the employer(s) by phone or in person to obtain oral verification of income.</td>
<td></td>
</tr>
<tr>
<td>• Document oral verification of income. At a minimum, oral verification should include the following:</td>
<td></td>
</tr>
<tr>
<td>• Name of employer and participant name</td>
<td></td>
</tr>
<tr>
<td>• Date of hire</td>
<td></td>
</tr>
<tr>
<td>• Pay amount and frequency</td>
<td></td>
</tr>
<tr>
<td>• Average hours worked per week</td>
<td></td>
</tr>
<tr>
<td>• Amount of any additional compensation</td>
<td></td>
</tr>
<tr>
<td>• Contact information for authorized employer representative</td>
<td></td>
</tr>
<tr>
<td>• Signed and dated by Program staff who obtained oral verification</td>
<td></td>
</tr>
<tr>
<td>• Include Verification of Income in participant file.</td>
<td></td>
</tr>
</tbody>
</table>

**OR**

*(if written documentation or oral third-party verification cannot be obtained)*

<table>
<thead>
<tr>
<th>Self-declaration of income</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Obtain signed and dated original self-declaration of income from participant. At a minimum, self-declaration should include the following:</td>
<td></td>
</tr>
<tr>
<td>• Source of income</td>
<td></td>
</tr>
<tr>
<td>• Income amount and frequency</td>
<td></td>
</tr>
<tr>
<td>• Signed and dated by Participant</td>
<td></td>
</tr>
<tr>
<td>• Grantee should document attempt to obtain third party verification (written or oral) and sign self-declaration of income.</td>
<td></td>
</tr>
<tr>
<td>• Include self-declaration of income in participant file.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Type of Income</th>
<th>Include in Income Calculation?</th>
<th>Acceptable Types of Documentation</th>
<th>Documentation Standards</th>
</tr>
</thead>
</table>

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DRAFT
| Self-Employment | Yes | Self-employment
|-----------------|-----|------------------
| Copy of most recent federal or state tax return showing net business income | • Obtain copy of most recent federal or state tax return from the participant.  
• Include copy in participant file. | OR (if written documentation cannot be obtained)
| | | • Obtain signed and dated original self-declaration of income from participant. At a minimum, self-declaration should include the following:  
• Source of income  
• Income amount and frequency  
• Signed and dated by Participant  
• Grantee should document attempt to obtain third party verification (written or oral) and sign self-declaration of income.  
• Include self-declaration of income in participant file. |
| Interest and Dividend Income | Yes | Interest and Dividend Income
|-----------------------------|-----|----------------------------------
| Copy of most recent interest or dividend income statement | • Obtain copy(ies) of most recent interest or dividend income statement from participant.  
• Include copy(ies) in participant file. | OR (if written documentation cannot be obtained)
| | | Copy of most recent federal or state tax return showing interest, dividend or other net income  
| | | • Obtain copy of most recent federal or state tax return from the participant.  
• Include copy in participant file. |
<table>
<thead>
<tr>
<th>Type of Income</th>
<th>Include in Income Calculation?</th>
<th>Acceptable Types of Documentation</th>
<th>Documentation Standards</th>
</tr>
</thead>
</table>
| Retirement or Pension Income | Yes | Copy of most recent payment statement or benefit notice from Social Security Administration (SSA), pension provider, or other source | - Obtain copy(ies) of most recent benefit notice, pension statement or other payment statement from participant.  
- Include copy(ies) in participant file. |
| Retirement or Pension Income | Written verification of income. | - Mail, fax or email verification of income request directly to the Social Security Administration, pension provider or other source.  
- Obtain signed and dated verification of income from income source. At a minimum, verification should include the following:  
  - Name of income source  
  - Income amount and frequency  
  - Contact information for authorized income source representative  
  - Signed and dated by authorized income source representative  
- Include Verification of Income in participant file. |
| Retirement or Pension Income | | | OR |
| | | | (if written documentation cannot be obtained) |
| Retirement or Pension Income | | | OR |
| | | | (if written third party documentation cannot be obtained) |
Oral verification of income.

- Contact the source(s) by phone or in person to obtain oral verification of income.
- Document oral verification of income. At a minimum, oral verification should include the following:
  - Name of income source
  - Income amount and frequency
  - Contact information for authorized income source representative
  - Signed and dated by Program staff who obtained oral verification

.Include Verification of Income in participant file.

OR

*(if written documentation or oral third-party verification cannot be obtained)*

Self-declaration of income.

- Obtain signed and dated original self-declaration of income from participant. At a minimum, self-declaration should include the following:
  - Source of income
  - Income amount and frequency
  - Signed and dated by Participant

- Grantee should document attempt to obtain third party verification (written or oral) and sign self-declaration of income.
- Include self-declaration of income in participant file.

<table>
<thead>
<tr>
<th>Type of Income</th>
<th>Include in Income Calculation?</th>
<th>Acceptable Types of Documentation</th>
<th>Documentation Standards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unemployment and Disability Income</td>
<td>Yes</td>
<td>Copy of most Recent unemployment, worker’s compensation, SSI, SSDI, or severance payment statement or benefit notice</td>
<td>Obtain copy(ies) of most recent payment statement(s) and/or benefit notice(s) from participant. Include copy(ies) in participant file.</td>
</tr>
</tbody>
</table>

OR
| Written verification of income. | • Mail, fax or email verification of income request directly to the unemployment administrator, worker’s compensation administrator, or former employer.  
• Obtain signed and dated verification of income from income source. At a minimum, written verification should include the following:  
  ▪ Name of income source, and participant name  
  ▪ Income amount and frequency  
  ▪ Contact information for authorized income source representative  
  ▪ Signed and dated by authorized income source representative  
• Include verification of income in participant file. |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>OR</td>
<td><em>(if written third party documentation cannot be obtained)</em></td>
</tr>
</tbody>
</table>
| Oral verification of income. | • Contact the source(s) by phone or in person to obtain oral verification of income.  
• Document oral verification of income. At a minimum, oral verification should include the following:  
  • Name of income source, and participant name  
  • Income amount and frequency  
  • Contact information for authorized income source representative  
  • Signed and dated by Program staff who obtained oral verification  
  □ Include Verification of Income in participant file. |
| OR | *(if written documentation or oral third-party verification cannot be obtained)* |
| Self-declaration of income | • Obtain signed and dated original self-declaration of income from participant. At a minimum, self-declaration should include the following:  
  • Source of income, Income amount and frequency  
  • Signed and dated by Participant  
  □ Grantee should document attempt to obtain third party verification (written or oral) and sign self-declaration of income.  
  □ Include self-declaration of income in participant file. |