This Scope of Required Services (SRS) for COVID Recovery Re-Housing contains a written summary of detailed information regarding the services that must be provided to eligible participants experiencing homelessness receiving COVID Recovery Re-Housing 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 COVID Recovery Re-Housing. The Los Angeles Homeless Services Authority (LAHSA) maintains the right to make changes related to prioritization, matching, and other aspects of the implementation of the complete Coordinated Entry System. Programs will be notified through policies, interim guidance and other forms of guidance when deemed necessary.

COVID RECOVERY RE-HOUSING

In May 2020 at the request of the Board of Supervisors, LAHSA began working in collaboration with the Chief Executive Office (CEO) Homeless Initiative (HI), Department of Health Services (DHS) Housing for Health (HFH), Department of Mental Health (DMH), Department of Public Health (DPH), the City of Los Angeles, and the United Way of Greater Los Angeles to develop a plan for COVID-19 Recovery for Homelessness. The plan seeks to quickly re-house 15,000 Angelinos experiencing homelessness emphasizing those that are vulnerable to COVID-19, including individuals sheltering in Project Roomkey hotel rooms, and other populations. This will ensure both safety for vulnerable populations that are at high-risk of hospitalization and death if infected with COVID-19 to align with public health goals, along with continued operations of other programs that serve participants who may not be served through Project Roomkey such as families and youth experiencing homelessness.

The COVID Recovery Re-Housing plan consists of seven core components for which programs will be responsible: leveraging Project Roomkey and other COVID-19 related shelters to provide on-site services; active Problem-Solving interventions and access to one-time financial assistance; targeted matches to Permanent Supportive Housing (PSH) for high-acuity individuals; identification and acquisition of large batches of units that will accept rental subsidies; rapid lease-ups; continuous assessment of newly housed participants to determine needed supports and/or long-term housing; and case management supports to support participants’ stability in housing.

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COMPONENTS OF COVID RECOVERY RE-HOUSING

1. **Problem-Solving (formerly Diversion)** is a short-term housing intervention that seeks to assist participants identify an immediate and safe housing alternative either independently or within their own network of family, friends and social supports.

2. **Recovery Re-Housing** is a new category within Permanent Housing focusing on those persons who are homeless and are at high risk for COVID-19 or households with acuity scores between six (6) and eleven (11). Recovery Re-Housing connects couples, individuals, and youth experiencing homelessness to permanent housing through a tailored package of assistance that includes the use of time-limited financial assistance and targeted supportive services. Recovery Re-Housing programs assists couples, individuals and youth living on the streets in emergency shelters or at Project Roomkey sites solve the practical and immediate challenges to obtaining permanent housing while reducing the amount of time they experience homelessness, avoiding a near-term return to homelessness, and linking to community resources that enable them to achieve housing stability in the long-term. Recovery Re-Housing can provide up to 100% of a participant’s rental assistance for up to six (6) months then begins a progressive assistance model of financial assistance for up to twelve (12) additional months (Progressive assistance can begin at month one). Total assistance can be up to eighteen (18) months with the hope that the housing can be permanent. If additional levels of assistance are needed, the participant can be referred to Bridge to Subsidy for a PSH match or to Shallow subsidy.

3. **Bridge to Subsidy** is a new category within Permanent Housing focusing on those persons who are homeless and are at high risk of COVID-19 and have acuity scores of twelve (12) and up. The focus and services are similar to the Recovery Re-Housing program with the one difference being that they can receive up to (if needed) 100% rental assistance for up to twenty-four (24) months while awaiting a connection to a Permanent Housing Subsidy resource. Progressive assistance can begin at month one in bridge to subsidy housing if the household is able to assist with rental costs. Participants in this program are expected to be transferred into PSH (when available) or connected to a 50% Shallow Subsidy program if they are deemed eligible. Assessment for eligibility for Shallow Subsidy should begin no later than in month nine (9).

DEFINITIONS

4. **Shallow Subsidy**: The goal of the Shallow Subsidy Program is to support housing stability for persons who have been enrolled in a COVID Recovery Re-Housing Programs and need ongoing financial assistance to maintain their housing stability. The Shallow Subsidy Program is a rental subsidy that is time limited. The maximum assistance period is five years. Shallow Subsidy provides rental assistance to reduce the rent burden for persons who have received services through a COVID Recovery Re-Housing program and would be successful maintaining permanent housing, except for the high cost of rent. The Shallow Subsidy program will provide limited case management services to provide referrals for participants to all mainstream benefits or community resources necessary to assist with housing retention and stabilization including assistance with accessing wait lists for affordable housing.

5. **Progressive Engagement/Assistance**: This is an approach for providing financial assistance and case management services in permanent housing programs. This approach seeks to provide only the amount of assistance necessary to assist each participant reach housing stability, not more. As staff work with the participants in the three housing categories in the COVID Recovery Re-Housing Program, their work will in large part focus on assisting the participants in obtaining income. As the household’s income increases, the participants will be expected to pay some portion of the rent. Each category has a different time period when it

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is expected that the participant will begin to pay part of the rent (if they have obtained any income). This will be developed in a collaborative effort between the staff person and the participant.

5.1 In the Recovery Housing category, the staff shall begin the process of assessing the participant’s ability to assume some financial responsibility for the rent at six (6) months (provided they have income) and moving forward due to rental assistance availability for up to a total of eighteen (18) months.

5.2 In the Bridge to Subsidy category, the staff shall begin the process of assessing the participant’s ability to assume some financial responsibility for the rent at nine (9) months and moving forward due to rental assistance availability for up to twenty-four (24) months.

ELIGIBILITY FOR SERVICES

6. **Homeless Status**: Participants must be determined to be homeless (Categories 1 & 4) per HUD’s Final Rule on “defining Homeless” (24 CFR parts 91, 576 and 578). Please see Appendix I for detailed description eligibility for COVID Recovery Re-Housing.

6.1 Programs will be responsible for documenting the determination of the participant’s homelessness status by using the LAHSA approved LA CoC Homeless Certification Form.

6.2 Programs are responsible for obtaining the LA CoC Homeless Certification forms from any referring agency.

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

6.4 Programs are responsible for entering the homelessness status in the Homeless Management Information System (HMIS).

7. **Income Requirements**: Participants must be determined to be income eligible by meeting the income threshold of at or below 50% Area Median Income (AMI) for Los Angeles County as defined by HUD which can be found in MyOrg.

7.1 Programs are responsible for obtaining all income supporting documents.

7.2 Programs are responsible for documenting, and determining the participant’s AMI, using the My Org income calculator tool and print out.

7.3 If the participant cannot obtain documentation of income or provide proof of income, the Program must complete the LAHSA Third Party Income Eligibility form to document the income being reported by the participant.

7.4 If the 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. The program must document all attempts at getting the external income certification in the participant’s file.

7.5 Program will be responsible for entering the reported income in HMIS. If there is a reported increase or decrease in income, program must update the change in income in HMIS.

8. **CES Survey**: Participants must have a completed CES Survey in HMIS (or have one on file if serving Domestic Violence participants). Programs must utilize the population-appropriate LA County CES Survey to determine
eligibility for, and connection to, appropriate housing interventions. Before completing the population-appropriate survey, Programs 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 survey result in HMIS, Programs must complete the appropriate and most recent version of the CES Survey. If the participant has a previous CES survey result in HMIS, an additional survey should not be administered unless the staff believe the result of the score does not reflect the participant’s current acuity. Please see LAHSA Interim Guidance document “Interim Guidance: Updating and Correcting Population - Appropriate CES Triage Tool Scores,” found in the LAHSA document library.

8.1 LA County CES-Approved Triage Tools include:
- CES Survey for Adults
- CES Survey for Youth

8.2 The CES survey must be administered (whether in an office setting, in the field, or virtually), by staff who have completed training required by LAHSA.

8.3 The CES survey must be administered in a place that allows the participant needed privacy for answering the questions.

POPULATIONS SERVED

9. The target population for the Recovery Re-Housing includes three primary groups of individuals and households:

9.1 Those who have been temporarily housed through supplemental efforts to reduce COVID-19 transmission;

9.2 Those who are at high risk of complications from COVID-19 transmission (per the CDC’s guidance) who are either unsheltered or in other shelter settings; and

9.3 Others who are highly vulnerable but do not meet the CDC’s COVID-19 high-risk criteria.

10. Please see Appendices for detailed description of eligibility being served in the COVID Recovery Re-Housing programs.

11. Programs must NOT establish policies and/or assessments that screen out participants or deny referrals based on any of the following criteria:

11.1 Lack of Sobriety
11.2 Lack of income or employment status;
11.3 Lack of identification documentation;
11.4 The presence of mental health issues, disabilities, or other psychosocial challenges;
11.5 Lack of a commitment to participate in treatment;
11.6 Criminal background;
11.7 Presence of or number of evictions;
11.8 Any other criteria thought to predict challenges/barriers to long-term housing stability or generally considered “difficult to work with.”

CES ACUITY SERVICE PATHWAYS

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12. LAHSA will identify new participants for the COVID Recovery Re-Housing program through the Coordinated Entry System (CES).

12.1 **Problem-Solving Pathway:** for participants who have received an assessment score of five (5) or less.

12.3 **COVID Recovery Re-Housing Pathway:** for participants who have received an assessment score of between six (6) and eleven (11) for adults and the equivalent numbers for youth.

12.4 **COVID Bridge to Subsidy Pathway:** for participants who have received an assessment score of twelve (12) and up.

13. Programs must complete a housing pathway assessment quarterly or every three (3) months after participants housing placement. This is to assess if the participant is in the most appropriate service pathway.

13.1 If the participant needs to be transitioned to a different service pathway (Problem-Solving to Recovery, or Recovery to Bridge, or any path to Shallow Subsidy) provider will update service pathway need in HMIS and notify LAHSA of the change.

13.2 With appropriate justification participants will be able to move between service pathways as needed to ensure participant is in the most appropriate level of care.

14. Programs shall transfer participants to a population-appropriate housing program if a change in their household composition necessitates such a move, with consideration for participant choice and in alignment with program eligibility requirements.

14.1 Programs shall continue providing services to such participants until a warm handoff is successfully completed.

15. Programs shall annually recertify participants’ eligibility for the program. Certification will include verification of income and authorization signatures.

**PROBLEM SOLVING SERVICES AND REQUIRED ACTIVITIES**

16. **Problem-Solving (formally Diversion):** All participants with an acuity score of five or less (5) must be screened for Problem-Solving (PS) 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 other services. It is also likely that some participants with higher acuities may also be good candidates for a Problem-Solving Intervention. In particular, all persons with a score between 6 and 12 should also be provided with a PS Intervention. The first conversation with the participant should be to assess for the possibility of diversion so as to assist the person to self-resolve their housing crisis and/or make reasonable efforts to re-connect with supportive family and/or friends who could temporarily or permanently house the participant.

Problem-Solving conversations are guided conversations that help the household explore alternative resources outside the homeless services system when possible. The most common Problem-Solving activities include active listening, coaching, motivational interviewing, mediation and conflict resolution with families/friends and/or landlords, connection to mainstream resources, housing search assistance, housing stabilization planning, family reunification, etc. Problem-Solving may include some follow-up work to assist the household in sustaining or finding appropriate housing.
17. **Problem-Solving Assistance Funds**: Problem-Solving Assistance Funds (PSAF) are a one-time or limited financial assistance service that LAHSA-trained Problem-Solving Specialists can access in the event a participant has a minimal financial need required to resolve their housing crisis or homelessness rapidly. Financial assistance can encompass move-in assistance, rental arrears, host household assistance, grocery cards, employment assistance, and other items directly connected and necessary to a participant resolving their housing crisis or homelessness. PSAF play an integral part in Problem-Solving-based interventions and rapid access to the financial assistance is paramount. PSAF can be accessed through LAHSA or Access Center locations. LAHSA and the PSAF programs will accept requests for financial assistance through the HMIS system, verify eligibility, process requests, and ensure that services are available for use in four (4) business days or less.

**TRAINING**

18. All problem-solving specialists or case managers practicing problem-solving, either funded or unfunded, must have either complete the in-person sixteen (16) hour Problem-Solving training facilitated by LAHSA or LAHSA approved programs, or the 50-minute Problem-Solving Web Series developed by LAHSA staff, with a commitment to complete any additional Problem-Solving Skills modules as released. Completion of these trainings will be monitored and tracked by LAHSA. Programs cannot track in HMIS, or access financial assistance, unit completion of the required training.

18.1 LAHSA will provide ongoing problem-solving trainings and web-based Problem-Solving skill modules, and technical assistance.

18.2 Programs must participate in LAHSA facilitated trainings, meetings, office hours, and technical assistance.

**PROBLEM-SOLVING ELIGIBILITY**

Eligibility for Problem-Solving can be found in Appendix I.

19. Programs will assess for eligibility through the initial problem-solving conversation with the participant. If the participant’s housing crisis can be resolved through the Problem-Solving conversation alone, eligibility documentation does not need to be obtained. If financial assistance is needed, or if participant is diverted into housing and short-term housing retention case management is being provided, eligibility documentation must be gathered, and uploaded into HMIS.

19.1 Programs will track initial problem-solving conversations in HMIS utilizing the Problem-Solving Tracking Tool (PSTT). The PSTT will track the Problem-Solving discussions, encompass the participants needs, services provided, and outcome of the meeting.

19.2 Programs should not end an initial Problem-Solving discussion if the Participant is not eligible for services but should finish the discussion and attempt to assist in resolving the housing crisis in the meeting.

20. Participants who identify as actively fleeing a domestic violence situation (Category 4) must be offered an immediate connection with and provided a referral to a domestic violence shelter at a confidential location to ensure the safety and well-being of the Participant. If the participant chooses not to utilize those resources, they must continue to be assisted by the program.

**PROBLEM-SOLVING SERVICES**
21. Case Managers providing Problem-Solving interventions will provide a combination of direct services and limited financial assistance (if needed) to participants for up to sixty (60) days after enrollment in Problem-Solving, with the goal of stabilizing the participant’s new housing arrangement. If an additional thirty (30) days of support is necessary, program must make an extension request with LAHSA. This removes the immediate need for additional homeless services including emergency shelter, Rapid Re-Housing or transitional housing.

22. Programs providing Problem-Solving services and assistance either directly, or through subcontracted service arrangements, must be uniquely assessed for types of services needed. The services that can be provided included, but are not limited to the following:

   22.1 Initial conversation with participant to explore their current situation, barriers, strengths, social support networks, along with possible non-traditional alternatives.
   22.2 Short Term assistance (no more than 60 days)
   22.3 “Touch and Go” services
   22.4 Mediation and dispute resolution with previous/ current landlord, friends or family
   22.5 Assist in identifying resources and networks
   22.6 Referrals to mainstream and community resources
   22.7 Limited Financial Assistance
   22.8 Reunification Services
   22.9 Relocation Services

Greater details about eligible financial services can be found in Appendix II

CASE MANAGEMENT SERVICES

23. **Case Management Ratio:** It is recommended that Programs maintain a ratio of approximately one (1) Case Manager to every twenty-five (25) participants per staff person’s case load for optimal service delivery. However, considerations should be made for complexity of participant’s challenges and availability of staff. The recommended ratio for Bridge to Subsidy is 1:20.

   23.1 Caseloads should be determined through consultation between line and supervisory staff while examining the level of acuity/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.

CENTRALIZED REFERRAL SYSTEM

24. **Centralized Referral System (CRS):** The Centralized Referral System is a uniform way for Problem-Solving Specialists to facilitate successful referrals to the Problem-Solving Assistance Fund (PSAF) at LAHSA utilizing the Homeless Management Information System (HMIS).

   24.1 Program will provide all financial assistance referrals through the CRS.

25. Program will utilize an encrypted email method for domestic violence/intimate partner violence (DV/IPV) participants.

26. Program will receive a response on the same business day a referral is received to acknowledge receipt.

27. Problem-Solving training is required for case managers to access funds. See training section.

PROBLEM-SOLVING ASSISTANCE REQUEST FORM

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28. Requests for the Problem-Solving Assistance Funds will be made to the PSAF unit at LAHSA utilizing the Problem-Solving Assistance Request Form (PSARF) which will be located within HMIS. The following documents are required as well to be uploaded into HMIS:

28.1 Identification documentation;
28.2 Homeless status documentation;
28.3 Income documentation found in Appendix V & Appendix VI; and
28.4 Financial Assistance documents found in Appendix II.
28.5 Lease/Rental Agreement and Habitability Standards found in Appendix IV

FINANCIAL ASSISTANCE

29. Eligible categories of financial assistance can be found in Appendix II.

PROBLEM-SOLVING LENGTH OF INTERVENTION

30. Participants will not receive more than sixty (60) days of Problem-Solving assistance.

30.1 An additional thirty (30) days assistance can be provided with LAHSA approval.

31. Program must exit participant from enrollment when the following conditions are met:

31.1 Participant has completed program goals and is determined to have reached a reasonable level of stability in housing within sixty (60) days.

31.2 If a participant needs additional services after 60 days, they must be referred to a homeless Prevention program if in housing.

31.3 If the Problem-Solving Participant is unable to resolve their housing instability within fifteen (15) days; participant must then be referred to the appropriate COVID Recovery Re-Housing program.

31.4 Participant relocates to another County; however, the Mobility Rule allows for participants to continue in a neighboring County.

31.5 Participant utilizes reunification services, or the participant self-resolves their housing crisis.

31.6 Programs may exit participant if they are deemed a risk to the safety of the Program’s staff.

32. Contactor must NOT exit participant from services (case management or financial) without the collaboration of the participant due to:

32.1 Active substance use
32.2 Non-Compliance
32.3 Active health issue
32.4 Failure to abide by participant budget
32.5 Desire to be assigned another case manager

33. If financial assistance was provided, program must complete an Exit Plan for all participants exiting the program.

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HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)

34. Contractor will track problem-solving conversations in HMIS utilizing the Problem-Solving Intervention Tool (PSIT). THE PSIT will track and document the problem-solving discussions, participant needs, services provided, and outcome of the meeting.

35. If problem-solving assistance funds or follow-up case management are needed, Program will enroll participant in the Problem-Solving component in HMIS.

35.1 Program must document each meeting with a case note in HMIS.

35.2 Program must add services to HMIS for all services provided to participant.

35.3 At exit, Program must exit participant from Problem-Solving component in HMIS.

36. Contract does not need to maintain a hard file for each participant enrolled in the program, but must upload all documentation into HMIS which included, but is not limited to, Core Documents and necessary documentation if financial assistance is provided or follow-up home visits.

RECOVERY RE-HOUSING SERVICES

SUPPORTIVE SERVICES

37. Programs providing COVID Recovery Re-Housing services and assistance either directly, or through subcontracted service arrangements, must be uniquely assessed for the types of services needed. The services that can be provided are listed below but are not limited to this list. Greater details about eligible services and activities can be found in Appendix III.

38. Direct Support Services: Programs providing COVID Recovery Re-Housing are funded for the following services:

38.1 Intake and Assessment
38.2 Case Management
38.3 Housing Identification
38.4 Financial Assistance

39. Participants will not be rejected or exited from participation in COVID Recovery Re-Housing due to any unnecessary barriers such as sobriety, income, mental health needs, disabilities, or due to being generally considered “difficult to work with”.

CASE MANAGEMENT

40. Case Management & Supportive Services: are provided to participants in the Recovery Re-Housing categories by program staff to assist participants in becoming stable in permanent housing. The primary objective of housing-focused Case Management/Support Services is to extend support to participants, through an individualized case management relationship, that will ultimately translate to increased housing stability. 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.

41. After the participant has moved into permanent housing, the case manager and program participant work together on historical issues that could reasonably be expected to jeopardize the housing. Stabilizing housing
will most often include assistance to be able to pay the rent (any combination of budgeting, utilizing public assistance benefits and/or employment programs, and accessing free or low-cost goods/services).

42. Program will assist the household to connect with community resources to maximize their ability to pay rent. For some participants, the program may also assist the participant to prevent a recurrence of past problems with lease compliance, care of the unit, and conflict with other tenants or the landlord. This may include reviewing lease language, practicing conflict avoidance or de-escalation.

43. Case management services shall always be participant-centered and voluntary. It is the responsibility of the Case Manager to ensure successful engagement with the participant. If contact stops, the Case manager must use many avenues of due diligence to attempt to reconnect with the participant. All attempts must be documented in the case file.

44. Participant’s refusal to engage in case management cannot be a reason for exiting the participant from the program.

45. Program staff must conduct a minimum of one home visit each month after the Participant has moved into their housing.

45.1 Programs that are scaling up can limit home visits to once (1) every two (2) months during the first two (2) months of the program.

46. Housing-focused case management sessions shall be dedicated to assessing and reassessing needs, educating participants on community resource opportunities, developing Housing and Services Plans, scheduling appointments, and providing necessary follow up to ensure Housing and Services Plans are progressing on schedule and needs are adequately being addressed.

47. **Case Management Ratios:** Case Management Ratios are the number of participants one (1) case manager will serve.

47.1 **Recovery Re-Housing** case management ratios are at one (1) to every twenty (20) participants for optimal service delivery.

47.2 Caseloads should be determined through consultation between line and supervisory staff while examining the level of acuity/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**

48. **Housing and Services Plan (Housing Plans):** Programs 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 made.

48.1 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. Plans should be simple and short.

48.2 People in crisis experience varying levels of stress overload and may be unaware of the impacts on 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. Accordingly, Recovery Re-Housing programs must avoid plans that
include many action steps or require people to rapidly acquire new knowledge or skills or make significant or simultaneous behavior changes to quickly. Progress and problems implementing the plan should be reviewed and updated frequently.

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

48.4 Housing Plans must be updated at a minimum of monthly (and more often if needed). All updates should be documented in HMIS.

49. **Monthly Update:** Case Managers must complete a monthly update to assess progress towards achieving the goals defined in the Housing Plan. Program must document monthly updates in a HMIS Case note.

50. Programs must track all services and financial assistance provided to participants in HMIS.

51. Programs must assist participants with a range of funded or leveraged services based on the stated needs of the participant, in the Housing and Services Plan, including but not limited to:

   51.1 Crisis Housing and Bridge Housing
   51.2 Crisis Intervention
   51.3 Physical Health Care
   51.4 Mental Health Care
   51.5 Mainstream Benefits Establishment
   51.6 Substance Use Treatment
   51.7 Education
   51.8 Life Skill
   51.9 Legal Services
   51.10 Employment Services
   51.11 Vocational Training
   51.12 Credit counseling
   51.13 Financial literacy
   51.14 Transportation
   51.15 Reunification/Reunification/Problem-Solving
   51.16 Tenancy Rights and Responsibilities

**HOUSING STABILITY**

52. Programs must continually assess participant needs and provide individualized services and/or referrals needed to make progress towards housing stability.

53. When a referral is made to any community service, case managers shall provide a warm handoff and follow-up to ensure the linkage has been made.

54. Programs must meet with participant at least once per month, face to face. Once participant is housed, programs must continue to have a face-to-face meeting, preferably in the participant’s home.

55. Programs shall increase and decrease the intensity of case management services as needed. This includes increasing the frequency of meetings and home visits as needed.
56. If a program determines the participant needs a higher level of care then a connection to an appropriate available program should be made such as Recovery Re-Housing+, Bridge to Subsidy, Permanent Supportive Housing (PSH) or other more intensive services (such as Board and Care), either prior to, or after a housing placement, the program must notify LAHSA through HMIS.

56.1 Programs must assess for housing stability and if a transfer to another program is needed at minimum once (1) every three (3) months.

57. Participants are eligible for up to six (6) months of case management after financial assistance is completed if there is a continued case management need.

**HOUSING IDENTIFICATION**

58. **Housing Identification:** Programs 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 and inspections.

58.1 Programs can access available housing units through the Lease Up program. This is strongly encouraged.

58.2 Lease Up provides access to hundreds of available units across LA County by providing holding fees, risk mitigation funds, and Tenant Screening Reports to make assisting participants in identifying available units easier.

59. Programs must assist Participants in the housing search and placement process. Assistance includes:

59.1 Programs must offer access to a tenant screening report for housing search for every participant (available through Lease Up) in order to assist the participant in determining the most appropriate housing and landlord based on the participant’s strengths and barriers.

59.2 Programs must assist Participants in locating appropriate housing that meets the needs and expressed desires of the Participants.

59.3 Programs must assist participants in meeting with landlords. This includes preparing the Participants to understand the requirements of the lease, the lease up process, and expectations for tenancy.

59.4 Programs must accompany participant when meeting with landlord.

59.5 Programs must provide transportation assistance for appointments as needed.

59.6 Programs must provide financial assistance for necessary application fees.

59.7 Participants’ choice must be considered and be a part of the assessment and planning for appropriate housing.

60. Programs must take all reasonable steps to ensure that the rent for the unit is reasonably in reach for the Participant once financial assistance has ended. Programs must assist the Participant with budgeting to ensure housing sustainability upon exit.

61. Programs must commit to a significant focus on assisting Participants to consider shared housing as a possible housing placement.
62. Programs are responsible for necessary housing inspections and ensuring that housing meets habitability standards (See Appendix IV). If the program utilizes Lease Up, Lease Up will complete needed inspections.

63. Programs must provide support to their landlord partners as needed by responding to calls of concern or for assistance in a rapid fashion; working collaborative with landlords to address Participant lease violations; ensuring that rental payments are made on time; and providing dispute mediation for the Landlord and the Participant.

64. See Minimum Practice Standards document section on Customer Service Supports for Landlords and Property Managers for more detail on expectations for working with landlords.

65. Programs must ensure that Participants sign a lease that is in accordance with the Rental and Lease Standards found in Appendix IV.

66. Programs shall secure an individual lease for all shared housing participants whenever possible.

**FINANCIAL ASSISTANCE**

Eligible categories of financial assistance can be found in Appendix III.

67. **Rent and Move-In Assistance:** Programs must provide direct financial assistance needed to identify and maintain housing. This financial assistance includes both move-in assistance, monthly rental assistance and/or utility assistance to assist the Participant in being able to maintain their housing while working to increase their income. See Appendix III for details about categories of financial assistance.

68. Program must provide support regarding budgeting for housing expenses by helping the Participant to understand their responsibilities as well as how to reduce costs to help maintain their housing.

69. Program must ensure that the following timeframes are followed for assessing when a Participant can begin to pay a portion of the rent:

69.1 **Recovery Re-Housing:** No later than six (6) months after moving into housing and providing 100% of rental assistance (only if needed) the Participant and Case Manager begin to discuss the amount of rent that the participant can contribute. If the participant has zero income at this time, this should be a signal that the two parties must increase the focus on increasing income. It is also possible to begin the assessment of eligibility for the Shallow Subsidy Program at this time.

70. No later than after the initial six (6) months of providing 100% of rental assistance (only if needed), rental assistance must be flexible and individualized utilizing a Progressive Assistance approach and ensure the Participant can reasonably be able to maintain the housing once the temporary rental assistance ends.

71. Progressive Assistance requires that over time, the Participants will gradually assume more and more responsibility for the cost of the rent for their unit. Progressive Assistance recognizes, that this increase may occur gradually, but must also be flexible enough to move backwards if the Participant faces a new financial crisis, requiring the Program to assume more of the cost of rent for the time being.

72. Along with rental and move in financial assistance, Programs shall assist participants in meeting basic needs at move-in by securing basic furnishings and appliances if not provided. Eligible categories of financial assistance can be found in Appendix III.

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73. Program must monitor and coordinate the use and disbursement of financial assistance. This includes timely and accurate data entry in the LA CoC HMIS system and documentation of financial expenditures in HMIS and the Participant file.

74. Programs will not provide financial assistance directly to any program Participant, rather will ensure that landlords, utility providers and other such services are paid directly.

75. Programs must ensure that all payments to such entities are timely.

75.1 Late payments to landlords or other such services could potentially be grounds for termination of the contract. Program must manage payment in a manner that does not result in lease violations for the participant or other penalties related to lack of timely payment.

76. All financial assistance paid on behalf of participants must have a signed request from the housing navigation staff or case management staff and a supervisor/manager staff within the program.

77. Programs must have policies and procedures to determine how much financial assistance will be provided and how that will be determined and requested.

78. Programs must have policies and procedures outlining how verification of the fact that financial assistance is being paid to the appropriate parties.

79. Programs must have documented verification of ownership before providing any payment including security deposits or rental assistance. Lease Up handles the verification of ownership, if Programs utilize their program. To reduce potential barriers to engaging new property owners, LAHSA encourages that programs do not ask for grant deeds or tax records and instead use a database to confirm ownership.

Programs must have policies and procedures outlining how verification of the fact that financial assistance is being paid to the appropriate parties.

LENGTH OF ENROLLMENT

80. COVID Recovery Re-Housing length of enrollment:

80.1 Recovery Re-Housing has up to eighteen (18) month period of enrollment.

80.1.1 Up to 100% of rental assistance can be provided up to six (6) months (only if needed) with additional twelve (12) months utilizing Progressive Assistance.

81. Programs may exit participants from Case Management and Financial Assistance services in collaboration with the participant when the following conditions are met:

81.1 If participant’s household status changes (i.e. Family to Single Adult, or Youth to Family) while in program the participant should be transferred to the system that best meets their needs and connected to the appropriate services.

81.2 Programs must not exit any Participant from their program until the ensured enrollment in the new housing program is confirmed.

Approved 07/30/2020
81.3 Participant and program agree that the participant has completed the primary housing stability goals outlined in Housing and Services Plan and the Participant and Case Manager believe that the participant has reached a reasonable level of stability in permanent housing.

81.4 If the participant has completed primary Housing Stability goals, but cannot afford the full rent, a referral to Shallow Subsidy program should be utilized.

81.4.1 Participant must be successfully linked to the appropriate housing intervention and supportive services program if the current program has been determined to be the inappropriate intervention.

81.5 Program must provide necessary support when linking participant to another housing or supportive services program. Provider must work collaboratively with case managers in other program(s) as long as necessary, to ensure that the transition is not disruptive to the participant.

81.5.1 Referrals to other housing interventions will be facilitated by LAHSA through HMIS if they fall within the Recovery Re-Housing programmatic framework.

81.6 Participant must be successfully linked to the appropriate housing intervention and supportive services program if Recovery Re-Housing has been determined to be the inappropriate intervention. Program must provide necessary support when linking participant to another housing or supportive services program. Provider must work collaboratively with case managers in other program(s) as long as necessary, to ensure that the transition is not disruptive to the participant.

82. Participant relocates to another CoC; however, the Mobility Rule allows for participants to continue in a neighboring CoC if monthly services can still be provided.

83. Participant utilizes reunification services.

84. Participant self-resolved the housing crisis.

85. Programs may exit participant if they are deemed a risk to the safety of the program’s staff.

86. Participant has refused contact with Program for ninety (90) days or more after all due diligence to re-engage with the participant has been taken by the program. Proof of the due diligence steps taken must be noted in case notes.

87. Participant will be hospitalized or incarcerated for ninety (90) days or more. If participant is in housing, program must provide necessary assistance to ensure the participant’s absence does not result in a lease violation. If the program had accessed the housing through the Lease Up Program, holding fees may be available.

88. Participant is dually enrolled in another Housing program.

89. If the participant cannot sustain the unit at the time of exit, Programs shall NOT exit them without first offering and connecting them to an alternative housing resource.

90. Program must NOT exit participant from the program due to:

90.1 Active substance use
90.2 Failure to abide by participant budget
90.3 Noncompliance with Housing and Services Plan
90.4 Active Health Issues
90.5 Desire to be assigned to another case manager
90.6 Being evicted from their unit

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

**BRIDGE TO SUBSIDY**

**SUPPORTIVE SERVICES**

92. Programs providing COVID Recovery Re-Housing Bridge to Subsidy services and assistance either directly, or through subcontracted service arrangements, must be uniquely assessed for the types of services needed. The services that can be provided are listed below but are not limited to this list. Greater details about eligible services and activities can be found in Appendix III.

93. **Direct Support Services:** Programs providing COVID Recovery Re-Housing Bridge to Subsidy services are funded for the following services:
   93.1 Intake and Assessment
   93.2 Case Management
   93.3 Housing Identification
   93.4 Financial Assistance

**CASE MANAGEMENT**

94. See Section VII. CASE MANAGEMENT

**HOUSING AND SERVICES PLAN**

95. See Section VII. HOUSING AND SERVICES PLANS

**HOUSING IDENTIFICATION**

96. See Section VII. HOUSING IDENTIFICATION

**FINANCIAL ASSISTANCE**

Eligible categories of financial assistance can be found in Appendix III.

97. **Rent and Move-In Assistance:** Programs must provide direct financial assistance needed to identify and maintain housing. This financial assistance includes both move-in assistance, monthly rental assistance and/or utility assistance to assist the Participant in being able to maintain their housing while working to increase their income or transition to a housing subsidy. See Appendix III for details about categories of financial assistance.

98. Program must provide support regarding budgeting for housing expenses by helping the Participant to understand their responsibilities as well as how to reduce costs to help maintain their housing.

99. Program can pay up to 100% of the rent until such time that the participant gains income of any sort. Once income is realized, the participant shall be asked to be no less than 30% (more if possible) of their income toward the rent and utilities.

Approved 07/30/2020
99.1 Over time, the proportion of the rent being paid by the participant should be brought up to 50% of their income to ensure that when they are transferred to another program such as a Shallow Subsidy or PSH they will be able to pay their rent.

100. Programs will not provide financial assistance directly to any program Participant, rather will ensure that landlords, utility providers and other such services are paid directly.

101. Programs must ensure that all payments to such entities are timely.

101.1 Late payments to landlords or other such services could potentially be grounds for termination of the contract. Program must manage payment in a manner that does not result in lease violations for the participant or other penalties related to lack of timely payment.

102. All financial assistance paid on behalf of participants must have a signed request from the housing navigation staff or case management staff and a supervisor/manager staff within the program.

103. Programs must have policies and procedures to determine how much financial assistance will be provided and how that will be determined and requested.

104. Programs must have policies and procedures outlining how verification of the fact that financial assistance is being paid to the appropriate parties.

105. Programs must have documented verification of ownership before providing any payment including security deposits or rental assistance. Lease Up handles the verification of ownership, if Programs utilize their program. To reduce potential barriers to engaging new property owners, LAHSA encourages that programs do not ask for grant deeds or tax records and instead use a data base to confirm ownership.

LENGTH OF ENROLLMENT

106. Bridge to Subsidy participants may receive financial assistance and case management services for up to twenty-four (24) months if needed.

106.1 If the participant gains enough income to be able to afford 50% of the rent, the participant must be paying that amount in order to facilitate the referral over to the Shallow Subsidy Program.

106.2 Once matched to PSH the participant must be transitioned to that housing intervention

For additional information on length of enrollment, see VII. LENGTH OF ENROLLMENT

COMMUNITY BASED COLLABORATIVE REQUIREMENTS

107. Programs must adhere to the LAHSA Program Standards on Community Based Collaborations

PROGRAM OBLIGATIONS

108. Programs must adhere to the Program Obligations found in the LAHSA Program Standards.

PARTICIPANT MASTER FILE AND DOCUMENTATION

Approved 07/30/2020
109. Programs 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 for Problem-Solving</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participant Identification</td>
<td>Required- See Appendix I</td>
</tr>
<tr>
<td>Income Documentation</td>
<td>Required- See Appendix V and Appendix VI</td>
</tr>
<tr>
<td>LA CoC Homeless Certification Form</td>
<td>Required- see LAHSA approved form. See Appendix I</td>
</tr>
<tr>
<td>Income Documentation</td>
<td>Required- See Appendix V and Appendix VI</td>
</tr>
<tr>
<td>Third Party Income Eligibility Form</td>
<td>If Income documentation isn’t provided.</td>
</tr>
<tr>
<td>Self-Certification of Income Form</td>
<td>If no Third-Party Income Eligibility Certification can be verified or Participant has no income</td>
</tr>
<tr>
<td>Rental/Lease/Resident Agreement</td>
<td>See Appendix IV for documentation Standards</td>
</tr>
<tr>
<td>Habitability Standards for Permanent Housing Form</td>
<td>See Appendix IV for Documentation Standards</td>
</tr>
<tr>
<td>Case Notes verifying case management</td>
<td>HMIS</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Document</th>
<th>Guidance for Recovery Re-Housing &amp; Bridge to Subsidy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participant Identification</td>
<td>Required- See Appendix I</td>
</tr>
<tr>
<td>LA CoC Homeless Certification</td>
<td>Required- see LAHSA approved form. See Appendix I</td>
</tr>
<tr>
<td>CES Survey</td>
<td>If CES Survey for any population is already completed and in HMIS, print it out from HMIS and store in file OR If completed by provider, enter into HMIS, and store in file.</td>
</tr>
<tr>
<td>Income Documentation</td>
<td>Required- See Appendix V and Appendix VI</td>
</tr>
<tr>
<td>Household Composition and Income Eligibility Form</td>
<td>Required- Use LAHSA Household Composition and Income Eligibility Calculator on MyOrg.</td>
</tr>
<tr>
<td>Proof of Ownership/</td>
<td>Deed of Trust, Print out from Property ownership website, etc.</td>
</tr>
<tr>
<td>Rent Reasonableness Form</td>
<td>Form 1652</td>
</tr>
<tr>
<td>W-9 of Landlord</td>
<td>Required- If providing a Security Deposit and/or Rental Assistance</td>
</tr>
<tr>
<td>Financial Assistance Receipts/documents</td>
<td>Required- See Appendix III. Must track all financial assistance in HMIS.</td>
</tr>
<tr>
<td>LAHSA Habitability Standards for Permanent Housing Form</td>
<td>Required- See Appendix IV</td>
</tr>
<tr>
<td>Rental Agreement/Lease</td>
<td>Required for all housing placements</td>
</tr>
<tr>
<td>Housing and Services Plan</td>
<td>Required-Use LAHSA approved form and track the date the HSP was completed in HMIS</td>
</tr>
<tr>
<td>Case Notes</td>
<td>Required-Enter into HMIS</td>
</tr>
<tr>
<td>Exit Summary Form</td>
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</tbody>
</table>

**HMIS DATA COLLECTION AND PARTICIPATION REQUIREMENTS**

Approved 07/30/2020
110. Programs must adhere to the HMIS Data Collection and Participation Requirements found in the LAHSA Program Standards

SEE LAHSA PROGRAM STANDARDS FOR THE FOLLOWING ADDITIONAL REQUIREMENTS OF YOUR CONTRACT

- Utilization of the Coordinated Entry System
- Health, Safety, and Incident Reports
- Tuberculosis Guidelines
- Participant Grievance and Termination Policies and Procedures
- Grievance Policies and Procedures
- Dispute Resolution Services
- LAHSA Grievance Due Process Appeal
- Termination Policies and Procedures
- LAHSA Termination Due Process Appeal
- Fair Housing Requirements
- Service Animals
- Financial Management
- Active Contract Management
- Capacity Building Technical Assistance and Training
- Subcontractors
- Personnel
- Program Reports
- Customer Service
- Materials Equipment and Inventory
- Computer Supplies and Security
APPENDICES

I. ELIGIBILITY
II. PROBLEM-SOLVING FINANCIAL ASSISTANCE
III. RECOVERY RE-HOUSING/BRIDGE TO SUBSIDY FINANCIAL ASSISTANCE
IV. RENTAL AND LEASE STANDARDS FOR ALL POPULATIONS
V. DETERMINING PARTICIPANT INCOME
VI. MONTHLY INCOME DOCUMENTATION STANDARDS
## Appendix I. Eligibility

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Population Served</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Participants where all members are 18+</td>
</tr>
</tbody>
</table>

- Participants are required to have a form of identification on file.
- If a participant does not have an identification card at the time of the program screening, Program must not deny the participant entry rather assist the participant in obtaining an identification card.
- **Category [A]** are acceptable forms of government issued photo identification cards.
- If the participant does not have any of the acceptable identification cards listed in **Category [A]** they may provide one acceptable form of alternative photo identification in **Category [B]** along with one acceptable non-photo form of identification in **Category [C]** to meet the government issue identification requirement.
- A copy of a social security card is not required for the program.
- Program may not provide financial assistance until proof of identification has been obtained.

### Participant Identification

#### [Category A] Government issued photo Identification Card (ID)
- State-issued DMV ID
- State-issued DMV Driver’s license
- Passport/ Passport Card
- US Military ID
- Immigration Services (USCIS) ID
- Visa issued by department of state
- Government issued ID

#### [Category B] Alternative Forms of acceptable photo identification Card (ID)
- Student ID
- Shelter ID
- Employment ID
- Bank/ Debit/ Credit Card
- Transportation Card (METRO)
- Library Card
- Gym Membership Card
- Warehouse Membership Card

**OR**

#### [Category C] Alternative Forms of acceptable non-photo identification
- Birth certificate
- Utility Bill
- Lease/ rental contract
- School Records
- Medical / Dental insurance card
- Debit/ bank card
- Credit card
- Legal records/ court documentation
- Tax Identification Number/ Paperwork (TIN)
- Social Security card
- American Automobile Association (AAA) card
- American Association of Retired Persons (AARP)
### Appendix I. Eligibility (Continued)

<table>
<thead>
<tr>
<th>Eligibility</th>
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</thead>
<tbody>
<tr>
<td><strong>Homeless Status</strong></td>
<td>Participants must be determined to be homeless (Categories 1 &amp; 4) per United States Department of Housing and Urban Development (HUD)’s final rule on “defining homeless” (24 CFR Part 578).</td>
</tr>
</tbody>
</table>
| Category 1: Literal Homeless- An individual or family who lacks a fixed, regular, and adequate nighttime residence, which includes one of the following:  
  i. Has primary nighttime residence that is a public or private place not meant for human habitation. Examples include street, park, vehicle, abandoned building, bus/train station, airport, camping ground);  
  ii. Is living in a publicly or privately-operated shelter designated to provide temporary living arrangements (Emergency shelter, transitional housing, motel/motel paid by government or charitable organization); or  
  iii. Exiting an institution where (s)he has resided for 90 days or less AND were residing in an emergency shelter or place not meant for human habitation immediately before entering institution. Examples of Institutions include a medical hospital, psychiatric hospital, jail, prison, substance abuse treatment facility, and dependent care facility. |
| **Homeless Status** | Category 4: Individuals/families fleeing or attempting to flee domestic violence, dating violence, violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or family member and includes ALL of the following:  
  i. Have no identified residence, resources or support networks; AND  
  ii. Lack the resources and support networks needed to obtain other permanent housing. |
| **Homelessness Verification** | Participants must have their Homeless status documented using either a HMIS Client Summary Report or the LA COC Homeless Certification forms.  
Providers seeking to document a participants’ homelessness (Category 1 or Category 4) should first run the participant’s Client Summary report on HMIS. If the Client Summary Report verifies the individual is actively in a homeless program within seven (7) days, the provider may print the HMIS Client Summary Report and place in the participant’s file. If the Client Summary does not show the participant met/meets the Category 1 or Category 4 definition within the last seven (7) days, the provider will need to use one of the universal forms to document a participants’ homelessness at program entry.  
The LA COC Homeless Certification forms include the following:  
  • Observation of Homeless Status Form- Form 2199  
  • Third Party Verification of Homeless Status Form-Form 1444  
  • Self-Certification of Homeless Status Form- Form 1448 |
| **CES Survey for Adults** | If not already in HMIS, complete the most recent version of the CES Survey for Adults. |
| **CES Survey Result Score + Chronicity** |  
  • **Problem-Solving:** Acuity score of one (1) through five (5) required. Scores of six (6) and above recommended.  
  • **Recovery Re-Housing:** Acuity score of six (6) through eleven (11).  
  • **Bridge to Subsidy:** Acuity score of twelve (12) through seventeen (17). |
<table>
<thead>
<tr>
<th>Income Threshold</th>
<th>Must be below 50% AMI for Los Angeles County as determined by HUD income limits</th>
</tr>
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<tbody>
<tr>
<td><strong>Appendix I. Eligibility (Continued)</strong></td>
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<tr>
<td><strong>Eligibility</strong></td>
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<tr>
<td><strong>Ongoing Eligibility</strong></td>
<td>Participants eligibility must be regularly re-evaluated to establish:</td>
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<tr>
<td></td>
<td>• The program Participants does not have an annual income that exceeds 30% of median income for the area at time of recertification.</td>
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<td></td>
<td>• The program Participants lacks sufficient resources and support networks necessary to retain housing without ESG assistance.</td>
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<tr>
<td><strong>Need</strong></td>
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<tr>
<td></td>
<td>• 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.</td>
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<tr>
<td></td>
<td>• Program must utilize standard LAHSA documentation.</td>
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<td>• Ongoing need must be assessed in a Monthly Review.</td>
</tr>
<tr>
<td><strong>Geography</strong></td>
<td>Must be a current resident of the County of Los Angeles. If the person reports that they slept within the County of Los Angeles the night previous to assessment they would be considered a current resident of Los Angeles.</td>
</tr>
<tr>
<td><strong>Families</strong></td>
<td>Participants with minors are not eligible and must be referred to the CES for Families lead in the respective SPA.</td>
</tr>
<tr>
<td><strong>Veterans</strong></td>
<td>Must not be eligible for Supportive Services for Veteran Families (SSVF).</td>
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<td></td>
<td>• Verification from SSVF provider that the Veteran has utilized all available SSVF resources or does not qualify for SSVF is required to serve participants.</td>
</tr>
<tr>
<td><strong>Reference for ESG regulations (24 CFR part 576.104)</strong></td>
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<tr>
<td><strong>Appendix II. Problem-Solving Financial Assistance</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Financial Assistance</strong></td>
<td><strong>Guidance:</strong> Maximum allowable fee is double the deposit. Maximum of one (1) security deposit in a twelve (12) month period.</td>
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<tr>
<td>Security Deposit</td>
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<td></td>
<td><strong>Required Prior to Exiting Case in HMIS:</strong></td>
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<tr>
<td></td>
<td>Lease/ rental agreement, signed</td>
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</tbody>
</table>
## Appendix II. Problem-Solving Financial Assistance (Continued)

<table>
<thead>
<tr>
<th>Financial Assistance</th>
<th>Guidance:</th>
<th>Required Documents</th>
</tr>
</thead>
</table>
| **Rental Assistance, existing unit**  | Up to prorated monthly rent for current month plus one month’s rent. Types of housing can include:  
• Traditional style unit  
• Shared Housing  
• Sober Living  
• Room for Rent  
• Traditional style unit | **In HMIS:**  
[Problem-Solving Assistance Request Form](#)  
Lease or unit certification  
Property Owner’s W9  
Property Management Agreement (as applicable)  
Proof of Ownership  
Habitability Inspection Form  
**Required Prior to Exiting Case in HMIS:**  
Lease/ rental agreement, signed | |
| **Rental Arrears**                    | Up to prorated monthly rent for current month plus one month’s rent         | **In HMIS:**  
[Problem-Solving Assistance Request Form](#)  
Arrears notice from landlord indicating amount owed  
Signed lease/ rental agreement  
Property owner’s W9  
Property Management Agreement (as applicable)  
Proof of Ownership | |
| **Host Household Assistance**         | Maximum financial assistance for minimum 30-day commitment:  
Individual Participant $400  
Family with children $900  
 Maximum financial assistance for minimum 60-day commitment:  
Individual Participant $800  
Family with children $1800 | **In HMIS:**  
[Problem-Solving Assistance Request Form](#)  
Host Family Commitment Form  
W-9 | |
| **Application Fees**                  | One-time payment; reasonable costs                                         | **In HMIS:**  
[Problem-Solving Assistance Request Form](#)  
Invoice/ estimate/ proof of pricing  
**Required Prior to Exiting Case in HMIS:**  
Receipt/ proof of payment | |
| **Miscellaneous Housing Costs**       | One-time payment; reasonable costs                                         | **In HMIS:**  
[Problem-Solving Assistance Request Form](#)  
Lease/rental agreement or Host Family Commitment Form  
Invoice costs associated with item  
Invoice/ estimate/ proof of pricing  
**Required Prior to Exiting Case in HMIS:** |
<table>
<thead>
<tr>
<th>Financial Assistance</th>
<th>Guidance:</th>
<th>Required Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Utility Assistance</strong></td>
<td>One-time utility deposit payment</td>
<td><strong>In HMIS:</strong> Problem-Solving Assistance Request Form</td>
</tr>
<tr>
<td></td>
<td>Up to three months’ utility assistance or arrears per utility.</td>
<td>Utility bill or bills</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>In HMIS:</strong> Problem-Solving Assistance Request Form</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Lease/rental agreement</td>
</tr>
<tr>
<td><strong>Utility Assistance for Host Household</strong></td>
<td>One-time utility deposit payment</td>
<td><strong>In HMIS:</strong> Problem-Solving Assistance Request Form</td>
</tr>
<tr>
<td></td>
<td>Up to three months’ utility assistance or arrears per utility.</td>
<td>Utility bill or bills</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>In HMIS:</strong> Problem-Solving Assistance Request Form</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Host Household Commitment Form</td>
</tr>
<tr>
<td><strong>Appendix II. Problem-Solving Financial Assistance (Continued)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Automobile Repair</strong></td>
<td>One-time payment; reasonable costs</td>
<td><strong>In HMIS:</strong> Problem-Solving Assistance Request Form</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Invoice or Estimate or repair</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Proof of vehicle ownership (registration, title, bill of sale, other)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Loaner vehicle commitment letter vehicle owner (if not participant)</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Required Prior to Exiting Case in HMIS:</strong> Receipt/ proof of payment</td>
</tr>
<tr>
<td><strong>Reunification Services</strong></td>
<td>One-time payment; reasonable costs</td>
<td><strong>In HMIS:</strong> Problem-Solving Assistance Request Form</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Reunification Services Request Form</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Proof of Parenthood</td>
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<td></td>
<td><strong>Required Prior to Exiting Case in HMIS:</strong> Receipt/ proof of payment</td>
</tr>
<tr>
<td><strong>Motel/Hotel</strong></td>
<td>Three nights’ stay; reasonable costs</td>
<td><strong>In HMIS:</strong> Problem-Solving Assistance Request Form</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Invoice/ estimate/ proof of pricing</td>
</tr>
<tr>
<td><strong>Legal Services</strong></td>
<td>One-time payment; reasonable costs</td>
<td><strong>In HMIS:</strong> Problem-Solving Assistance Request Form</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Invoice/ estimate/ proof of pricing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Documentation of legal matter</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Required Prior to Exiting Case in HMIS:</strong> Receipt/ proof of payment</td>
</tr>
<tr>
<td><strong>Debt Resolution</strong></td>
<td>Up to $2,600</td>
<td><strong>In HMIS:</strong> Loan document</td>
</tr>
<tr>
<td></td>
<td></td>
<td>W9 if being paid by check</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Required Prior to Exiting Case in HMIS:</strong> Receipt/ proof of payment</td>
</tr>
<tr>
<td>Financial Assistance</td>
<td>Guidance:</td>
<td>Required Documents</td>
</tr>
<tr>
<td>----------------------</td>
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<td>--------------------</td>
</tr>
</tbody>
</table>
| Medical Costs        | Up to $2,000; reasonable costs | **In HMIS:** Invoice/ estimate/ proof of pricing  
**Required Prior to Exiting Case in HMIS:** Receipt/ proof of payment |
| Employment Support   | One-time payment; reasonable costs | **In HMIS:** Problem-Solving Assistance Request Form  
Invoice/ estimate/ proof of pricing  
Employment acceptance letter or employment work schedule  
**Required Prior to Exiting Case in HMIS:** Receipt/ proof of payment |
| Pet Boarding         | One-time payment; reasonable costs | **In HMIS:** Problem-Solving Assistance Request Form  
Invoice  
**Required Prior to Exiting Case in HMIS:** Receipt/ proof of payment |

### Appendix II. Problem-Solving Financial Assistance (Continued)

<table>
<thead>
<tr>
<th>Financial Assistance</th>
<th>Guidance:</th>
<th>Required Documents</th>
</tr>
</thead>
</table>
| **Gas Cards**        | Six $25 gas cards for local employment-related travel; for reunification, based on amount required to reach destination. | **Required Prior to Exiting Case in HMIS:** Problem-Solving Assistance Request Form  
Gas/Grocery Card Acceptance Form |
| **Grocery Cards**    | Individual Participant $200 per card  
Families with children $500 per card  
Cards cannot be spent on alcohol and must be given to the diverted Head of Household. | **Required Prior to Exiting Case in HMIS:** Problem-Solving Assistance Request Form  
Gas/Grocery Card Acceptance Form |
| **Furniture Assistance** | Individual Participant $1000  
Family with children $1800 | **In HMIS:** Problem-Solving Assistance Request Form  
List of Furniture Items Requested  
Lease/Rental/Resident Agreement or Host Family Commitment Form  
Invoice  
**Required Prior to Exiting Case in HMIS:** Receipt/ proof of payment |
| **Storage**          | Three months’ fees | **In HMIS:** Problem-Solving Assistance Request Form  
W9  
**Required Prior to Exiting Case in HMIS:** Receipt/ proof of payment |
## Payment Standard
Financial assistance requests should take no more than four (4) business days to process. All payments must arrive on or before the prescribed due date.

## Requests not acknowledged
For all requests that exceed maximums, requests must be approved by LAHSA Coordinator.

### Appendix III. Financial Assistance

<table>
<thead>
<tr>
<th>Financial Assistance</th>
<th>Guidance: State ESG</th>
<th>Participant File: State ESG</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security Deposit</td>
<td>Maximum allowable fee is double the deposit, along with additional deposits such as key, remote, mailbox, etc... Maximum of one (1) security deposit in a twelve (12) month period unless current housing situation does not work.</td>
<td>Copy of W9 and Receipt Lease Agreement. Confirmation of property ownership</td>
</tr>
<tr>
<td>Utility Deposit</td>
<td>Standard utility deposits that the utility company requires for all customers.</td>
<td>Copy of bill or receipt of payment. A billing statement would be necessary if assistance for multiple months is provided with a single payment.</td>
</tr>
</tbody>
</table>
| Rental Assistance    | **Recovery Re-Housing:** Up to 100% of financial rental assistance up to six (6) months. Up to twelve (12) additional months while utilizing progressive assistance. Progressive Assistance can begin at month one.  
**Bridge to Subsidy:** 100% of financial assistance for up to twenty-four (24) months if needed. Progressive assistance can begin at month one.  
Rental Assistance available up to twenty-four (24) months during any three (3) year period. These terms include first and last month’s rent. Rental Assistance may not be provided to participants who are currently receiving rental assistance from another public source for the same time period (Housing Choice Vouchers, SSVF, HUD VASH, etc.). If program’s payments of rental assistance result in | Copy of Bill for each utility for each month paid.  
- Housing and Habitability Inspection  
- Lease/Rental Agreement  
- W9  
- Receipt(s) if ongoing assistance is provided  
- Confirmation of property ownership |
| Utility Assistance   | Up to twenty-four (24) months per participant, per services includes 6 months of arrearages per service. Total utility assistance includes the first month’s payment. | |
| Rental Arrears       | Only if necessary, to re-house; One-time payment up to six (6) months, including any late fees on those arrears. These six months is figured into the full 24 months of allowable rental assistance. | Statement or Bill that includes the cost of each month paid. |
| **Utility Arrears** | Only if necessary, to re-house; maximum two (2) months of arrears per utility. Funds are NOT approved to be used for homeless prevention. Eligible utilities include gas, electricity, water, & trash. | Statement or Bill that includes the cost of each month paid. |
| **Tenant Screening Reports** | Costs to cover a subscription in a tenant screening service that will provide information about landlord barriers that participants may experience. This facilitates better landlord/tenant matching. Must have signed consent of participant. Lease Up will provide this service free of charge if you utilize this system for identifying appropriate units for Participants. | Receipt for subscription and consent form for each participant’s file |
| **Essential Furnishings** | Eligible items include but not limited to:  
**Appliances:** Lamp, fan, microwave, refrigerator, and stove.  
**Bedding:** mattress, box spring, & frame  
**Furnishings:** basic bedroom & living room items including sofa, futon, love seat, dresser, coffee table, nightstand, & dining set.  
**Linen:** Bath towels, dish cloth, comforter, sheets, bathmat, pillow, & shower curtain.  
**Kitchen:** Bakeware, cookware, dinnerware, flatware, & glassware.  
**Cleaning Supplies:** Trash can, trash bags, broom & pan, cleaner, cleaning towels, vacuum, mop + pail, laundry detergent, sponges, toilet paper, & dishwashing liquid. | Copy of the itemized receipt containing items to be purchased  
Copy of all receipts  
Copy of Lease  
Delivery confirmation |
| **Move-In Expenses**  
- Application Fee  
- Moving Costs | **Application Fee**  
Rental application fees.  

**Moving Costs**  
**Storage Fees:** Equivalent of three (3) months of storage fees starting with program enrollment date and ending before move-in.  
**Moving Expenses:** Cost such as truck rental or hiring a moving company, includes some temporary storage fees.  

**Application Fee**  
- Receipt.  

**Moving Costs**  
**Storage Fee:**  
- Copy of bill under participant’s name that reflects the monthly fee. A billing statement would be necessary if assistance for multiple months is provided with a single payment.  
**Moving Expenses:**  
- Receipt & Detail Bill  
- Participant HMIS case note  
- Copy of Lease/ Rental Agreement |
| **Other Services** | Reference for ESG regulations (24 CFR part 576.104) |
### 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. Rental and Lease Standards for All Populations

<table>
<thead>
<tr>
<th>State &amp; County ESG</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Housing Standards</strong></td>
</tr>
<tr>
<td><strong>Fair Market Rent (FMR)</strong></td>
</tr>
<tr>
<td><strong>Rent Reasonableness</strong></td>
</tr>
<tr>
<td><strong>Lease Requirements</strong></td>
</tr>
</tbody>
</table>
| **Written Standards** | Recipients and subrecipients must develop and implement written policies and procedures for:  
  - Determining and prioritizing which eligible participants will receive RRH assistance.  
  - Determining the amount or percentage of rent and utilities each program participants must pay.  
  - Determining how long a particular program participant will be provided with rental assistance and whether and how the amount of that assistance will be adjusted over time.  
  - Program must use LAHSA documentation. |

**Geography**

- 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 and Services 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.

**Reference for ESG regulations (24 CFR part 576.104)**
### Appendix V. Determining Participant Income

**INCOME INCLUSIONS**
The following types of income must be counted when calculating annual income for purposes of determining Recovery Re-Housing & Bridge to Subsidy eligibility:

<table>
<thead>
<tr>
<th>GENERAL CATEGORY</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Earned Income</td>
<td>The full amount, before any payroll deductions, of wages and salaries, overtime pay, commissions, fees, tips and bonuses, and other compensation for personal services.</td>
</tr>
<tr>
<td>2. Self-Employment/Business Income</td>
<td>The net income from operation of a business or profession. Expenditures for business expansion or amortization of capital indebtedness must not be used as deductions in determining net income. An allowance for depreciation of assets used in a business or profession may be deducted, based on straight line depreciation, as provided in Internal Revenue Service regulations. Any withdrawal of cash or assets from the operation of a business or profession will be included in income, except to the extent the withdrawal is reimbursement of cash or assets invested in the operation by the family.</td>
</tr>
<tr>
<td>3. Interest &amp; Dividend Income</td>
<td>Interest, dividends, and other net income of any kind from real or personal property. Expenditures for amortization of capital indebtedness must not be used as a deduction in determining net income. An allowance for depreciation is permitted only as authorized in paragraph (2) of this section. Any withdrawal of cash or assets from an investment will be included in income, except to the extent the withdrawal is reimbursement of cash or assets invested by the family. Where the family has net family assets in excess of $5,000, annual income must include the greater of the actual income derived from net family assets or a percentage of the value of such assets based on the current passbook savings rate, as determined by HUD.</td>
</tr>
<tr>
<td>4. Pension/Retirement Income</td>
<td>The full amount of periodic payments received from social security, annuities, insurance policies, retirement funds, pensions, lotteries, disability or death benefits, and other similar types of periodic receipts, including a lump-sum payment for the delayed start of a periodic payment (but see No. 8 under Income Exclusions) (e.g., SSDI).</td>
</tr>
<tr>
<td>5. Unemployment &amp; Disability Income</td>
<td>Payments in lieu of earnings, such as unemployment, worker’s compensation, and severance pay (but see No. 3 under Income Exclusions).</td>
</tr>
<tr>
<td>6. Alimony Income</td>
<td>Periodic and determinable allowances, such as alimony payments, and regular contributions or gifts received</td>
</tr>
<tr>
<td>7. Armed Forces Income</td>
<td>All regular pay, special pay, and allowances from the Armed Forces.</td>
</tr>
<tr>
<td>8. G.I. Bill Housing Stipend</td>
<td>The monthly housing stipend received by a Veteran from VA while they are attending school under the G.I. Bill.</td>
</tr>
</tbody>
</table>
### Appendix V. Determining Participant Income (Continued)

#### INCOME EXCLUSIONS
The following types of income are **not** counted when calculating annual income for purposes of determining Recovery Re-Housing and Bridge to Subsidy eligibility:

<table>
<thead>
<tr>
<th>GENERAL CATEGORY</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Inheritance and Insurance Income</td>
<td>Lump-sum additions to the participants’ assets, such as inheritances, insurance payments (including payments under health and accident insurance and worker's compensation), capital gains and settlement for personal or property losses (except as provided in number 5 of Income Inclusions).</td>
</tr>
<tr>
<td>2. Medical Expense Reimbursements</td>
<td>Amounts received by the individual that are specifically for, or in reimbursement of, the cost of medical expenses.</td>
</tr>
<tr>
<td>3. Income of Live-in Aides</td>
<td>Income of a live-in aide (as defined in 24 CFR 5.403).</td>
</tr>
<tr>
<td>4. Student Financial Aid</td>
<td>The full amount of student financial assistance paid directly to the student or to the educational institution. Note: includes G.I. Bill Student Financial Aid.</td>
</tr>
<tr>
<td>5. Armed Forces Hostile Fire Pay</td>
<td>The special pay to an individual serving in the Armed Forces who is exposed to hostile fire.</td>
</tr>
</tbody>
</table>
| 6. Self-Sufficiency Program Income | • Amounts received under training programs funded by HUD.  
• Amounts received by a person with a disability that are disregarded for a limited time for purposes of Supplemental Security Income eligibility and benefits because they are set aside for use under a Plan to Attain Self-Sufficiency (PASS).  
• Amounts received by a participant in other publicly assisted programs that are specifically for, or in reimbursement of, out-of-pocket expenses incurred (special equipment, clothing, transportation, etc.) and which are made solely to allow participation in a specific program.  
• Amounts received under a resident service stipend. A resident service stipend is a modest amount (not to exceed $200 per month) received by a resident for performing a service for the PHA or owner, on a part-time basis, that enhances the quality of life in the development. Such services may include, but are not limited to, fire patrol, hall monitoring, lawn maintenance, resident initiatives coordination, and serving as a member of the PHA’s governing board. No resident may receive more than one such stipend during the same period of time.  
• Incremental earnings from participation in qualifying state or local employment training programs (including training not affiliated with a local government) or |
| 7. Other Non-Recurring Income | Temporary, non-recurring, or sporadic income (including gifts). |
| 8. Social Security & SSI Income | Deferred periodic amounts from SSI and Social Security benefits that are received in a lump sum amount or in prospective monthly amounts. |
| 9. Income Tax and Property Tax Refunds | Amounts received by the individual in the form of refunds or rebates under state or local law for property taxes paid on the dwelling unit. |
10. Other Federal Exclusions:

**COVID-19 Unemployment Supplemental** ($600/week)

**CARES Act Economic Impact Payment:** of up to $1,200 per adult for individuals whose income was less than $99,000 (or $198,000 for joint filers) and $500 per child under 17 years old – or up to $3,400 for a family of four.

Amounts specifically excluded by any other federal statute from consideration as income for purposes of determining eligibility or benefits under a category of assistance programs that includes assistance under any program to which the exclusions of 24 CFR 5.609(c) apply, including:

- The value of the allotment made under the Food Stamp Act of 1977;
- Payments received under the Domestic Volunteer Service Act of 1973 (employment through VISTA, Retired Senior Volunteer Program, Foster Grandparents Program, youthful offender incarceration alternatives, senior companions);
- Payments received under the Alaskan Native Claims Settlement Act;
- Income derived from the disposition of funds to the Grand River Band of Ottawa Indians;
- Income derived from certain sub-marginal land of the United States that is held in trust for certain Indian tribes;
- Payments or allowances made under the Department of Health and Human Services' Low-Income Home Energy Assistance Program;
- Payments received under the Maine Indian Claims Settlement Act of 1980 (25 U.S.C. 1721);
- The first $2,000 of per capita shares received from judgment funds awarded by the Indian Claims Commission or the U.S. Claims Court and the interests of individual Indians in trust or restricted lands, including the first $2,000 per year of income received by individual Indians from funds derived from interests held in such trust or restricted lands;
- Amounts of scholarships funded under Title IV of the Higher Education Act of 1965, including awards under the Federal work study program or under the Bureau of Indian Affairs student assistance programs;
- Payments received from programs funded under Title V of the Older Americans Act of 1985 (Green Thumb, Senior Aides, Older American Community Service Employment Program);
- Payments received on or after January 1, 1989, from the Agent Orange Settlement Fund or any other fund established pursuant to the settlement in the *Re Agent Orange product liability litigation*, M.D.L. No. 381 (E.D.N.Y.);
- Earned income tax credit refund payments received on or after January 1, 1991, including advanced earned income credit payments;
- Payments received under programs funded in whole or in part under the Job Training Partnership Act (employment and training programs for Native Americans and migrant and seasonal farm workers, Job Corps, state job training programs and career intern programs, AmeriCorps);
- Payments by the Indian Claims Commission to the Confederated Tribes and Bands of Yakima Indian Nation or the Apache Tribe of Mescalero Reservation;
- Allowances, earnings, and payments to AmeriCorps participants under the National and Community Service Act of 1990;
- Any allowance paid under the provisions of 38 U.S.C. 1805 to a child suffering from Spina Bifida who is the child of a Vietnam Veteran;
- Allowances, earnings, and payments to participants participating in programs under the Workforce Investment Act of 1998.
- Any amount of crime victim compensation (under the Victims of Crime Act) received through crime victim assistance (or payment or reimbursement of the cost of such assistance) as determined under the Victims of Crime Act because of the commission of a crime against the participant under the Victims of Crime Act.
<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>
| Wages and Salary, etc. | Yes | Oral verification 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. |
| Written verification of income | | • Mail, fax or email written verification of income request directly to the employer(s).  
  • Obtain signed and dated verification of income from employer(s). At a minimum, written verification should include the following:  
  • Name of employer and participant name  
  • Pay amount and frequency  
  • Average hours worked per week  
  • Amount of any additional compensation  
  • Contact information for authorized employer representative  
  • Signed and dated by authorized employer representative  
  • Include verification of income in participant file. |
| | | Copy of most recent paystub | • Obtain copy(ies) of most recent pay stub(s) from participant  
  • Include copy(ies) 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>
| Self-Employment | Yes | 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. |
| Interest and Dividend Income | Yes | 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) |
| | | 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. |
| | | 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.  
| | | | OR |
| | | | (if written documentation 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>
</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.                                                                                                                                                                                                                                                                                                                                 |
| OR                              | (if written documentation cannot be obtained) | 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, written 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.                                                                                                                                                                                                                                                                                                                  |
| 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>
</table>
| Unemployment and Disability Income | Yes                            | Copy of most Recent unemployment, worker’s compensation, SSI, SSDI, or severance payment statement or benefit notice | • Obtain copy(ies) of most recent payment statement(s) and/or benefit notice(s) from participant.  
• Include copy(ies) in participant file.  

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.  

OR  

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  

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
<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>
| Public Assistance | Yes | Copy of most recent welfare payment statement or benefit notice. | • Obtain copy(ies) of most recent benefit notice(s) or payment statement(s) from participant.  
• Include copy(ies) in participant file. |

OR

| Public Assistance | Yes | Written verification of income. | • Mail, fax or email verification of income request directly to the welfare administrator.  
• 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. |

OR

(if written third party documentation cannot be obtained)

| Public Assistance | Yes | 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:
  o Source of income
  o Income amount and frequency
  o 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>
</table>
| Alimony Payments | Yes                           | Copy of most recent alimony and/or child support or other contributions or gift payment statements, notice, or order | • Obtain copy(ies) of most recent payment statement(s), notice(s) or order (e.g. court ordered child support) from participant.  
• Include copy(ies) in participant file. |
|                 |                               | OR                                |                         |
|                 |                               | Written verification of income.   | • Mail, fax or email verification of income request directly to the child support enforcement agency, court liaison, or other source.  
• 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. |
|                 |                               | OR                                |                         |
|                 |                               | 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                                |                         |
|                 |                               | 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>Armed Forces Income</td>
<td>Yes</td>
<td>Copy of pay stubs, payment statement, or other government issued statement indicating income amount.</td>
<td>• Obtain copy(ies) of most recent payment stub(s), statement(s), or other government issued statement from participant.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Include copy(ies) in participant file.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>OR</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Written verification of income.</td>
<td>• Mail, fax or email verification of income request directly to the appropriate armed services representative.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Obtain signed and dated verification of income from income source. At a minimum, written verification should include the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>▪ Name of income source, and participant name</td>
</tr>
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<td></td>
<td></td>
<td></td>
<td>▪ Income amount and frequency</td>
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<td></td>
<td></td>
<td></td>
<td>▪ Contact information for authorized income source representative</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Signed and dated by authorized income source representative</td>
</tr>
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<td></td>
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<td></td>
<td>• Include Verification of Income in participant file.</td>
</tr>
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<td></td>
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<td>OR</td>
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<tr>
<td></td>
<td></td>
<td>Oral verification of income.</td>
<td>(if written third party documentation cannot be obtained)</td>
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<td></td>
<td>• Contact the source(s) by phone or in person to obtain oral verification of income.</td>
</tr>
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<td>• Document oral verification of income. At a minimum, oral verification should include the following:</td>
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<td></td>
<td></td>
<td></td>
<td>▪ Name of income source, and participant name</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>▪ Income amount and frequency</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>▪ Contact information for authorized income source representative</td>
</tr>
<tr>
<td></td>
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<td></td>
<td>▪ Signed and dated by Program staff who obtained oral verification</td>
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<td>• Include Verification of Income in participant file.</td>
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<td>OR</td>
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<tr>
<td></td>
<td></td>
<td>(if written documentation or oral third-party verification cannot be obtained)</td>
<td></td>
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<td></td>
<td></td>
<td>Self-declaration of income</td>
<td>• Obtain signed and dated original self-declaration of income from participant. At a minimum, self-declaration should include the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>▪ Source of income, Income amount and frequency</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>▪ Signed and dated by Participant</td>
</tr>
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<td>• Grantee should document attempt to obtain third party verification (written or oral) and sign self-declaration of income.</td>
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<td>• Include Self-declaration of income in participant file.</td>
</tr>
<tr>
<td>Type of Income</td>
<td>Include in Income Calculation?</td>
<td>Acceptable Types of Documentation</td>
<td>Documentation Standards</td>
</tr>
<tr>
<td>---------------</td>
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</tbody>
</table>
| No Income Reported | N/A                           | Self-declaration of income        | • Obtain signed and dated original self-declaration of income from participant. At a minimum, self-declaration should include the following:  
  ▪ Statement indicating “no current income”  
  ▪ Signed and dated by Participant  
  ▪ Have participant sign a self-declaration of no income but seek a third-party verification of job loss or public benefit income loss if possible.  
  • Include self-declaration of income in participant file. |