2020-2021 Rapid Re-Housing for All Populations
Scope of Required Services (SRS)

This Scope of Required Services (SRS) for Rapid Re-Housing contains a written summary of, and links to, detailed information regarding the services that must be provided to eligible participants experiencing homelessness receiving Rapid 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 Rapid Re-Housing. The Los Angeles Homeless Services Authority 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.

RAPID RE-HOUSING OVERVIEW

Rapid Re-Housing is a Housing First, Low Barrier, Harm Reduction, Crisis Response program focused on quickly resolving the crisis of homelessness for eligible participants and assisting them at moving into a permanent housing situation. RRH case managers use Progressive Assistance to help program participants rapidly obtain and stabilize in permanent housing in either the private rental market or affordable housing market as available. Rapid Re-Housing programs should design service provision based on the core components of Rapid Re-Housing: Housing Identification, Rent & Move-in Assistance, and Case Management & Supportive Services. Rapid Re-Housing Programs are expected to be aligned with the 2019 LA City and County Rapid Re-Housing Minimum Service and Operation Practice Standards approved by all RRH funders in Los Angeles and by the CES Policy Council in 2019.

Rapid Re-Housing programs focus their case management assistance by placing emphasis on those services that assist participants in meeting their responsibilities as tenants and in complying with a standard lease agreement. Rapid Re-Housing programs are an integral part of the greater Los Angeles Coordinated Entry System (CES) which was created to ensure an equitable and efficient access and delivery of services in LA County. Therefore, Rapid Re-Housing must work in collaboration the Coordinated Entry System (CES). CES Rapid Re-Housing should fit seamlessly with the other CES Program components: Outreach, Problem-Solving Intervention, Crisis Housing, Bridge Housing, Transitional, and Permanent Supportive Housing. For more detail about this involvement in CES please see the Coordinated Entry System Program Standards.

DEFINITIONS

1. **Rapid Re-Housing** is a category within Permanent Housing. Rapid Re-Housing connects families, individuals, and youth experiencing homelessness to permanent housing through a tailored package of assistance that may include the use of time-limited financial assistance and targeted supportive services. Rapid Re-Housing programs help families, individuals and youth living on the streets or in emergency shelters 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. Rapid Re-Housing is an important component of a community’s response to homelessness. A fundamental goal of Rapid Re-Housing is to reduce the amount of time a person is homeless by rapidly providing stable and safe housing.

2. **Progressive Engagement/ Assistance** 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. Progressive Assistance starts when staff
first meet their participant and begins the process of assessing the person’s strengths and housing barriers. Staff should continually assess how much a participant can do on their own at every meeting.

Staff will find that the stability may go up and down depending on what the participant is experiencing. There may be months where a participant needs less assistance from case management. If this decrease in case management occurs, that is fine, but it shall not fall below the minimum standard of one (1) face-to-face meeting a month including home visits once the participant has moved into permanent housing. For financial assistance, the staff should assess the household’s ability to pay part of the rent (and how much of the rent) every month and discuss with them any changes that staff feels is appropriate to occur. If need decreases the amount of assistance decreases, and if need increases the amount of financial assistance would also increase.

While the hope is that there will be a steady progression of the participant taking on more responsibility, it may be that things could change more sporadically. For example, a new job may not continue causing a need to increase financial assistance. The amount of case management and financial assistance are not directly tied together. It is possible to eliminate all but the minimum of case management but need to continue to provide financial assistance. Likewise, it is possible that financial assistance may no longer be necessary because the participant can afford the rent on their own, but still benefit from some degree of assistance from case management. This flexible, individualized approach works to maximize resources by only providing the amount of assistance that each household needs.

3. **Problem-Solving (formerly Diversion)** is a strengths-based, creative problem-solving conversation with people experiencing an immediate housing crisis and who are currently seeking assistance through the homeless response system. Examples of Problem-Solving can include conflict resolution, family reunification, and one-time financial assistance that will assist with an alternative housing solution (short or long term) outside of the homeless response system. All RRH participants must receive ongoing assessment for Problem-Solving to determine if it is possible for them to access other housing options and remained housed or be re-housed temporarily or permanently instead of utilizing transitional housing services.

**ELIGIBILITY FOR SERVICES**

Detailed eligibility for Rapid Re-Housing Programs can be found in Appendix I.

4. **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 and II for detailed description eligibility for Rapid Re-Housing.

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

4.2 Programs are responsible for obtaining the LA Co. Homeless Certification forms from any referring agency.

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

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

5. **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.
5.1 Programs are responsible for obtaining all income supporting documents.

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

5.1.2 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.

5.1.3 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.

5.2 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.

6. CES Survey: Participants must have a completed CES Survey in HMIS or on file if serving Domestic Violence participants. Contractor 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, Contractor 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, Contractor 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.

6.1 LA County CES-Approved Triage Tools include:
   6.1.1 CES Survey for Adults
   6.1.2 CES Survey for Youth
   6.1.3 CES Survey for Families with Children

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

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

POPOPULATIONS SERVED

7. Population Served: Please see Appendices for detailed description of eligibility being served under Rapid Re-Housing. Unaccompanied Minors are not eligible for enrollment or services in programs that serve Single Adults. An exemption exists for unaccompanied minors who are legally emancipated.

8. Contractors must NOT establish policies and/or assessments that screen out participants or deny referrals based on any of the following criteria:
   8.1 Lack of Sobriety
   8.2 Lack of income or employment status;
   8.3 Lack of identification documentation;
   8.4 The presence of mental health issues, disabilities, or other psychosocial challenges;
   8.5 Lack of a commitment to participate in treatment;
   8.6 Criminal background;

Updated 07/01/2020
8.7 Presence of or number of evictions;
8.8 Any other criteria thought to predict challenges/barriers to long-term housing stability or generally considered “difficult to work with”.

**CES PARTICIPATION**

9. Programs must identify new participants through participation in the Coordinated Entry System (CES).

9.1 Programs must work collaboratively with CES Regional Coordinator, Outreach Coordinator, and CES Matcher to identify eligible Participants.

9.2 Programs must accept referrals from CES participating agencies and prioritize enrollments based on the CES prioritization policies.

9.3 Programs must identify eligible participants enrolled in Crisis Housing, Bridge Housing, Outreach, Housing Navigation and those exiting Transitional Housing programs.

10. Programs are also required to work collaboratively with domestic violence programs/shelters to ensure that services are made available to eligible participants of the domestic violence system.

10.1 Participants who identify as actively fleeing a domestic violence situation, must be immediately offered a connection with and provided placement into a domestic violence shelter at their request, at a confidential location to ensure the safety and well-being of the participant.

10.2 Programs must develop and implement policies and procedures to ensure continued confidentiality and privacy of persons who are fleeing or attempting to flee domestic violence, stalking, sexual assault or human trafficking.

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

11.1 Programs shall continue providing services to such participants until the warm handoff is successfully completed.

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

**SUPPORTIVE SERVICES AND ACTIVITIES**

12. Programs providing Rapid 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 II.

13. **Direct Support Services:** Programs providing Rapid Re-Housing are funded for the following services:

   13.1 Intake and Assessment
   13.2 Case Management
   13.3 Housing Identification
   13.4 Financial Assistance

14. **Problem-Solving (aka- Diversion):** All applicants of the program must be screened for Problem-Solving to determine if it is possible for them to access other housing options and remain housed or be rehoused temporarily or permanently instead of utilizing RRH services. The first conversation upon entry 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.

14.1 If resources are needed to successfully divert a person from entry into the homelessness system, a referral must immediately be made to a CES Problem-Solving program, in order to identify other permanent housing options. Please go to the LAHSA website to learn about where to refer someone for Problem-Solving Assistance.

15. Programs are to serve all eligible participants who reside in the SPA in which the program is designated to serve, including but not limited to, those engaged in Street Outreach programs, Access Sites programs, Crisis Housing programs, Bridge Housing programs, Transitional Housing programs, and Winter Shelters located in the designated SPA.

16. Participants will not be rejected or exited from participation in Rapid 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**

17. **Case Management & Supportive Services**: are provided by Rapid Re-Housing 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.

17.1 After the person has moved into permanent housing, the case manager and program participant work together on 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).

17.2 The Case Manager will help the household to connect with community resources to maximize their ability to pay rent, such as finding affordable childcare so the parent can work. For some program participants, the case manager may also assist the person 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.

17.3 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.

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

19. Program staff must conduct a minimum of one home visit each month after the Participant has moved into their housing. If Public Health guidance does not allow home visits, then virtual home visits are acceptable. Any kind of electronic meeting is acceptable and should be logged appropriately in HMIS with identification of the type of meeting that was held.

20. 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 follow up to ensure Housing and Services Plans are progressing on schedule and needs are adequately being addressed

21. **Case Management Ratios:** Programs must maintain a ratio of approximately one (1) case manager to every twenty-five (25) participants for optimal service delivery. It is acceptable to maintain a lower-case manager to participant ratio when serving youth or participants with an acuity score higher than

21.1 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.

**HOUSING AND SERVICES PLANS**

22. **Housing and Services Plan (Housing Plans):** Case Managers must develop a Housing and Services Plan in coordination with the participant. The Housing and Services Plan will be the road map of services that are to be provided, actions that need to be taken (by both staff and the participant) and referrals that need to be made.

22.1 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.

22.1.1 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, Rapid 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.

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

23. Housing Plans should address three distinct phases of program participation: Housing attainment, housing stabilization and exit planning. These three phases must emphasize the short-term nature of RRH with the goal of a sustainable exit from the Program. For more information on the three phases of Housing Plans, see the **LA City and County RRH Minimum Practice Standards**.

24. Once the Housing Plan is completed, the program must record the date of completion in HMIS. Any updates or changes should also be recorded in HMIS.

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

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

27. 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:

27.1 Crisis Housing and Bridge Housing
27.2 Crisis Intervention
27.3 Physical Health Care
27.4 Mental Health Care
27.5 Mainstream Benefits Establishment
27.6 Substance Use Treatment

Updated 07/01/2020
27.7 Education
27.8 Life Skills
27.9 Legal Services
27.10 Employment Services
27.11 Vocational Training
27.12 Credit counseling
27.13 Financial literacy training
27.14 Transportation
27.15 Reunification/Problem-Solving
27.16 Childcare
27.17 Tenancy Rights and Responsibilities
27.18 Landlord Relations

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

29. 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.

30. 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.

31. Programs shall increase the intensity of case management services as needed. This includes increasing the frequency of meetings and home visits as needed.

32. Case management services should decrease as the participant’s stabilization improves.

33. If a program determines the participant needs a higher level of care provided by 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 refer the participant to new program through the CES.

33.1 As long as the participant is still fully enrolled in the Rapid Re-Housing Program, that participant maintains their homelessness status, as well as their chronic status relative to eligibility for PSH or other housing programs. Programs must review HUD FAQ 529 & 530 to ensure chronic homeless status and eligibility for PSH for participants enrolled in Rapid-Re-Housing is fully understood.

34. 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**

35. **Housing Identification**: Programs must identify housing resources and develop relationships with property owners, property management companies, and landlords throughout their respective regions to increase the permanent housing opportunities for Participants. 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.

35.1 If programs do not have sufficient staff to pursue landlord relationships as described above, or if they desire to expand on the list of available units, RRH programs shall access the services provided by Lease Up program.

Updated 07/01/2020
35.2 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.

36. Programs must assist Participants in the housing search and placement process. Assistance includes:
   36.1 Programs must assist Participants in locating appropriate housing that meets the needs and expressed desires of the Participants.
   36.2 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.
   36.3 Programs must accompany participant when meeting with landlord.
   36.4 Programs must provide transportation assistance for appointments as needed.
   36.5 Programs must provide financial assistance for necessary application fees.
   36.6 Participant’s choice must be considered and be a part of the assessment and planning for appropriate housing.

37. 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.

38. Programs must commit to a significant focus on assisting Participants to consider shared housing as a possible housing placement.

39. Programs are responsible for necessary housing inspections and ensuring that housing meets habitability standards (See Appendix III.). If the program works with Lease Up, Lease Up takes care of all needed inspections.

40. 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.

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

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

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

FINANCIAL ASSISTANCE
44. Eligible categories of financial assistance can be found in Appendix II.

45. 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.

46. 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.

46.1 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.

46.2 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.

47. 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 II.

48. 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.

49. 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.

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

50.1 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.

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

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

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

54. Programs must have documented verification of ownership before providing any payment including security deposits or rental assistance. 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. Lease Up handles the verification of ownership, if Programs utilize their program.

LENGTH OF ENROLLMENT

55. LAHSA Rapid Re-Housing Programs allow participants to be enrolled for up to 24 months if needed.

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

56.1 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.

56.2 Programs must contact the Lead Agency within their SPA to transition the participant to the appropriate agency.

Updated 07/01/2020
56.3 Programs must not exit any Participant from their program until the ensured enrollment in the new housing program is confirmed.

57. 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.

57.1 If the participant has completed primary Housing Stability goals, but cannot afford the full rent, a referral to the Shallow Subsidy Program should be considered. Contact the shallow subsidy provider for more information.

58. Participant must be successfully linked to the appropriate housing intervention and supportive services program if Rapid Re-Housing has been determined to be the inappropriate intervention.

58.1 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.

59. 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.

60. Participant utilizes reunification services.

61. Participant self-resolved the housing crisis. Programs may exit participant if they are deemed a risk to the safety of the program’s staff.

62. 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.

63. 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.

64. Participant is dually enrolled in another Rapid Re-Housing program.

65. 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.

66. Program must NOT exit participant from the RRH program due to:
   66.1 Active substance use
   66.2 Failure to abide by participant budget
   66.3 Noncompliance with Housing and Services Plan
   66.4 Active Health Issues
   66.5 Desire to be assigned to another case manager
   66.6 Being evicted from their unit

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

COMMUNITY BASED COLLABORATIVE REQUIREMENTS

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

Updated 07/01/2020
PROGRAM OBLIGATIONS

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

68. LA County-wide coordination of RRH programs funded by LAHSA is overseen by the LAHSA Rapid Re-Housing Coordinator. Each agency funded under the program is required to work with and ensure coordination and standardized operations across all regions in LA County.

PARTICIPANT MASTER FILE AND DOCUMENTATION

69. 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</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- Use 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 RRH provider, enter into HMIS, and store in file.</td>
</tr>
<tr>
<td>Income Documentation</td>
<td>Required- See Appendix IV and V</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>Online data base proof of ownership, or Grant deed, or title</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 II. Must track all financial assistance in HMIS.</td>
</tr>
<tr>
<td>LAHSA Habitability Standards for Permanent Housing Form</td>
<td>Required- See Appendix III</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>Budget</td>
<td>Required- Can use agency budget template</td>
</tr>
<tr>
<td>Case Notes</td>
<td>Required-Enter into HMIS</td>
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<td>Exit Summary Form</td>
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HMIS DATA COLLECTION AND PARTICIPATION REQUIREMENTS

Updated 07/01/2020
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

Updated 07/01/2020
APPENDICES

Including:

I. Eligibility
II. Financial Assistance
III. Rental and Lease Standards
IV. Determining Participant Income
V. Income Documentation Requirements
# Appendix I. Eligibility

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Population Served:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults: Participants</td>
<td>Adults: Participants where all members are 18+</td>
</tr>
<tr>
<td>Youth: Ages 18-24</td>
<td>Youth: Ages 18-24</td>
</tr>
<tr>
<td>Families:</td>
<td>Family:</td>
</tr>
<tr>
<td></td>
<td>1. Households consisting of one or more minor children (17 or under) in legal custody of one or two</td>
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<tr>
<td></td>
<td>adults who are living together.</td>
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<td></td>
<td>2. Households currently without minor children, in which the mother is pregnant.</td>
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<td></td>
<td>3. Household with qualified dependent over the age of 18 who is (a) incapable of self-sustaining</td>
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<tr>
<td></td>
<td>employment by reason of mental or physical disability, and (b) is dependent upon the head of household for support and maintenance.</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, Contractor 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.
- Contractor may not provide financial assistance until proof of identification has been obtained.

<table>
<thead>
<tr>
<th>Participant Identification</th>
<th>[Category A] Government issued photo Identification Card (ID)</th>
<th>[Category B] Alternative Forms of acceptable photo identification Card (ID)</th>
<th>[Category C] Alternative Forms of acceptable non-photo identification</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>State-issued DMV ID</td>
<td>Student ID</td>
<td>Debit/ bank card</td>
</tr>
<tr>
<td></td>
<td>State-issued DMV Driver's license</td>
<td>Shelter ID</td>
<td>Credit card</td>
</tr>
<tr>
<td></td>
<td>Passport/ Passport Card</td>
<td>Employment ID</td>
<td>Legal records/ court documentation</td>
</tr>
<tr>
<td></td>
<td>US Military ID</td>
<td>Bank/ Debit/ Credit Card</td>
<td>Tax Identification Number/ Paperwork (TIN)</td>
</tr>
<tr>
<td></td>
<td>Immigration Services (USCIS) ID</td>
<td>Transportation Card (METRO)</td>
<td>Social Security card</td>
</tr>
<tr>
<td></td>
<td>Visa issued by department of state</td>
<td>Library Card</td>
<td>American Automobile Association (AAA) card</td>
</tr>
<tr>
<td></td>
<td>Government issued ID</td>
<td>Gym Membership Card</td>
<td>American Association of Retired Persons (AARP)</td>
</tr>
</tbody>
</table>

## Participant Identification

- 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

- Student ID
- Shelter ID
- Employment ID
- Bank/ Debit/ Credit Card
- Transportation Card (METRO)
- Library Card
- Gym Membership Card
- Warehouse Membership Card

## Category C

- 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)
| Homelessness Status | Participants must be determined to be homeless (Categories 1 & 4) per United States Department of Housing and Urban Development (HUD)'s final rule on “defining homeless” (24 CFR Part 578). **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. |
|---|---|
| Homelessness 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 | If not already in HMIS, complete the most recent version of the most appropriate CES survey |
| CES Survey Result Score + Chronicity | See CES prioritization procedures |
| Income Threshold | Must be below 50% AMI for Los Angeles County as determined by HUD income limits. See Appendix VII & VIII. |
| Ongoing Eligibility | Participants eligibility must be regularly re-evaluated to establish:  
  - The program Participants does not have an annual income that exceeds 50% of median income for the area.  
  - The program Participants lacks sufficient resources and support networks necessary to retain housing without assistance.  
  - See Appendix VII. & VIII. for Income Documentation Standards. |
| Need          | • The recipient or subrecipient must determine the amount and type of assistance that the individual or family will need to (re)gain stability in permanent housing.  
|              | • Program must utilize standard LAHSA documentation.  
|              | • Ongoing need must be assessed in a Monthly Review. |
| Geography    | 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. |
| Veterans     | Must **not** be eligible for Supportive Services for Veteran Families (SSVF).  
|              | • Verification from SSVF provider that the Veteran has utilized all available SSVF resources or does not qualify for SSVF is required to serve participants. |
| Reference for ESG regulations | **(24 CFR part 576.104)** |
## APPENDIX II. FINANCIAL ASSISTANCE

<table>
<thead>
<tr>
<th>Financial Assistance</th>
<th>Guidance:</th>
<th>Participant File:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Security Deposit</strong></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><strong>Utility Deposit</strong></td>
<td>Standard utility deposits (gas, electric, water/sewage) 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>
<tr>
<td><strong>Rental Assistance</strong></td>
<td>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 late fees or other penalties, the program is solely responsible for paying the late penalties incurred.</td>
<td>• Housing and Habitability Inspection • Lease/Rental Agreement • W9 • Receipt(s) if ongoing assistance is provided • Proof of ownership.</td>
</tr>
<tr>
<td><strong>Utility Assistance</strong></td>
<td>Up to twenty-four (24) months per participant, per service includes 6 months of arrearages per service. Total utility assistance includes the first month’s payment.</td>
<td>Copy of Bill for each utility for each month paid.</td>
</tr>
<tr>
<td><strong>Rental Arrears</strong></td>
<td>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.</td>
<td>Statement or Bill that includes the cost of each month paid.</td>
</tr>
<tr>
<td><strong>Utility Arrears</strong></td>
<td>Only if necessary, to re-house; up to six (6) months arrearages per service including late fees of arrears per utility. Funds are NOT approved to be used for homeless prevention. Eligible utilities include gas, electricity, water, &amp; trash. These six months is figured into the full amount of utility assistance provided.</td>
<td>Statement or Bill that includes the cost of each month paid.</td>
</tr>
<tr>
<td><strong>Tenant Screening Reports</strong></td>
<td>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.</td>
<td>Receipt for subscription and consent form for each participant’s file</td>
</tr>
</tbody>
</table>
**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.

- Receipt
- Proof of payment
- Document service in HMIS

**Motel Vouchers**

*Families Only

**MOTEL VOUCHERS**

- The payment for the motel voucher must be made directly to the motel/hotel.
- Cost must be reasonable

**Assistance Limitation**

- Family programs do not have an assistance time limit on motel vouchers. Family programs may only use B3 financial assistance for motels when they have exhausted all other funding sources for motel vouchers.

**Documention Required**

- Copy of invoice and receipt
- Motel Assistance Verification form.
- Monthly Hotel billing reconciliation
### ESG: Any combination of the types of rental assistance (rent, utility, rent arrears, utility arrears, first and last month’s rent)

<table>
<thead>
<tr>
<th>Indirect Costs</th>
<th>Must be less than 12%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment Standard</td>
<td>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.</td>
</tr>
</tbody>
</table>

### Other Services

<table>
<thead>
<tr>
<th>Payment Standard</th>
<th>Reference for ESG regulations (24 CFR part 576.104)</th>
</tr>
</thead>
</table>

### APPENDIX III. 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>
<tr>
<td><strong>Lead Based Paint Remediation and Disclosure</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 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. |
<table>
<thead>
<tr>
<th>Geography</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
</tr>
</tbody>
</table>

Reference for ESG regulations (24 CFR part 576.104)
## APPENDIX IV. DETERMINING PARTICIPANT INCOME

### INCOME INCLUSIONS

The following types of income must be counted when calculating annual income for purposes of determining rapid Re-Housing 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>
INCOME EXCLUSIONS
The following types of income are not counted when calculating annual income for purposes of determining rapid Re-Housing eligibility:

<table>
<thead>
<tr>
<th>GENERAL CATEGORY</th>
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</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>
<tr>
<td>6. Self-Sufficiency Program Income</td>
<td>• 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 as resident management staff. Amounts excluded by this provision must be received under employment training programs with clearly defined goals and objectives, and are excluded only for the period during which the participant is active in the employment training program.</td>
</tr>
<tr>
<td>7. Other Non-Recurring Income</td>
<td>Temporary, non-recurring, or sporadic income (including gifts).</td>
</tr>
<tr>
<td>8. Social Security &amp; SSI Income</td>
<td>Deferred periodic amounts from SSI and Social Security benefits that are received in a lump sum amount or in prospective monthly amounts.</td>
</tr>
<tr>
<td>9. Income Tax and Property Tax Refunds</td>
<td>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.</td>
</tr>
</tbody>
</table>
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 n 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 | Copy of most recent paystub | • Obtain copy(ies) of most recent pay stub(s) from participant  
• Include copy(ies) 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. |
| Oral verification of income | | | • Contact the employer(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 employer and participant name  
• Date of hire  
• Pay amount and frequency  
• Average hours worked per week  
• Amount of any additional compensation  
• Contact information for authorized employer representative  
• Signed and dated by Program staff who obtained oral verification  
• Include Verification of Income in participant file. |
| 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. |
<p>| (if written third party documentation cannot be obtained) | | | |</p>
<table>
<thead>
<tr>
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<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  
Self-declaration of income. | (if written documentation cannot be obtained)  
• Obtain signed and dated original self-declaration of income from participant. At a minimum, self-declaration should include the following:  
• Source of income  
• Income amount and frequency  
• Signed and dated by Participant  
• Grantee should document attempt to obtain third party verification (written or oral) and sign self-declaration of income.  
• Include self-declaration of income in participant file.  
OR  
Copy of most recent federal or state tax return showing interest, dividend or other net income | • Obtain copy(ies) of most recent interest or dividend income statement from participant.  
• Include copy(ies) in participant file. |
| | | | (if written documentation cannot be obtained)  
• Obtain signed and dated original self-declaration of income from participant. At a minimum, self-declaration should include the following:  
• Source of income  
• Income amount and frequency  
• Signed and dated by Participant  
• Grantee should document attempt to obtain third party verification (written or oral) and sign self-declaration of income.  
• Include self-declaration of income in participant file. |
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<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>
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<tr>
<th>Type of Income</th>
<th>Include in Income Calculation?</th>
<th>Acceptable Types of Documentation</th>
<th>Documentation Standards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unemployment and Disability Income</td>
<td>Yes</td>
<td>Copy of most Recent unemployment, worker’s compensation, SSI, SSDI, or severance payment statement or benefit notice</td>
<td>- Obtain copy(ies) of most recent payment statement(s) and/or benefit notice(s) from participant.</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>- Mail, fax or email verification of income request directly to the unemployment administrator, worker’s compensation administrator, or former employer.</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>
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<td>- Income amount and frequency</td>
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<td>- Contact information for authorized income source representative</td>
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<td>- Signed and dated by authorized income source representative</td>
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<td>- Include verification of income in participant file.</td>
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<td>OR</td>
<td>- Oral verification of income.</td>
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<td>- Contact the source(s) by phone or in person to obtain oral verification of income.</td>
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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>- Name of income source, and participant name</td>
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<td>- Contact information for authorized income source representative</td>
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<td>- Signed and dated by Program staff who obtained oral verification</td>
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<td>OR</td>
<td>(if written third party documentation cannot be obtained)</td>
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<td>- Obtain signed and dated original self-declaration of income from participant. At a minimum, self-declaration should include the following:</td>
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<td>- Source of income, Income amount and frequency</td>
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<td>- Signed and dated by Participant</td>
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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>
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<tr>
<td>Type of Income</td>
<td>Include in Income Calculation?</td>
<td>Acceptable Types of Documentation</td>
<td>Documentation Standards</td>
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<tr>
<td>Copy of most recent welfare payment statement or benefit notice.</td>
<td>• Obtain copy(ies) of most recent benefit notice(s) or payment statement(s) from participant. • Include copy(ies) in participant file.</td>
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<td>OR</td>
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<td>Written verification of income.</td>
<td>• 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.</td>
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<td>OR</td>
<td>(if written third party documentation cannot be obtained)</td>
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<tr>
<td>Oral verification of income.</td>
<td>• 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.</td>
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<tr>
<td>OR</td>
<td>(if written documentation or oral third-party verification cannot be obtained)</td>
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<tr>
<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: • 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.</td>
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</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>
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<th>Acceptable Types of Documentation</th>
<th>Documentation Standards</th>
</tr>
</thead>
</table>
| Armed Forces Income | Yes | Copy of pay stubs, payment statement, or other government issued statement indicating income amount. | • Obtain copy(ies) of most recent payment stub(s), statement(s), or other government issued statement from participant.  
• Include copy(ies) in participant file. |
| Written verification of income. | | | OR |
| Oral verification of income | | • Mail, fax or email verification of income request directly to the appropriate armed services representative.  
• 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. |
| Self-declaration 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. |
| | | (if written third party documentation cannot be obtained) | OR |
| | | • 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. |
<p>| | | (if written documentation or oral third-party verification cannot be obtained) |</p>
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<th>Documentation Standards</th>
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</thead>
</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. |