

Rapid ReHousing Written Standards



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I. OVERVIEW

Rapid ReHousing (RRH) is a critical strategy for ending homelessness. In the Lowcountry, Rapid ReHousing is considered a permanent housing intervention designed to move homeless individuals and families into permanent housing as quickly as possible by providing housing location services and financial assistance for housing related expenses (e.g. rent deposit, ongoing rental assistance, moving costs). Services are designed with a housing first approach to move individuals and families in permanent housing and keep them stable once they are there.

The Lowcountry Continuum of Care (CoC) has written the following procedures to assist with the operationalization of Rapid ReHousing in our service area. These standards will apply to all projects that receive Continuum of Care (CoC) and Emergency Solutions Grant (ESG) Rapid ReHousing (RRH) funding and are intended as basic minimum standards to which CoC and ESG grantees are expected to operate projects; Supportive Services for Veteran Families (SSVF) will continue to follow the policies and procedures set by the Veteran’s Administration (VA). The CoC encourages all funders of RRH to align with these standards, when possible, so that people experiencing homelessness have similar experiences regardless of funding source or provider. Providers will develop their own specific policies and procedures that are consistent with this umbrella set of policies. In some cases, specific funding regulations require a specific approach that may not align with those in this manual. In these instances, the program policies will note the reason for the difference.

What Is Rapid Rehousing?



A. Philosophy and Design

The National Alliance to End Homelessness (NAEH) has published the Solutions Brief *Rapid ReHousing Performance Benchmarks and Program Standards* (February 15, 2016). The standards are based on what is currently considered promising practice by NAEH, the US Department of Veteran Affairs (VA), the US Department of Housing and Urban Development (HUD), the US Interagency Council on Homelessness (USICH), as well as other federal technical assistance providers.

The NAEH Solutions Brief provides the following general descriptions of RRH:

Rapid ReHousing is a program model designed to aid individuals and family households who are literally homeless make quick exits from homelessness and return to permanent housing within the community—usually within the private market. The program does so by offering targeted services and financial assistance to enable a household to move into housing, with the goal of preventing

served people from becoming homeless again in the near future. RRH has proven to be an effective practice in ending homelessness within communities, limiting the duration households remain homeless, and mitigating the rate that people re-enter into homelessness. RRH is a Housing First intervention, therefore its programs should not screen out individuals or families based on measures assumed to be associated with successful outcomes. Such measures include, income, employment, criminal history, mental health history, medical history, or evidence of “motivation”.

Housing intervention, move-in and rental assistance, in addition to case management and services, are core elements of rapid rehousing intervention. Communities adopting a rapid rehousing program should consider providing optional services including assistance in the housing search and application process; flexible financial aid for housing related expenses, such as deposits and utilities; some housing focused support, including housing stability planning; and linkage to community based supportive programs, including childcare, employment training and health services. Although not every household served is considered a short term crisis intervention, an overarching goal of case management is to assist households in navigating barriers to tenancy and support households in building community support systems, including friends/family networks, services to mainstream resources.

B. Goals

The goal of the policies and procedures are to merge key elements of the HUD regulations with the processes and priorities of the COC, and guarantee that RRH funding is administered consistently, transparently, and effectively as possible.

- A. The CoC will continue to refine this document as new policies and practices are developed.
 1. Align RRH programs to maximize reductions in homelessness in the Lowcountry.
 2. Ensure all clients who receive RRH assistance have the same experience, regardless of funding source; program accountability to individuals and families experiencing homelessness.
 3. Attempt to deeply target RRH assistance to those households with the highest need.
 4. Provide a guideline for which agencies can model their individual program policies.

5. Comply with 24 CFR 576 (ESG interim rule) and 24 CFR 578 (CoC Program interim rule), as well as additional requirements contained in in the CoC Program Competition Notice of Funding Availability (NOFA) regarding applicable guidance.
- B. These written policies which represent minimum standards for determining and prioritizing which eligible families and individuals shall receive CoC and ESG funded RRH assistance are:
1. Standard policies and procedures for evaluating individuals' and families' eligibility for assistance (CoC and ESG).
 2. Policies and procedures for coordination among RRH assistance providers and other homeless assistance providers as well as mainstream service and housing providers (CoC and ESG).
 3. Policies and procedures for determining and prioritizing which eligible families and individuals will receive RRH assistance under (CoC and ESG).
 4. Standards for determining what percentage or amount of rent and utilities costs each program participant must pay while receiving RRH assistance (CoC and ESG).
 5. Standards for 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 (CoC and ESG).
 6. Standards for determining the type, amount, and duration of housing stabilization and/or relocation services to provide a program participant, including the limits, if any, on the homelessness prevention or rapid re-housing assistance that each program participant may receive, such as the maximum amount of assistance, maximum number of months the program participant receive assistance; or the maximum number of times the program participant may receive assistance (CoC and ESG).

C. Referral Process and Coordinated Entry

Under the Lowcountry CoC's Coordinated Entry System (CES) Written Standards, all RRH programs must accept all referrals from the CES, which prioritizes households for RRH based on vulnerability. Developing a community wide approach to prioritize homeless individuals is an essential step in the development of CES. The purpose of prioritization is to recognize those who are most in need of housing and then act to provide housing access accordingly. Individual programs and providers may not have their own referral procedures and must accept clients directly from the CES, eliminating "side doors" into the system.

Recently, HUD provided guidance for Rapid ReHousing in terms of prioritizing subpopulations. HUD noted in a SNAPS In Focus: Rapid ReHousing As a Model and Best Practice, August 6, 2014, that:

Rapid ReHousing can be effective for many populations, such as families with children, youth aging out of foster care, domestic violence survivors, single adults, and veterans, but should be targeted to those households that would not be able to get out of homelessness without the assistance. It is particularly a key strategy for achieving the Opening Doors goal of ending family, youth, and child homelessness by 2020 (SNAPS In Focus: Rapid ReHousing As a Model and Best Practice, 8/6/14).

Rapid ReHousing should prioritize people with more challenges, including those with no income, poor employment prospects, troubled rental histories, and criminal records. Providers should link participants with community resources that will help them achieve longer-term stability and well-being. Now is the time for communities to be working together to establish written standards for administering Rapid ReHousing and thinking strategically about how this type of assistance will be used most effectively within the CoC (SNAPS In Focus: Rapid ReHousing As a Model and Best Practice, 8/6/14)."

The majority of households experiencing homelessness are good candidates for Rapid ReHousing. The only exceptions are households that can exit homelessness with little or no assistance, those who experience chronic homelessness and who need permanent supportive housing, and households who are seeking a therapeutic residential environment. Additional information related to CES polices can be found in the Coordinated Entry Written Standards.

D. Target Population and Eligibility

As noted in the NAEH Solutions Brief, evidence suggests that this intervention is appropriate for most homeless families and single individuals.

National data shows that Rapid ReHousing allows a very high percentage of homeless households with the highest barriers to secure permanent housing and not re-enter homelessness. Studies have not found any factors that reliably predict RRH program participants' success or failure in maintaining permanent housing after the subsidy has ended. Therefore, assessing for assumed client success in maintaining permanent housing should not be a part of pre-intake screening or admission to a RRH program. (page 18)

All Lowcounty RRH programs will adopt policies and procedures that "screen in" households with barriers to housing, including:

- Single individuals and families who are unsheltered
- Households with no, low or fixed income

- Adults with disabilities, including behavior health issues (mental illness, substance use)
- People with limited or not employment history; and
- People who may have criminal records and/or evictions.

RRH providers shall take all referrals from the CoC Coordinated Entry System according to the written standards in place governing Coordinated Entry. Providers shall not impose additional targeting or screening criteria designed to identify whether a household is “housing ready”, such as:

- Sobriety
- Employability or employment readiness
- Motivation or willingness to participate in services

Some funding sources have specific eligibility restrictions related to maximum income levels, the definition of homelessness that a household must meet, and other factors. In all cases, programs must comply with funding source requirements relating to household eligibility.

According to recent HUD guidance, those participating in RRH programs are considered homeless for the purpose of determining eligibility to enter to other housing programs. A household does not lose their homeless or chronically homeless status until they are successfully exited from the program. If a household is not successful in RRH, they can transition to other more deeply subsidized programs such as permanent supportive housing.

Homeless Category at Program Entry by Funding Source

	ESG	CoC	SSVF
Category 1	X	X	X
Category 2		X	X
Category 4	X (if literally homeless)	X	X

Eligible clients must also meet eligibility criteria as defined in the NOFA under which the program was funded.

RRH programs must document (third party documentation is preferred) that the household would experience homelessness but for the assistance, i.e. a household would require emergency shelter or would otherwise become literally homeless in the absence of RRH assistance. As with income eligibility, RRH program staff must determine and document the household’s housing status in the participant file. Income determination and asset information is required at program entry to only determine amount of financial assistance and unit type. At rapid re-housing program entry the Participant is to be literally homeless, as a reminder, asset information is required at re-assessment to determine if the Participant is program eligible.

E. Maintaining Homeless Status While a RRH Participant

RRH is a model for helping homeless individuals and families obtain and maintain permanent housing, and it can be appropriate to use as a bridge to other permanent housing programs.

Per HUD guidelines (OneCPD FAQ 529 and 530), when the participant enters into a lease, they maintain their homeless status. RRH Program Providers are required to document the program participant continued program eligibility at entry and reassessment; documentation must be maintained in the participant's file. HUD clarification is below.

It is important to note that although the program participants in RRH are considered homeless for purposes of eligibility for other programs, the housing itself is still considered permanent housing; therefore, these program participants are not considered homeless for counting purpose and must not be included in the CoC's sheltered point-in-time count. See CPD-15-010 Notice in the following section for additional information.

Question Response for Question ID 66955 - HUD Exchange Ask A Question (November 20, 2015):

FAQ #529 Question: Is an individual or family that is receiving Rapid Re-Housing Assistance considered homeless for purposes of remaining eligible for other permanent housing placements?

Yes. Program participants that are receiving Rapid Re-Housing Assistance through programs such as the Emergency Solutions Grants (ESG) Program, the Continuum of Care (CoC) Program, the Supportive Services for Veterans Families (SSVF) Program, or the Veterans Homelessness Prevention Demonstration Program (VHPD) maintain their homeless status for the purpose of eligibility for other permanent housing programs, such as HUD-VASH and CoC-funded permanent supportive housing (so long as they meet any other additional eligibility criteria for these programs). Program participants only maintain their homeless status during the time period that they are receiving the rapid re-housing assistance. Rapid re-housing is a model for helping homeless individuals and families obtain and maintain permanent housing, and it can be appropriate to use as a bridge to other permanent housing programs.

It is important to note that although the program participants in rapid re-housing are considered homeless for purposes of eligibility for other programs, the housing itself is still considered permanent housing; therefore, these program participants are not considered homeless for counting purposes and must not be included in the CoC's sheltered point-in-time count.

FAQ #530 Question: Is an individual or family that is receiving Rapid Re-Housing Assistance considered chronically homeless for purposes of remaining eligible for permanent housing placements dedicated to serving the chronically homeless?

Answer: Yes. Program participants that are receiving Rapid Re-Housing Assistance through programs such as the Emergency Solutions Grants (ESG) Program, the Continuum of Care (CoC) Program, the Supportive Services for Veterans Families (SSVF) Program, or the Veterans Homelessness Prevention Demonstration Program (VHPD) maintain their chronically homeless status for the purpose of eligibility for other permanent housing programs dedicated to serving the chronically homeless, such as HUD-VASH and CoC-funded permanent supportive housing (so long as they meet any other additional eligibility criteria for these programs). Program participants maintain their chronically homeless status during the time period that they are receiving the rapid re-housing assistance. Rapid re-housing is a model for helping homeless individuals and families obtain and maintain permanent housing, and it can be appropriate to use as a bridge to other permanent housing programs.

It is important to note that although the program participants in rapid re-housing are considered chronically homeless for purposes of eligibility for other programs, the housing itself is still considered permanent housing; therefore, these program participants are not considered chronically homeless (or homeless) for counting purposes and must not be included in the CoC's sheltered point-in-time count.

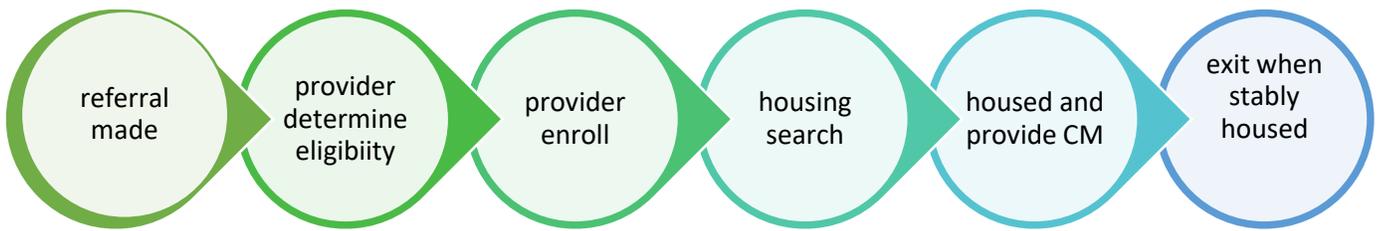
F. RRH Process Flow

Once Coordinated Entry Manager is notified of a program opening, the referral is made directly to the provider.

1. Referral is made to the Provider through HMIS which includes contact information for the household
2. The Provider will determine if the household that has been referred is literally homeless (self-declaration or letter from homeless provider)
3. If the referred household is literally homeless, the RRH provider will proceed with the program intake.
4. The RRH provider will provide housing search and placement, with the goal of 30 days from the date of referral to housed. This is documented and tracked in HMIS.

5. The “Date Housed” field must be completed in HMIS. The provider shall provide sustainability supports services that include assistance in increasing income, accessing long-term housing subsidies, establishing and/or expanding family and community based supports, and assistance in increasing access to mainstream services.

6. RRH program staff must exit program participants when support services are no longer needed / desired or when the household has reached the maximum number of months allowed by funding source



II. CORE COMPONENTS OF RRH

Rapid ReHousing is a solution to homelessness designed to help individual and families quickly exit homelessness and return to permanent housing. It is offered without preconditions (such as employment, income absence of criminal record, or sobriety) and the resources and services are typically tailored to the unique needs of the household. There are 3 core components to Rapid ReHousing. While a program must make all three available, it is not required that a single entity provide all three services or that a household utilize all of them.

A. Housing Identification and Selection

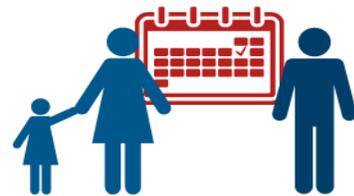
HOUSING IDENTIFICATION



Build relationships with landlords to have access to as many housing units as possible.



Find and secure housing as quickly as possible after a person or family becomes homeless.



Limit the time a family or individual spends homeless. Move people into housing within 30 days or less.

image: <https://endhomelessness.org/rapid-re-housing-works/>

The goal of housing identification is to find housing for people quickly. This can be a challenging task, especially in high-cost, low-vacancy markets. Programs should recruit landlords continuously, even before you have people who need housing. The more partnerships you create now, the greater the opportunity you will have later to rapidly house those that need it.

Your rapid re-housing program should designate housing identification staff members who can find and recruit landlords willing to rent to those served by your program. And finally, match participants to appropriate housing. This is housing that is decent, safe, will be affordable after assistance ends. One critical aspect of this step is choice: make sure the individual or household has a choice in their housing.

1. Maximum unit rent

This is set under all federal funding program regulations. Units must be rent reasonable, meaning they may not be above the cost of comparable units within the same neighborhood. ESG requires that units must also be rent reasonable and within Federal Fair Market Rent (FMR). Information regarding current FMR for each county can be found at <https://www.huduser.gov/portal/datasets/fmr.html>.

FMR includes rent and utilities. If the tenant pays the utilities, then the calculation of the tenant rent must include a utility allowance.

ESG	CoC	SSVF
Rent Reasonable and within FMR	Rent Reasonable	Rent Reasonable

2. Housing Quality

Under Federal Regulations, RRH units must meet Habitability Standards and/or Housing Quality Standards (HSQ) as set by HUD, which ensure that a given unit meets a minimum level of safety and decency. ESG and SSVF funds cannot be utilized to help participants remain in or move into units that are not in compliance with minimum standards for habitability. CoC programs require units meet the higher HSQ standard.

ESG	CoC	SSVF
Habitability Standard	HSQ	Habitability Standard

3. Unit Size and Occupancy

To determine what size unit a household may lease, all programs will align with the standard most used by Housing Authorities:

- Maximum occupancy of a unit is restricted to two people per bedroom, plus one person for the living room.
- Minimum is one person per bedroom. In the case of a head of household and spouse/partner, one bedroom will be assigned to the head of household and spouse/partner and one bedroom will be assigned to each additional two persons.

Adjustments to this policy may be made at the discretion of the RRH provider with documentation in the client file documenting the reason. The maximum and minimum number of people who may occupy each unit size is summarized in the table below:

Unit Size	Minimum Occupancy	Maximum Occupancy
Studio/efficiency	1	2
1 Bedroom	1	3
2 Bedroom	2	5
3 Bedroom	3	7
4 Bedroom	4	9

A household that consists of a pregnant woman (with no other persons in her household) must be treated as a two-person family. The unit size for any family consisting of a single person must be either a zero or a one bedroom unit; except in the instances of shared housing arrangement. The standards are intended to identify allowable unit size, not impose rules about who may or may not share a bedroom/sleeping room. The RRH program shall not impose rules regarding the household’s actual sleeping or living arrangements. Occupancy of any housing unit must comply with city and county building codes.

4. Shared Housing

Shared housing amongst RRH participants is allowable and is an important strategy for many households in the current rental market. Households should be offered the option of shared housing if they are interested and/or if this is the most financially sustainable option given their income. Program staff will work with landlords to create and execute separate lease agreements for each household to ensure all households maintain housing for the longest duration possible. However, exceptions may be made on a case by case basis for households who need one lease in order to secure housing. Under circumstances that one household moves out, RRH provider must establish policies that ensure the remaining household(s) will maintain housing and have some level of choice over who moves in. Additionally, programs should offer optional services to assist in providing mediation, counseling, problem solving strategies, and communication methods for households in shared living situations.

5. Lease Terms and Requirements

A legally binding written lease for rental unit is required between the household who received rental assistance through the RRH and the owner or property manager. The program should assist clients with negotiating lease agreements and ensure clients are

not signing leases with illegal or otherwise inappropriate terms. Programs shall not impose requirements relating to the initial lease terms, unless there is a funding source requirement (CoC and ESG regulations require an initial term of one year). Leases must also conform to any other specific requirements set for by a particular funding source.

ESG and CoC	SSVF
Initial lease term of 1 year	Any written time period

6. Client Choice

A key component of a Housing First approach is client choice and should be integrated into all RRH programs. Clients should be encouraged to conduct their own housing search in order to identify desired housing options independently. A program should utilize housing and budgeting planning to aid participants in understanding their ability to pay rent and meet lease requirements by the end of their rental assistance; however, it is ultimately up to clients to choose their own housing. In the event clients not able to identify housing on their own, the RRH provider should offer assistance with housing search and offer clients opportunity to choose between options. Although a program should seek to promote client choice whenever possible clients may decline three (3) referrals per housing crisis because of their needs or preferences. **Client choice is an important theme of the Coordinated Entry System however, after declining three (3) times the offer will be given to the next appropriate and eligible homeless individual or family. Clients who have declined three (3) referrals are no longer considered for placement by the Coordinated Entry and Prioritization Committee. This policy must be explained to clients during their enrollment into RRH.**

ESG and CoC	SSVF
3 housing choices offered	Case by case

7. Housing Location

Client should be encouraged to independently search for and locate desired housing, when possible. Program staff should continually check in on the household's progress and offer support, including advice or direct assistance, throughout the process. Program staff should also aid clients in negotiating appropriate and manage lease agreements with landlords, acting as an intermediary on clients' behalf.

Effective RRH programs will also offer clients assistance in locating and accessing housing in a timely manner. Housing location efforts should be focused on the critical elements of recruiting and maintaining landlord and housing management partners, who are willing to rent to clients that may not otherwise pass tenant screening criteria. Successful housing navigation requires that a program designated specific staff who are responsible for and committed to identifying housing within the community, recruiting and negotiating with landlords, and educating clients. RRH programs should offer clients education on basic landlord-tenant rights and responsibilities, as well as specific lease

requirements and prohibitions. Clients should also be informed of landlords' minimum expectations in caring for housing units.

8. Landlord Relations: Recruitment and Ongoing Relationships

Access to landlords and positive relationships between landlords and program staff are critical element to any functional and effective RRH program. Recognizing the landlord as a vital partner and increasing the number of landlord-program relationships will increase opportunities for housing future RRH clients. Programs should be understanding of landlord rights and responsibilities and offer a standard level of support to those who lease to RRH clients; information should be detailed in written policy format and given to landlord partners. Effective RRH programs also respond to landlord calls regarding crucial tenancy problems in a timely manner (within one business day) and offer support to both clients and landlords in settling issues and disputes that may occur. (NAEH RRH Performance Benchmarks and Program Standards: <https://endhomelessness.org/resource/rapid-re-housing-performance-benchmarks-and-program-standards/>).

In exchange for landlord cooperation in housing individuals and families who may otherwise struggle to pass typical rent eligibility, some programs offer limited vacancy periods between tenancies and/or increased security deposits. The goal is to provide landlords with incentives that are innovative, flexible and responsive, while maximizing access to housing unites amidst the challenges of an oversaturated rental market.

Programs must also be aware of landlord responsibility to protect RRH clients and should not deliberately place clients with negligent landlords. A program should maintain written policies and procedures regarding landlord recruitment, which involves screening our potential landlord partners with a poor record of complying with legal responsibilities and fair housing practices. It is vital to aid households in understanding proper tenant-landlord relations, as well as both parties' rights and responsibilities.

	ESG	CoC	SSVF
FMR	X		
Rent Reasonableness	X	X	X
HQS		X	
Habitability Standards	X		X
Lead Inspection	X		X
Lease	X	X	X
Rental Assistance Agreement	X		

B. Rent and Move In Assistance



image: <https://endhomelessness.org/rapid-re-housing-works/>

The goal of rent and move-in assistance is to help with the costs associated with getting into housing. The amount and duration of this assistance varies, but at a minimum, it should be enough to help people secure a place to live. The assistance shouldn't be a standard "package" but flexible in order to meet unique needs. This is particularly important when financial circumstances or housing costs change.

Rental assistance includes the payment of rent. If rent is inclusive of utility payments, the entire amount is considered rental assistance. Rental amounts must be for what is currently owed, which can include first months or a prorated rent at the time of move-in. Rents cannot be paid to former leases, where the individual or family no longer resides

As a general policy, rental assistance should be structured to:

- Allow households to move immediately out of homelessness and into rental housing, including those households with high housing barriers (zero income)
- Allow for flexibility and tailoring to the varying and changing needs of each household
- Maximize the number of households that can be served by providing only the assistance necessary to stabilize in permanent housing and then increase such assistance if necessary (progressive engagement)
- Assume that all households, even those with high barriers, will succeed with a minimal subsidy
- Reflect realistic expectations about the households' rent burden when subsidies end. Most people who live in poverty pay more than 30% of their income for rent.

Allowable uses of funds vary amongst funding sources and program(s) they fund. Examples of allowable expenses include rental assistance, security deposits, utility arrears, application fees, housing search and placement, and case management. As a general policy, programs should aim to be flexible in determining what expenses are allowed to ensure its clients are securely and rapidly housed. Programs however, are not

expected to deviate from restrictions set by their given funding source by approving expenses not allowable by that source.

Under both ESG and CoC Interim rule, rental assistance is subject to additional requirements including rent reasonableness and Fair Market Rent (FMR) standards, housing standards, lease agreements and rental assistance agreements, and termination policies. The table below summarizes these requirements.

Eligible Housing Related Services		
ESG- RRH 24 CFR part 576.10	CoC-RRH 24 CFR part 578.53	SSVF-RRH
Assist participants in locating, obtaining, and retaining suitable permanent housing, including: <ul style="list-style-type: none"> • Housing search • Tenant counseling • Understanding leases • Arranging for utilities including the payment of deposit • Making moving arrangements • Assessment of housing barriers, needs, and preferences • Development of an action plan for locating housing • Outreach to and negotiation with owners • Assessment of housing for compliance with ESG requirements for habitability, lead-based paint, and rent reasonableness • Assistance with submitting rental applications 	Assist participants in locating, obtaining, and retaining suitable housing, including: <ul style="list-style-type: none"> • Housing search • Tenant counseling • Understanding leases • Arranging for utilities; including one-time deposit • Making moving arrangements • Mediation with property owners and landlords • Credit counseling, accessing a free personal credit report, and resolving personal credit issues • Payment of rental application fees 	Assist participants in locating, obtaining, and retaining suitable housing, including: <ul style="list-style-type: none"> • Housing search • Tenant counseling • Understanding leases • Arranging for utilities including the payment of deposit • Making moving arrangements • Assessment of housing barriers, needs, and preferences • Development of an action plan for locating housing • Outreach to and negotiation with owners • Habitability, lead-based paint, and rent reasonableness • Assistance with submitting rental applications • Legal assistance to obtain maintain stable housing

Additional ESG and CoC services can be found at https://www.hudexchange.info/resources/documents/Rapid_Re-Housing_ESG_vs_CoC.pdf

When feasible, programs are should attempt to “blend” or “braid” funding with the goal of maximizing the use or resources and using more flexible sources to fill gaps that not covered by more restrictive sources.

1. Documenting Income and Assets

RRH Providers may use their own forms to document income and assets per HUD regulations. However, approved forms can also be obtained from the [CoC](#).

The HUD protocol for calculating income is as follows: Gross annual income should include the total of all income received by any household member except children under the age of 18. Typically, annual income will be estimated based on recent past income. The rental calculation, however, should be based on the expectation of income to be received over the coming year so if a household's income has recently changed or is anticipated to change this should be taken into consideration. Income should be calculated using the instructions below. Note, a live-in aide's income or assets are NOT included in calculating rent per HUD Occupancy Handbook 4350.3, Chapter 5.

Gross income includes wages, disability benefits, unemployment benefits, social security or other retirement benefits, TANF benefits as well as various other less common income sources. Employment income to be included is the gross income prior to any payroll deductions and including any bonuses, tips, overtime pay or other compensation. Per HUD Occupancy Handbook 4350.3, Chapter 5, *Adjustments for Prior Overpayment of Benefits*: If an agency is reducing a family's benefits to adjust for a prior overpayment (e.g., social security, SSI, TANF, or unemployment benefits), count the amount that is actually provided after the adjustment.

When determining the annual income of an individual or family, RRH Providers must use the standard for calculating annual income under §5.609 as outlined in §576.401(c). As defined in §5.609, annual income is the anticipated amount to be received from a source outside the family during the 12-month period following admission or reexamination/reassessment. As defined in §5.609, annual income means all amounts, monetary or not, which are anticipated to be received from a source outside the family during the 12-month period following admission or reexamination/reassessment. Therefore, all 'verified' hourly, weekly, bi-weekly, semi-weekly, or monthly wages, earnings, or benefits must be annualized in order to determine annual income. If an applicant or participant is paid on a weekly basis, then his or her weekly earnings must be multiplied by 52 (weeks in a year) in order to annualize the income. If it can be verified that the individual only works and gets paid for a certain number of weeks per year, that information can and should be considered when annualizing the income.

a. Income of Partner in Domestic Violence Situations

If a Participant cannot access the family's income or resources without putting him/herself at risk of continued violence, the income and resources should not be included in the initial eligibility evaluation. At re-evaluation, program staff should assess whether there are changes in the program participant's income or other circumstances (e.g., whether the program participant now has access to the family's income and resources) that affect the program participant's need for assistance.

b. Income of minors

Income from employment of children (including foster children) under the age of 18 years is not included.

2. Amount of Subsidy

Through progressive engagement, households can receive short term or medium term rental assistance. The subsidy may also be extended for a short time, if additional support would stabilize the family, and it may include payment for other costs essential to obtain or maintain housing, such as deposits or application fees. Households will receive a maximum monthly subsidy amount based on their household size, household composition, income, and the current FMR. Lower incomes receive higher subsidies. The calculation is updated annually based on changes in FMR and median income.

3. Duration of Subsidy

For all RRH programs, the initial term of assistance last 3 months. Participants may receive subsidy for an additional three months and a final 3 months (up to 9 months). Any additional months of subsidy beyond 9 months can be provided on a month to month basis. The determination on whether to extend is determined by each provider.

4. Progressive Engagement

Progressive Engagement is a nationally recognized best practice in addressing the needs of RRH participants, which provides customized levels of assistance to households and preserves the most extensive interventions for households with the most severe barriers to housing success. In a Progressive Engagement approach, participant needs are met with the appropriate level of services, starting with the least intensive service and increasing service level as needed; typically three to six months.

For example, the RRH Provider could provide all households enrolled with a basic level of assistance, such as assistance preparing a housing search plan and list of local landlords. Some households will be successful finding housing with that level of assistance, but for those households who demonstrate that they need more assistance and support to find housing, the supportive services must be increased to meet the level of need. The initial assessment of strengths, needs, and barriers to stable housing should inform the initial level of financial assistance and supportive services to be provided by the RRH program. Participants should then be re-assessed throughout the duration of the program enrollment so that housing stability plans and supportive services can be increased or decreased, as appropriate. This approach ensures that the financial and supportive services provided by the RRH Provider are effectively targeted and responsive to the diverse needs of households experiencing homelessness.

C. Case Management and Supportive Services

CASE MANAGEMENT

Connect families and individuals to services and supports in the community.

Help resolve issues that may threaten housing stability, including conflicts with landlords.



image: <https://endhomelessness.org/rapid-re-housing-works/>

The goal of Rapid ReHousing case management is to help stabilize people once housed, by connecting them to services and supports if needed. It should focus on helping people navigate barriers that may stand in the way of securing and maintaining housing, and also strive to build a support system by connecting them with people and programs in the community.

Rapid Rehousing assistance should end, and the case closed when the individual or family is no longer facing the threat of homelessness, but case management may continue if appropriate or requested.

Housing-focused case management focuses on immediate efforts to attain housing, using the minimum assistance needed to address each household's immediate housing crisis. Staff work with each household to identify and refer households to other resources in the community (e.g., mainstream services, benefit services, food assistance programs, childcare resources, etc.) to support ongoing housing stability. Services are voluntary, housing-focused, person-centered and are provided at the level needed by each household.

Case management services are designed to be proactive rather than reactive. This means that housing case managers are expected to and will be measured on aggressively seeking out, contacting, interacting with, and following up with individuals and families to provide case management. Housing case managers will discuss cases

during team meetings and in supervision. Program directors will provide feedback regarding the method in which case managers are engaging and providing supportive services.

Note: For ESG RRH participants, case management assistance may not exceed 30 days during the period in which the program participant is seeking permanent housing and may not exceed 24 months during the period in which the program participant is living in permanent housing.

CoC RRH participants may receive case management assistance for not more than six (6) months after rental assistance stops.

Supportive Services Overview			
	ESG	CoC	SSVF
Services	Supportive services are limited to housing relocation and stabilization.	<i>Supportive services include a wide range as outlined in 24 CFR part 578.53</i>	
Limit on Service Provision	Housing stability case management assistance may not exceed 30 days during the period in which the program participant is seeking permanent housing and may not exceed 24 months during the period in which the program participant is living in permanent housing.	Supportive services may be provided until 6 months after rental assistance stops.	<i>Supportive services can continue once rental assistance stops if client remains eligible at recertification</i>
Case Management Requirement	At a minimum, program participants must attend monthly case management meetings.	At a minimum, program participants must attend monthly case management meetings.	No minimum requirement; meeting required to recertify and sign paperwork.

Additional ESG and CoC services can be found at https://www.hudexchange.info/resources/documents/Rapid_Re-Housing_ESG_vs_CoC.pdf

Case Managers will assist each program participant, as needed, to obtain appropriate supportive services, including assistance in obtaining and maintaining permanent housing, medical and mental health treatment, counseling, and other services essential for achieving independent living.

Grant funds may be used to pay for eligible supportive services that address the specific needs of program participants as outlined in Appendix H. ESG-RRH participants may not

receive supportive services for more than 24 months during any 3-year period. CoC Program participants may receive supportive services for no more than six months after rental assistance stops.

Eligible Case Management Services		
ESG RRR 24 CFR part 576.10	CoC RRH 24 CFR part 578.53	SSVF
<p>Assessing, arranging, coordinating, and monitoring the delivery of individualized services to facilitate housing stability for a program participant who resides in permanent housing or to assist a program participant in overcoming immediate barriers to obtaining housing by, for example:</p> <ul style="list-style-type: none"> • Conducting the initial evaluation, including verifying and documenting eligibility • Using the centralized or coordinated assessment system • Housing Counseling • Developing, securing, and coordinating services • Obtaining Federal, State, and local benefits • Monitoring and evaluating program participant progress • Providing information and referrals to other providers • Developing an individualized housing and service plan, including planning a path to permanent housing stability • Conducting re-evaluations 	<p>Assessing, arranging, coordinating, and monitoring the delivery of individualized services to meet the needs of program participant(s), including:</p> <ul style="list-style-type: none"> • Providing ongoing risk assessment and safety planning with victims of domestic violence, dating violence, sexual assault, and stalking • Using the centralized or coordinated assessment system • Housing Counseling • Developing, securing, and coordinating services • Obtaining Federal, State, and local benefits • Monitoring and evaluating program participant progress • Providing information and referrals to other providers • Developing an individualized housing and service plan, including planning a path to permanent housing stability • Conducting required 	<ul style="list-style-type: none"> • Conducting the initial evaluation, including verifying and documenting eligibility • Using the centralized or coordinated assessment system • Housing Counseling • Developing, securing, and coordinating services • Obtaining Federal, State, and local benefits including connections to the VA • Monitoring and evaluating program participant progress • Providing information and referrals to other providers • Developing an individualized housing and service plan, including planning a path to permanent housing stability • Conducting re-evaluations • Monitoring and evaluating program participant progress • Connecting to legal and employment services

Additional ESG and CoC services can be found at [https://www.hudexchange.info/resources/documents/Rapid Re-Housing_ESG_vs_CoC.pdf](https://www.hudexchange.info/resources/documents/Rapid_Re-Housing_ESG_vs_CoC.pdf)

III. REASSESSMENT AND PROGRAM EXIT

A. Re-Assessment 24 CFR § 576.401(a–c)

1. RRH Providers must re-evaluate program participant's household (as a reminder, each roommate, if originally a part of the RRH program, is a program participant and must be re-evaluated separately) eligibility and the types and amounts of assistance the program participant household needs not less than once every three months.

Updated income documentation, and asset information must be obtained at re-assessment. Gross Annual Income is used to determine amount of financial assistance and unit type. See Income Calculations and Circumstances that Necessitate Continued Financial Assistance below for additional information. At a minimum, each re-evaluation of eligibility must establish that:

- 1) The program participant does not have an annual income that exceeds 30 percent of median family income for the area, as determined by HUD; and
 - 2) The program participant lacks sufficient resources and support networks necessary to retain housing without continued assistance.
2. Note if the household, or roommate(s), is/are over 30 percent of AMI, the household or roommate(s) no longer qualify and must be exited from the program. In limited circumstances a participant can claim "no income." If no income is claimed, the RRH Provider must document in the client file case notes/chronology or similar why there is no income and how the case manager is working with the Participant on obtaining income.

B. Determining Re-Assessment Date

Participants are to be reassessed every three months. The RRH Provider counts any payment during a month as a month of services. For example, date housed as 3/15/18 and reassessed 5/8/18 would be three months (March, April, May). All case managers are to complete the reassessment the first week of the 3rd month in order to get it approved and processed before the 15th of the month.

RRH Provider staff must follow and document agency's internal control procedures before issuing any financial assistance.

C. Circumstances that Necessitate Continued Financial Assistance

At the time of re-assessment, the household must be determined to be income eligible by being at or below 30 percent AMI for the income limits applicable at the time of re-

assessment, be actively making progress under their stabilization plan and have an extenuating circumstance that necessitates the continuation of financial assistance. Such circumstances include:

- Loss (or reduction) of employment or benefits;
- Change in household composition;
- Significant medical challenge/expense that has limited the household's ability to attend school, work or seek employment;
- Loss of housing or increase in rent;
- Other extenuating circumstances on a case-by-case basis.

All requests for extension of financial assistance must be documented using the Re-Assessment Tool, a copy of which must be included in each Participant file. Rent assistance amounts will be re-calculated based on the household size and income at the time of re-assessment. After the second three-month rental assistance period, in very limited circumstances, a household may be eligible for a final three months of assistance, following this same protocol. Assistance past nine months must be approved by Program Supervisor and written approval placed in the Participant file.

Below is either further clarification language from HUD's FAQs and provides additional clarification on re-assessments.

If a case manager learns that a program participant's annual income has increased and now exceeds 30 percent of AMI, must the recipient/subrecipient immediately stop providing assistance to the program participant?

Whether a recipient/subrecipient must stop a program participant's ESG assistance upon learning of an increase in income (or other change in household circumstances that may affect eligibility) depends upon whether the information is obtained through a re-evaluation, or through other means (e.g., case management).

If income over AMI is discovered *during* re-evaluation for homelessness prevention and rapid re-housing assistance: Each re-evaluation of eligibility must establish that the program participant has an annual income that does not exceed 30 percent of median family income for the area, as determined by HUD. (§576.401(b)(1)(i)).

If the re-evaluation shows that the program participant is no longer eligible, assistance must be stopped at that time.

If income over AMI is discovered *outside of* the re-evaluation process for homelessness prevention and rapid re-housing assistance: HUD does not require recipients/subrecipients to conduct a re-evaluation outside of the regular re-evaluation process if information becomes available to indicate that a household has (or may have) increased income or a change in household circumstances that affect eligibility for the program. However, the recipient/subrecipient has discretion to institute its own standards and MAY require each program participant receiving Rapid Re-Housing or Homelessness

Prevention assistance to provide information about changes in income or other circumstances (e.g., household composition) that affect the program participant's need for assistance. When a program participant notifies a recipient/subrecipient of a relevant change because the notification is REQUIRED, the recipient/subrecipient MUST re-evaluate the program participant's eligibility and the amount and types of assistance the program participant needs (see 24 CFR § 576.401(b)(2)). If the re-evaluation shows that the program participant is no longer eligible for ESG, assistance must be stopped at that time.

If the recipient/subrecipient has NOT required such a notification, simply receiving information about a change in a program participant's situation outside of the re-evaluation process (e.g., through case management or credit repair activities) has no immediate effect on the program participant's eligibility and assistance can continue until the next re-evaluation. At that time, the re-evaluation will determine whether the program participant continues to be eligible for ESG assistance.

D. Program Exit

At the end of the initial three months of assistance, the majority of households will be exited from the RRH Program though at the determination of the RRH Provider additional assistance may be granted. Upon determination that the household is not eligible for an extension, the RRH Provider staff must provide the household and landlord notification in writing of the end of their assistance, including the date on which the last rental assistance payment will be made on their behalf. This letter must be placed in the Participant file. Prior to assistance ending, a plan must be in place that identifies how the Participant will maintain stability in permanent housing. If the participant is not yet able to retain permanent housing, they may be re-evaluated and if determined to be eligible, they may continue receiving assistance as long as maximum time limits have not yet been met. Participants may receive additional assistance to prevent them from becoming homeless, on the streets, or other places not meant for human habitation.

At program exit, the RRH Provider staff will be responsible for ensuring that all Participant level data is accurate and up to date in HMIS per HMIS adopted policies and procedures. As part of on-going monitoring, COC may review HMIS data to ensure accuracy and completeness of HMIS data records for both active and exited households.

E. Program Termination

If a program participant violates program requirements (i.e. fails to meet with a Case Manager on a monthly basis) or no longer meets minimum eligibility requirements for program assistance (i.e. income change), the grantee may terminate assistance. To terminate assistance, the minimum required formal process must consist of:

1. A written notice to the program participant containing a clear statement of the reasons for termination; and

2. A review of the decision, in which the program participant is given the opportunity to present written or oral objections before a person other than the person (or a subordinate of that person) who made or approved the termination decision; and
3. Prompt written notice of the final decision to the program participant. Termination does not bar the grantee from providing further assistance at a later date to the same family or individual.

F. Documentation of Ineligibility

RRH Providers must keep records that not only demonstrate the eligibility of the household served, but also the determination of ineligibility for any individual or family refused services or not eligible for an extension at reassessment. The record must include documentation of the reason for that determination and kept in the Participant file.

IV. DATA STANDARDS

The 2017 HMIS Data Standards Dictionary and Manual are the documentation of requirements for the programming and use of all HMIS systems and comparable database systems, effective October 1, 2017. Accurate and up to data is the foundation for Rapid ReHousing. The responsibility for data quality and completeness is on the end user who enters the data. <https://www.hudexchange.info/resources/documents/HMIS-Data-Standards-Manual.pdf>

- Enter data into the system in a timely manner.
- Record update & annual assessments correctly (if and when they become due).
- Exit all household members upon project completion.
- Adhere to privacy & security standards.

APPENDIX A: INCOME LIMITS

Current income limits can be found at:

<https://files.hudexchange.info/reports/published/HOME IncomeLmts State SC 2020.pdf>

Current Fair market Rent information can be found at:

https://www.huduser.gov/portal/datasets/fmr/fmrs/FY2020_code/select_Geography.odn

APPENDIX B: INCOME INCLUSIONS AND EXCLUSIONS

A. Income Inclusions

- 1) The full amount, before any payroll deductions, of wages and salaries, overtime pay, commissions, fees, tips and bonuses, and other compensation for personal services;
- 2) The net income from operation of a business or profession. Expenditures for business expansion or amortization of capital indebtedness shall 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;
- 3) Interest, dividends, and other net income of any kind from real or personal property. Expenditures for amortization of capital indebtedness shall not be used as deductions in determining net income. An allowance for depreciation is permitted only as authorized in paragraph (2) above. 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 shall include the greater of the actual income derived from all net family assets or a percentage of the value of such assets based on the current passbook savings rate, as determined by HUD;
- 4) The full amount of periodic amounts received from social security, annuities, insurance policies, retirement funds, pensions, disability or death benefits, and other similar types of periodic receipts, including a lump-sum amount or prospective monthly amounts for the delayed start of a **periodic amount (e.g., Black Lung Sick benefits, Veterans Disability, Dependent Indemnity Compensation, payments to the widow of a serviceman killed in action). See paragraph (13) under Income Exclusions for an exception to this paragraph;**
- 5) Payments in lieu of earnings, such as unemployment, disability compensation, worker's compensation, and severance pay, except as provided in paragraph (3) under Income Exclusions;
 - (a) Welfare Assistance
 - a. Welfare assistance received by the family.
 - b. If the welfare assistance payment includes an amount specifically designated for shelter and utilities that is subject to adjustment by the welfare assistance agency in accordance with the actual cost of shelter and utilities, the amount of welfare assistance income to be included as income shall consist of:
 - i. The amount of the allowance or grant exclusive of the amount specifically designated for shelter or utilities; plus
 - ii. The maximum amount that the welfare assistance agency could in fact allow the family for shelter and utilities. If the family's welfare assistance

is ratably reduced from the standard of need by applying a percentage, the amount calculated under this paragraph shall be the amount resulting from one application of the percentage.

- 6) Periodic and determinable allowances, such as alimony and child support payments, and regular contributions or gifts received from organizations or from persons not residing in the dwelling; and
- 7) All regular pay, special pay, and allowances of a member of the Armed Forces, except as provided in paragraph (7) under Income Exclusions.

B. Income Exclusions

- 1) Income from employment of children (including foster children) under the age of 18 years;
- 2) Payments received for the care of foster children or foster adults (usually persons with disabilities, unrelated to the tenant family, who are unable to live alone);
- 3) Lump-sum additions to family 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 paragraph (5) under Income Inclusions;
- 4) Amounts received by the family that are specifically for, or in reimbursement of, the cost of medical expenses for any family member;
- 5) Income of a live-in aide, as defined in 24 CFR 5.403;
- 6) The full amount of student financial assistance paid directly to the student or to the educational institution.
- 7) The special pay to a family member serving in the Armed Forces who is exposed to hostile fire (e.g., in the past, special pay included Operation Desert Storm);
 - a. Amounts received under training programs funded by HUD (e.g., training received under Section 3);
 - b. 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);
 - c. 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, child care, etc.) and which are made solely to allow participation in a specific program;
 - d. 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 owner, on a part-time basis, that enhances the quality of life in the project. Such services may include, but are not limited to, Multifamily Housing Program Compliance and Monitoring Requirements Exhibit 12-4 fire patrol, hall monitoring, lawn maintenance, and resident-initiative coordination. No resident may receive more than one such stipend during the same period of time; or
 - e. Incremental earnings and benefits resulting to any family member from participation in

qualifying state or local employment training programs (including training programs not affiliated with a local government) and training of a family member as a resident management staff person. 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 family member participates in the employment training program.

- 8) Temporary, nonrecurring, or sporadic income (including gifts)
- 9) Reparation payments paid by a foreign government pursuant to claims filed under the laws of that government by persons who were persecuted during the Nazi era. (Examples include payments by the German and Japanese governments for atrocities committed during the Nazi era);
- 10) Earnings in excess of \$480 for each full-time student 18 years or older (excluding the head of household and spouse);
- 11) Adoption assistance payments in excess of \$480 per adopted child;
- 12) Deferred periodic amounts from supplemental security income and social security benefits that are received in a lump-sum amount or in prospective monthly amounts;
- 13) Amounts received by the family in the form of refunds or rebates under state or local law for property taxes paid on the dwelling unit;
- 14) Amounts paid by a state agency to a family with a member who has a developmental disability and is living at home to offset the cost of services and equipment needed to keep the developmentally disabled family member at home; or
- 15) 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 set forth in 24 CFR 5.609(c) apply.
- 16) A notice will be published in the *Federal Register* and distributed to identify the benefits that qualify for this exclusion. Updates will be published and distributed when necessary. The following is a list of income sources that qualify for that exclusion:
 - a. The value of the allotment provided to an eligible household under the Food Stamp Act of 1977 (7 U.S.C. 2017 [b]);
 - b. Payments to Volunteers under the Domestic Volunteer Services Act of 1973 (42 U.S.C. 5044(g), 5058) (employment through AmeriCorps, Volunteers in Service to America [VISTA], Retired Senior Volunteer Program, Foster Grandparents Program, youthful offender incarceration alternatives, senior companions);
 - c. Payments received under the Alaska Native Claims Settlement Act (43 U.S.C. 1626[c])
 - d. Income derived from certain submarginal land of the United States that is held in trust for certain Indian tribes (25 U.S.C. 459e);
 - e. Payments or allowances made under the Department of Health and Human Services' Low-Income Home Energy Assistance Program (42 U.S.C. 8624[f]);
 - f. Payments received under programs funded in whole or in part under the Job Training

Partnership Act (29 U.S.C. 1552[b]); (effective July 1, 2000, references to Job Training Partnership Act shall be deemed to refer to the corresponding provision of the Workforce Investment Act of 1998 [29 U.S.C. 2931], e.g., employment and training programs for Native Americans and migrant and seasonal farm workers, Job Corps, veterans employment programs, state job training programs, career intern programs, AmeriCorps);

- g.** Income derived from the disposition of funds to the Grand River Band of Ottawa Indians (Pub. L- 94-540, 90 Stat. 2503-04);
- h.** 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 (25 U.S.C. 1407-1408);
- i.** Amounts of scholarships funded under title IV of the Higher Education Act of 1965, including awards under federal work-study programs or under the Bureau of Indian Affairs student assistance programs (20 U.S.C. 1087uu);
- j.** Payments received from programs funded under Title V of the Older Americans Act of 1985 (42 U.S.C. 3056[f]), e.g., Green Thumb, Senior Aides, Older American Community Service Employment Program;
- k.** Payments received on or after January 1, 1989, from the Agent Orange Settlement Fund or any other fund established pursuant to the settlement in ‘In Re Agent-product liability litigation, M.D.L. No. 381 (E.D.N.Y.)’;
- l.** Payments received under the Maine Indian Claims Settlement Act of 1980 (25 U.S.C. 1721);
- m.** The value of any child care provided or arranged (or any amount received as payment for such care or reimbursement for costs incurred for such care) under the Child Care and Development Block Grant Act of 1990 (42 U.S.C. 9858q);
- n.** Earned income tax credit (EITC) refund payments received on or after January 1, 1991, including advanced earned income credit payments (26 U.S.C. 32[j]);
- o.** Payments by the Indian Claims Commission to the Confederated Tribes and Bands of Yakima Indian Nation or the Apache Tribe of Mescalero Reservation (Pub. L. 95-433);
- p.** Allowances, earnings, and payments to AmeriCorps participants under the National and Community Service Act of 1990 (42 U.S.C. 12637[d]);
- q.** 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 (38 U.S.C. 1805);
- r.** 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 applicant under the Victims of Crime Act (42 U.S.C. 10602); and

- s. Allowances, earnings, and payments to individuals participating in programs under the Workforce Investment Act of 1998 (29 U.S.C. 2931).

APPENDIX C: CRITERIA FOR DEFINING HOMELESSNESS

Category	Type	Definition
1	Literally Homeless	<p>1. Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:</p> <ul style="list-style-type: none"> I. Has a primary nighttime residence that is a public or private place not meant for human habitation; II. Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or III. Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution
2	Imminent Risk of Homelessness	<p>2. Individual or family who will imminently lose their primary nighttime residence, provided that:</p> <ul style="list-style-type: none"> I. Residence will be lost within 14 days of the date of application for homeless assistance; II. No subsequent residence has been identified; and III. The individual or family lacks the resources or support networks needed to obtain other permanent housing
3	Homeless under other Federal Statutes	<p>3. Unaccompanied youth under 25 years of age, or families with Category 3 children and youth, who do not otherwise qualify as homeless under this definition, but who:</p> <ul style="list-style-type: none"> I. Are defined as homeless under the other listed federal statutes; II. Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance application; III. Have experienced persistent instability as measured by two moves or more during in the preceding 60 days; and IV. Can be expected to continue in such status for an extended period of time due to special needs or barriers
4	Fleeing/Attempting to Flee Domestic Violence	<p>4. Any individual or family who:</p> <ul style="list-style-type: none"> I. Is fleeing, or is attempting to flee, domestic violence; II. Has no other residence; and III. Lacks the resources or support networks to obtain other permanent housing

APPENDIX D: NONDISCRIMINATION AND EQUAL OPPORTUNITY REQUIREMENTS

A. Equal Access To Housing In HUD Programs Regardless Of Sexual Orientation Or Gender Identity

“Equal Access Rule of 2012” (24 CFR Parts 5, 200, 203, 236, 400, 570, 574, 576, 882, 891, and 982). HUD has implemented a policy to ensure that its core programs are open to all eligible individuals and families regardless of sexual orientation, gender identity, or marital status. The RRH Provider shall follow all HUD policies and guidance. For additional information, refer to Final Rule published February 3, 2012 and HUD Docket No. FR 5863-F-02 - Equal Access in Accordance with an Individual’s Gender Identity in Community Planning and Development Programs.

B. Violence Against Women Reauthorization Act Of 2013 (“VAWA 2013”)

Final Rule is effective December 16, 2016. See Appendix Q for VAWA forms. VAWA 2013 continues to bar eviction and termination due to a tenant’s status as a survivor, and requires landlords to maintain survivor-tenant confidentiality. It also continues to prohibit a tenant who is a survivor of domestic violence from being denied assistance, tenancy, or occupancy rights based solely on criminal activity related to an act of domestic violence committed against them.

VAWA 2013 now expressly extends housing protections to survivors of sexual assault, and adds “intimate partner” to the list of eligible relationships in the domestic violence definition. Protections also now cover an “affiliated individual,” which includes any person living with the survivor and related to him or her by blood or marriage including the survivor’s spouse, parent, brother, sister, child, or any person to whom the survivor stands in loco parentis.

It continues to allow a lease bifurcation so a tenant or lawful occupant who engages in criminal acts of physical violence against affiliated individuals or others may be evicted or removed without evicting or removing or otherwise penalizing a victim who is a tenant or lawful occupant. If victim cannot establish eligibility, the landlord must give a reasonable amount of time to find new housing or establish eligibility under another covered housing program.

New housing protections in VAWA 2013 includes the requirement that each appropriate agency develop a notice of rights under VAWA for tenants and provide such notice at the time a person applies for housing, when a person is admitted as a tenant of a housing unit, and when a tenant is threatened with eviction or termination of housing benefits.

VAWA 2013 requires each RRH Provider to adopt a transfer plan for use by owners or managers of housing. Tenants must request a transfer and reasonably believe that they are threatened with imminent harm from further violence if the tenant remains in the same unit.

Some of the critical components of the final rule include:

- Extension of the core protections to Continuum of Care (CoC), Emergency Solutions Grants (ESG) and Housing Opportunities for Persons With AIDS (HOPWA) – The rule codifies the core protection across HUD’s covered programs ensuring survivors are not denied assistance as an applicant, or evicted or have assistance terminated as a tenant, because the applicant or tenant is or has been a victim of domestic violence, dating violence, sexual assault, and stalking.
 - Emergency transfers – One of the key elements of VAWA’s housing protections is the emergency transfer plan which allows for survivors to move to another safe and available unit if they fear for their life and safety. The final rule includes a model emergency transfer plan, which was required in VAWA 2013, and an emergency transfer request form.
 - Protections against denials, terminations, and evictions that directly result from being a victim of domestic violence, dating violence, sexual assault, or stalking – Survivors often face denial, termination, or eviction from housing for a reason that seems unrelated to being a survivor (such as poor rental history or poor credit), but is actually a direct result of being a survivor of domestic violence, dating violence, sexual assault or stalking. For example, as part of an act of domestic violence an abuser may cause damage to the survivor’s apartment, which in turn may cause the survivor to be evicted and have a poor rental history. Or stalking may involve taking out credit cards in a person’s name and misusing them to cause the person emotional distress, and the misuse of those cards may cause the person to have poor credit. To protect survivors in situations like these, the final rule prohibits any denial, termination, or eviction that is “a direct result of the fact that the applicant or tenant is or has been a victim of domestic violence, dating violence, sexual assault, or stalking, if the applicant or tenant otherwise qualifies for admission, assistance, participation, or occupancy.”
 - Low-barrier certification process – The final rule makes it clear that under most circumstances, a survivor need only to self-certify in order to document the domestic violence, dating violence, sexual assault, or stalking, ensuring third party documentation does not cause a barrier in a survivor expressing their rights and receiving the protections needed to keep themselves safe. The rule includes a certification form that may be used by covered housing providers.

C. Eligibility and Non-Discrimination

The recipient shall not employ discriminatory practices in the provision of services, employment of personnel, or in any other respect on the basis of race, color, religion, sex, gender identity, national origin, ancestry, or physical or mental handicap, or age as more specifically set forth in 24 CFR 576.407 which requires compliance with the non-discrimination and equal opportunity requirements at 24 CFR 5.105(a), Section 504 of the Rehabilitation Act, Title II and III of the Americans with Disabilities Act.

The Subrecipient must take steps to ensure effective communication with individuals with disabilities. Subrecipients must provide appropriate auxiliary aids and services necessary to ensure effective communication (e.g., Braille, audio, large type, assistive listening devices, and sign language interpreters.)

D. Civil Rights Covenant

As provided in 24 CFR 5.105 and 570.602, and depending upon the type and nature of the grant, this program is subject to the requirements of Title VI of the Civil Rights Act of 1964 (P.L. 88-352) and Title VIII of the Civil Rights Act of 1968 (P.L. 90-284) and HUD regulations. Subrecipient certifies that its activities under this Contract shall be conducted and administered in conformity with Title VI of the Civil Rights Act of 1964 (P.L. 88-352) and Title VIII of the Civil Rights Act of 1968 (P.L. 90-284) and that it will comply with the other provisions of Title 24 of the CFR and with other applicable laws, to the full extent of their application. Further pursuant to Executive Order 11063 (as amended pursuant to Executive Order 12259) set out in 24 CFR Part 107, in the sale, lease or other transfer of land acquired, cleared or improved with assistance provided under the Contract, Subrecipient shall cause or require a covenant running with the land to be inserted in the deed or lease for such transfer, prohibiting discrimination upon the basis of race, color, religion, sex, gender identity or national origin, in the sale, lease or rental, or in the use or occupancy of such land or any improvements erected or to be erected thereon, and providing that the Agency and the United States are beneficiaries of and entitled to enforce such covenant. Subrecipient, in undertaking its obligation in carrying out the program assisted hereunder, shall take such measures as are necessary to enforce such covenant and shall not itself so discriminate. In addition, the Subrecipient must take reasonable steps to ensure meaningful access to programs to persons with limited English proficiency (LEP), pursuant to Title VI of the Civil Rights Act of 1964.

E. Architectural Barriers Act

The Subrecipient shall comply with the Architectural Barriers Act of 1968 (42 USC 4151), as applicable, which Act requires that the design of any facility, except a private residence, that is constructed, renovated, remodeled or rehabilitated with funds received pursuant to this Contract shall comply with the "American Standard Specification for Making Buildings and Facilities Accessible, and Usable by, the Physically Handicapped", as described in 41 U.S.C.F.R. 10119.6, and Subrecipient shall cooperate with the Agency in its inspections pursuant to such provisions.

SECTION 504 OF THE REHABILITATION ACT. The Subrecipient shall comply with the Act which prohibits discrimination on the basis of disability under any program or activity receiving Federal financial assistance.

F. Fair Housing Requirements

The Fair Housing Act (title VIII of the Civil Rights Act of 1968, 42 U.S.C. 3601–3619) declares that it is “the policy of the United States to provide, within constitutional limitations, for fair housing throughout the United States.” See 42 U.S.C. 3601. Accordingly, the Fair Housing Act prohibits, among other things, discrimination in the sale, rental, and financing of dwellings, and in other housing-related transactions because of “race, color, religion, sex, familial status, national origin, or handicap.”² See 42 U.S.C. 3604 and 3605. Section 808(d) of the Fair Housing Act requires all executive branch departments and agencies administering housing and urban development programs and activities to administer these programs in a manner that affirmatively furthers fair housing. See 42 U.S.C. 3608.

Fair Housing laws apply to ESG and CoC funded programs. The program provider shall market housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, gender identity, age, familial status, or handicap. While participants must address barriers to housing retention and should be encouraged to engage in services, ESG and CoC-funded program providers may not require participation in disability-related services as a condition of receiving assistance. Housing Stability Plans must not contain predetermined therapeutic goals related to participants’ disabilities.

To Affirmatively Further Fair Housing, the Provider has a commitment to full compliance with applicable civil rights laws, the Provider will provide Federal/State/local information to program participants regarding discrimination and any recourse available to them should they be victims of discrimination. Such information will be made available during the household briefing session, a copy to the participant, and a copy placed in their file folder. It will include information for applicants on how to file a fair housing complaint, including the toll-free number for the Fair Housing Discrimination Hotline, 1-800-669-9777 and the Federal Information Relay Service at 1-800-887-8339.

Except as otherwise provided in 24 CFR 8.21(c)(1), 8.24(a), 8.25, and 8.31, no individual with disabilities shall be denied the benefits of, be excluded from participation in, or otherwise be subjected to discrimination because the Providers’ facilities are inaccessible to or unusable by persons with disabilities.

Posters and housing information are displayed in locations throughout the Providers’ offices in such a manner as to be easily readable from a wheelchair.

The offices of the Providers are accessible to persons with disabilities. Accessibility for the hearing impaired is provided by dialing 7-1-1, a free relay service.

The Provider will provide and review information regarding fair housing rights and responsibilities during household briefing sessions.

G. Other Federal Requirements

Provider shall abide by CPD- Notice 17-01: Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Entry System which is cross-referenced in 24 CFR Part 578, 42 U.S.C 11381, et seq., 24 Part 576, and 42 U.S.C. 11371, et seq., Notice CPD-014-12, 42 U.S.C. 13925, et seq.

RRH Provider shall abide by, and document its compliance, all sections contained within the 24 CFR 576, including but not limited to Conflicts of Interest (24 CFR 576.404), Homeless Participation (24 CFR 576.405, Faith-Based Activities (24 CFR 576.406), Other Federal Requirements (24 CFR 576.407), and Displacement, Relocation and Acquisition (24 CFR 576.408).

- RRH Provider must keep documentation showing that grant funds were spent on allowable costs in accordance with the requirements for eligible activities under 576.101 – 576.109 and the cost principles per 2 CFR Part 200, as may be amended from time to time.
- RRH Provider must comply with recordkeeping requirements specified by HUD or State notice or regulations in 2 CFR Parts 200 and 576, as amended from time to time.
- RRH Provider must keep other records as specified by HUD or the State in 2 CFR Parts 200 and 576, as amended from time to time.
- RRH Provider must develop and implement written confidentiality procedures in 2 CFR Parts 200 and 576, as amended from time to time.
- All records pertaining to each Grant Award year of funds must be retained for a period of five-years from Grant Award execution. Copies made by microfilming, photocopying, or similar method may be substituted for original records. RRH Provider must make available said documents upon request in 2 CFR Parts 200 and 576, as amended from time to time.
- Documentation of each program participant’s qualification as a family or individual at risk of homelessness or as a homeless family or individual and other program participant records must be retained for five years after the expenditure of all funds from the grant under which the program participant was served in 2 CFR Parts 200 and 576, as amended from time to time.
- Access to records. Federal government rights. Notwithstanding confidentiality procedures, the State, HUD, the HUD Office of the Inspector General, and the Controller General of the United States, or any of their authorized representatives, must have the right of access to all books, documents, papers, or other records of RRH Provider that are pertinent to the program grant, in order to make audits, examinations, excerpts and transcripts as stated in 2 CFR Parts 200 and 576, as amended from time to time. These

rights of access are not limited to the required retention period but last as long as the records are retained.

Please note that it is the RRH Provider responsibility to ensure that all federal regulations, Notices, Guidance, etc. are followed and should consult OneCPD Resource Exchange for the most up-to-date information regarding the program.

APPENDIX E: FILE MAINTENANCE AND DOCUMENTATION

RRH Providers are responsible to maintain adequate and easily identifiable documentation to determine the eligibility of all households referred, whether they were provided services or not. RRH Providers must make every effort to achieve the highest standard that is reasonable. When using a lower standard of documentation (than written third-party), the RRH Provider must document reasons for using this lower standard of documentation. For example, if securing third-party written verification of income will result in a delay of service that will keep the household living in a place not meant for human habitation, it is reasonable to accept a lower level of verification and then update the file once the third-party documentation is available.

Rapid ReHousing activities will be documented in case notes in the client case file. Case notes will include at minimum:

- Date, location, purpose of the activity
 - Progress on housing goals
 - Documentation of appointments, meetings, home visits, phone calls, letters with members of the household, landlord and other service providers. For contacts with anyone other than a member of the household, a signed release of information must be included in the case file indicating consent for exchange of information
 - Referrals made, including date of referral, name of referral and reason for referral
 - Documentation of minimum monthly contact with the household
 - Indication that the housing service plan has been reviewed and updated a minimum of once per month
 - Documentation of activities related to program exit
1. Rapid ReHousing service providers are required to verify identity and income of program participants at the time of intake. Copies of the following verifications are to be included in the case file:
- To verify identity: proof of social security numbers and documentation of birth dates for all household members
 - For income verification, any or all of the following as applicable:
 - Most recent paystubs
 - DSS award letters for food stamps or TANF
 - SSI/SSDI
 - Unemployment compensation
 - Child support
 - Other sources of income

2. Required Releases of Information and Agreements

- Housing Service Plan
- HMIS Client Consent
- VISPDAT Release of Information
- Agency Client Release of Information
- Lease –once housed, a copy of the household’s signed lease will be included in the file

The August 6, 2016 joint letter from the U.S. Department of Justice (DOJ), US Department of Health and Human Services (HHS), and HUD “reminds recipients (and subrecipients) of federal financial assistance that they should not withhold certain services based on immigration status when the services are necessary to protect life or safety. This is not a new policy, but one [they thought was] important to restate...immigration status (refers to all individuals who are US citizens or nationals) is not a bar to providing certain services necessary to protect life or safety, such as emergency shelter, short-term housing assistance including transitional housing, crisis counseling and intervention programs.”

As such, Social Security Cards are not required for legal identification. Please see below for acceptable forms of legal identification.

<https://www.hhs.gov/civil-rights/for-individuals/special-topics/national-origin/joint-letter-august-2016/index.html>

The documents listed below will be considered acceptable verification of legal identity for adults. If a document submitted by a household is illegible or otherwise questionable, more than one of these documents may be required including but not limited to:

1. Valid Government issued photo identification card (employment related ID’s are unacceptable)
2. Certificate of Birth, naturalization papers
3. U.S. military discharge (DD 214)
4. Passport
5. TANF benefits Identification Card

Documents considered acceptable for the verification of legal identity for minors may be, but not limited to, one or more of the following:

1. Certified copy or original Certificate of Birth or Naturalization
2. Adoption papers
3. Custody agreement
4. Letter from Child Protective Services (CPS) verify family composition
5. School ID cards / School Records
6. Passport

7. Valid state Identification Card or Driver's License

Familial Relationships:

Self-certification will normally be considered sufficient verification of household relationships. In cases where reasonable doubt exists, the household may be asked to provide verification.

The following verifications will be accepted:

1. Birth Certificates
2. Baptismal certificates
3. Letter from CPS verifying family composition

Verification of guardianship:

1. Court-ordered assignment
2. Affidavit of parent
3. Verification from social services agency
4. School records
5. Letter from CPS verifying family composition

APPENDIX F: FORMS

All related forms for RRH can be found on our website at <https://lowcountrycoc.org/>

- Homeless Certification
- Chronic Homeless Certification
- Income Verification
- Asset Verification
- Disability Certification
- Sample record keeping for homeless verification

APPENDIX G: HELPFUL WEBSITES

<https://endhomelessness.org/resource/rapid-re-housing-performance-benchmarks-and-program-standards/>

https://www.hudexchange.info/resources/documents/HEARTH_ESGInterimRule&ConPlanConformingAmendments.pdf

https://www.hudexchange.info/resources/documents/CoCProgramInterimRule_FormattedVersion.pdf

<https://www.hudexchange.info/resources/documents/Coordinated-Entry-Policy-Brief.pdf>

<https://www.hudexchange.info/resource/2020/the-homeless-definition-and-eligibility-for-shp-spc-and-esg/>

https://www.hudexchange.info/resources/documents/HomelessDefinition_RecordkeepingRequirementSandCriteria.pdf

<https://www.hudexchange.info/news/snaps-in-focus-rapid-re-housing-as-a-model-and-best-practice/>

<https://endhomelessness.org/resource/rapid-re-housing-learning-collaborative-toolkit/>

https://endhomelessness.org/wp-content/uploads/2017/03/NAEH-1031-LearningToolkit_P5.pdf

<https://endhomelessness.org/resource/rapidly-re-housing-households-with-zero-income/>

<https://endhomelessness.org/resource/rapid-re-housing-and-progressive-engagement-in-sacramento-ca/>

[https://www.hudexchange.info/faqs/529/is-an-individual-or-family-that-is-receiving-rapid-re-housing-assistance/.](https://www.hudexchange.info/faqs/529/is-an-individual-or-family-that-is-receiving-rapid-re-housing-assistance/)

<https://endhomelessness.org/resource/rapid-re-housing-shared-housing-agreement-form/>

https://shpa.memberclicks.net/assets/CoC_Resources/rapid_re-housing_esg_vs_coc.pdf