



2018-2019 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. LAHSA maintains the right to make changes related to prioritization, matching, and other aspects of the implementation of the complete Coordinated Entry System which will be noticed to contractors through policies, interim guidance, and other forms of guidance as it deems necessary. Any of these notices, will by fact of being sent to the contractor become a part of the contractor obligations.

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 Rapid Re-Housing Standards developed by the National Alliance to End Homelessness in conjunction with HUD, Veterans Affairs (VA), and United States Interagency Council on Homelessness (USICH). For more information see: <http://www.endhomelessness.org/library/entry/rapid-re-housing-performance-benchmarks-and-program-standards>.

Rapid Re-Housing programs focus their case management assistance by placing particular 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 a consistent approach to 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, Crisis Housing, Bridge Housing, Prevention and Permanent Supportive Housing. For more detail about this involvement in CES please see the 2018-2019 Coordinated Entry System Program Standards.

DEFINITION

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 rehousing is to reduce the amount of time a person is homeless by rapidly provide stable and safe housing.

ELIGIBILITY FOR SERVICES

Detailed eligibility for Rapid Re-Housing Programs can be found in **Appendix I, II, or III.**

2. **Homeless Status.** Participants must be determined to be homeless (Categories 1 & 4) per HUD's Final Rule on "defining Homeless"
 - 2.1. Contractors will be responsible for documenting the determination of the participant's homelessness status by using LAHSA Approved LA CoC Homeless Certification Form.
 - 2.2. Contractor will be responsible for obtaining the LA CoC Homeless Certification forms from any referring agency.
 - 2.2.1. All documentation is required to be placed inside the participant's master file.
 - 2.3. Contractor will be responsible for entering the homelessness status in the Homeless Management Information System (HMIS).

3. **Income Requirement.** Participants must be determined to be income eligible by meeting income threshold at or below 50% Area Median Income (AMI) for Los Angeles County.
 - 3.1. Contractor will be responsible for obtaining all income supporting documents.
 - 3.1.1. Contractor will be responsible for documenting, and determining the participant's AMI, using the LAHSA Household Composition and Income Eligibility form.
 - 3.1.2. If participant cannot obtain documentation of income or provide proof of income, contractor must complete the LAHSA Third Party Income Eligibility form to obtain the income being reported by the participant.
 - 3.1.3. If contractor 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.
 - 3.2. Contractor will be responsible for entering the reported income in HMIS. If there is a reported increase or decrease in income, contractor must update the change in income in HMIS.

4. **CES Triage Tool.** Contractor must utilize the population-appropriate LA County CES Triage Tool to determine eligibility for and connection to the appropriate housing intervention. Before completing the population-appropriate tool, Contractor must check participant's CES record in the Homeless Management Information System (HMIS) for a previous result. If the participant has a previous CES triage tool result in HMIS, an additional triage tool should not be administered. If there is no record of an existing CES triage result in HMIS, Contractor must complete the appropriate and most recent version of the CES Triage Tool.
 - 4.1. LA County CES-approved triage tools include:
 - 4.1.1. CES Survey Packet for Adults, VI-SPDAT
 - 4.1.2. VI-FSPDAT for Families with children
 - 4.1.3. Next Step Tool for Youth
 - 4.2. The triage tools must be administered in an office setting or in the field, by staff who have completed training required by the LA CoC.
 - 4.3. Must be administered in a place that allows the participant needed privacy for answering the questions.

IDENTIFYING PARTICIPANTS

5. Contractor must identify new participants through participation in the Coordinated Entry System (CES).
 - 5.1. Contractor must participate in CES Case Conferencing/Care Coordination meetings to identify eligible participants.
 - 5.2. Contractor must accept referrals from CES participating agencies and prioritize enrollments based off CES prioritization policies.

- 5.3. Contractor must identify eligible participants enrolled in Crisis Housing, Bridge Housing, Outreach, Housing Navigation programs and those exiting transitional housing programs.
 - 5.4. Unaccompanied Minors are not eligible for enrollment or services. An exemption exists for unaccompanied minors who are legally emancipated.
 - 5.5. Contractor must work collaboratively with CES Regional Coordinator, Outreach Coordinator, and CES Matcher to identify eligible Participants.
6. Contractors are also required to work collaboratively with domestic violence shelters to ensure that services are made available to eligible participants participating in the domestic violence system.
 - 6.1. 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.
7. Contractors must not screen out participants or deny referrals based on any of the following criteria:
 - 7.1. Lack of sobriety;
 - 7.2. Lack of income;
 - 7.3. Lack of documentation;
 - 7.4. The presence of mental health issues, disabilities, or other psychosocial challenges;
 - 7.5. Lack of a commitment to participate in treatment;
 - 7.6. Criminal background;
 - 7.7. Presence of or number of evictions;
 - 7.8. Any other criteria thought to predict challenges/barriers to long-term housing stability.

SERVICES AND ACTIVITIES

8. Contractors 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 IV**.
9. Contractors are to serve all eligible participants that reside in the SPA in which the contractor 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.
10. Contractors are to serve all eligible participants with a Housing First, Low Barrier, Harm Reduction approach.
11. 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”.
12. It is recommended that contractors 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.
 - 12.1. 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.
13. **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 are 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.

- 13.1. 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). 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. All resources are voluntary; the degree of engagement between participant and case manager and the person's choice will determine the services, timing and sequence of referrals.
- 13.2. Housing-focused case management sessions shall be dedicated to assessing and reassessing needs, educating participants on community resource opportunities, developing housing stability plans, scheduling appointments, and providing necessary follow up to ensure housing stability plans are progressing on schedule and needs are adequately being addressed

14. Housing Stability Plan: Case Managers must develop a Housing Stability Plan in coordination with the participant. The Housing Stability 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.

- 14.1. 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. 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 Rehousing 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. Progress and problems implementing the plan should be reviewed and updated frequently.
- 14.2. The Housing Stability Plan should be considered the participant's plan and should be signed by the participant as it is developed and updated.
- 14.3. Once the Housing Stability plan is completed, the contractor must record the date of completion in HMIS.
- 14.4. Case Managers must complete a Monthly Update with the participant to assess progress towards achieving the goals defined in the Housing Stability Plan.
- 14.5. Contractors must track all services and financial assistance provided to participants in HMIS with the goal of the participant achieving housing stability and sustainability upon exit from the program.
- 14.6. Contractors must assist participants with a range of funded or leveraged activities based on the stated needs of the participant, in the Housing Stability Plan, including but not limited to:
 - 14.6.1. Crisis Housing and Bridge Housing
 - 14.6.2. Crisis Intervention
 - 14.6.3. Physical Health Care
 - 14.6.4. Mental Health Care
 - 14.6.5. Mainstream Benefits Establishment
 - 14.6.6. Substance Use Treatment
 - 14.6.7. Education
 - 14.6.8. Life Skill
 - 14.6.9. Legal Services
 - 14.6.10. Employment Services
 - 14.6.11. Vocational Training
 - 14.6.12. Credit counseling

- 14.6.13. Financial literacy training
- 14.6.14. Transportation
- 14.6.15. Reunification/Diversion
- 14.6.16. Childcare
- 14.6.17. Tenancy Rights and Responsibilities
- 14.6.18. Landlord Relations

15. Contractor must continually assess participant needs and provide individualized services needed to make progress towards housing stability.

- 15.1. Contractor must meet with participant at least once per month, face to face. Once participant is housed, contractor must continue to have a face to face meeting, preferably in the participant's home.
- 15.2. Contractor shall increase the intensity of case management services as needed. This includes increasing the frequency of meetings and home visits as needed.
- 15.3. Case management services should decrease as the participant's stabilization improves.
- 15.4. If a contractor determines the participant needs a higher level of care provided by Permanent Supportive Housing (PSH), either previous to, or after a housing placement, the contractor must refer the participant to PSH through the CES. Contractor 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.
- 15.5. Participants are eligible for six (6) months of case management after issuance of last financial assistance to ensure housing stability.

16. **Housing Identification:** Contractors 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. Contractor 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.

16.1. Contractor must assist Participants in the housing search and placement process. Assistance includes:

- 16.1.1. Contractor must assist Participants in locating appropriate housing that meets the needs and expressed desires of the Participants.
- 16.1.2. Contractor 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.
- 16.1.3. Contractor must accompany participant when meeting with landlord.
- 16.1.4. Contractor must provide transportation assistance for appointments as needed.
- 16.1.5. Contractor must provide financial assistance with necessary application fees.
- 16.1.6. Contractor must allow for Participant's choice regarding housing. Participant's choice must be considered and be a part of the assessment and planning for appropriate housing.

- 16.2. Contractor 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. Contractor must assist the Participant with budgeting to ensure housing sustainability upon exit.
- 16.3. Contractor must commit to a significant focus on identifying shared housing opportunities for Participants, including organizing roommate matching for program enrollees as well as working with housing providers in Los Angeles County in a roommate matching collaborative.
- 16.4. Contractor is responsible for necessary housing inspections and ensuring that housing meets habitability standards (**See Appendix VI.**)
- 16.5. Contractors 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.

- 16.6. Contractors 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.
- 16.7. Contractor must abide by the Rental and Lease Standards described in **Appendix VI**.

17. Rent and Move-In Assistance: Contractor must provide direct financial assistance needed to identify and maintain housing. This financial assistance includes both move-in assistance and monthly rental assistance to assist the Participant in being able to maintain their housing while working to increase their income.

- 17.1. 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.
- 17.2. The goal of rental assistance must be to assist the Participant in achieving the goals identified in the Housing Stability Plan with the ultimate goal of achieving housing sustainability.
- 17.3. Contractor 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.

FINANCIAL ASSISTANCE

18. Eligible categories of financial assistance can be found in **Appendix IV**.

- 18.1. Contractor must monitor and coordinate the use and disbursement of financial assistance.
- 18.2. This includes timely and accurate data entry in the LA CoC HMIS system and documentation of financial expenditures in HMIS and the Participant file.
- 18.3. Contractor will not provide financial assistance directly to any program Participant, rather will ensure that landlords, utility providers and other such services are paid directly.
- 18.4. Contract must ensure that all payments to such entities are timely.
- 18.5. Late payments to landlords or other such services could potentially be grounds for termination of the contract. Contractor 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

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

- 19.1. Program must have policies and procedures for how financial assistance is determined and requested

20. Provider must have policies and procedures around verification of financial assistance is being paid to the appropriate party.

- 20.1. Must have documented verification of ownership before providing security deposit 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 data base to confirm ownership.

LENGTH OF ENROLLMENT

21. Contractor may exit participant from enrollment from Case Management and Financial Assistance services in collaboration with the participant when the following conditions are met:

- 21.1.1. 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.

- 21.1.2. The agency must contact the Lead Agency within their SPA to transition the participant to the appropriate agency.
- 21.1.3. Participant and contractor agree that participant has completed the primary housing stability goals outlined in Housing Stability Plan. Participant and Case Manager believe that the participant has reached a reasonable level of stability in permanent housing.
- 21.1.4. Participant is successfully linked to the appropriate housing intervention and supportive services program if rapid re-housing has been determined to be the inappropriate intervention.
- 21.1.5. 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
- 21.1.6. Participant utilizes reunification services.
- 21.1.7. Participant self-resolved the housing crisis.
- 21.1.8. Contractor must exit participant if they are deemed a risk to the safety of the contractor's staff.
- 21.1.9. Participant has refused contact with agency for ninety (90) days or more after all due diligence to re-engage with the participant has been taken by the contractor.
- 21.1.10. Participant will be hospitalized or incarcerated for ninety (90) days or more. If participant is in housing, contractor must provide necessary assistance to ensure the participant's absence does not result in a lease violation.
- 21.1.11. Participant is dually enrolled in another Rapid Re-Housing program.

22. Contractor must NOT exit participant from Case Management and Financial Assistance services without the collaboration of the participant due to:

- 22.1.1. Active substance use
- 22.1.2. Failure to abide by participant budget
- 22.1.3. Noncompliance with Housing Stability Plan
- 22.1.4. Active Health Issues
- 22.1.5. Desire to be assigned to another case manager

23. Contractor 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.

24. Contractor must complete an Exit Plan for all participants exiting the program.

COMMUNITY BASED COLLABORATIVE REQUIREMENTS

25. Contractors must utilize and maintain the following referral networks in addition to those networks created through the CES:

- 25.1. CES Lead Agencies
- 25.2. CES Street and community outreach activities
- 25.3. CES Case Conferencing Meetings
- 25.4. Crisis and Bridge Housing
- 25.5. Housing Location Services
- 25.6. LA County Department of Health Services Housing for Health, Housing & Jobs Collaborative
- 25.7. LA County Department of Health Services Countywide Benefits Entitlements Services Team
- 25.8. LA County Department of Mental Health Housing Programs
- 25.9. LA County Department of Public Social Services
- 25.10. LA County Department of Children and Family Services
- 25.11. LA County Department of Probation
- 25.12. Domestic Violence Providers
- 25.13. Housing Opportunities for Persons with Aids Services

- 25.14. Greater Los Angeles and Long Beach Veteran Administration
- 25.15. Mental and Physical Health Services
- 25.16. Substance Use Abuse Services
- 25.17. Education Services
- 25.18. Life Skills
- 25.19. Legal Services
- 25.20. Vocational counseling/training
- 25.21. First Responders

CONTRACTOR OBLIGATIONS

26. The Continuum of Care (CoC) wide coordination of the project will be overseen by the LAHSA Rapid Re-Housing Coordinator. Each agency funded under the program is required to work with ensure coordinated and standardized operations across all regions in the Continuum.

PARTICIPANT MASTER FILE AND DOCUMENTATION

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

27.1.	Participant Identification	Government Issued ID or equivalent
27.2	CES Survey Packet, Next Step Tool for Youth, VI-FSPDAT	Enter into HMIS (if completed by RRH provider)
27.3	Income Documentation	See Appendix VII. & VIII.
27.4	Participant Eligibility Screening Form	
27.5	LA CoC Homeless Certification Form	
27.6	Household Composition and Income Eligibility Form	
27.7	Third Party Income Eligibility Form	
27.8	Self-Certification of Income Form	If no Third-Party Income Eligibility Certification Form
27.09	W-9 of Landlord	
27.10	Rent Reasonableness Form	
27.11	Rental Agreement/Lease	Required for all housing placements
27.12	Habitability Standards for Permanent Housing Form	
27.13	Housing Stability Plan	Enter date completed into HMIS
27.14	Budget Tool	
27.15	Case Notes	Enter into HMIS
24.16	Monthly Update	
24.17	Exit Summary Form	

CONTRACTOR OBLIGATIONS

APPENDIX I. ELIGIBILITY FOR INDIVIDUALS		
Eligibility	Measure H, City & County GF	ESG
Population Served	Participants where all members are 18+	
Homeless Status	Homeless under Categories 1 or 4 according to HUD’s Final Rule on “Defining Homeless”. Status must be documented by using LA CoC Homeless Certification Form and following what is prescribed in the LAHSA Homeless Status Documentation Standards.	
Standardized Assessment	If not already in HMIS, complete the most recent CES Survey Packet including the VI-SPDAT triage tool. Contractor must use the full SPDAT assessment tool as needed.	
VI-SPDAT Score + Chronicity	Participant is not required to meet any minimum score for the VI-SPDAT or housing status. Contractor is required to assess if the participant is appropriate fit for CES Rapid Re-Housing. Contractor must consider the VI-SPDAT score when determining eligibility; however, is not solely determined by score. LAHSA reserves the right to set further prioritization and processes around enrollment for rapid re-housing programs.	
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: <ul style="list-style-type: none"> • 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. 	Participants eligibility must be regularly re-evaluated to establish: <ul style="list-style-type: none"> • The program Participants does not have an annual income that exceeds 30% of median income for the area at time of recertification. • The program Participants lacks sufficient resources and support networks necessary to retain housing without ESG assistance. • See Appendix VII. & VIII. for Income Documentation Standards.
Need	<ul style="list-style-type: none"> • The recipient or subrecipient must determine the amount and type of assistance that the individual or family will need to (re)gain stability in permanent housing. • Contractor 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 pervious to assessment they would be considered a current resident of Los Angeles.	
Families	Participants with minors are not eligible and must be referred to the CES for Families lead in the respective SPA.	
Veterans	Must not be eligible for Supportive Services for Veteran Families (SSVF). <ul style="list-style-type: none"> • Verification from SSVF provider that Veteran has utilized all available SSVF resources or does not qualify for SSVF. 	
Reference for ESG regulations (24 CFR part 576.104)		

APPENDIX II. ELIGIBILITY FOR YOUTH	
Eligibility	Youth: Measure H, City & County GF
Population Served	Youth ages 18-24
Homeless Status	<ul style="list-style-type: none"> • Homeless under Category 1 (Literally Homeless), or Category 4 (Fleeing DV) according to HUD’s Final Rule on “Defining Homeless”. • Youth may also be eligible if they would be homeless upon exiting dependent care (i.e., foster care or probation). • Status must be documented by using LA CoC Homeless Certification Forms.
Standardized Assessment	If not already in HMIS, complete the most recent version of the Youth CES Initial Assessment Packet, which includes the Next Step Tool.
Next Step Tool Score	Participant is not required to meet any minimum score for the Next Step Tool or housing status. Contractor is required to assess if the participant is appropriate fit for CES Rapid Re-Housing. Contractor must consider the Next Step Tool score when determining eligibility; however, is not solely determined by score. LAHSA reserves the right to set further prioritization and processes around enrollment for rapid re-housing programs.
Income Threshold	Must be below 50% AMI for Los Angeles County as determined by HUD income limits. See Appendix VII & VIII.
Ongoing Eligibility	<p>Participants eligibility must be regularly re- evaluated to establish:</p> <ul style="list-style-type: none"> • 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. <p>See Appendix VII. & VIII. for Income Documentation Standards.</p>
Need	<ul style="list-style-type: none"> • The recipient or subrecipient must determine the amount and type of assistance that the Youth will need to (re)gain stability in permanent housing. • Contractor 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 pervious to assessment they would be considered a current resident of Los Angeles.

APPENDIX III. ELIGIBILITY FOR FAMILIES	
Eligibility	Family: Measure H, City GF, County GF, & ESG
Population Served	Families
Population Defined	<ol style="list-style-type: none"> 1. Households consisting of one or more minor children (17 or under) in legal custody of one or two adults who are living together. 2. Households currently without minor children, in which the mother is pregnant. 3. Household with qualified dependent over the age of 18 who is (a) incapable of self-sustaining employment by reason of mental or physical disability, and (b) is dependent upon the head of household for support and maintenance.
Homeless Status	<ul style="list-style-type: none"> • Homeless under Category 1 (Literally Homeless) or Category 4 (Fleeing DV) according to HUD’s Final Rule on “Defining Homeless”. • Status must be documented by using LA CoC Homeless Certification Form.
Standardized Assessment	VI-FSPDAT
VI-FSPDAT Score	Case management should be targeted towards those with higher VI-FSPDAT scores. LAHSA will work with providers with determining case management prioritization scores based upon program capacity.
Income Threshold	Must be below 50% AMI for Los Angeles County as determined by HUD income limits. See Appendix VII & VIII.
Ongoing Eligibility	<p>Participants eligibility must be regularly re- evaluated to establish:</p> <ul style="list-style-type: none"> • 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. <p>See Appendix VII. & VIII. for Income Documentation Standards.</p>
Need	<ul style="list-style-type: none"> • The recipient or subrecipient must determine the amount and type of assistance that the Family will need to (re)gain stability in permanent housing. • Contractor 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 pervious to assessment they would be considered a current resident of Los Angeles.
Veterans	<p>Must not be eligible for Supportive Services for Veteran Families (SSVF).</p> <ul style="list-style-type: none"> • Verification from SSVF provider that Veteran has utilized all available SSVF resources or does not qualify for SSVF.

APPENDIX IV. FINANCIAL ASSISTANCE FOR MEASURE H, CITY GF & COUNTY GF FUNDED PROGRAMS FOR ALL POPULATIONS		
Financial Assistance	Guidance	Participant File
Security Deposit	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.	<ul style="list-style-type: none"> • Copy of W9 and Receipt or Lease Agreement. • Confirmation of property ownership.
Rental Assistance	Rental Assistance is limited to twenty-four (24) months. Total rental assistance includes first and last month's rent.	<ul style="list-style-type: none"> • Housing and Habitability Inspection. • Lease/Rental Agreement. • W9. • Receipt(s) for ongoing assistance. • Confirmation of property ownership.
Rental Arrears	Only if necessary to re-house; maximum two (2) months of arrears. Funds are NOT approved to be used for homeless prevention.	Statement or Bill that includes the cost of each month paid.
Utility Deposit	Eligible utilities include gas, electricity, water, and trash. Maximum of one (1) utility deposit per twelve (12) month	Copy of bill or receipt of payment.
Utility Assistance	Utility assistance is limited to twelve (12) months per utility in a two (2) year period. Eligible utilities include gas, electricity, water, & trash. Total utility assistance includes the first	Copy of Bill for each utility for each month paid.
Utility Arrears	Only if necessary to re-house; maximum three (3) months of arrears per utility. Funds are NOT approved to be used for homeless prevention. Eligible utilities include gas, electricity, water, & trash.	Statement or Bill that includes the cost of each month paid.
Move-In Expenses <ul style="list-style-type: none"> • Application Fee • Broker Fee • Essential Furnishings 	Application Fee Eligible costs include applications, background checks, tenant screening report, and credit check score fees.	Application Fee <ul style="list-style-type: none"> • Receipt
	Broker Fee Reasonable costs of a real estate broker for one (1) time in a twelve (12) month period. Fee cannot exceed \$250 per unit. The landlord nor any employees working in entities funded by LAHSA or other public funds are permitted to receive a Broker Fee, this fee can only be provided to a 3rd party real estate search agent. The party receiving the Broker Fee cannot receive the fee unless the participant successfully leases up the unit and has a move-in date.	Broker Fee <ul style="list-style-type: none"> • Copy of Agreement • W9 • Lease/Rental Agreement must be in participant master file.
	Essential Furnishings A total of \$1500 can be spent on eligible items needed to move into permanent housing, if other options are not available. 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, night stand, & dining set. Linen: Bath towels, dish cloth, comforter, sheets, bath mat, pillow, & shower curtain.	Essential Furnishings <ul style="list-style-type: none"> • Copy of all receipt that includes the items purchased. If gift cards are used, receipts must be provided that includes the items purchased.

	<p>Kitchen: Bakeware, cookware, dinnerware, flatware, & glassware.</p> <p>Cleaning Supplies: Trash can, trash bags, broom & pan, cleaner, cleaning towels, vacuum, mop + pail, laundry detergent, sponges, toilet paper, & dishwashing liquid.</p>	
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<p>Move-In Expenses</p> <ul style="list-style-type: none"> • Landlord Incentive Fee • Moving Costs 	<p>Landlord Incentive Fee</p> <p>Landlord Incentive Fee can pay up to the cost of the monthly rent. The landlord Incentive fee is provided to landlords/property managers that agree to lease a unit to a CES Rapid Re-Housing participant. The participant must have a signed rental agreement/lease on file for the incentive fee to be paid.</p>	<p>Landlord Incentive Fee</p> <ul style="list-style-type: none"> • Landlord Incentive Fee Form • W9 • Lease/Rental Agreement must be on file.
	<p>Moving Costs</p> <p>Storage Fees: Equivalent of three (3) months of storage fees/arrears in a twelve (12) month period.</p> <p>Moving Expenses: Cost of rental van and moving services. Limited to one (1) moving event in a twelve (12) month period.</p>	<p>Moving Costs</p> <p>Storage Fee:</p> <ul style="list-style-type: none"> • Copy of bill that reflects the monthly fee. A billing statement would be necessary if assistance for multiple months is provided in a single payment. <p>Moving Expenses:</p> <ul style="list-style-type: none"> • Receipt & Detail Bill if provided.
<p>General Housing Assistance & Employment Assistance</p> <ul style="list-style-type: none"> • Document Fees • Employment • Transportation <p>Total General Housing Assistance and Employment Assistance is not to exceed 3% of total direct assistance category.</p>	<p>Document Fees:</p> <p>Documentation acquisition fees such as for birth certificate, document court filing fees, identification, or other documents needed for employment or housing.</p>	<p>Document Fees:</p> <ul style="list-style-type: none"> • Receipt
	<p>Employment:</p> <p>Expenses associated with gaining or keeping employment. Eligible items include but are not limited to: uniforms, tools, driver’s license fees, license/certification costs required for employment, financial literacy class, credit counseling, and short term vocational training leading to employment or housing stability where other funding is not available.</p>	<p>Employment</p> <ul style="list-style-type: none"> • Receipt
	<p>Transportation:</p> <p>Automobile Repair</p> <p>Automobile repair and registration are allowable only if these costs are related to employment, housing search, or reunification and do not exceed \$500.</p> <p>Public Transportation</p> <p>Public transportation is an eligible cost if it is related to employment or housing search. Maximum assistance of four (4) total, one (1) month LA County Metro (or transit agency in Los Angeles County) passes in a two (2) year period. Providers are encouraged to use transportation on an <i>as needed</i> basis, including using tokens or replenishing TAP cards with limited funds as needed.</p>	<p>Transportation</p> <ul style="list-style-type: none"> • Receipt of any automobile repairs or transportation passes/tokens purchased.
<p>Motel Vouchers</p>	<p>Motel Voucher</p> <ul style="list-style-type: none"> • The payment for the motel voucher must be made directly to the motel/hotel. 	<ul style="list-style-type: none"> • Copy of invoice and receipt • Motel Assistance Verification form.

	<ul style="list-style-type: none"> • For single adult and youth programs the participant must have a permanent housing unit identified and will be moving into the unit in 30 days and have not been able to identify an interim housing bed. • Cost must be reasonable. <p><u>Assistance Limit</u></p> <ul style="list-style-type: none"> • Maximum of 30 days for single adults and youth • 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. 	<ul style="list-style-type: none"> • Attached copy of rental agreement or lease of identified permanent housing unit, for single adults and youth.
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Reunification Assistance	<ul style="list-style-type: none"> • Expenses paid directly to a transportation provider for relocation by bus, train, or plane, to reunify participant with family members who have agreed to provide housing outside of Los Angeles County. Transportation mode selected must be most cost-effective option available. • Providers can use discretion regarding fuel costs for participants with automobiles seeking reunification assistance. In these cases, the provider must document mileage and estimated fuel cost, and provide gas cards for needed fuel. Automobile repairs needed for reunification cases must be classified as General Housing. 	<ul style="list-style-type: none"> • Reunification Services Request Form • Receipt of any expenses
Indirect Costs	Must be less than 12%	
Payment Standard	Financial assistance requests should take no more than five (5) business days to process. All payments must arrive on or before the prescribed due date.	

APPENDIX V. FINANCIAL ASSISTANCE FOR ESG FUNDED PROGRAMS		
Financial Assistance	Guidance: State ESG	Participant File: State ESG
Security Deposit	Up to two (2) months.	Copy of W9 and Receipt Lease Agreement. Confirmation of property ownership
Utility Deposit	Standard utility deposits that the utility company requires for all customers.	Copy of bill or receipt of payment. A billing statement would be necessary if assistance for multiple months is provided with a single payment.
Rental Assistance	Rental Assistance available up to twelve (24) months. These terms include first and last month's rent.	<ul style="list-style-type: none"> • Housing and Habitability Inspection • Lease/Rental Agreement • W9 • Receipt(s) if ongoing assistance is provided • Confirmation of property ownership.
Utility Assistance	Up to twelve (12) months. Total utility assistance includes the first month's payment.	Copy of Bill for each utility for each month paid.
Rental Arrears	Only if necessary to re-house; maximum two (2) months of arrears.	Statement or Bill that includes the cost of each month paid.
Utility Arrears	Only if necessary to re-house; maximum two (2) months of arrears per utility. Funds are NOT approved to be used for homeless prevention. Eligible utilizes include gas, electricity, water, & trash.	Statement or Bill that includes the cost of each month paid.
Move-In Expenses <ul style="list-style-type: none"> • Application Fee • Moving Costs 	<u>Application Fee</u> Rental application fees.	<u>Application Fee</u> <ul style="list-style-type: none"> • Receipt.
	<u>Moving Costs</u> Storage Fees: Equivalent of three (3) months of storage fee. Moving Expenses: Cost such as truck rental or hiring a moving company.	<u>Moving Costs</u> Storage Fee: <ul style="list-style-type: none"> • Copy of bill that reflects the monthly fee. A billing statement would be necessary if assistance for multiple months is provided with a single payment. Moving Expenses: <ul style="list-style-type: none"> • Receipt & Detail Bill if provided
Other Services	Reference for ESG regulations (24 CFR part 576.104)	
Payment Standard	Financial assistance requests should take no more than five (5) business days to process. All payments must arrive on or before the prescribed due date.	

APPENDIX VI. RENTAL AND LEASE STANDARDS FOR ALL POPULATIONS		
	State & County ESG	Measure H, City GF & County B3
Housing Standards	Units must pass LAHSA Habitability Standards	Unit must pass LAHSA Habitability Standards
Fair Market Rent (FMR)	Rental assistance may cover up to the FMR for the unit	Not Applicable
Rent Reasonableness	Not Applicable for ESG.	Unit must be determined to be affordable and sustainable for the participant upon exit.
Lease Requirements	A written lease between the owner and the program participant is required.	A written lease between the owner and the program participant is required.
Written Standards	<p>Recipients and subrecipients must develop and implement written policies and procedures for:</p> <ul style="list-style-type: none"> • Determining and prioritizing which eligible participants will receive RRH assistance. • Determining the amount or percentage of rent and utilities each program participants must pay. • Determining how long a particular program participant will be provided with rental assistance and whether and how the amount of that assistance will be adjusted over time. • Contractor must use LAHSA documentation. 	<p>Contractor must create an Housing Stability Plan that:</p> <ul style="list-style-type: none"> • Determines barriers to housing stability. • Develops goals to help participant reach housing stability. • Monitors progress towards goals. • Creates a plan with participant to exit program when participant has achieved housing sustainability. • Contractor must utilize LAHSA approved program documents.

Geography	<p>Contractors are permitted to locate housing outside of Los Angeles County if the participant desires to relocate. Participants must complete a Housing Habitability Standards Inspection Form as well as ensure that the Housing Stability Plan documents how relocating outside of Los Angeles County will ultimately result in the participant achieving housing stability. If participant needs ongoing financial assistance and supportive services, contractor 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, contractor can provide financial assistance and exit the participant. If contractor assess the needs of the participant and determines that the contractor cannot meet the needs of the participant if ongoing assistance is needed, contractor must link the participant to another program in the CoC to which the participant is seeking residence prior to the participant entering permanent housing.</p>	<p>Contractors are permitted to locate housing outside of Los Angeles County if the participant desires to relocate. Participants must complete a Housing Habitability Standards Inspection Form as well as ensure that the Housing Stability Plan documents how relocating outside of Los Angeles County will ultimately result in the participant achieving housing stability. If participant needs ongoing financial assistance and supportive services, contractor 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, contractor can provide financial assistance and exit the participant. If contractor assess the needs of the participant and determines that the contractor cannot meet the needs of the participant if ongoing assistance is needed, contractor must link the participant to another program in the CoC to which the participant is seeking residence prior to the participant entering permanent housing.</p>
	Reference for ESG regulations (24 CFR part 576.104)	

APPENDIX VII. DETERMING PARTICIPANT INCOME	
INCOME INCLUSIONS The following types of income must be counted when calculating annual income for purposes of determining rapid re-housing eligibility:	
GENERAL CATEGORY	DESCRIPTION
Earned Income	The full amount, before any payroll deductions, of wages and salaries, overtime pay, commissions, fees, tips and bonuses, and other compensation for personal services.
Self-Employment/Business Income	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.
Interest & Dividend Income	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.
Pension/Retirement Income	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. 13 under Income Exclusions) (e.g., SSDI).
Unemployment & Disability Income	Payments in lieu of earnings, such as unemployment, worker's compensation, and severance pay (but see No. 3 under Income Exclusions).
Alimony Income	Periodic and determinable allowances, such as alimony payments, and regular contributions or gifts received
Armed Forces Income	All regular pay, special pay, and allowances from the Armed Forces.
G.I. Bill Housing Stipend	The monthly housing stipend received by a Veteran from VA while they are attending school under the G.I. Bill.

APPENDIX VII. DETERMINING PARTICIPANT INCOME	
INCOME EXCLUSIONS	
The following types of income are not counted when calculating annual income for purposes of determining rapid re-housing eligibility:	
GENERAL CATEGORY	DESCRIPTION
Inheritance and Insurance Income	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).
Medical Expense Reimbursements	Amounts received by the individual that are specifically for, or in reimbursement of, the cost of medical expenses.
Income of Live- in Aides	Income of a live-in aide (as defined in 24 CFR 5.403).
Student Financial Aid	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.
Armed Forces Hostile Fire Pay	The special pay to an individual serving in the Armed Forces who is exposed to hostile fire.
Self-Sufficiency Program Income	<ul style="list-style-type: none"> • 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.
Other Non- Recurring Income	Temporary, non- recurring, or sporadic income (including gifts).
Social Security & SSI Income	Deferred periodic amounts from SSI and Social Security benefits that are received in a lump sum amount or in prospective monthly amounts.
Income Tax and Property Tax Refunds	Amounts received by the individual in the form of refunds or rebates under state or local law for property taxes paid on the dwelling unit.

<p>Other Federal Exclusions</p>	<p>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:</p> <ul style="list-style-type: none"> • 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
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APPENDIX VIII. MONTHLY INCOME DOCUMENTATION STANDARDS

Type of Income	Include in Income Calculation?	Acceptable Types of Documentation	Documentation Standards
Wages and Salary, etc.	Yes	Copy of most recent paystub	<ul style="list-style-type: none"> • Obtain copy(ies) of most recent pay stub(s) from participant • Include copy(ies) in participant file.
		OR	
		Written verification of income.	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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.
		OR <i>(if written third party documentation cannot be obtained)</i>	
		Oral verification of income	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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.
		OR <i>(if written documentation or oral third-party verification cannot be obtained)</i>	
Self-declaration of income	<ul style="list-style-type: none"> • Obtain signed and dated original self-declaration of income from participant. At a minimum, self- declaration should include the following: <ul style="list-style-type: none"> • 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. 		

Type of Income	Include in Income Calculation ?	Acceptable Types of Documentation	Documentation Standards
Self-Employment	Yes	Copy of most recent federal or state tax return showing net business income	<ul style="list-style-type: none"> • Obtain copy of most recent federal or state tax return from the participant. • Include copy in participant file.
		OR <i>(if written documentation cannot be obtained)</i>	
		Self-declaration of income.	<ul style="list-style-type: none"> • Obtain signed and dated original self-declaration of income from participant. At a minimum, self-declaration should include the following: <ul style="list-style-type: none"> • Source of income • Income amount and frequency • Signed and dated by Participant • Grantee should document attempt to obtain third party verification (written or oral) and sign self-declaration of income. • Include self-declaration of income in participant file.
Interest and Dividend Income	Yes	Copy of most recent interest or dividend income statement	<ul style="list-style-type: none"> • Obtain copy(ies) of most recent interest or dividend income statement from participant. • Include copy(ies) in participant file.
		OR	
		Copy of most recent federal or state tax return showing interest, dividend or other net income	<ul style="list-style-type: none"> • Obtain copy of most recent federal or state tax return from the participant. • Include copy in participant file.
		OR <i>(if written documentation cannot be obtained)</i>	
Self-declaration of income.	<ul style="list-style-type: none"> • Obtain signed and dated original self-declaration of income from participant. At a minimum, self-declaration should include the following: <ul style="list-style-type: none"> • 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. 		

Type of Income	Include in Income Calculation?	Acceptable Types of Documentation	Documentation Standards
Retirement or Pension Income	Yes	Copy of most recent payment statement or benefit notice from Social Security Administration (SSA), pension provider, or other source	<ul style="list-style-type: none"> • Obtain copy(ies) of most recent benefit notice, pension statement or other payment statement from participant. • Include copy(ies) in participant file.
		OR <i>(if written documentation cannot be obtained)</i>	
		Written verification of income.	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • Name of income source • Income amount and frequency • Contact information for authorized income source representative • Signed and dated by authorized income source representative <input type="checkbox"/> Include Verification of Income in participant file.
		OR <i>(if written third party documentation cannot be obtained)</i>	
		Oral verification of income.	<ul style="list-style-type: none"> • Contact the source(s) by phone or in person to obtain <input type="checkbox"/> oral verification of income. • Document oral verification of income. At a minimum, oral verification should include the following: <ul style="list-style-type: none"> • 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 <input type="checkbox"/> Include Verification of Income in participant file.
		OR <i>(if written documentation or oral third-party verification cannot be obtained)</i>	
		Self-declaration of income.	<ul style="list-style-type: none"> • Obtain signed and dated original self-declaration of income from participant. At a minimum, self- declaration should include the following: <ul style="list-style-type: none"> • 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.

Type of Income	Include in Income Calculation?	Acceptable Types of Documentation	Documentation Standards
Unemployment and Disability Income	Yes	Copy of most Recent unemployment, worker's compensation, SSI, SSDI, or severance payment statement or benefit notice	<ul style="list-style-type: none"> • Obtain copy(ies) of most recent payment statement(s) and/or benefit notice(s) from participant. • Include copy(ies) in participant file.
		OR	
		Written verification of income.	<ul style="list-style-type: none"> • Mail, fax or email verification of income request directly to the unemployment administrator, worker's compensation administrator, or former employer. • Obtain signed and dated verification of income from income source. At a minimum, written verification should include the following: <ul style="list-style-type: none"> ▪ 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 <i>(if written third party documentation cannot be obtained)</i>	
		Oral verification of income.	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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 <input type="checkbox"/> Include Verification of Income in participant file.
		OR <i>(if written documentation or oral third-party verification cannot be obtained)</i>	
Self-declaration of income	<ul style="list-style-type: none"> • Obtain signed and dated original self-declaration of income from participant. At a minimum, self- declaration should include the following: <ul style="list-style-type: none"> • Source of income, Income amount and frequency • Signed and dated by Participant <input type="checkbox"/> Grantee should document attempt to obtain third party verification (written or oral) and sign self- declaration of income. <input type="checkbox"/> Include self-declaration of income in participant file. 		

Type of Income	Include in Income Calculation?	Acceptable Types of Documentation	Documentation Standards	
Public Assistance	Yes	Copy of most recent welfare payment statement or benefit notice.	<ul style="list-style-type: none"> • Obtain copy(ies) of most recent benefit notice(s) or payment statement(s) from participant. • Include copy(ies) in participant file. 	
		OR		
		Written verification of income.	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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 <input type="checkbox"/> Include verification of income in participant file. 	
		OR <i>(if written third party documentation cannot be obtained)</i>		
		Oral verification of income.	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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 <input type="checkbox"/> Include Verification of Income in participant file. 	
		OR <i>(if written documentation or oral third-party verification cannot be obtained)</i>		
Self-declaration of income.	<ul style="list-style-type: none"> <input type="checkbox"/> Obtain signed and dated original self-declaration of income from participant. At a minimum, self- declaration should include the following: <ul style="list-style-type: none"> o Source of income o Income amount and frequency o Signed and dated by participant <input type="checkbox"/> Grantee should document attempt to obtain third party verification (written or oral) and sign self- declaration of income. <input type="checkbox"/> Include self-declaration of income in participant file. 			

Type of Income	Include in Income Calculation?	Acceptable Types of Documentation	Documentation Standards
Alimony Payments	Yes	Copy of most recent alimony and/or child support or other contributions or gift payment statements, notice, or order	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> <input type="checkbox"/> Mail, fax or email verification of income request directly to the child support enforcement agency, court liaison, or other source. <input type="checkbox"/> Obtain signed and dated verification of income from income source. At a minimum, written verification should include the following: <ul style="list-style-type: none"> • 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 <input type="checkbox"/> Include Verification of Income in participant file.
		OR <i>(if written third party documentation cannot be obtained)</i>	
		Oral verification of income.	<ul style="list-style-type: none"> <input type="checkbox"/> Contact the source(s) by phone or in person to obtain oral verification of income. <input type="checkbox"/> Document oral verification of income. At a minimum, oral verification should include the following: <ul style="list-style-type: none"> • 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 <input type="checkbox"/> Include Verification of Income in participant file.
		OR <i>(if written documentation or oral third-party verification cannot be obtained)</i>	
Self-declaration of income.	<ul style="list-style-type: none"> ▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self- declaration should include the following: <ul style="list-style-type: none"> • Source of income • Income amount and frequency • Signed and dated by Participant <input type="checkbox"/> Grantee should document attempt to obtain third party verification (written or oral) and sign self- declaration of income. <input type="checkbox"/> Include self-declaration of income in participant file. 		

Type of Income	Include in Income Calculation?	Acceptable Types of Documentation	Documentation Standards	
Armed Forces Income	Yes	Copy of pay stubs, payment statement, or other government issued statement indicating income amount.	<ul style="list-style-type: none"> • Obtain copy(ies) of most recent payment stub(s), statement(s), or other government issued statement from participant. • Include copy(ies) in participant file. 	
		OR		
		Written verification of income.	<ul style="list-style-type: none"> <input type="checkbox"/> Mail, fax or email verification of income request directly to the appropriate armed services representative. <input type="checkbox"/> Obtain signed and dated verification of income from income source. At a minimum, written verification should include the following: <ul style="list-style-type: none"> • 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 <input type="checkbox"/> Include Verification of Income in participant file. 	
		OR <i>(if written third party documentation cannot be obtained)</i>		
		Oral verification of income	<ul style="list-style-type: none"> <input type="checkbox"/> Contact the source(s) by phone or in person to obtain oral verification of income. <input type="checkbox"/> Document oral verification of income. At a minimum, oral verification should include the following: <ul style="list-style-type: none"> • 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 <input type="checkbox"/> Include Verification of Income in participant file. 	
OR <i>(if written documentation or oral third-party verification cannot be obtained)</i>				
Self-declaration of income	<ul style="list-style-type: none"> • Obtain signed and dated original self-declaration of income from participant. At a minimum, self- declaration should include the following: <ul style="list-style-type: none"> ▪ 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. 			

Type of Income	Include in Income Calculation?	Acceptable Types of Documentation	Documentation Standards
No Income Reported	N/A	Self-declaration of income	<ul style="list-style-type: none"> • Obtain signed and dated original self-declaration of income from participant. At a minimum, self- declaration should include the following: <ul style="list-style-type: none"> ▪ 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.