2016-2017 Coordinated Entry System: Rapid Re-Housing for Individuals & Youth Scope of Required Services (SRS)

This Scope of Required Services (SRS) for CES Rapid Re-Housing for Individuals and Youth contains a written summary of and links to detailed information regarding the services that must be provided to homeless individuals receiving rapid re-housing services. This SRS and the documents that are linked hereto in combination with the Program Profile (Exhibit A) and the Performance Targets together comprise the entire Statement of Work for CES Rapid Re-Housing for Individuals and Youth.

RAPID RE-HOUSING OVERVIEW

The goal of CES Rapid Re-Housing is to assist homeless individuals and youth with short-term rental assistance and supportive services. CES Rapid Re-Housing for Individuals and Youth should fit seamlessly with the other CES Program components: Regional & Outreach Coordination, Housing Navigation, and Crisis & Bridge housing. 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 as well as employing a Housing First approach. Programs are expected to be aligned with the Rapid Re-Housing Standards developed by the National Alliance to End Homelessness in conjunction with HUD, VA, and United Stated Interagency Council on Homelessness. For more information see: http://www.endhomelessness.org/library/entry/rapid-re-housing-performance-benchmarks-and-program-standards.

ELIGIBILITY FOR SERVICES

1. Individuals must meet the eligibility criteria described in **Appendix I., IV., & V.** and utilize standardized "Participant Eligibility Screening Form."

2. Contractor shall identify new participants through participation in the Coordinated Entry System (CES). Contractor shall screen participants for eligibility that have been matched to rapid re-housing through the CES lead.
   - 2.1. Contractor shall participate in CES case conferencing in order to identify eligible participants.
   - 2.2. Contractor shall participate in CES street and community outreach activities.
   - 2.3. Contractor shall coordinate screenings with field based CES Housing Navigators.
   - 2.4. Contractor shall identify eligible participants enrolled in CoC funded Crisis and Bridge Housing as well as participants exiting transitional housing programs.
   - 2.5. Contractor shall coordinate street and community outreach activities with CES Housing Navigators working with Crisis and Bridge Housing programs to identify and screen eligible participants.
   - 2.6. Contractor shall work collaboratively with CES Regional Coordinator, Outreach Coordinator, and Matcher to identify eligible participants.

3. Unaccompanied Minors and Families (households with dependents under the age of 18) are not eligible for enrollment or services. An exemption exists for unaccompanied minors who are legally emancipated; however, those cases are rare. Contact information for the CES for Families system can be found at: https://www.lahsa.org/ces

SERVICES

4. It is recommended that contractors maintain a ratio of approximately one (1) case manager to every twenty-five (25) individuals for optimal service delivery. Services provided to homeless individuals by the Contractor or through subcontracted or leveraged partnerships with community partners shall include, but are not limited to, those listed below:

   - 4.1. Standardized Assessment: Contractors shall complete a CES Survey Packet for Individuals or Next Step Tool for Youth on all homeless single adults who have not previously been administered the survey packet. All contractors shall use the most recent version of CES Survey Packet and Next Step Tool

(Youth) which include the VI-SPDAT triage tool. Administration of the CES Survey Packet shall be administered by trained staff or volunteers.

4.2. Housing Identification:

4.21. Contractors shall identify housing resources and develop relationships with property owners, property management companies, and landlords throughout their respective regions in order to increase the permanent housing opportunities for participants. 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.

4.22. Contractor shall assist participants in the housing search and placement process. Assistance includes:

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

4.22.2. Contractor shall assist participant in meeting with landlords. This includes preparing the participant to understand the requirements of the lease, the lease up process, and expectations for tenancy.

4.22.3. Contractor shall provide transportation assistance for appointments as needed.

4.22.4. Contractor shall provide financial assistance (see 4.3) with necessary application fees.

4.22.5. While contractor must allow for participant choice in regards to housing. Participant choice must be considered and be a part of the assessment and planning for appropriate housing.

4.23 Contractor shall 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 shall assist the participant with budgeting to ensure housing sustainability upon exit.

4.24. Contractor shall 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.

4.25. Contractor is responsible for necessary housing inspections and ensuring that housing meets habitability standards (See **Appendix II**.).

4.26. Contractors shall provide support to their landlord partners as needed:

4.26.1. Follow-up phone calls with landlords and tenants.

4.26.2. Contractor shall work collaboratively with landlord to address participant lease violations.

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

4.26.4. Dispute mediation should all be a part of the work with landlords.

4.27. Contractor shall abide by the Rental and Lease Standards described in **Appendix II**.

4.3. Rent and Move-In Assistance:

4.31. Contractor shall provide direct financial assistance needed to identify and maintain housing.

4.31.1. This financial assistance includes both move-in assistance and monthly housing assistance to assist the participant in being able to maintain their housing while working to increase their income.

4.31.2. Financial assistance shall be flexible and individualized utilizing a progressive support and engagement approach and ensure the participant can maintain the housing once the temporary financial assistance ends.

4.31.3. The goal of financial assistance shall be to assist the participant in achieving the goals identified in the Housing Stability Plan with the ultimate goal of achieving housing sustainability.

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

4.32. Contractor shall provide support in regards to budgeting for housing expenses by helping the participant to understand their responsibilities as well as how to reduce costs to help maintain their housing.

4.33. Contractor shall monitor and coordinate the use and disbursement of financial assistance.

4.33.1. This includes timely and accurate data entry in the LA CoC HMIS system and document financial expenditures in HMIS and the participant file.

4.33.2. 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.

4.33.3. Contract must ensure that all payments to such entities are timely.

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

4.4. Case Management & Supportive Services:

4.41. Following intake and assessment, Case Managers must develop an Housing Stability Plan in coordination with the participant. Case management services are voluntary and client centered:

4.41.1. The Housing Stability Plan should be considered the participant's plan and should be signed by the participant as it is developed and updated.

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

4.41.3. Contractors shall 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.

4.42. Contractors shall assist participants with a range of funded or leveraged activities that address the stated goals of the participant in the Housing Stability Plan, including, but not limited to:

4.42.1. Crisis Housing and Bridge Housing
4.42.2. Crisis Intervention
4.42.3. Physical Health Care
4.42.4. Mental Health Care
4.42.5. Mainstream Benefits Establishment
4.42.6. Substance Use Treatment
4.42.7. Education/Life Skills
4.42.8. Legal Services
4.42.9. Employment Services
4.42.10. Vocational Training
4.42.11. Credit counseling & Financial literacy training
4.42.12. Transportation
4.42.13. Reunification/Diversion

4.43. Contractor must continually assess participant needs and provide individualized services needed to make progress towards housing stability.
  4.43.1. Contractor shall complete at least one (1) home visits per month to clients placed into permanent housing.
  4.43.2. Contractor increase the intensity of case management services as needed. This includes increasing the frequency of meetings and home visits as needed.
  4.43.3. Contractor shall assess and link participant to needed wrap around services defined in 4.42.
  4.43.4. Case management services should decrease as the participant's stabilization improves. However, service provision should not compromise the goal of achieving housing stability.
  4.43.5. If a contractor determines the participant is in need of 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-rehousing is fully understood.
  4.43.6. Participants are eligible for six (6) months of case management after a successful housing placement occurs to ensure housing stability.

LENGTH OF ENROLLMENT

5. Contractor shall exit participant from enrollment from Case Management services in collaboration with the participant when the following conditions are met:
  5.1. Participant and contractor agree that participant has completed the primary housing stability goals outlined in Housing Stability. Participant has completed program goals and is determined to have reached a reasonable level of stability in permanent housing.
  5.2. Participant is linked to the appropriate housing intervention or supportive services program if rapid re-housing has been determined to be the inappropriate intervention.
  5.3. Participant relocates to another CoC.
  5.4. Participant utilizes reunification services or the participant self-resolved the housing crisis.
  5.5. Contractor shall exit participant if they are deemed a risk to the safety of the contractor's staff.
  5.6. Participant has refused contact with participant for ninety (90) days or more.
  5.7. 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 client's absence does not result in a lease violation.
  5.8. Participant is duly enrolled in another CES Rapid Re-Housing program.
  5.9. Participant income should increase above the threshold for enrollment (See **Appendix I.**).

6. Contractor shall NOT exit participant from Case Management services without the collaboration of the participant due to:
  6.1. Active substance use.
  6.2. Non-Compliance with the Housing Stability Plan.
  6.3. Active health issues.
  6.4. Failure to abide by household budget.
  6.5. Desire to be assigned another case manager.

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

8. Contractor shall complete an “Exit Plan for all particpants exiting the program.

COMMUNITY BASED COLLABORATIVE REQUIREMENTS

9. Contractors shall participate in regional CES Case Conferencing meetings to ensure coordination of services.

10. Contractors shall utilize and maintain the following referral networks in addition to those networks created through the CES:
    - 10.1. CES street and community outreach activities
    - 10.2. CES Case Conferencing Meetings
    - 10.3. Crisis and Bridge Housing
    - 10.4. LA County Department of Health Services Housing for Health, Housing & Jobs Collaborative, & Countywide Benefits Advocacy Program
    - 10.5. LA County Department of Mental Health Housing Programs
    - 10.6. LA County Department of Public Social Services
    - 10.7. LA County Department of Children and Family Services
    - 10.8. LA County Department of Probation
    - 10.9. HOPWA Services
    - 10.10. Greater Los Angeles and Long Beach VA
    - 10.11. Mental and Physical Health Services
    - 10.12. Substance Use Abuse Services
    - 10.13. Education/Life Skills Training
    - 10.14. Legal Services
    - 10.15. Vocational counseling/training
    - 10.16. First Responders

11. Contractor shall ensure that the Program Director or Senior Program Manager in charge of operations attends and participates in regular mandatory system and service coordination meetings to be held at LAHSA or at various locations throughout the County.

12. Contractor shall work collaboratively with Veterans Service providers, such as SSVF, HUD-VASH, and Grants and Per Diem (GPD) to assist with the community’s goal of ending Veteran homelessness.

13. Contractor shall ensure collaboration and leveraging of resources with Community Partners to provide any additional services that the participant may require. Contractor shall have formal, written agreements in place with community partners to ensure the provision of these services. Contractors shall be able to demonstrate direct and coordinated links to community partners.

CONTRACTOR OBLIGATIONS

14. Participants who identify as fleeing a domestic violence situation must be offered a connection to a domestic violence shelter at a confidential location to ensure the safety and well-being of the participant. Contractor shall follow additional guidance LAHSA provides in regards to serving this population.

15. Contractors are required to work collaboratively with domestic violence shelters to ensure that CES services for Individuals and Youth are made available to eligible participants receiving domestic violence services.

16. Contractor must comply with guidance LAHSA provides in regards to ADA standards.

17. Contractor agrees to maintain and make accessible to homeless Individuals and Youth, the services funded and/or required under this Agreement.

18. Contractor shall not discriminate against individuals, in regard to the denial of enrollment for any services provided by the Individuals and Youth CES or the provision of ongoing services in the project, based upon the race, ethnicity, religion, national origin, disability, gender, gender identity, age, sexual orientation or familial status of the applicant.

19. All CES funded programs must incorporate harm reduction policies and procedures into their program design and delivery of services. Harm Reduction is defined as: an aspect of a program's design established by a set of policies and the resulting procedures and practices whose objective is to reduce the negative consequences of participants' continued use of drugs and/or alcohol or failure to be medication compliant. Harm reduction is not intended to prevent the termination of a participant whose actions or behavior constitute a threat to the safety of other participants and staff. Organizations must develop a set of policies and procedures to be implemented in the event of such behavior on the part of a participant.

20. Contractor shall operate the program's project site in a clean, safe, and well-maintained environment.

21. Contractor shall provide homeless Individuals and Youth with appropriate level of services as necessary to comply with the terms of this Agreement.

22. LAHSA allocates funding and other resources to each Contractor based upon identified need in the community. Funds and resources are not for the proprietary use of the Contractor or collaborative community partners contracted to coordinate these resources in the region. LAHSA will, at its discretion, reallocate funds and resources based on several factors which include but are not limited to a change in a region's need and agency performance.

23. Contractor shall track all benefits and services provided to Individuals and Youth by funding source in HMIS and in the agency's general ledger. All expenditures shall be reconciled to ensure accuracy.

24. Contractor shall submit accurate and timely invoices along with any requested supporting documentation which identifies benefits and services provided to homeless transition age youth. Contractor shall be responsible for reimbursing LAHSA for all charges paid for benefits and services provided to ineligible homeless individuals if LAHSA determines that benefits and services were provided to ineligible participant.

25. Contractor shall procure all applicable licenses or permits necessary to meet the code regulations required to operate the Program funded under this Agreement.

26. Contractor shall post all posters and materials as directed by LAHSA in a manner that is accessible to the public.

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

28. Contractor shall meet with LAHSA as needed, to discuss programmatic issues, general procedural issues, and general concerns. Either LAHSA or the Contractor may request such a meeting.

29. Contractor shall ensure that the Program Director, Senior Program Manager, or CES Coordinator in charge of Adult and/or Youth CES operations attends and participates in regular mandatory system and service coordination meetings to be held at LAHSA or at various locations throughout the County.

30. Contractor shall administer financial assistance administration services. Financial assistance administration includes but is not limited to issuing payments to third party vendors such as landlords, management companies, and utility companies. No financial assistance may be issued directly to participants. Contractors shall track, coordinate, and issue direct financial assistance available through the CES.

31. Contractor must sign the HMIS Participating Organization Agreement and all contractor personnel must sign the HMIS User Agreement for HMIS Policies and Procedures.

SUBCONTRACTORS

32. Contractor shall notify LAHSA of all PROPOSED subcontractors and obtain LAHSA's express written consent to said subcontracting prior to execution of the subcontract. Notification must be sent to LAHSA's Fiscal Department and the Systems Integration Division, and must include the following: description of services to be provided by the proposed subcontractor; explanation of why and how the subcontractor was selected, including the degree of competition obtained; notice if the proposed subcontractor's firm is a minority, women-owned, disadvantaged, or disabled veterans business enterprise; and a resume of the proposed subcontractor's background and experience. LAHSA must approve all subcontractors prior to the Contractor entering into the subcontract agreement.

33. Contact information for all subcontractors must be provided to LAHSA's Fiscal Department and Systems Integration Division. Changes in contact information of subcontractors must be communicated to LAHSA within ten (10) days of the change.

34. Contractor shall provide training and guidance to subcontractors in order to facilitate capacity building and ensure program compliance. LAHSA's approval of a proposed subcontractor shall not relieve Contractor of any requirements under this Agreement, nor be construed to constitute a determination of the allowability of any cost under the Agreement.

35. Contractor shall flow-down all applicable terms and conditions of this Agreement to any approved subcontractors in the form of a written Subcontractor Agreement, which will be made available to LAHSA as requested.

36. Contractor shall ensure that all subcontractors participate in all LAHSA-led trainings and receive LAHSA-issued guidance.

37. Contractor shall monitor performance of all subcontractors at least semi-annually or as required by LAHSA, and submit written reports detailing monitoring results to LAHSA. After the third semi-annual monitoring is completed for all Contractors, LAHSA will evaluate whether the monitoring frequency may be reduced to an annual basis. LAHSA will consider the results of the prior monitoring, Contractors' need for technical assistance, recommendation of Contractor and other relevant factors.

PERSONNEL

38. Contractor shall employ qualified staff as specified in the LAHSA-approved program budget.

39. Contractor shall assign a sufficient number of staff with background experience and expertise to provide the services required in the Statement of Required Services.

40. Contractor shall provide bilingual staff when possible; to meet the needs of the homeless individual receiving services and benefits from the Individuals and Youth CES. When a homeless individual's primary language is other than English or the individual is hearing-impaired, information shall be provided either through written materials in the appropriate language or by presentation of an interpreter in the language the individual understands. Contractor may utilize an interpreter provided by the individual (e.g., a relative or friend), if the individual requests the use of a family member or a friend. The use of minors as interpreters is strongly discouraged, except in emergency situations or at the individual's request.

41. Contractors shall provide LAHSA within ten (10) business days of the commencement of this Contract with the standards utilized use to certify fluency of staff in reading, writing, and speaking both English and the other language(s) in which they are providing services other than English (e.g., Native speaker and/or educational level in language).

42. Contractor shall ensure that verbal instructions and written materials are in the languages of applicants receiving homeless benefits and services. Contractors shall ensure these materials are accurately translated. Contractor shall provide LAHSA with the methodology the used for certification.

43. Contractors shall provide training programs for all new employees and continuing in-service training for all employees.

44. Contractors shall ensure staff participation in LAHSA mandated trainings, including all sub-contractor staff.

45. Contractor's staff is considered Mandated Reporters of suspected child and senior abuse and must report suspicions of child or senior abuse as required by California Law.

46. Contractor shall ensure that key management staff is present. When there is a vacancy, interim replacement is made within ten (10) calendar days of the creation of the vacancy to ensure all staff levels needed for the delivery of services is present. Contractor shall notify LAHSA Rapid Re-Housing Program Coordinator in writing of any change in key management staff within 10 calendar days of the vacancy.

47. Contractor shall ensure that service delivery is not interrupted during periods of personnel change.

HMIS ENROLLMENT AND DOCUMENTATION OF SERVICES

48. Unless otherwise exempted for reasons of participant safety and confidentiality, Contractor shall participate in the Los Angeles Continuum of Care Homeless Management Information System (LA CoC HMIS) and shall also comply with all the HMIS requirements as required of Contractor under the terms of this Agreement.

49. If the program is exempted from participation in the LA CoC HMIS as described above under number 48, Contractor shall use an equivalent system to record, track and maintain all required data under the U.S. Department of Housing and Urban Development (HUD) Universal Data Standards including, but not limited

to; demographic information, dates of participation in the program, benefits and services provided, outcomes achieved and placement destinations upon exit from the program. Contractor shall report all required participant data to LAHSA in the manner prescribed for manual reporting by the due dates contained in this agreement.

50. In order to provide well-coordinated support for transition age youth and manage the limited resources available in the CoC, Contractors shall utilize HMIS to track Individuals and Youth served and the benefits provided.

51. Contractor shall ensure that all participants served sign the Consent to Share Protected Personal Information form for granting other Individuals and Youth CES providers access to their information.

52. Contractor shall encourage utilization of HMIS as well as best practices for data entry, which are as follows:
    - 52.1. Create the participant's record in HMIS within three (3) business days of the participant's initial screening for benefits.
    - 52.2. Update the participant's standardized assessment in HMIS within three (3) business days of the completion of the standardized assessment.
    - 52.3. Update the participant's housing status within three (3) business days.
    - 52.4. Update information on services provided to the participant within a three (3) business days following the provision of services.
    - 52.5. Update information on financial assistance benefits provided to the participant within three (3) business days as the benefits are requested.

53. Once the HMIS system has been updated to accommodate coordinated access of crisis and permanent housing resources, Contractor shall utilize the HMIS to manage vacancies, fill vacancies, and manage coordinated access lists for crisis and permanent housing.

54. Contractor shall comply with all reporting required by system funders, which may include a report of transition age youth served, the benefits and services provided to transition age youth , complaints, or other data.

55. Contractor shall run the Data Integrity Report at the end of each month and make data quality corrections as needed. Contractor is required to submit LAHSA's certification report of program data quality showing that your program is maintaining 95% overall data integrity, with certain data elements identified by LAHSA requiring 100% data integrity. Certification reports are due to the LAHSA HMIS team by the seventh (7th) day of each month.

56. Contractor shall reference HMIS Policies and Procedures in regards to clients dying or revoking consent for HMIS entry. Please reference HMIS Policies and Procedures.
https://documents.lahsa.org/it/SharedDocuments/LA_OC_HMIS_Policies_and_Procedures.pdf

PROGRAM REPORTS

57. Each quarter of the program year, Contractor will be responsible to certify to the validity of a quarterly performance report (QPR) generated through HMIS for the project. LAHSA staff will email a copy of the QPR and certification to the Contractor following the close of each quarter and the Contractor must return the signed Certification to LAHSA within three (3) days of receipt of the QPR. The QPR contains information relating to demographics and performance with participant detail. The report also looks at Occupancy and Data Integrity.

58. Contractor shall be reviewing HMIS data on a monthly basis by generating and reviewing reports available on the HMIS. In the event that Contractor finds issues with the HMIS reports, Contractor must contact their assigned HMIS Data Analyst or email: hmissupport@lahsa.org.

59. The certified QPRs are submitted to LAHSA's funders (e.g. City and County of Los Angeles) and are used to monitor the contract so data quality and integrity are of the upmost importance.

PARTICIPANT MASTER FILE

60. Contractor shall maintain a file for each participant enrolled that includes but is not limited to Core Documents and necessary documentation of Financial Assistance provided to the participant:

60.1.	Participant Identification	Government Issued ID & Social Security Card
60.2.	Income Documentation	See Appendix IV. & V.
60.3.	CES Survey Packet or Next Step Tool for Youth	If completed during intake
60.4.	Participant Eligibility Screening Form	
60.5.	LA CoC Homeless Certification Form	
60.6.	Housing Stability Plan	
60.7.	Budget Tool	Optional, use as needed
60.8.	90-Day Re-Certification Form	
60.9.	Monthly Update	Enter into HMIS
60.10.	Case Notes	Enter into HMIS
60.11.	Exit Plan	

61. See **Appendix II. & III.** For participant file requirements for financial services. Participant master file required forms, templates, FAQ, guidance, and policy documents are available at: https://www.lahsa.org/ces/singles/documents.

62. Programs funded by State ESG will have additional document requirements. These include:
    62.1. HUD Rent Reasonableness Form
    62.2. HUD Housing Habibility Inspection Form

CUSTOMER SERVICE

63. Contractor shall implement an active Customer Service Program in order to secure feedback from participants regarding their experiences with the program. The Customer Service Program must be approved by LAHSA and recommended changes to the Program must be made allowing a minimum of ten (10) business days for review.

64. LAHSA and/or the city will monitor for the quality of the Contractor's Customer Service with randomly selected participant for telephone and/or site surveys. LAHSA and/or the city or county at its sole discretion may change the means of measuring this standard via a Change Notice.

MATERIALS, EQUIPMENT, AND INVENTORY

65. The purchase of all materials/equipment to provide the needed services is the responsibility of the Contractor. Contractor shall use materials and equipment that are safe for the environment and safe for use by the employee.

66. Contractor shall provide all equipment necessary to perform all services required by this Contract.

67. Contractor shall provide sufficient telephone lines at its site(s).

68. Contractor shall have responsibility for installation, repair and replacement of telephones and/or lines. This may include reasonable costs for replacement of cell phones.

Computer Equipment Supplies and Security

69. Contractor shall provide necessary computer equipment and supplies (e.g., terminals, controller, paper, printer ribbons, etc.) to provide services.

70. Contractor shall report to LAHSA, the loss, vandalism or theft of computer supplies and equipment within twenty-four (24) hours after discovery. For stolen equipment, Contractor shall contact the local law enforcement agency and submit a copy of the police report to LAHSA within twenty-four (24) hours of receipt of the police report, excluding weekends and holidays.

APPENDIX I. Eligibility for Individuals

Eligibility	Individuals: City GF	Individuals: State ESG
Population Served	Adults & households where all members are 18+	
Homeless Status	Homeless under Categories 1 or 4 according to HUD's Final Rule on "Defining Homeless" (24.CFR parts 91, 576 and 578). 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	Complete the most recent CES Survey Packet including the VI-SPDAT triage tool. Contractor shall use the full SPDAT assessment tool as needed.	
VI-SPDAT Score + Chronicity	Client is not required to meet any minimum score for the VI-SPDAT or housing status. Contractor is required to assess if the client is appropriate fit for CES Rapid Re-Housing. Contractor shall consider the VI-SPDAT score when determining eligibility; however eligibility and enrollment is not contingent upon a specific score.	
Income Threshold	Must be below 50% AMI for Los Angeles County as determined by HUD income limits. See **Appendix IV. & V.** for **Income Documentation Standards.**	
Ongoing Eligibility	Participant eligibility must be re-evaluated every three (3) months to establish: • The program participant does not have an annual income that exceeds 50% of median income for the area. • The program participant lacks sufficient resources and support networks necessary to retain housing without ESG assistance. • See **Appendix IV. & V.** for **Income Documentation Standards.**	
Need	• The recipient or subrecipient must determine the amount and type of assistance that the individual or family will need to (re)gain stability in permanent housing. • Contractor shall utilize standard LAHSA documentation. • Ongoing need shall be assessed in a Monthly Review and the 90-Day Re-Certification Form.	
Geography	Must be a current resident of the City of Los Angeles OR have been a resident of the City of Los Angeles in the last twelve (12) months.	Funds can serve homeless individuals in the following cities in Los Angeles County: Alhambra, Artesia, Baldwin Park, Bellflower, Bradbury, Burbank, Carson, Compton, Downey, Gardena, Glendora, Hawthorne, Hidden Hills, Huntington Park, Industry, Inglewood, Lakewood, Lancaster, Lynwood, Montebello, Monterey Park, Norwalk, Palmdale, Palos Verdes Estates, Paramount, Pico Rivera, Redondo Beach, Rolling Hills, Rosemead, Santa Clarita, Santa Monica, South Gate, Vernon, West Covina, & Whittier
Families	Households with minors are not eligible and shall be referred to the CES for Families lead in the respective SPA.	
Veterans	Must not be eligible for Supportive Services for Veteran Families (SSVF).	
Rapid Re-Housing for Adults and Veterans Eligibility	All participants enrolled in the Rapid Re-Housing for Adults and Veterans (RRAV) program, despite of any eligibility difference with CES Rapid Re-Housing for Individuals or Youth, are eligible for continued enrollment in CES Rapid Re-Housing. This includes participants enrolled with HACLA vouchers.	Not Applicable.
Reference for ESG regulations (24 CFR part 576.104)		

Appendix I. Eligibility for Youth

Eligibility	Youth: City GF & County B3
Population Served	Youth ages 18-24
Homeless Status	• Homeless under Category 1 (Literally Homeless), Category 2 (At Imminent Risk of Homelessness), or Category 4 (Fleeing DV) according to HUD's Final Rule on "Defining Homeless" (24.CFR parts 91, 576 and 578). • 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 Form.
Standardized Assessment	Complete the most recent version of the Youth CES Initial Assessment Packet, which includes the Next Step Tool.
Next Step Tool Score	Next Step Tool Score between 3-8
Income Threshold	At or Below 50% AMI
Geography	Must be a current resident of the County of Los Angeles OR have been a resident of the County of Los Angeles in the last 12 months.

APPENDIX II. Financial Assistance for City GF & County B3 Funded Programs for Individuals & Youth

Financial Assistance	Guidance: City GF & County B3	Participant File: City GF & County B3
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.	Copy of W9 and Receipt or Lease Agreement.
Utility Deposit	Eligible utilities include gas, electricity, water, and trash. Maximum of one (1) utility deposit per twelve (12) month period.	Copy of bill or receipt of payment.
Rental Assistance	Rental Assistance is limited to twelve (12) months in a two (2) year period. Total rental assistance includes the first and last month's rent. Youth (18-24) are eligible for up to twenty-four (24) months of rental assistance.	• Housing and Habitability Inspection. • Lease/Rental Agreement. • W9. • Receipt(s) for ongoing assistance.
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 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. Funds are NOT approved to be used for homeless prevention.	Statement or Bill that includes the cost of 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 • Application Fee • Broker Fee • Essential Furnishings • Landlord Incentive Fee • Moving Costs	**Application Fee** Eligible costs include applications, background checks, and credit check score fees.	**Application Fee** • 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** • 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. **Kitchen:** Bakeware, cookware, dinnerware, flatware, & glassware. **Cleaning Supplies:** Trash can, trash bags, broom & pan, cleaner, cleaning towels, vacuum, mop + pail, laundry detergent, sponges, toilet paper, & dishwashing liquid.	**Essential Furnishings** • Copy of all receipt that includes the items purchased. If gift cards are used, receipts must be provided that includes the items purchased.
	Landlord Incentive Fee Landlord Incentive Fee is a $500 flat fee to be 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.	**Landlord Incentive Fee** • Landlord Incentive Fee Form • W9 • Lease/Rental Agreement must be on file.

	Moving Costs **Storage Fees:** Equivalent of three (3) months of storage fees/arrears in a twelve (12) month period. **Moving Expenses:** Cost of rental van and moving services. Limited to one (1) moving event in a twelve (12) month period.	**Moving Costs** **Storage Fee:** • 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. **Moving Expenses:** • Receipt & Detail Bill if provided.
General Housing Assistance • Document Fees • Employment • Transportation Total General Housing Assistance is not to exceed 3% of total direct assistance category.	**Document Fees:** Documentation acquisition fees such as for birth certificate, document court filing fees, identification, or other documents needed for employment or housing.	**Document Fees:** • Receipt
	Employment: Expenses associated with gaining or keeping employment. Eligible items include but are not limited to: uniforms, tools, driver's license fees, license/certification costs required for employment, financial literacy class, credit counseling, and short term vocational training leading to employment or housing stability where other funding is not available.	**Employment** • Receipt
	Transportation: **Automobile Repair** Automobile repair and registration are allowable only if these costs are related to employment, housing search, or reunification. **Public Transportation** 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 *as* needed basis, including using tokens or replenishing TAP cards with limited funds as needed.	**Transportation** • Receipt of any automobile repairs or transportation passes/tokens purchased.
Reunification Services	• Expenses paid directly to a transportation provider for relocation by bus, train, or plane, to reunify participants with family members who have agreed to provide housing outside of Los Angeles County. Transportation mode selected shall be most cost effective option available. • Providers can use discretion in regards to fuel costs for participants with automobiles seeking reunification assistance. In these	• Reunification Services Request Form • Receipt of any expenses

	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 Assistance and abide by the categories budget restrictions for that category. • All reunification cases must meet documentation standards in regards to cost and destination.	
Indirect Costs	Must be less than 10%	
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 II. Financial Assistance for State ESG Funded Programs for Individuals

Financial Assistance	Guidance: State ESG	Participant File : State ESG
Security Deposit	Up to two (2) months.	Copy of W9 and Receipt or Lease Agreement.
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	Short term rental assistance (up to 3 months), Medium term rental assistance (4 to 12 months). These terms include first and last month's rent.	• Housing and Habitability Inspection • Lease/Rental Agreement • W9 • Receipt(s) if ongoing assistance is provided
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 • Application Fee • Moving Costs	<u>**Application Fee**</u> Rental application fees.	<u>**Application Fee**</u> • 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:** • 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:** • 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 III. Rental and Lease Standards for Individuals & Youth

	Individuals: State ESG	Individuals: City GF & County B3
Housing Standards	Units must pass HUD 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	Units must comply with HUD's rent reasonableness standards.	Unit must be determined to be affordable and sustainable for the household 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	Recipients and subrecipients must develop and implement written policies and procedures for: • Determining and prioritizing which eligible families and individuals 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 shall use LAHSA documentation.	Contractor must create an Housing Stability Plan that: • 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 or provide templates for program documents.
Geography	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	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

	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.	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.
Reference for ESG regulations (24 CFR part 576.104)		

Appendix IV. Determining Participant Income

I. Income Inclusions

The following types of income must be counted when calculating annual income for purposes of determining RRAV eligibility:

General Category	Description
1. 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.
2. Self-Employment/Business Income	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 & Dividend Income	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 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 shall 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.
4. 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).
5. Unemployment & Disability Income	Payments in lieu of earnings, such as unemployment, worker's compensation, and severance pay (but see No. 3 under Income Exclusions).
6. Alimony Income	Periodic and determinable allowances, such as alimony payments, and regular contributions or gifts received
7. Armed Forces Income	All regular pay, special pay, and allowances from the Armed Forces.
8. 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.

II. Income Exclusions

The following types of income are not counted when calculating annual income for purposes of determining RRA/RRV eligibility:

General Category	Description
1. Inheritance and Insurance Income	Lump-sum additions to the individuals 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).
2. Medical Expense Reimbursements	Amounts received by the individual that are specifically for, or in reimbursement of, the cost of medical expenses.
3. Income of Live- in Aides	Income of a live-in aide (as defined in 24 CFR 5.403).
4. 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.
5. Armed Forces Hostile Fire Pay	The special pay to an individual serving in the Armed Forces who is exposed to hostile fire.
6. Self-Sufficiency Program Income	• Amounts received under training programs funded by HUD. • Amounts received by a person with a disability that are disregarded for a limited time for purposes of Supplemental Security Income eligibility and benefits because they are set aside for use under a Plan to Attain Self-Sufficiency (PASS). • Amounts received by a participant in other publicly assisted programs that are specifically for, or in reimbursement of, out-of-pocket expenses incurred (special equipment, clothing, transportation, etc.) and which are made solely to allow participation in a specific program. • Amounts received under a resident service stipend. A resident service stipend is a modest amount (not to exceed $200 per month) received by a resident for performing a service for the PHA or owner, on a part-time basis, that enhances the quality of life in the development. Such services may include, but are not limited to, fire patrol, hall monitoring, lawn maintenance, resident initiatives coordination, and serving as a member of the PHA's governing board. No resident may receive more than one such stipend during the same period of time. • Incremental earnings from participation in qualifying state or local employment training programs (including training not affiliated with a local government) or 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.
7. Other Non- Recurring Income	Temporary, non- recurring, or sporadic income (including gifts).
8. Social Security & SSI Income	Deferred periodic amounts from SSI and Social Security benefits that are received in a lump sum amount or in prospective monthly amounts.
9. Income Tax and Property Tax Refunds	Amounts received by the individual in the form of refunds or rebates under state or local law for property taxes paid on the dwelling unit.

10. Other Federal Exclusions	Amounts specifically excluded by any other federal statute from consideration as income for purposes of determining eligibility or benefits under a category of assistance programs that includes assistance under any program to which the exclusions of 24 CFR 5.609(c) apply, including: • The value of the allotment made under the Food Stamp Act of 1977; • Payments received under the Domestic Volunteer Service Act of 1973 (employment through VISTA, Retired Senior Volunteer Program, Foster Grandparents Program, youthful offender incarceration alternatives, senior companions); • Payments received under the Alaskan Native Claims Settlement Act; • Income derived from the disposition of funds to the Grand River Band of Ottawa Indians; • Income derived from certain sub-marginal land of the United States that is held in trust for certain Indian tribes; • Payments or allowances made under the Department of Health and Human Services' Low-Income Home Energy Assistance Program; • Payments received under the Maine Indian Claims Settlement Act of 1980 (25 U.S.C. 1721); • The first $2,000 of per capita shares received from judgment funds awarded by the Indian Claims Commission or the U.S. Claims Court and the interests of individual Indians in trust or restricted lands, including the first $2,000 per year of income received by individual Indians from funds derived from interests held in such trust or restricted lands; • Amounts of scholarships funded under Title IV of the Higher Education Act of 1965, including awards under the Federal work study program or under the Bureau of Indian Affairs student assistance programs; • Payments received from programs funded under Title V of the Older Americans Act of 1985 (Green Thumb, Senior Aides, Older American Community Service Employment Program); • Payments received on or after January 1, 1989, from the Agent Orange Settlement Fund or any other fund established pursuant to the settlement in the n Re Agent Orange product liability litigation, M.D.L. No. 381 (E.D.N.Y.); • Earned income tax credit refund payments received on or after January 1, 1991, including advanced earned income credit payments; • Payments received under programs funded in whole or in part under the Job Training Partnership Act (employment and training programs for Native Americans and migrant and seasonal farm workers, Job Corps, state job training programs and career intern programs, AmeriCorps); • Payments by the Indian Claims Commission to the Confederated Tribes and Bands of Yakima Indian Nation or the Apache Tribe of Mescalero Reservation; • Allowances, earnings, and payments to AmeriCorps participants under the National and Community Service Act of 1990; • Any allowance paid under the provisions of 38 U.S.C. 1805 to a child suffering from Spina Bifida who is the child of a Vietnam Veteran; • Allowances, earnings, and payments to individuals 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.

Appendix V. 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	▪ Obtain copy(ies) of most recent pay stub(s) from participant ▪ Include copy(ies) in participant file.
		OR	
		Written verification of income.	▪ Mail, fax or email written verification of income request directly to the employer(s). ▪ Obtain signed and dated verification of income from employer(s). At a minimum, written verification should include the following: • Name of employer and participant name • Pay amount and frequency • Average hours worked per week • Amount of any additional compensation • Contact information for authorized employer representative • Signed and dated by authorized employer representative ▪ Include verification of income in participant file.
		OR *(if written third party documentation cannot be obtained)*	
		Oral verification of income	▪ Contact the employer(s) by phone or in person to obtain oral verification of income. ▪ Document oral verification of income. At a minimum, oral verification should include the following: • Name of employer and participant name • Date of hire • Pay amount and frequency • Average hours worked per week • Amount of any additional compensation • Contact information for authorized employer representative • Signed and dated by Program staff who obtained oral verification ▪ Include Verification of Income in participant file.
		OR *(if written documentation or oral third party verification cannot be obtained)*	
		Self-declaration of income	▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self- declaration should include the following: ○ Source of income ○ Income amount and frequency ○ Signed and dated by Participant ▪ Grantee should document attempt to obtain third party verification (written or oral) and sign self- declaration of Income. ▪ Include self-declaration of income in participant file.

		OR *(if written documentation or oral third party verification cannot be obtained)*	
		Self-declaration of income	▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self- declaration should include the following: • Source of income • Income amount and frequency • Signed and dated by Participant ▪ Grantee should document attempt to obtain third party verification (written or oral) and sign self- declaration of Income. ▪ Include self-declaration of income in participant file.
Self-Employment	**Yes**	Copy of most recent federal or state tax return showing net business income	▪ Obtain copy of most recent federal or state tax return from the participant. ▪ Include copy in participant file.
		OR *(if written documentation cannot be obtained)*	
		Self-declaration of income.	▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self- declaration should include the following: • Source of income • Income amount and frequency • Signed and dated by Participant ▪ Grantee should document attempt to obtain third party verification (written or oral) and sign self- declaration of income. ▪ Include self-declaration of income in participant file.
Interest and Dividend Income	**Yes**	Copy of most recent interest or dividend income statement	▪ Obtain copy(ies) of most recent interest or dividend income statement from participant. ▪ Include copy(ies) in participant file.
		OR	
		Copy of most recent federal or state tax return showing interest, dividend or other net income	▪ Obtain copy of most recent federal or state tax return from the participant. ▪ Include copy in participant file.
		OR *(if written documentation cannot be obtained)*	

		Self-declaration of income.	▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self- declaration should include the following: • Source of income • Income amount and frequency • Signed and dated by Participant ▪ Grantee should document attempt to obtain third party verification (written or oral) and sign self- declaration of income. ▪ Include self-declaration of income in participant file.
Retirement or Pension Income	**Yes**	Copy of most recent payment statement or benefit notice from Social Security Administration (SSA), pension provider, or other source	▪ Obtain copy(ies) of most recent benefit notice, pension statement or other payment statement from participant. ▪ Include copy(ies) in participant file.
		OR *(if written documentation cannot be obtained)*	
		Written verification of income.	▪ Mail, fax or email verification of income request directly to the Social Security Administration, pension provider or other source. ▪ Obtain signed and dated verification of income from income source. At a minimum, written verification should include the following: • Name of income source • Income amount and frequency • Contact information for authorized income source representative • Signed and dated by authorized income source representative ▪ Include Verification of Income in participant file.
		OR *(if written third party documentation cannot be obtained)*	
		Oral verification of income.	▪ Contact the source(s) by phone or in person to obtain oral verification of income. ▪ Document oral verification of income. At a minimum, oral verification should include the following: • Name of income source • Income amount and frequency • Contact information for authorized income source representative • Signed and dated by Program staff who obtained oral verification ▪ Include Verification of Income in participant file.
		OR *(if written documentation or oral third party verification cannot be obtained)*	

		Self-declaration of income.	▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self- declaration should include the following: • Source of income • Income amount and frequency • Signed and dated by Participant ▪ Grantee should document attempt to obtain third party verification (written or oral) and sign self- declaration of income. ▪ Include self-declaration of income in participant file.
Unemployment and Disability Income	**Yes**	Copy of most Recent unemployment, worker's compensation, SSI, SSDI, or severance payment statement or benefit notice	▪ Obtain copy(ies) of most recent payment statement(s) and/or benefit notice(s) from participant. ▪ Include copy(ies) in participant file.
		OR	
		Written verification of income.	▪ Mail, fax or email verification of income request directly to the unemployment administrator, worker's compensation administrator, or former employer. ▪ Obtain signed and dated verification of income from income source. At a minimum, written verification should include the following: • Name of income source, and participant name • Income amount and frequency • Contact information for authorized income source representative • Signed and dated by authorized income source representative ▪ Include verification of income in participant file.
		OR *(if written third party documentation cannot be obtained)*	
		Oral verification of income.	▪ Contact the source(s) by phone or in person to obtain oral verification of income. ▪ Document oral verification of income. At a minimum, oral verification should include the following: • Name of income source, and participant name • Income amount and frequency • Contact information for authorized income source representative • Signed and dated by Program staff who obtained oral verification ▪ Include Verification of Income in participant file.
		OR *(if written documentation or oral third party verification cannot be obtained)*	

<table>
<tr><td></td><td></td><td>Self-declaration of income</td><td>▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self- declaration should include the following:
• Source of income
• Income amount and frequency
• Signed and dated by Participant
▪ Grantee should document attempt to obtain third party verification (written or oral) and sign self- declaration of income.
▪ Include self-declaration of income in participant file.</td></tr>
<tr><td rowspan="6">Public Assistance</td><td rowspan="6">Yes</td><td>Copy of most recent welfare payment statement or benefit notice.</td><td>▪ Obtain copy(ies) of most recent benefit notice(s) or payment statement(s) from participant.
▪ Include copy(ies) in participant file.</td></tr>
<tr><td colspan="2">OR</td></tr>
<tr><td>Written verification of income.</td><td>▪ Mail, fax or email verification of income request directly to the welfare administrator.
▪ Obtain signed and dated verification of income from income source. At a minimum, written verification should include the following:
• Name of income source, and participant name
• Income amount and frequency
• Contact information for authorized income source representative
• Signed and dated by authorized income source representative
▪ Include verification of income in participant file.</td></tr>
<tr><td colspan="2">OR
(if written third party documentation cannot be obtained)</td></tr>
<tr><td>Oral verification of income.</td><td>▪ Contact the source(s) by phone or in person to obtain oral verification of income.
▪ Document oral verification of income. At a minimum, oral verification should include the following:
• Name of income source, and participant name
• Income amount and frequency
• Contact information for authorized income source representative
• Signed and dated by program staff who obtained oral verification
▪ Include Verification of Income in participant file.</td></tr>
<tr><td colspan="2">OR
(if written documentation or oral third party verification cannot be obtained)</td></tr>
</table>

		Self-declaration of income.	▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self- declaration should include the following: ○ Source of income ○ Income amount and frequency ○ Signed and dated by participant ▪ Grantee should document attempt to obtain third party verification (written or oral) and sign self- declaration of income. ▪ Include self-declaration of income in participant file.
Alimony Payments	**Yes**	Copy of most recent alimony and/or child support or other contributions or gift payment statements, notice, or order	▪ Obtain copy(ies) of most recent payment statement(s), notice(s) or order (e.g. court ordered child support) from participant. ▪ Include copy(ies) in participant file.
		OR	
		Written verification of income.	▪ Mail, fax or email verification of income request directly to the child support enforcement agency, court liaison, or other source. ▪ Obtain signed and dated verification of income from income source. At a minimum, written verification should include the following: • Name of income source, and participant name • Income amount and frequency • Contact information for authorized income source representative • Signed and dated by authorized income source representative ▪ Include Verification of Income in participant file.
		OR *(if written third party documentation cannot be obtained)*	
		Oral verification of income.	▪ Contact the source(s) by phone or in person to obtain oral verification of income. ▪ Document oral verification of income. At a minimum, oral verification should include the following: • Name of income source, and participant name • Income amount and frequency • Contact information for authorized income source representative • Signed and dated by Program staff who obtained oral verification ▪ Include Verification of Income in participant file.
		OR *(if written documentation or oral third party verification cannot be obtained)*	

		Self-declaration of income.	▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self- declaration should include the following: • Source of income • Income amount and frequency • Signed and dated by Participant ▪ Grantee should document attempt to obtain third party verification (written or oral) and sign self- declaration of income. ▪ Include self-declaration of income in participant file.
Armed Forces Income	**Yes**	Copy of pay stubs, payment statement, or other government issued statement indicating income amount.	▪ Obtain copy(ies) of most recent payment stub(s), statement(s), or other government issued statement from participant. ▪ Include copy(ies) in participant file.
		OR	
		Written verification of income.	▪ Mail, fax or email verification of income request directly to the appropriate armed services representative. ▪ Obtain signed and dated verification of income from income source. At a minimum, written verification should include the following: • Name of income source, and participant name • Income amount and frequency • Contact information for authorized income source representative • Signed and dated by authorized income source representative ▪ Include Verification of Income in participant file.
		OR *(if written third party documentation cannot be obtained)*	
		Oral verification of income	▪ Contact the source(s) by phone or in person to obtain oral verification of income. ▪ Document oral verification of income. At a minimum, oral verification should include the following: • Name of income source, and participant name • Income amount and frequency • Contact information for authorized income source representative • Signed and dated by Program staff who obtained oral verification ▪ Include Verification of Income in participant file.
		OR *(if written documentation or oral third party verification cannot be obtained)*	

		Self-declaration of income	▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self- declaration should include the following: • Source of income • Income amount and frequency • Signed and dated by Participant ▪ Grantee should document attempt to obtain third party verification (written or oral) and sign self- declaration of income. ▪ Include self-declaration of income in participant file.
No Income Reported	**N/A**	Self-declaration of income	▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self- declaration should include the following: • Statement indicating "no current income" • Signed and dated by Participant ▪ Have participant sign a self-declaration of no income but seek a third-party verification of job loss or public benefit income loss if possible. ▪ Include self-declaration of income in participant file.