



Guidelines

FOR THE

Consolidated Homeless Grant

January 1, 2014 - December 31, 2015

Funded through the
Housing Assistance Unit
Community Services and Housing Division
Department of Commerce

January 2015

www.commerce.wa.gov/CHG

Table of Contents

1	Overview	5
1.1	Fund Sources	5
1.2	Grant Activities	5
1.3	Purpose.....	5
2	Required homeless management information system (HMIS) Entry.....	6
3	Sub Grantee Monitoring	6
4	Sub Grantee Selection and Monitoring	6
4.1	Sub Grantee Monitoring.....	6
4.1.1	Risk Assessment	6
4.1.2	On-site or Remote Review	6
5	Budget Categories and Billing Procedures	6
5.1	Budget Categories	6
5.2	Billing Procedures	8
5.3	Back-up Documentation.....	8
5.4	Budget Revisions.....	8
6	Confidentiality, Grievance, and Fraud	8
6.1	Confidentiality of Client Records	8
6.2	Termination of Participation, Applicant Denial, and Grievance.....	8
6.2.1	Termination of Participation and Grievance	8
6.2.2	Denial and Grievance.....	9
6.3	Client Fraud.....	9
7	Overview of Required Documentation.....	9
7.1	Documentation of Unit Ownership	9
7.2	Client File Documentation	10
7.3	Client File Checklist.....	11
8	Household Eligibility.....	11
8.1	Housing Status Eligibility	11
8.1.1	At Risk of Becoming Homeless.....	11
8.1.2	Homeless.....	11
8.2	Income Eligibility.....	12
8.3	Recertification of Eligibility.....	12
8.4	Overview of HEN Eligibility Determination at Enrollment and Recertification.....	14

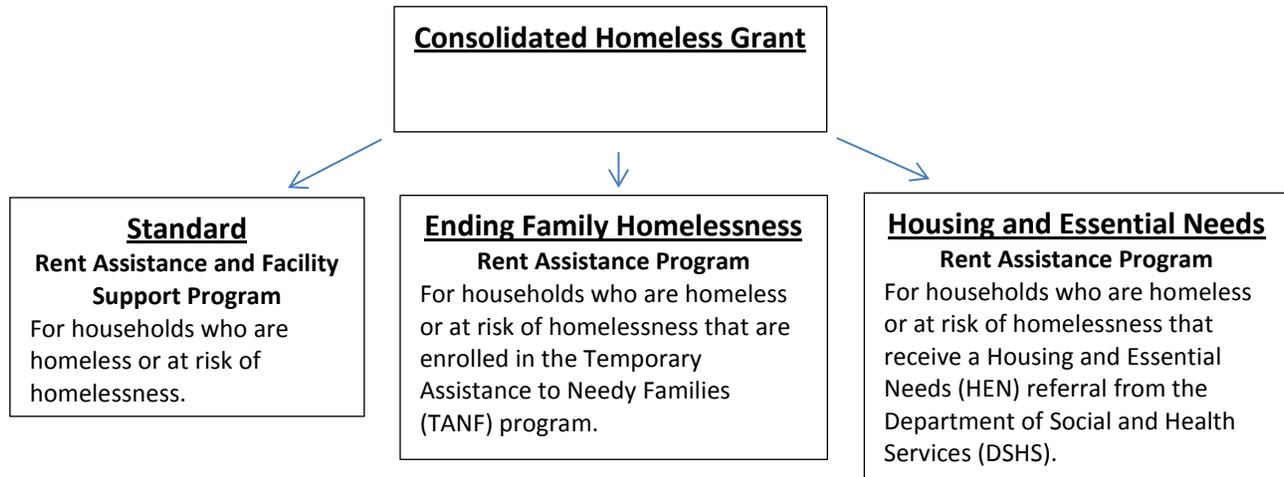
8.5	Eligibility for Households with Minor Children	15
8.6	Eligibility for EFH Funding	15
9	Documentation of Eligibility	15
9.1	Documentation of Housing Status	16
9.2	Documentation of Income	17
9.2.1	Income Definition	17
9.2.2	Annualizing Wages and Periodic Payments	17
9.3	Age Documentation for Minor Children	17
10	Program Operations for Rent Assistance and Facility Support	18
10.1	Coordinated Entry	18
10.2	Progressive Engagement Approach to Services	18
10.3	Referral for TANF-Eligible Households	19
10.4	Program Operations Allowable Expenses	19
11	Rent Assistance	20
11.1	Targeted Prevention	20
11.2	Rapid Re-housing	20
11.3	Assessment, Re-assessment and Housing Stability Plan	21
11.3.1	Determining a Household’s Share of Rent and Utilities	21
11.4	Rent Policies and/or Procedures	22
11.5	Rent Subsidies Paid to a Landlord – Lease Requirements	22
11.6	Rent Subsidies Paid to a Friend or Family Member - Certification of Payment Obligation Requirements	22
11.7	Rent Limit Using FMR	22
11.8	Unit Habitability for Rent Assistance	23
11.8.1	Unit Habitability	23
11.8.2	Habitability Complaint Process	23
11.8.3	Lead-Based Paint Visual Assessments	23
11.8.4	Exceptions to the Lead-Based Paint Visual Assessment Requirement	24
11.8.5	Interested Landlord List	24
11.8.6	Washington Residential Landlord-Tenant Act	24
11.9	Rent Assistance Allowable Expenses	25
11.9.1	Rent Payments	25
11.9.2	Other Costs Associated with Rent	26
11.10	Summary of Required Rent Assistance Policies and/or Procedures, Forms, and Other Documentation	26
11.10.1	Rent Assistance Policies and/or Procedures	26

11.10.2	Rent Assistance Forms.....	27
11.10.3	Other Rent Assistance Documentation	27
12	Facility Support.....	27
12.1	Assessment and Housing Stability Plan.....	27
12.1.1	Drop-In Shelter	27
12.2	Unit Habitability for Facilities	27
12.3	Facility Support Allowable Expenses	28
12.3.1	Leasing Costs	28
12.4	Summary of Required Facility Support Policies and/or Procedures, Forms, and Other Documentation.....	28
12.4.1	Other Facility Support Documentation	28
13	Essential Needs for HEN Households Only	28
13.1	Essential Needs Allowable Expenses.....	28
13.2	Reimbursement Requirements	28
14	Data Collection, Evaluation and Planning.....	28
14.1	Data	29
15	Administration	29
15.1	Administration Allowable Expenses.....	29
16	Required CHG Policies and Procedures	30
17	CHG Forms.....	30
18	Changes to Guidelines	31
19	Appendix A: Agency Partner HMIS Agreement.....	32
20	Appendix B: Data Collection Directives	40
21	Appendix C: Process for Identifying Private, For-profit Landlords	43
22	Appendix D: Overview of Eligible Expenses.....	43
23	Appendix E: Benefits Verification System and eJAS Data Security Requirements	45
24	Appendix F: Income Eligibility Documentation Standards.....	49
25	Appendix G: Income Inclusions and Exclusions.....	53
26	Appendix H: Coordinated Entry in Washington State.....	56
27	Appendix I: Lead Based Paint Visual Assessment Requirements.....	56
28	Appendix J: Permanent Supportive Housing and Disability Definitions	59

1 Overview

The Consolidated Homeless Grant (CHG) combines state homeless resources into a single grant opportunity for county governments and other designated entities under the administration of the Washington State Department of Commerce (Commerce). The CHG is designed to support an integrated system of housing assistance to prevent homelessness and secure permanent housing for households who are unsheltered or in temporary housing. This grant provides resources to address the housing needs of people who are homeless or at-risk of homelessness, as described in local plans to end homelessness.

There are three programs within CHG that operate under these guidelines:



1.1 Fund Sources

Washington State Home Security Fund, Affordable Housing for All Fund, Transitional Housing Operating and Rent Account, and Homeless Housing Program authorized by [RCW 43.185C](#).

1.2 Grant Activities

CHG funds support a variety of activities, including operation of time-limited housing units, rental assistance, and data collection and reporting. Administrative and system requirements for Lead Grantees and Sub Grantees, coordinated entry, reporting, legislatively established priorities, and requirements for local homeless plans are also described.

1.3 Purpose

The purpose of the *Guidelines* is to:

- ✓ Establish the administrative and system requirements for Sub Grantees.
- ✓ Serve as a reference to local administrators on topics to include (but not limited to) requirements for local homeless plans, Sub Grantee monitoring, and data directives.
- ✓ Provide detail on household eligibility.
- ✓ Outline the allowable activities for Sub Grantees.
- ✓ Provide standards for documenting services and ensuring compliance.

2 Required homeless management information system (HMIS) Entry

All Sub Grantees must use HMIS for data collection and reporting purposes. Data must be collected in accordance with the Agency Partner HMIS Agreement and the Data Collection Directives (see [Appendix A: Agency Partner HMIS Agreement](#) and [Appendix B: Data Collection Directives](#)).

3 Sub Grantee Monitoring

Clark County Department of Community Services will monitor Sub Grantees CHG grant activities. Sub Grantees will be given a minimum of three weeks notice unless there are special circumstances that require immediate attention. Specific details of what will be reviewed and what materials the Sub Grantee will be required to submit will be outlined in the three weeks notice.

4 Sub Grantee Selection and Monitoring

4.1 Sub Grantee Monitoring

4.1.1 Risk Assessment

Clark County shall conduct a risk assessment of Sub Grantees at a minimum of once every two years.

4.1.2 On-site or Remote Review

Monitoring of Sub Grantees may consist of on-site or remote techniques and can be individualized based on the results of the risk assessment, or the number of Sub Grantees within the defined service area according to the Lead Grantee's monitoring policies and/or procedures.

5 Budget Categories and Billing Procedures

5.1 Budget Categories

At least 38% of the non-HEN CHG funds must be spent on rent/lease payments to private for-profit entities.

- ✓ **Non-profit, for-profit and government ownership** of properties is determined by the tax status of the entity that owns the property. The process for determining ownership status is located in [Appendix C: Process for Identifying Private, For-profit Landlords](#).

The following table maps the budget line items to the allowable expenses as detailed in subsequent sections. A quick reference table of eligible expenses can be found in [Appendix D: Overview of Eligible Expenses](#).

Budget Categories and Line Items	Allowable Expenses (linked to relevant sections of the Guidelines)
Administration	Administration Allowable Expenses
Data Collection, Evaluation, and Planning	Data

Facility Support for Households without Minor Children	
Leasing costs for buildings owned by non-profit or government entities	Facility Support Allowable Expenses
*Leasing costs for buildings owned by for-profit entities	Facility Support Allowable Expenses
Program Operations and costs other than leasing costs (maintenance, utilities, etc.)	Program Operations Allowable Expenses; Facility Support Allowable Expenses
Facility Support for Households with Minor Children	
Leasing costs for buildings owned by non-profit or government entities	Facility Support Allowable Expenses
*Leasing costs for buildings owned by for-profit entities	Facility Support Allowable Expenses
Program Operations and costs other than leasing costs (maintenance, utilities, etc.)	Program Operations Allowable Expenses; Facility Support Allowable Expenses
Rent Payments – General (not including EFH or PSH)	
Buildings owned by non-profit and government entities, Households without minor children	Rent Assistance Allowable Expenses
Buildings owned by non-profit and government entities, Households with minor children	Rent Assistance Allowable Expenses
*Buildings owned by for-profit entities, Households without minor children	Rent Assistance Allowable Expenses
*Buildings owned by for-profit entities, Households with minor children	Rent Assistance Allowable Expenses
Program Operations and other costs associated with rent (utilities, application fees, credit checks, etc.)	Program Operations Allowable Expenses; Rent Assistance Allowable Expenses
Ending Family Homelessness (EFH)	
Rent Payments in buildings owned by non-profit or government entities	Rent Assistance Allowable Expenses
*Rent Payments in buildings owned by for-profit entities	Rent Assistance Allowable Expenses
Program Operations and other costs associated with rent (utilities, application fees, credit checks, etc.)	Program Operations Allowable Expenses; Rent Assistance Allowable Expenses
Permanent Supportive Housing (PSH) – Allowable Expense for Performance Funding Only	
Rent Payments in buildings owned by non-profit or government entities	Rent Assistance Allowable Expenses; Facility Support Allowable Expenses

*Rent Payments in buildings owned by for-profit entities	Rent Assistance Allowable Expenses; Facility Support Allowable Expenses
Program Operations and costs other than leasing costs (maintenance, utilities, etc.)	Program Operations Allowable Expenses; Facility Support Allowable Expenses
HEN Administration – SFY 2015	Administration Allowable Expenses
HEN Rent/Utility/Operations/Essential Needs – SYF 2015	Rent Assistance Allowable Expenses; Program Operations Allowable Expenses; For clients receiving Essential Needs (EN) assistance only, the HEN Referral from DSHS as documented in the Benefits Verification System (BVS) is the only eligibility requirement. Essential Needs Allowable Expenses

5.2 Billing Procedures

Sub Grantees must bill Clark County Department of Community Services on a monthly basis for reimbursement of allowable costs. Exceptions to billing procedures can be negotiated with Clark County Department of Community Services on a case-by-case basis.

5.3 Back-up Documentation

All submitted invoices must include back-up documentation as specified in the contract with Clark County.

5.4 Budget Revisions

CHG Budget revisions are only allowable with prior written permission from the County Program Contact.

Administrative costs may not increase.

6 Confidentiality, Grievance, and Fraud

6.1 Confidentiality of Client Records

Sub Grantees must have policies and/or procedures that ensure client records are maintained in a confidential manner.

6.2 Termination of Participation, Applicant Denial, and Grievance

Sub Grantees must have written termination, denial, and grievance policies and/or procedures. The policies and/or procedures should be readily available to households either in written information or by posting the policy in a public place. It is important to effectively communicate these policies and/or procedures to households and ensure that they are fully understood.

6.2.1 Termination of Participation and Grievance

Causes for termination may include, but are not limited to, failure to abide by any agreed upon requirements and misrepresentation. A grievance procedure must include:

- ✓ Written notice to the household containing a clear statement of the reasons for termination.
- ✓ A review of the decision, in which the household is given the opportunity to present written or oral objections before a person other than the person (or a subordinate of that person) who made or approved the termination decision. This may include the household's right to question or confront staff involved.
- ✓ Prompt written notice of the final decision.

6.2.2 Denial and Grievance

Causes of denial of assistance include, but are not limited to, the household's ineligibility or failure to provide verifiable evidence of eligibility, etc. Established procedures should describe:

- ✓ Circumstances in which a household may not qualify or would be denied;
- ✓ Notification of denial; and
- ✓ A household's right to review a Sub Grantee's decision.

6.3 Client Fraud

If CHG funds have been expended on behalf of ineligible clients or expenses due to client fraud, it is the Sub Grantee's responsibility to inform Clark County Department of Community Services and repay the funds.

7 Overview of Required Documentation

7.1 Documentation of Unit Ownership

Non-HEN rent/lease payments made to for-profit entities must have the following documentation of ownership status on file. Documentation must be available for Commerce to review upon request.

- ✓ Copy of lease/rental agreement
- ✓ Proof of payment
- ✓ Print-out from county parcel (GIS) website
- ✓ Print-out from IRS non-profit search, if applicable

7.2 Client File Documentation

The following chart summarizes the documentation required in each client file, depending on the type of service provided. Details and specific information for each requirement are explained in the following sections. Other documentation may be required based on individual circumstances. CHG Required Forms are found in [CHG Forms](#).

Documentation	Homeless			At Risk of Homelessness
	Drop-in Shelter (see Section 14)	Continuous Stay Shelter: 90 Days or less	PSH/Rapid Re-housing Rent Assistance	Prevention Rent Assistance
Client File Checklist		✓	✓	✓
HMIS Consent (unless DV <u>OR</u> client refuses consent)	✓	✓	✓	✓
DSHS Client Consent for eJAS and/or BVS, if applicable		✓	✓	✓
CHG Verification of HH Eligibility and Income Recertification			✓	✓
CHG Income Eligibility Worksheet (or equivalent, where applicable)			✓	✓
Printout of BVS Search Documenting HEN Referral, if applicable			✓	✓
Targeted Prevention Eligibility Screening Form, if applicable				✓
Landlord Habitability Certification <u>OR</u> HHS or HQS			✓	✓
Lead-based Paint Assessment			✓	✓
Utility-Only Assistance form, if applicable				✓
Lease <u>OR</u> Certification of Payment Obligation (for friends/family)			✓	✓
Household Rent Share / Rent Subsidy Calculations			✓	✓
Assessment and Housing Stability Plan		✓	✓	✓
Temporary Absence, if applicable			✓	✓
The following is only required for non-HEN clients. Documentation does not necessarily need to be kept in client files.				
Print-out from county parcel website to document <u>OR</u> Case note documentation of oral verification from county assessor's office <u>OR</u> For-Profit Certification Form completed by landlord			✓	✓
Print-out from IRS non-profit search, if applicable			✓	✓

7.3 Client File Checklist

Use of a client file checklist is required to record the contents of each client file and ensure file consistency overall. Programs may choose to create their own checklist, but the components of this checklist must be included. Documentation must be thorough and accompany each form as needed.

Sub Grantees should reference the CHG File Checklist for required documentation.

8 Household Eligibility

8.1 Housing Status Eligibility

Sub Grantees need to first determine the *Housing Status* (homeless or at risk of becoming homeless) of households seeking assistance. For CHG purposes, a household is defined as one or more individuals seeking to obtain or maintain housing together. The entire household is considered for eligibility determination and services. A household does not include related or unrelated individuals who may be providing temporary housing for the household requesting services.

No housing status documentation is required if providing a bed night in a Drop-in Shelter program with a maximum length of stay of 90 days or less.

8.1.1 At Risk of Becoming Homeless

Households are considered at risk of homelessness if they will imminently lose their primary nighttime residence within 14 days of the date of application for assistance, including people facing eviction for non-payment of rent. Rent assistance to prevent homelessness must be targeted to those households at highest risk of becoming homeless.

8.1.2 Homeless

Households are considered homeless if they are unsheltered or are living in a temporary housing situation, as described below.

- ✓ A household who lacks a fixed, regular, and adequate nighttime residence, meaning:
 - A household with a primary nighttime residence that is not designed for, or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground; or
 - A household living in a temporary living arrangement, including shelters, transitional housing, and hotels and motels paid for by charitable organizations or government programs.

- ✓ One or more household members who are exiting a system of care and have no available housing options after exiting:
 - Psychiatric hospital or other psychiatric facility,
 - Substance abuse treatment facility or detox center,
 - Hospital (non-psychiatric),
 - Jail, prison, or juvenile detention facility, or
 - Foster care home or foster care group home.

- ✓ One or more household members who are fleeing, or are attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the household member(s), including children, that has either taken place within the household's primary nighttime residence or has made the household member(s) afraid to return to their primary nighttime residence.

8.2 Income Eligibility

The table below summarizes income limits for eligibility based on program/facility type, length of time in program, and population. For certain programs, there is no income eligibility requirement.

Income limits are based on Area Median Income (AMI) which can be located for each county at <http://www.huduser.org/portal/datasets/il.htmlw>. The CHG Income Eligibility Worksheet calculates income eligibility at either 30% or 50% AMI. The worksheet is available on the CHG website.

Program Type		Length of program	Population			
			HH w/ children	HH w/out children	HEN HH	EFH HH
Facility Support	Drop-in Shelter (see definition in Section 14) Motel Voucher Program	Up to 24 months	None	None	N/A	N/A
Rent Assistance	Rapid Re-Housing: Homeless	Up to 24 months	At or below 50% AMI	At or below 30% AMI	Enrollment: DSHS HEN Referral Recertification: DSHS HEN Referral and at or below 30% AMI	Enrollment and Recertification: TANF Enrollment
	Prevention: At Risk of Homelessness	Up to 24 months	At or below 30% AMI	At or below 30% AMI	Enrollment: DSHS HEN Referral Recertification: DSHS HEN Referral and at or below 30% AMI	Enrollment and Recertification: TANF Enrollment

8.3 Recertification of Eligibility

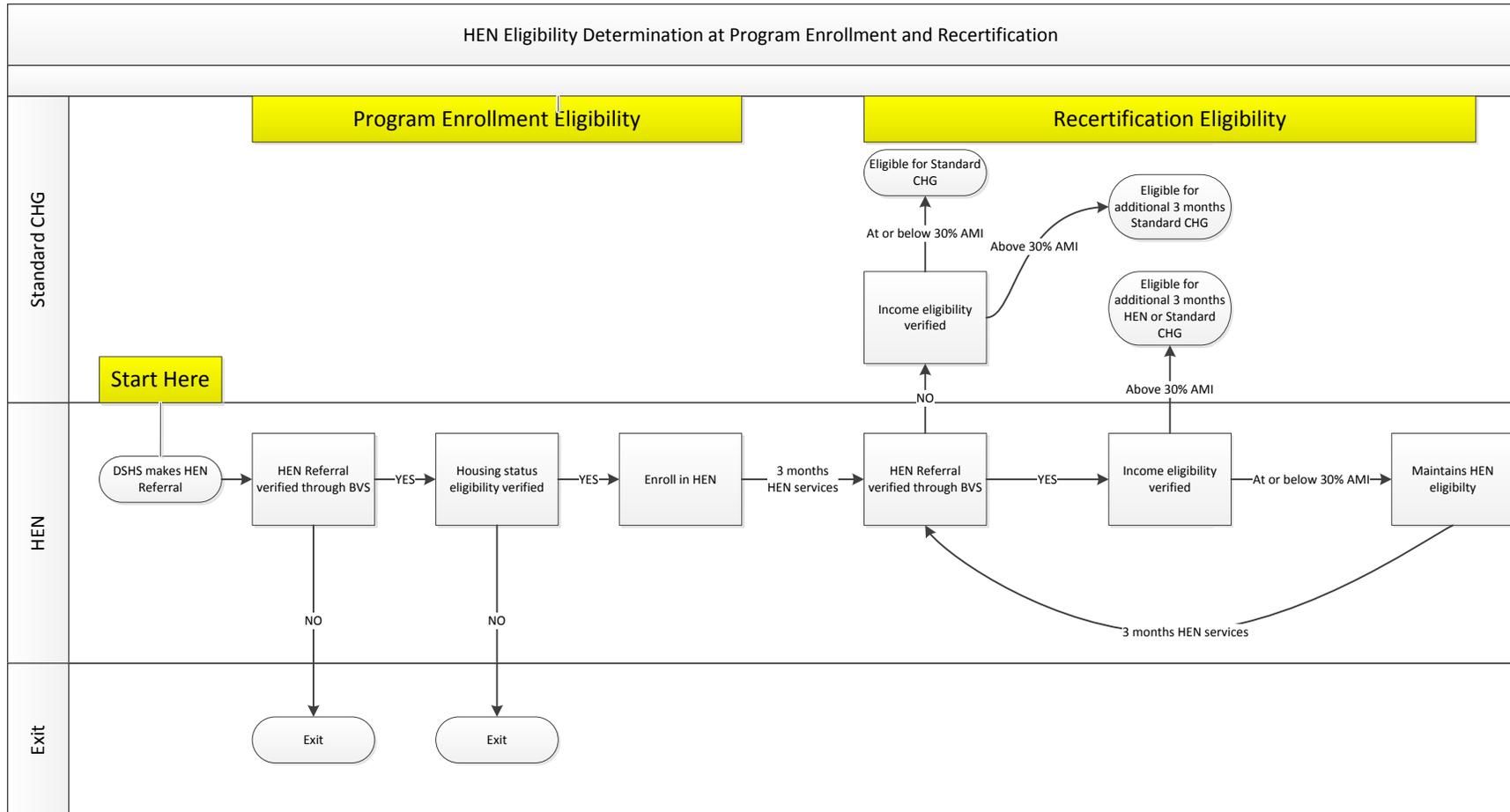
Household income eligibility for all CHG programs must be re-certified at least every **three months** using the CHG Income Recertification form, which must be kept in the client file. Recertification must be addressed in the Sub Grantees CHG policies and/or procedures. Changes in income must be updated in HMIS at re-certification.

When RRH, PSH, Prevention and EFH households are determined income ineligible, they can remain supported by the program for up to an additional three months. Case management can continue for a

total of six months after the determination of income ineligibility to support household transition to self-sufficiency.

If the household is no longer eligible for the HEN program, all assistance must end. The household should be referred to the Housing Solutions Center and other community resources as soon as possible.

8.4 Overview of HEN Eligibility Determination at Enrollment and Recertification



8.5 Eligibility for Households with Minor Children

Households with minor children include:

- ✓ Persons who are pregnant or have one or more children under the age of 18.
- ✓ Homeless families whose only children are at or over the age of 18 and under the age of 21 may qualify for assistance if:
 - The adult children are living with the applicant household, and
 - They can provide proof that the adult children are enrolled in high school or equivalent.
- ✓ Pregnant or parenting youth under the age of 18 may qualify as independent families if they are legally emancipated or reside in DSHS licensed or approved facilities.

Children temporarily absent from the home may be counted as household members. A household whose only children are temporarily absent from the home may participate in the program when there is a documented likelihood that a child will be returned to their custody.

8.6 Eligibility for EFH Funding

Households must be enrolled in TANF (including Tribal TANF) at program entry.

- Households receiving non-needy TANF grants qualify for the EFH program.

9 Documentation of Eligibility

Sub Grantees are responsible for verifying and documenting household eligibility prior to providing CHG-funded rent assistance for any length of stay. The CHG Verification of Household Eligibility and Income Recertification form and associated documentation must be kept in the client file.

Clark County allows various types of documentation, ranging from third party verification to applicant self-declaration. Minimum acceptable types of documentation vary depending on the type of income or particular housing status and circumstance being documented.

If using the Benefits Verification System (BVS), data security requirements must be followed.

See [Appendix E: Benefits Verification System and eJAS Data Security Requirements](#).

This includes having all adult members of the household sign the BVS Release of Information consent form.

9.1 Documentation of Housing Status

Homeless				At Risk of Becoming Homeless		
Unsheltered (place not meant for human habitation)	Residing in a temporary housing program	Exiting a system of care	Fleeing domestic violence, dating violence, sexual assault, stalking, etc.	Losing housing within 14 days	Nonpayment of rent	Nonpayment of utilities (see program guidelines for eligibility)
<p>Third party verification</p> <p>OR</p> <p>Self-declaration signed and dated by applicant stating where they are residing. <u>Self-declaration of housing status should be used very rarely and only when written third-party verification cannot be obtained.</u></p>	<p>Letter signed and dated from the provider of the temporary housing.</p> <p>OR</p> <p>A telephone call to the provider of temporary housing that is documented, signed, and dated by the case manager making the call</p> <p>OR</p> <p>Current HMIS record from homeless housing program, including dates of stay</p> <p>OR</p> <p>Self-declaration signed and dated by applicant stating where they are residing. <u>Self-declaration of housing status should be used very rarely and only when written third-party verification cannot be obtained.</u></p>	<p>Letter signed and dated by system of care representative. Letter must include:</p> <ol style="list-style-type: none"> Statement verifying current stay of household member(s), and Indicate household member(s) have no available housing option after exiting 	<p>Signed and dated self-declaration by applicant.</p>	<p>Letter signed and dated from the provider of the temporary residence (e.g. homeowner, landlord, motel owner/manager). Letter must include:</p> <ol style="list-style-type: none"> Statement verifying the applicant's current living situation, and Date when the household must vacate the temporary housing <p>OR</p> <p>Certification of Payment Obligation and Potential Eviction from Friend/Family form (if applicable).</p> <p>OR</p> <p>A telephone call to the provider of temporary housing that is documented, signed, and dated by the case manager making the call</p> <p>OR</p> <p>Self-declaration signed and dated by applicant stating where they are residing. <u>Self-declaration of housing status should be used very rarely and only when written third-party verification cannot be obtained.</u></p>	<p>Copy of lease naming household member as lease holder or other written occupancy agreement identifying them as legal tenant of unit.</p> <p>AND</p> <p>"Pay or Vacate" notice or eviction notice</p>	<p>Copy of lease naming household member as lease holder or other written occupancy agreement identifying them as legal tenant of unit</p> <p>AND</p> <p>Utility Shutoff Notice that:</p> <ol style="list-style-type: none"> Identifies the household member, and Indicates that utility will be shut off or disconnected if payment not received, and Is signed and dated by utility company representative and/or includes utility company contact information <p>AND</p> <p>A statement from the provider that without CHG assistance, the household will lose their housing and become homeless. Staff must first check that LIHEAP or other utility assistance is not available.</p>

9.2 Documentation of Income

Standards and procedures for documenting Income Eligibility are detailed in [Appendix F: Income Eligibility Documentation Standards](#). Income Inclusion and Exclusions are found in [Appendix G: Income Inclusions and Exclusions](#).

9.2.1 Income Definition

Income is money that is paid to, or on behalf of, the head of household or spouse (even if temporarily absent) or to any other household member (victims fleeing domestic violence do not have to report the abuser's income). Income includes the current (not projected) gross income (annualized) of all adult (18 years and older) household members and unearned income attributable to a minor.

The definition of income reflects a household's income at the time they are seeking assistance. Accordingly, documents and information collected to verify income should be recent. Documentation dated within 30 days is acceptable. However, for public assistance benefits (e.g., SSI, food stamps) a benefits statement received any time within the twelve months prior to the time of application and reflecting current benefits received by a household is allowed.

The Consolidated Homeless Grant Verification of Household Eligibility and Income Recertification, income documentation, and calculations must be kept in the client file.

How to treat income exclusions i.e. Community Job Programs/PIC employment

- Income from Community Jobs paychecks can be considered self-sufficiency income and therefore excluded from **income calculations for eligibility**.
- Income should be entered in HMIS as earned income.
- Income should be considered when determining rent share.
- Income and its temporary nature should be part of discussions when developing a housing stability plan.

9.2.2 Annualizing Wages and Periodic Payments

Use the CHG Income Eligibility Worksheet (or equivalent) to calculate income based on hourly, weekly, or monthly payment information. Add the gross amount earned in each payment period that is documented and divide by the number of payment periods. This provides an average wage per payment period. Depending on pay periods used by the employer or the schedule of periodic payments, the following calculations convert the average wage into annual income:

- ✓ Hourly Wage multiplied by Hours Worked per Week multiplied by 52 weeks
- ✓ Weekly Wage multiplied by 52 weeks
- ✓ Bi-Weekly (every other week) Wage multiplied by 26 bi-weekly periods
- ✓ Semi-Monthly Wage (twice a month) multiplied by 24 semi-monthly periods
- ✓ Monthly Wage multiplied by 12 months

9.3 Age Documentation for Minor Children

When CHG funds are used for rent assistance for households with minor children, children's ages must be documented. Section 4, Eligible Children Verification, of the Consolidated Homeless Grant Verification of Household Eligibility and Income Recertification form must be completed and kept in the client file.

10 Program Operations for Rent Assistance and Facility Support

Operations are costs specifically attributed to case managers, outreach workers, and/or housing locators (and their supervisors), and other related personnel (such as shelter staff). This section contains requirements for progressive engagement, working with TANF-eligible households, and allowable expenses for program operations.

10.1 Coordinated Entry

The Council for the Homeless, Housing Solutions Center serves as the coordinated entry entity for Clark County. All CHG funded programs must actively collaborate with the Center, clearly identify their program eligibility requirements, and only accept households directly from the Center. There may not be any other entry points into CHG programs.

Why Progressive Engagement?

- It is very difficult to predict how much assistance a household will ultimately need based on the initial assessment.
- The majority of households only need a little help to end or prevent an episode of homelessness.
- Matching services with household needs is cost-effective, and reserves the most intensive services for households with highest needs.

Coordinated entry policies and procedures should address the following topics:

- ✓ Intake and assessment
- ✓ How program openings/vacancies will be identified and communicated
- ✓ Referrals and prioritization, including procedures for when there is not an immediate opening or when there are multiple applicants for a single opening (may include waitlist policies/procedures)
- ✓ Program denials of households referred by the Housing Solutions Center; and
- ✓ Obtaining client consent to share identifying information between agencies, whether through HMIS or through other means

See [Appendix H: Coordinated Entry in Washington State](#) for more information.

10.2 Progressive Engagement Approach to Services

Case managers and other staff working directly with households should employ the Progressive Engagement (PE) model. In a PE approach, client needs are met with the appropriate level of services, starting with the least intensive service and increasing service level as needed. The initial assessment of strengths, needs, and barriers to stable housing informs the development of a client-driven housing stability plan, which may include access to rent assistance and other services. However, it is not expected that the initial assessment will predict the total amount or duration of services needed. Frequent re-assessment informs updated stability plans and the provision of additional services as needed.

Once exited from the housing program, households should be allowed to return to the homeless system if they become homeless or at risk of homelessness in the future. Data shows that most households will

Examples of Progressive Services for Rent Assistance Programs

Light services (for many households): share lists of landlords; pay a deposit; provide information on community resources.

Medium services (for few households): assist with landlord search and negotiation; make a referral to specific community resources to meet identified needs; pay one to three months' rent subsidy.

Heavy services (for very few households): provide landlord incentives and on-going risk mitigation; continue rent subsidy month by month until household is able to pay rent on their own; meet with other providers to coordinate service plans.

maintain housing stability on their own but some will need additional assistance.

Services and housing options provided are tailored to household needs and priorities, as much as possible. The household's transition to self-sufficiency is supported through connections to mainstream service providers, such as DSHS/WorkFirst, WorkSource, the Veteran's Administration, and the Social Security Administration. The core principles of PE can be applied to both facility-based and rent assistance programs, and can effectively serve a range of client needs.

Additional Resources for Progressive Engagement

- ✓ [Progressive Engagement](#) (United States Interagency Council on Homelessness)
- ✓ [Rapid Rehousing: A progressive engagement approach to subsidy and services](#) (Kathy Barkow, Aspire Consulting LLC)
- ✓ [Progressive Engagement](#) (Suzanne Wagner, Housing Innovations)

10.3 Referral for TANF-Eligible Households

Homeless families identified in shelter that are likely to be TANF-eligible, but are not currently on TANF, should be referred to their local Community Services Office or instructed to complete an on-line application (<https://www.washingtonconnection.org/home/>) within 2 business days of shelter enrollment.

For already identified TANF families in a rent assistance program, Sub Grantees should actively participate with DSHS WorkFirst program specialists and employment partners to assist households in ending their homelessness and becoming self-sufficient.

10.4 Program Operations Allowable Expenses

Allowable expenses include those specifically related to the CHG:

- ✓ **Housing Stability.** Includes activities for the arrangement, coordination, monitoring, and delivery of services related to meeting the housing needs of households and helping them obtain housing stability. Services and activities may include developing, securing, and coordinating services including:
 - SSI/SSDI through [SSI/SSDI Outreach, Access, and Recovery \(SOAR\)](#).
 - [Affordable Care Act](#) activities that are specifically linked to the households' stability plan.
 - Case management activities related to accessing Work Source employment services.
 - Monitoring and evaluating household progress.
 - Assuring that household rights are protected.
 - Developing an individualized housing and service plan, including a path to permanent housing stability subsequent to assistance.
 - Activities which identify creative and immediate housing solutions outside of the traditional homeless service system (Diversion).
- ✓ **Housing search and placement.** Includes services or activities designed to assist households in locating, obtaining, and retaining suitable housing. Services or activities may include: tenant counseling, assisting households to understand leases, securing utilities, making moving

arrangements, representative payee services concerning rent and utilities, and mediation and outreach to property owners related to locating or retaining housing.

- ✓ Inspections (see [Unit Habitability for Rent Assistance](#))
- ✓ Data collection and entry
- ✓ Salaries/benefits for program staff
- ✓ Staff costs to issue rent assistance. This cost is not for case management activities, but is associated only with the appropriate portion of salary and benefits of the bookkeeper who issues checks to landlords, utility companies or paying hotel or motel bills on behalf of a household.
- ✓ Office space, utilities, supplies, equipment (up to \$1,000 per grant period unless approved in advance by Commerce), telephone, internet, and training/conferences/travel/per diem
- ✓ General liability insurance and automobile insurance
- ✓ Other costs as approved in advance by Clark County.

Targeted Prevention

Most people do not become homeless, even if:

- They live in poverty
- They get an eviction notice
- They pay > 30% of their income toward rent

Evidence-based predictors of homelessness include:

- Past homelessness
- Head-of-household is under 30
- Pregnant or parenting at least once child 0-6 years old
- Extremely low income (at or below 15% AMI)
- High rent burden (greater than 65% of income)

Preventing Homelessness with CHG

- Rent assistance must be targeted to those at highest risk of becoming homeless
- Households must be at or below 30% AMI
- Solve the immediate housing crisis and address barriers to on-going housing stability
- Provide just enough assistance and make it easy to come back if more is needed

11 Rent Assistance

With a progressive engagement approach to services, the following are cost-effective and data-driven housing solutions.

11.1 Targeted Prevention

Targeted Prevention is an approach where households are strategically prioritized to receive homeless prevention assistance based on a standardized, evidence-based assessment that identifies households who are at highest risk of becoming homeless. Successful targeted prevention reduces the number of households who actually become homeless.

The Targeted Prevention Eligibility Screening form or equivalent must be completed and kept in the client file.

11.2 Rapid Re-housing

Rapid Re-housing (RRH) quickly moves households from homelessness into permanent housing by providing temporary rent subsidies and housing-focused case management services. Permanent housing is defined as a unit where the household does not have to move out after the subsidy ends.

With RRH, people experience a reduced time being homeless while being connected to resources and support in their community.

11.3 Assessment, Re-assessment and Housing Stability Plan

Assessment and stability plans are key tools for implementing a progressive engagement approach in a rent assistance program. An assessment must be completed for each household and should inform a stability plan that is developed collaboratively with the household.

An assessment must address barriers to obtaining (income, criminal history, credit/rental history) and maintaining (ability to pay rent, ability to follow lease) permanent housing.

A housing stability plan must address needed services and referrals as identified in the assessment, as well as goals and action steps leading to housing stability. The assessment and plan, including completion dates of action steps, must be documented in the client file.

11.3.1 Determining a Household's Share of Rent and Utilities

The initial assessment will determine the amount of rent assistance needed to resolve the immediate housing crisis, including payment of arrears or move-in costs. Some households may not need any further assistance.

The initial assessment and subsequent re-assessment will determine additional household subsidy needs. Percent of rent or percentage of income may serve as a basis for determining the amount of subsidy, but this amount should be adjusted based on the household's circumstances. The exact amount a household can afford should be determined collaboratively with the household as part of the assessment and planning, and may be adjusted over time as necessary. Households may pay more than the traditional 30% of income towards rent and utilities.

Though the amount of subsidy each household receives will vary according to their needs, the assessment process should be standardized to ensure equitable treatment. For example, if medical debt or child support obligations result in a reduction of the household's rent responsibility, it should be so for all households with those expenses. Program policies must identify the method of rent share determination and rent share calculations must be documented in each client file.

Maintaining Homeless Status for Permanent Housing

A household that is receiving Rapid Re-Housing assistance is considered homeless for purposes of remaining eligible for other permanent housing placements, during the time period that they are receiving the Rapid Re-Housing assistance. Rapid Re-Housing is a model for helping homeless individuals and families obtain and maintain permanent housing, and may be appropriate to use as a bridge to other permanent housing programs.

It is important to note that the housing itself is still considered permanent housing; therefore, the household receiving Rapid Re-Housing assistance is not considered homeless for counting purposes and therefore must not be included in the Continuum of Care's sheltered point-in-time count.

11.4 Rent Policies and/or Procedures

Sub Grantee CHG policies and/or procedures *for rent assistance* must include, at a minimum:

- ✓ A clear description of the process for determining rent subsidy and household's share of rent and utilities.
- ✓ A written policy that specifies utility/rent deposits will be returned to the household and not to the agency.
- ✓ Any requirement for households to report changes in income prior to recertification and how changes in income will impact tenant rent share.

11.5 Rent Subsidies Paid to a Landlord – Lease Requirements

A lease (or rent agreement) between the Sub Grantee and the landlord or the household and the landlord is required for rent subsidies paid to a landlord. The signed document must be kept in the client file.

At a minimum, the lease or rent agreement must contain the following:

- ✓ Name of tenant
- ✓ Name of landlord
- ✓ Address of rental property
- ✓ Occupancy (who gets to live at the rental)
- ✓ Term of agreement (lease start and end date)
- ✓ Rent rate and date due
- ✓ Deposits (if any and what for/term)
- ✓ Signature of tenant/date
- ✓ Signature of landlord/date

11.6 Rent Subsidies Paid to a Friend or Family Member - Certification of Payment Obligation Requirements

A Certification of Payment Obligation is required for rent subsidies paid to a friend or family member who is not in the business of property management. The Certification of Payment Obligation form must be kept in the client file.

11.7 Rent Limit Using FMR

The Clark County Fair Market Rate (FMR) limit is 120% of HUD's FMR for the Portland Metropolitan Area.

If a Sub Grantee has an extenuating circumstance that necessitates an exception to the FMR standard, the following must occur prior to the rent being paid:

- ✓ E-mail or written record of a formal request for a FMR rate exception from a case manager to the program supervisor. Copy of the e-mail should be placed in the household file.
- ✓ The request should include a description of the circumstances necessitating rental of the particular unit, including why a lower cost unit is unavailable to the household in the case notes.
- ✓ The request should also include a description of efforts to negotiate a lower rent amount with the landlord.
- ✓ Supervisor signature approving the rent amount on the printed e-mail or written request should be placed in the household file.

11.8 Unit Habitability for Rent Assistance

11.8.1 Unit Habitability

Housing units must be documented as habitable prior to paying the rental subsidy. Habitability can be documented by the Landlord Habitability Standards Certification Form or Inspection. Both methods are valid for the length of time the household is a tenant in the housing unit. Documented habitability is required for all housing units that households will be moving into, except when a household moves in with friends or family. If the housing unit is provided to a different household within 12 months of documented habitability, an additional certification/inspection is not required.

Allowable Methods for Unit Habitability Determination:

The Landlord Habitability Standards Certification Form references the state Landlord Tenant Act (RCW 59.18.060) and requires the landlord (as defined in RCW 59.18.030) to certify that the unit meets the safety and habitability standards detailed in the law. The Landlord's failure to comply with the law may result in termination of the rent subsidy.

OR

Inspections: In lieu of (or in addition to) the above landlord certification, Sub Grantees may choose to inspect all housing units. Sub Grantees may use the Housing Habitability Standards (HHS) form or the HUD Housing Quality Standards (HQS) form.

Documentation of habitability certification or inspection must be kept in the client file.

11.8.2 Habitability Complaint Process

Sub Grantee must have written policies or procedures describing a response to complaints regarding unit safety and habitability. This policy or procedure must include:

- ✓ The method of informing each household of the habitability complaint process.
- ✓ Assurances that complaints regarding their housing unit's safety and habitability will not affect the household's program eligibility.
- ✓ Mandatory inspection when a complaint is reported using the Housing Habitability Standards (HHS) form, Housing Quality Standards (HQS) form, or documenting the specific complaint in an alternate format that includes follow-up and resolution.

11.8.3 Lead-Based Paint Visual Assessments

To prevent lead-poisoning in young children, Sub Grantees must comply with the Lead-Based Paint Poisoning Prevention Act of 1973 and its applicable regulations found at 24 CFR 35, Parts A, B, M, and R.

A lead-based paint visual assessment must be completed for all units that meet the three following conditions:

1. The household moving into or remaining in their current unit is being assisted with CHG rent/utility assistance/facility support.
2. The unit was constructed prior to 1978.
3. A child under the age of six or pregnant woman is or will be living in the unit.

A visual assessment must be conducted prior to providing CHG rent assistance to the unit and on an annual basis thereafter (as long as assistance is provided). Visual assessments must be conducted by a HUD-Certified Visual Assessor (see [Appendix I: Lead Based Paint Visual Assessment Requirements](#)), and must be documented on the HQS or HHS and maintained in the client file.

11.8.4 Exceptions to the Lead-Based Paint Visual Assessment Requirement

There are certain exceptions to the requirement. Visual assessments are not required under the following circumstances:

- ✓ It is a zero-bedroom or SRO-sized unit;
- ✓ X-ray or laboratory testing of all painted surfaces by certified personnel has been conducted in accordance with HUD regulations and the unit is officially certified to not contain lead-based paint;
- ✓ The property has had all lead-based paint identified and removed in accordance with HUD regulations;
- ✓ The unit has already undergone a visual assessment within the past 12 months –obtain documentation that a visual assessment has been conducted; or
- ✓ It meets any of the other exemptions described in 24 CFR Part 35.115(a).

If any of the circumstances outlined above are met, Sub Grantees need to document them.

For a guide to compliance see [Appendix I: Lead Based Paint Visual Assessment Requirements](#).

11.8.5 Interested Landlord List

All households served through a CHG funded housing program must be provided the Clark County interested landlord list or a piece of paper specifying the web address of the list as defined in [RCW 43.185C](#). This list is maintained by the Council for the Homeless and can be found on their [website](#).

11.8.6 Washington Residential Landlord-Tenant Act

Households receiving rent assistance should be made aware of the Washington Residential Landlord Tenant Act, RCW 59.18 and be informed on how to use this law when problems arise.

For more information visit:

- ✓ Washington Law Help, housing page, tenant rights at www.washingtonlawhelp.com
- ✓ Washington State Bar Association, publications, consumer information pamphlets at <http://www.wsba.org/>

11.9 Rent Assistance Allowable Expenses

11.9.1 Rent Payments¹

- ✓ Monthly rent and any combination of first and last months' rent for up to 24 months. Rent may only be paid one month at a time, although rental arrears, pro-rated rent, and last month's may be included with the first month's payment.
- ✓ Rental arrears for up to three months. Rental arrears may be paid if the payment enables the household to obtain or maintain permanent housing. If funds are used to pay rental arrears, arrears must be included in determining the total period of the household's rental assistance, which may not exceed 24 months.

Note that rental arrears can be paid on behalf of a household receiving an on-going subsidy from another public program (e.g. Section 8) because it represents a different time period and cost type than the rental subsidy.

- ✓ Lot rent for RV or manufactured home (structure must meet rent assistance guidelines including necessary housing certification/inspection and lead-based paint assessment).
- ✓ Security deposits for households moving into new units.
- ✓ CFTH ONLY: Hotel/Motel expenses for up to 90 days if unsheltered households are actively engaged in housing search and no other shelter option is available.
- ✓ Temporary absences. If a household must be temporarily away from his or her unit, but is expected to return (e.g., participant violates conditions of their DOC supervision and is placed in confinement for 30 days), Sub Grantees may pay for the households rent for up to 60 days and charge the grant for eligible costs. While a household is temporarily absent, he or she may continue to receive case management. Any temporary absence must be fully documented in the client file.
- ✓ CHG rent/utility assistance may be used for move-in costs including but not limited to deposits and first months' rent associated with subsidized housing (where a household's rent is adjusted based on income), including project- or tenant-based housing. Rent assistance funds cannot be used for ongoing rent/utilities. In this context tax credit units are not considered subsidized housing.

¹ Non-HEN rent payments made to for-profit entities must have the following documentation of ownership status on file (does not necessarily have to be in the client file):

- Copy of lease/rental agreement
- Proof of payment
- Print-out from County parcel website
- Print-out from IRS non-profit search, if applicable

11.9.2 Other Costs Associated with Rent

- ✓ Utility payments for households also receiving rental assistance.
- ✓ Utility arrears (see utility-only assistance below) for up to three months. Utility arrears may be paid if the payment enables the household to obtain or maintain permanent housing. If funds are used to pay utility arrears, arrears must be included in determining the total period of the household's financial assistance, which may not exceed 24 months.

Note that utility arrears can be paid on behalf of a household receiving an on-going subsidy from another public program (e.g. Section 8) because it represents a different time period and cost type than the rental subsidy.

- ✓ Utility deposits for a household moving into a new unit.
- ✓ Application fees, background, credit check fees, and costs of urinalyses for drug testing of household members if necessary/required for rental housing.
- ✓ Legal fees and fines accrued as a result of housing crises, in order to obtain or maintain housing, including late fees paid to the landlord.
- ✓ Reasonable storage costs.
- ✓ Reasonable moving costs such as truck rental and hiring a moving company.
- ✓ Other costs as approved by Commerce.

The following activities are not eligible:

- CHG rent and rent/utility assistance in combination with CHG-funded facility support.
- More than 24 months of rent and utility assistance.
- Transportation costs for household members (e.g. bus, train and airplane tickets) related to initial move-in or for any subsequent moves.
- Furniture.
- Pet Deposits. Note: It is an unfair practice for a landlord to charge a tenant with a disability using a dog guide or service animal a pet deposit in addition to any standard cleaning or damage deposit charged to all tenants. (WAC 162-38-100)
- Phone, cable, satellite or internet deposits or services.
- Mortgage assistance.

11.10 Summary of Required Rent Assistance Policies and/or Procedures, Forms, and Other Documentation

11.10.1 Rent Assistance Policies and/or Procedures

- ✓ Rent Subsidy/Rent Share determination
- ✓ Returned utility/rent deposit from Clark County must go to assisted household.

- ✓ Income changes
- ✓ Rent Limit, including exceptions
- ✓ Habitability Complaint Process

11.10.2 Rent Assistance Forms

- ✓ Targeted Prevention Eligibility Screening Form
- ✓ Certification of Payment Obligation for rent subsidies paid to friends or family
- ✓ Landlord Habitability Standards Certification Form
OR
- ✓ Housing Habitability Standards (HHS) form or the HUD Housing Quality Standards (HQS), including Lead-Based Paint Assessment

11.10.3 Other Rent Assistance Documentation

- ✓ Assessment
- ✓ Housing Stability Plan
- ✓ Lease/Rent Agreement
- ✓ Rent Share Calculation
- ✓ Temporary Absence, if applicable
- ✓ For-Profit Ownership Status, if applicable

12 Facility Support

Facility Support includes costs directly related to the operation of:

- ✓ Drop-in Shelter: Night-by-night living arrangement that allows clients to enter and exit on an irregular basis

Households expected to stay 90 days or less in drop-in or continuous stay shelter must not be denied housing if they are unable to pay fees, deposits, rents, or other payments.

12.1 Assessment and Housing Stability Plan

12.1.1 Drop-In Shelter

Assessment and stability plans are not required.

12.2 Unit Habitability for Facilities

Inapplicable to current Clark County uses of CHG funds.

12.3 Facility Support Allowable Expenses

12.3.1 Leasing Costs²

- ✓ Hotel/Motel expenses for less than 90 days when no suitable shelter bed is available.

12.4 Summary of Required Facility Support Policies and/or Procedures, Forms, and Other Documentation

12.4.1 Other Facility Support Documentation

- ✓ For-Profit Ownership Status, if applicable

13 Essential Needs for HEN Households Only

For clients receiving Essential Needs (EN) assistance only, the HEN Referral from DSHS as documented in the Benefits Verification System (BVS) is the only eligibility requirement.

13.1 Essential Needs Allowable Expenses

- ✓ Personal health and hygiene items (such as toothpaste, shampoo, toilet paper).
- ✓ Household cleaning supplies (such as laundry and dish soap), light bulbs, batteries.
- ✓ Bus passes, limited transportation.
- ✓ Grantees may use HEN funds to purchase and distribute laundry tokens (unused tokens cannot be exchanged for cash at the laundromat).
- ✓ Grantees may use HEN funds to provide automobile fuel vouchers. Grantees need to ensure that the vouchers cannot be exchanged for cash and they should be in limited/reasonable quantities.

The following expenses are not eligible:

- Retailer or merchant gift cards, vouchers or certificates for a household to purchase personal health, hygiene and household cleaning supplies.

13.2 Reimbursement Requirements

The Essential Needs monthly report form must be turned in with each invoice. Please do not turn in reports with client names or other identifying information.

14 Data Collection, Evaluation and Planning

² Non-HEN rent payments made to for-profit entities must have the following documentation of ownership status on file (does not necessarily have to be in the client file):

- Copy of lease/rental agreement
- Proof of payment
- Print-out from County parcel website
- Print-out from IRS non-profit search, if applicable

14.1 Data

- ✓ Washington State Quality Award
According to 43.185C.210 (5) [\(a\)](#) – Beginning in 2011, each eligible organization receiving over five hundred thousand dollars during the previous calendar year from the transitional housing operating and rent program and from sources including: (a) State housing-related funding sources; (b) the affordable housing for all surcharge in RCW [36.22.178](#); (c) the home security fund surcharges in RCW [36.22.179](#) and [36.22.1791](#); and (d) any other surcharge imposed under chapter [36.22](#) or [43.185C](#) RCW to fund homelessness programs or other housing programs, shall apply to the Washington State quality award program for an independent assessment of its quality management, accountability, and performance system, once every three years.

Cities and counties are exempt from these requirements until 2018 unless they are receiving more than \$3.5 million annually from the sources cited above. [See 43.185C.210 (5) [\(a\)](#) and RCW43.185C.240(1)(b).]

Commerce and Clark County will verify the Sub Grantee’s WSQA Notice of Intent, Application, Reviews and Reports during monitoring.

For more information about WSQA visit their website at www.wsga.net.

15 Administration

15.1 Administration Allowable Expenses

Allowable administrative costs are those costs that benefit the organization as a whole. They may include the following: executive director/accounting/human resources/IT salaries, benefits, office supplies and equipment (up to \$1,000 per grant period unless approved in advance by Commerce); general organization insurance; organization wide audits; board expenses; organization-wide membership fees and dues. This list is not all-inclusive.

General agency facilities costs are also allowable administrative expenses. They include the following: rent, building use allowances, and operations and maintenance costs such as janitorial and utilities. This list is not all-inclusive.

Facility costs directly attributable to the program may be charged to Program Operations.

Administrative and facilities expenses cannot be billed by equal monthly distributions of the budget amount. These costs must be charged to grant cost centers by one of the following three methods:

1. Billed directly such as IT services that are billed by the hour.
2. Allocated by means of a cost allocation plan.
3. Charged by use of an indirect cost rate which has been appropriately negotiated and approved.

16 Required CHG Policies and Procedures

In order to ensure that households assisted with CHG funds are served fairly and consistently, Sub Grantees must have written policies and/or procedures for the following topics. Clark County and Commerce will review these as part of grant monitoring.

- ✓ Confidentiality of Client records (Section [6.1 Confidentiality of Client Records](#))
- ✓ Termination of Participation and Grievance (Section [6.2.1 Termination of Participation and Grievance](#))
- ✓ Applicant Denial and Grievance (see Section [6.2.2 Denial and Grievance](#))
- ✓ Recertification of Income Eligibility (see Section [9.3 Age Documentation for Minor Children](#))
- ✓ Rent Assistance (see Section [11.4 Rent Policies and/or Procedures](#))
 - Rent Subsidy Determination
 - Returned Utility/Rent Deposit
 - Income Changes
- ✓ Rent Limit, including exceptions (Section [11.7 Rent Limit Using FMR](#))
- ✓ Habitability Complaint Process (Section [11.8.2 Habitability Complaint Process](#))
- ✓ Record Retention (see grant agreement and Section [19 Appendix A: Agency Partner HMIS Agreement](#))

17 CHG Forms

The following forms are required. Forms may be modified provided the content of the original form is included.

- ✓ Client File Checklist
- ✓ HMIS Informed Consent
- ✓ DSHS Client Consent for BVS and/or eJAS
- ✓ CHG Verification of Household Eligibility and Income Recertification, including
 - CHG Documentation of Third Party Oral Verification
 - CHG Self-Declaration
- ✓ CHG Income Eligibility Worksheet
- ✓ Landlord Habitability Standards Certification Form
- ✓ Housing Habitability Standards (HHS) Form or HUD Housing Quality Standards (HQS) Inspection Form— including Lead-based Paint Visual Assessment

- ✓ Utility-Only Assistance form
- ✓ Certification of Payment Obligation/Potential Eviction from Friend/Family
- ✓ HEN Essential Needs Monthly Report form
- ✓ Targeted Prevention Eligibility Screening form

All CHG forms are included on the Commerce CHG [website](#).

18 Changes to Guidelines

Commerce and Clark County may issue revised or new Guidelines at any time. Any revisions will be passed onto Sub Grantees in a timely manner.

The Homeless Management Information System (“HMIS”) is a client management system that maintains information regarding the characteristics and service needs of Clients for a variety of reasons, including the provision of more effective and streamlined services to Clients and the creation of information that communities can use to determine the use and effectiveness of services.

Ultimately, when used correctly and faithfully by all involved parties, the HMIS is designed to benefit multiple stakeholders, including provider agencies, persons who are homeless, funders and the community through improved knowledge about people who are homeless, their services and service needs and a more effective and efficient service delivery system.

The Homeless Housing and Assistance Act of 2005 requires the Department of Commerce to collect HMIS data in the form of a data warehouse. Each homeless service provider will submit HMIS data to Commerce.

Agency and the Department of Commerce agree as follows:

1. **General Understandings:**

- ✓ In this Agreement, the following terms will have the following meanings:
 - “Client” refers to a consumer of services.
 - “Partner Agency” refers generally to any Agency participating in HMIS.
 - “Agency staff” refers to both paid employees and volunteers.
 - “HMIS” refers to the HMIS system administered by Commerce.
 - “Enter(ing)” or “entry” refers to the entry of any Client information into HMIS.
 - “Shar(e)(ing),” or “Information Shar(e)(ing)” refers to the sharing of information which has been entered in HMIS with another Partner Agency.
 - “The Balance of State Continuum of Care Steering Committee” or “Steering Committee” refers to a Commerce advisory body that serves in a consultative and counseling capacity to Commerce as the system administrator. The Steering Committee is comprised of representatives from the State, the Balance of State Continuum of Care regions and at large members.
 - “Identified Information” refers to Client data that can be used to identify a specific Client. Also referred to as “Confidential” data or information.
 - “De-identified Information” refers to data that has specific Client demographic information removed, allowing use of the data **without identifying** a specific Client. Also referred to as “non-identifying” information.
- ✓ Agency understands that when it enters information into HMIS, such information will be available to Commerce staff who may review the data to administer HMIS; to conduct analysis in partnership with the Research and Data Analysis (RDA) division at the Department of Social and Health Services (DSHS); and to prepare reports that

may be submitted to others in de-identified form **without** individual identifying Client information.

- ✓ Agency understands that Agency will have the ability to indicate whether information Agency entered into HMIS may be shared with and accessible to Partner Agencies in HMIS system. Agency is responsible for determining and designating in HMIS whether information may or may not be shared.

Confidentiality:

- ✓ Agency will not:
 - enter information into HMIS which it is not authorized to enter; and
 - will not designate information for sharing which Agency is not authorized to share, under any relevant federal, state, or local confidentiality laws, regulations or other restrictions applicable to Client information. By entering information into HMIS or designating it for sharing, Agency represents that it has the authority to enter such information or designate it for sharing.
- ✓ If Agency is a “covered entity” whose disclosures are restricted under HIPAA (45 CFR 160 and 164) or is subject to Federal Drug and Alcohol Confidentiality Regulations (42 CFR Part 2), a fully executed Business Associate or Business Associate/Qualified Service Organization Agreement must be attached to this agreement before information may be entered. Sharing of information will not be permitted otherwise. More information about “covered entities” can be found here: <http://www.hhs.gov/ocr/privacy/hipaa/understanding/coveredentities/index.html>.
- ✓ If Agency is subject to any laws or requirements which restrict Agency’s ability to either enter or authorize sharing of information, Agency will ensure that any entry it makes and all designations for sharing fully comply with all applicable laws or other restrictions.
- ✓ Agency shall comply with the Violence Against Women and Department of Justice Reauthorization Act of 2005 (VAWA) and Washington State RCW 43.185C.030. No Identified Information may be entered into HMIS for Clients in licensed domestic violence programs or for Clients fleeing domestic violence situations.
- ✓ To the extent that information entered by Agency into HMIS is or becomes subject to additional restrictions, Agency will immediately inform Commerce in writing of such restrictions.

Information Collection, Release and Sharing Consent:

- ✓ **Collection of Client Identified information:** An agency shall collect client identified information only when appropriate to the purposes for which the information is

obtained or when required by law. An Agency must collect client information by lawful and fair means and, where appropriate, with the knowledge or consent of the individual.

- ✓ **Obtaining Client Consent:** In obtaining Client consent, each adult Client in the household must sign the *HMIS Client Release of Information* (or a Commerce-approved equivalent release document) to indicate consent to enter Client identified information into HMIS. If minors are present in the household, at least one adult in the household must consent minors by writing their names on the *HMIS Client Release of Information*. If any adult member of a household does not provide written consent, identifying information may not be entered into HMIS for *anyone* in the household. An unaccompanied youth may sign the consent form for themselves.
- Do not enter personally identifying information into HMIS for clients who are in licensed domestic violence agencies or currently fleeing or in danger from a domestic violence, dating violence, sexual assault or stalking situation.
 - Telephonic consent from the individual may temporarily substitute written consent provided that written consent is obtained at the first time the individual is physically present at Agency.
 - A Client may withdraw or revoke consent for Client identified information collection by signing the *HMIS Revocation of Consent*. If a Client revokes their consent, Agency is responsible for immediately contacting Commerce and making appropriate data modifications in HMIS to ensure that Client's personal identified information will not be shared with other Partner Agencies or visible to the Agency staff within the system.
 - This information is being gathered for the collection and maintenance of a research database and data repository. The consent is in effect until the client revokes the consent in writing.
 - **No Conditioning of Services:** Agency will not condition any services upon or decline to provide any services to a Client based upon a Client's refusal to allow entry of identified information into HMIS.
 - **Re-release Prohibited:** Agency agrees not to release any Client identifying information received from HMIS to any other person or organization without written informed Client consent, or as required by law.
 - **Client Inspection/Correction:** Agency will allow a Client to inspect and obtain a copy of his/her own personal information except for information compiled in reasonable anticipation of, or for use in, a civil, criminal, or administrative action or proceeding. Agency will also allow a Client to correct information that is inaccurate. Corrections may be made by way of a new entry that is in addition to, but is not a replacement for, an older entry.

- ✓ **Security:** Agency will maintain security and confidentiality of HMIS information and is responsible for the actions of its users and for their training and supervision. Among the steps Agency will take to maintain security and confidentiality are:
- **Access:** Agency will permit access to HMIS or information obtained from it only to authorized Agency staff who need access to HMIS for legitimate business purposes (such as to provide services to the Client, to conduct evaluation or research, to administer the program, or to comply with regulatory requirements). Agency will limit the access of such staff to only those records that are immediately relevant to their work assignments.
 - **User Policy:** Prior to permitting any user to access HMIS, Agency will require the user to sign a **User Policy, Responsibility Statement & Code of Ethics** (“User Policy”), which is found on the Commerce web page (www.commerce.wa.gov/hmiswa) and is incorporated into this agreement and may be amended from time to time by Commerce. Agency will comply with, and enforce the User Policy and will inform Commerce immediately in writing of any breaches of the User Policy
 - **Computers:** Security for data maintained in HMIS depends on a secure computing environment. Computer security is adapted from relevant provisions of the Department of Housing and Urban Development’s (HUD) “Homeless Management Information Systems (HMIS) Data and Technical Standards Notice” (Docket No. FR 4848-N-01; see <http://www.hud.gov/offices/cpd/homeless/hmis/standards/index.cfm>). Agencies are encouraged to directly consult that document for complete documentation of HUD’s standards relating to HMIS.
- ✓ Agency agrees to allow access to HMIS only from computers which are:
- owned by Agency or approved by Agency for the purpose of accessing and working with HMIS.
 - protected from viruses by commercially available virus protection software.
 - protected with a software or hardware firewall.
 - maintained to insure that the computer operating system running the computer used for the HMIS is kept up to date in terms of security and other operating system patches, updates, and fixes.
 - accessed through web browsers with 128-bit encryption (e.g., Internet Explorer, version 6.0). Some browsers have the capacity to remember passwords, so that the user does not need to type in the password when returning to password-protected sites. This default shall **not** be used with respect to Commerce’ HMIS; the end-user is expected to physically enter the password each time he or she logs on to the system.

- staffed at all times when in public areas. When computers are not in use and staff is not present, steps should be taken to ensure that the computers and data are secure and not publicly accessible. These steps should minimally include: logging off the data entry system, physically locking the computer in a secure area, or shutting down the computer entirely.
- ✓ **Passwords:** Agency will permit access to HMIS only with use of a User ID and password, which the user may not share with others. Written information pertaining to user access (e.g. username and password) shall not be stored or displayed in any publicly accessible location.

Passwords shall be at least eight characters long and meet industry standard complexity requirements, including, but not limited to, the use of at least one of each of the following kinds of characters in the passwords: Upper and lower-case letters, and numbers and symbols. Passwords shall not be, or include, the username, or the HMIS name. In addition, passwords should not consist entirely of any word found in the common dictionary or any of the above spelled backwards. The use of default passwords on initial entry into the HMIS application is allowed so long as the .default password is changed on first use. Passwords and user names shall be consistent with guidelines issued from time to time by HUD and/or Commerce.

- ✓ **Training/Assistance:** Agency will permit access to HMIS only after the authorized user receives appropriate confidentiality training including that provided by Commerce. Agency will also conduct ongoing basic confidentiality training for all persons with access to HMIS and will train all persons who may receive information produced from HMIS on the confidentiality of such information. Agency will participate in such training as is provided from time to time by Commerce. Commerce will be reasonably available during Commerce defined weekday business hours for technical assistance (i.e. troubleshooting and report generation).
- ✓ **Records:** Agency and Commerce will maintain records of any disclosures of Client identifying information either of them makes of HMIS information for a period of **seven** years after such disclosure. On written request of a Client, Agency and Commerce will provide an accounting of all such disclosures within the prior **seven**-year period. Commerce will have access to an audit trail from HMIS so as to produce an accounting of disclosures made from one Agency to another by way of sharing of information from HMIS.
- ✓ **Destruction of paper copies of personally identifying information:** Agencies must develop and adopt policies governing the destruction of paper records containing personally identifying information derived from a Homeless Management Information system. Such records must be retained for a period of six years following the date of final payment and destroyed at the end of the period. The

policy must define the process that will be used to destroy the records to prevent the release of personally identifying information.

4. Information Entry Standards:

- ✓ Information entered into HMIS by Agency will be truthful, accurate and complete to the best of Agency's knowledge.
- ✓ Agency will *not* solicit from Clients or enter information about Clients into the HMIS database unless the information is required for a legitimate business purpose such as to provide services to the Client, to conduct evaluation or research, to administer the program, or to comply with regulatory requirements.
- ✓ Agency will only enter information into HMIS database with respect to individuals that it serves or intends to serve, including through referral.
- ✓ Agency will enter all data for a particular month into HMIS database by the 5th business day of the following month. Additionally, Agency will make every attempt enter all data for a particular week by the end of that week.
- ✓ Agency will not alter or over-write information entered by another Agency.

5. Use of HMIS:

- ✓ Agency will not access identifying information for any individual for whom services are neither sought nor provided by the Agency. Agency may access identifying information of the Clients it serves and may request via writing access to statistical, non-identifying information on both the Clients it serves and Clients served by other HMIS participating agencies.
- ✓ Agency may report non-identifying information to other entities for funding or planning purposes. Such non-identifying information shall not directly identify individual Clients.
- ✓ Agency and Commerce will report only non-identifying information in response to requests for information from HMIS unless otherwise required by law.
- ✓ Agency will use HMIS database for legitimate business purposes only.
- ✓ Agency will not use HMIS in violation of any federal or state law, including, but not limited to, copyright, trademark and trade secret laws, and laws prohibiting the transmission of material, which is threatening, harassing, or obscene.
- ✓ Agency will not use the HMIS database to defraud federal, state or local governments, individuals or entities, or conduct any illegal activity.

6. Proprietary Rights of the HMIS:

- ✓ Agency shall not give or share assigned passwords and access codes for HMIS with any other Agency, business, or individual. Each user shall request their own login and password.
- ✓ Agency shall take due diligence not to cause in any manner, or way, corruption of the HMIS database, and Agency agrees to be responsible for any damage it may cause.
- ✓ **Steering Committee:** Commerce will consult with the Steering Committee from time to time regarding issues such as revision to the form of this Agreement. Written Agency complaints that are not resolved may be forwarded to the Steering Committee, which will try to reach a voluntary resolution of the complaint.
- ✓ **Limitation of Liability and Indemnification:** No party to this Agreement shall assume any additional liability of any kind due to its execution of this agreement of participation in the HMIS. It is the intent of the parties that each party shall remain liable, to the extent provided by law, regarding its own acts and omissions; but that no party shall assume additional liability on its own behalf or liability for the acts of any other person or entity except for the acts and omissions of their own employees, volunteers, agents or contractors through participation in HMIS. The parties specifically agree that this agreement is for the benefit of the parties only and this agreement creates no rights in any third party.
- ✓ **Limitation of Liability.** Commerce shall not be held liable to any member Agency for any cessation, delay or interruption of services, nor for any malfunction of hardware, software or equipment.
- ✓ **Disclaimer of Warranties.** Commerce makes no warranties, express or implied, including the warranties or merchandise ability and fitness for a particular purpose, to any Agency or any other person or entity as to the services of the HMIS to any other matter.

7. **Additional Terms and Conditions:**

- ✓ Agency will abide by such guidelines as are promulgated by HUD and/or Commerce from time to time regarding administration of the HMIS.
- ✓ Agency and Commerce intend to abide by applicable law. Should any term of this agreement be inconsistent with applicable law, or should additional terms be required by applicable law, Agency and Commerce agree to modify the terms of this agreement so as to comply with applicable law.
- ✓ Neither Commerce nor Agency will transfer or assign any rights or obligations regarding HMIS without the written consent of either party.
- ✓ Agency agrees to indemnify and hold Commerce and its agents and staffs harmless from all claims, damages, costs, and expenses, including legal fees and

disbursements paid or incurred, arising from any breach of this Agreement or any of Agency's obligations under this Agreement.

- ✓ This Agreement will be in force until terminated by either party. Either party may terminate this agreement at will with 20 days written notice. Either party may terminate this agreement immediately upon a material breach of this Agreement by the other party, including but not limited to the breach of the Commerce Security Policy by Agency.
- ✓ If this Agreement is terminated, Agency will no longer have access to HMIS. Commerce and the remaining Partner Agencies will maintain their right to use all of the Client information previously entered by Agency except to the extent a restriction is imposed by Client or law.
- ✓ Copies of Agency data will be provided to the Agency upon written request of termination of this agreement. Data will be provided on CDs or media. Unless otherwise specified in writing, copies of data will be delivered other mutually agreed upon to Agency within fourteen (14) calendar days of receipt of written requests for data copies.

Client Records and Record Retention

Lead and Sub Grantees must enter a record for every client served with CHG funds in the state homeless data warehouse (usually referred to as “HMIS”) or in a local data collection system that meets HUD/HMIS data standards. The client record may contain personally identifying data or it may not, depending on whether the client provided informed, written consent to have their identifiers stored in HMIS. As a general rule, Commerce does not want personal identifiers for any client who identifies themselves as a victim of domestic violence, sexual assault, dating violence or stalking.

Agencies must develop and adopt policies governing the retention of paper records containing personally identifying information derived from a Homeless Management Information System. The policy must define how long paper records are retained after they are no longer being actively utilized, and the process that will be used to destroy the records to prevent the release of personally identifying information. The policy must require the destruction of the paper records derived from an HMIS no longer than seven years after the last day the person was served by the organization.

Funding Decisions & Data Collection

Lead Grantees must not make funding or resource allocation decisions of CHG funds based on whether a Sub Grantee enters *personal identifiers* for victims of domestic violence, sexual assault, dating violence or stalking or other clients who have not provided informed, written consent. The intent of this guideline is to ensure that clients do not feel coerced into providing consent to share data at any time in any local jurisdiction receiving CHG funds and participating in HMIS.

Data quality is of high concern for purposes of accurate reporting out of HMIS. Commerce recommends that local jurisdictions continue to strive for increased data quality including 1) monitoring completeness of required data elements and 2) monitoring responsible use of HMIS at local agencies. Some suggestions for how to appropriately include data quality in HMIS as a part of local funding decisions include, but are not limited to:

✓ Completeness of required data elements:

- Exclude clients who “refused consent” from the equation
e.g.: Instead of $\frac{\# \text{ NULL values}}{\text{All client records}} = \%$ use $\frac{\# \text{ NULL values}}{\text{Clients who DIDN'T refuse consent}} = \%$

✓ Responsible use of HMIS at local agencies:

- Develop a “baseline” rate of “refused consent” locally using HMIS data
- Determine each agency’s rate of “refused consent” as a percent deviation from the standard

- Add or subtract points for less or more deviation from the standard rate, depending on reasonableness
- Further training, technical assistance, or other guidance may be more appropriate in this situation instead of, or in addition to, penalties assessed during funding competitions

All local jurisdictions interested in including a measure of HMIS data quality as part of a local funding decision for CHG funding are required to submit a proposal to Commerce for final approval prior to being used in local applications/competitions for funding.

Informed Consent – According to RCW 43.185C.180, personally identifying information about homeless individuals for the Washington homeless client management information system may only be collected after having obtained informed, reasonably time limited, (i) written consent from the homeless individual to whom the information relates, or (ii) telephonic consent from the homeless individual, provided that written consent is obtained at the first time the individual is physically present at an organization with access to the Washington homeless client management information system. Safeguards consistent with federal requirements on data collection must be in place to protect homeless individuals’ rights regarding their personally identifying information. Data collection under this subsection shall be done in a manner consistent with federally informed consent guidelines regarding human research which, at a minimum, require that individuals receive: (i) information about the expected duration of their participation in the Washington homeless client management information system; (ii) an explanation of whom to contact for answers to pertinent questions about the data collection and their rights regarding their personal identifying information; (iii) an explanation regarding whom to contact in the event of injury to the individual related to the Washington homeless client management information system; (iv) a description of any reasonably foreseeable risks to the homeless individual; and (v) a statement describing the extent to which confidentiality of records identifying the individual will be maintained.

Personal Identifiers – “Personally Identifying Data”

Individually identifying information for or about an individual including information likely to disclose the location of a victim of domestic violence, dating violence, sexual assault, or stalking, could include:

- ✓ A first and last name;
- ✓ A home or other physical address;
- ✓ Contact information (including a postal, e-mail or Internet protocol address, or telephone or facsimile number);
- ✓ A social security number; and

- ✓ Any other information, including date of birth, racial or ethnic background, or religious affiliation that, in combination with any other non-personally identifying information, would serve to identify any individual collecting “non-identified” client records.

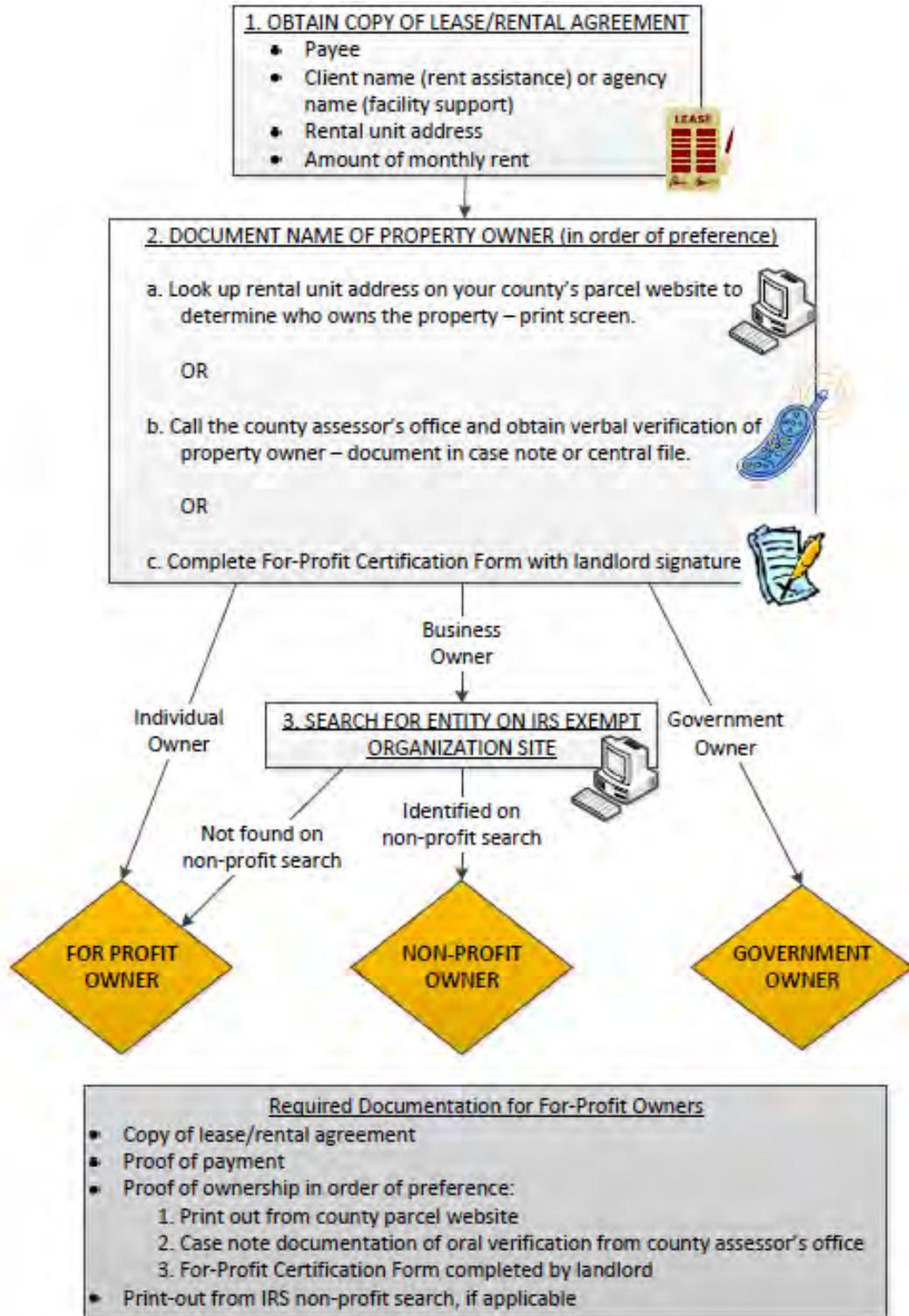
Data Entry for “Non-identified” Client Records

- ✓ Leave the “Name” fields NULL (blank). Do not write in names *such as “Anonymous” or “Refused” as that will compromise data quality at the state level.*
- ✓ **If there are no personal identifiers** for a client record, there needs to be an “Agency Unique ID” of some sort created and stored in the system that can be used by the agency to access the record at a later time (and should not be an algorithm of elements that can lead to the client’s identification).
- ✓ Enter an approximate year of birth – subtract or add one to three years to the actual year of birth.
- ✓ Enter “Refused” for gender, race, and ethnicity when the real answers to those questions, in combination with other data, can potentially lead to identification of the client.
- ✓ Enter any additional answer to the universal, program-specific and optional data elements (from the March 2010 HMIS Data Standards) only if the answers to those questions, in combination with other data, will not lead to the identification of the client.
- ✓ Program Entry Date, Program Exit Date and Service Date are generally required unless those elements can be used in combination with other elements to identify the client. If this is the case, please enter an approximate Program Entry Date, Program Exit Date and Service Date by adding one to three months to the actual dates and keeping the “Length of Stay” (the number of days between program entry and program exit) consistent with reality. Keeping the approximate service date, if used, within the actual service date’s reporting period is also recommended.

Submitting data to the state data warehouse – If a Lead or Sub Grantee is not entering data directly into the state data warehouse, the data being entered into the local HMIS must be submitted on a quarterly basis no later than the 10th day following the end of each quarter to the state data warehouse via the HUD Standard 3.0 XML schema.

21 Appendix C: Process for Identifying Private, For-profit Landlords

(Rent paid for facility support or direct rent assistance. Hotels/motels are exempt from the documentation requirement.)



IRS Exempt Organizations Search: <http://apps.irs.gov/app/eos/>

IRS Search Tips: <http://www.irs.gov/Charities-&-Non-Profits/Exempt-Organizations-Select-Check---Search-Tips>

22 Appendix D: Overview of Eligible Expenses

Chart Deleted

Eligible expenses for:

Program Operations- Page 27

Rent Assistance – Page 27

Facility Support- Page 37

Administration- Page 39

If unsure whether a cost is eligible per CHG Guidelines, check with the County Program Contact prior to paying the expense.

1. **Definitions.** The words and phrases listed below, as used in this Exhibit, shall each have the following definitions:
 - a. “Authorized User(s)” means an individual or individuals with an authorized business requirement to access DSHS Confidential Information.
 - b. “Hardened Password” means a string of at least eight characters containing at least one alphabetic character, at least one number and at least one special character such as an asterisk, ampersand or exclamation point.
 - c. “Unique User ID” means a string of characters that identifies a specific user and which, in conjunction with a password, passphrase or other mechanism, authenticates a user to an information system.

2. **Data Transport.** When transporting DSHS Confidential Information electronically, including via email, the Data will be protected by:
 - a. Transporting the Data within the (State Governmental Network) SGN or Contractor’s internal network, or;
 - b. Encrypting any Data that will be in transit outside the SGN or Contractor’s internal network. This includes transit over the public Internet.

3. **Protection of Data.** The Contractor agrees to store Data on one or more of the following media and protect the Data as described:
 - a. **Hard disk drives.** Data stored on local workstation hard disks. Access to the Data will be restricted to Authorized User(s) by requiring logon to the local workstation using a Unique User ID and Hardened Password or other authentication mechanisms which provide equal or greater security, such as biometrics or smart cards.
 - b. **Network server disks.** Data stored on hard disks mounted on network servers and made available through shared folders. Access to the Data will be restricted to Authorized Users through the use of access control lists which will grant access only after the Authorized User has authenticated to the network using a Unique User ID and Hardened Password or other authentication mechanisms which provide equal or greater security, such as biometrics or smart cards. Data on disks mounted to such servers must be located in an area which is accessible only to authorized personnel, with access controlled through use of a key, card key, combination lock, or comparable mechanism.

For DSHS Confidential Information stored on these disks, deleting unneeded Data is sufficient as long as the disks remain in a Secured Area and otherwise meet the requirements listed in the above paragraph. Destruction of the Data as outlined in Section 5. Data Disposition may be deferred until the disks are retired, replaced, or otherwise taken out of the Secured Area.

- c. **Optical discs (CDs or DVDs) in local workstation optical disc drives.** Data provided by DSHS on optical discs which will be used in local workstation optical disc drives and which will not be transported out of a Secured Area. When not in use for the contracted purpose, such discs must be locked in a drawer, cabinet or other container to which only Authorized Users have the key, combination or mechanism required to access the contents of the container. Workstations which access DSHS Data on optical discs must be located in an area which is accessible only to authorized personnel, with access controlled through use of a key, card key, combination lock, or comparable mechanism.

d. **Optical discs (CDs or DVDs) in drives or jukeboxes attached to servers.** Data provided by DSHS on optical discs which will be attached to network servers and which will not be transported out of a Secured Area. Access to Data on these discs will be restricted to Authorized Users through the use of access control lists which will grant access only after the Authorized User has authenticated to the network using a Unique User ID and Hardened Password or other authentication mechanisms which provide equal or greater security, such as biometrics or smart cards. Data on discs attached to such servers must be located in an area which is accessible only to authorized personnel, with access controlled through use of a key, card key, combination lock, or comparable mechanism.

e. **Paper documents.** Any paper records must be protected by storing the records in a Secured Area which is only accessible to authorized personnel. When not in use, such records must be stored in a locked container, such as a file cabinet, locking drawer, or safe, to which only authorized persons have access.

f. **Remote Access.** Access to and use of the Data over the State Governmental Network (SGN) or Secure Access Washington (SAW) will be controlled by DSHS staff who will issue authentication credentials (e.g. a Unique User ID and Hardened Password) to Authorized Users on Contractor staff. Contractor will notify DSHS staff immediately whenever an Authorized User in possession of such credentials is terminated or otherwise leaves the employ of the Contractor, and whenever an Authorized User's duties change such that the Authorized User no longer requires access to perform work for this Contract

g. **Data storage on portable devices or media.**

(1) Except where otherwise specified herein, DSHS Data shall not be stored by the Contractor on portable devices or media unless specifically authorized within the terms and conditions of the Contract. If so authorized, the Data shall be given the following protections:

(a) Encrypt the Data with a key length of at least 128 bits

(b) Control access to devices with a Unique User ID and Hardened Password or stronger authentication method such as a physical token or biometrics.

(c) Manually lock devices whenever they are left unattended and set devices to lock automatically after a period of inactivity, if this feature is available. Maximum period of inactivity is 20 minutes.

Physically Secure the portable device(s) and/or media by

(d) Keeping them in locked storage when not in use

(e) Using check-in/check-out procedures when they are shared, and

(f) Taking frequent inventories

(2) When being transported outside of a Secured Area, portable devices and media with DSHS Confidential Information must be under the physical control of Contractor staff with authorization to access the Data.

(3) Portable devices include, but are not limited to; smart phones, tablets, flash memory devices (e.g. USB flash drives, personal media players), portable hard disks, and laptop/notebook/netbook computers if those computers may be transported outside of a Secured Area.

(4) Portable media includes, but is not limited to; optical media (e.g. CDs, DVDs), magnetic media (e.g. floppy disks, tape), or flash media (e.g. CompactFlash, SD, MMC).

h. **Data stored for backup purposes.**

(1) DSHS data may be stored on portable media as part of a Contractor's existing, documented backup process for business continuity or disaster recovery purposes. Such storage is authorized until such time as that media would be reused during the course of normal backup

operations. If backup media is retired while DSHS Confidential Information still exists upon it, such media will be destroyed at that time in accordance with the disposition requirements in Section 5. Data Disposition

(2) DSHS Data may be stored on non-portable media (e.g. Storage Area Network drives, virtual media, etc.) as part of a Contractor’s existing, documented backup process for business continuity or disaster recovery purposes. If so, such media will be protected as otherwise described in this exhibit. If this media is retired while DSHS Confidential Information still exists upon it, the data will be destroyed at that time in accordance with the disposition requirements in Section 5. Data Disposition.

4. Data Segregation.

- a. DSHS Data must be segregated or otherwise distinguishable from non-DSHS data. This is to ensure that when no longer needed by the Contractor, all DSHS Data can be identified for return or destruction. It also aids in determining whether DSHS Data has or may have been compromised in the event of a security breach. As such, one or more of the following methods will be used for data segregation.
- b. DSHS Data will be kept on media (e.g. hard disk, optical disc, tape, etc.) which will contain no non-DSHS data. And/or,
- c. DSHS Data will be stored in a logical container on electronic media, such as a partition or folder dedicated to DSHS Data. And/or,
- d. DSHS Data will be stored in a database which will contain no non-DSHS data. And/or,
- e. DSHS Data will be stored within a database and will be distinguishable from non-DSHS data by the value of a specific field or fields within database records.
- f. When stored as physical paper documents, DSHS Data will be physically segregated from non-DSHS data in a drawer, folder, or other container.
- g. When it is not feasible or practical to segregate DSHS Data from non-DSHS data, then both the DSHS Data and the non-DSHS data with which it is commingled must be protected as described in this exhibit.

Data stored on:	Will be destroyed by:
Server or workstation hard disks, or Removable media (e.g. floppies, USB flash drives, portable hard disks) excluding optical discs	Using a “wipe” utility which will overwrite the Data at least three (3) times using either random or single character data, or Degaussing sufficiently to ensure that the Data cannot be reconstructed, or Physically destroying the disk
Paper documents with sensitive or Confidential Information	Recycling through a contracted firm provided the contract with the recycler assures that the confidentiality of Data will be protected.
Paper documents containing Confidential Information requiring special handling (e.g. protected health information)	On-site shredding, pulping, or incineration
Optical discs (e.g. CDs or DVDs)	Incineration, shredding, or completely

	defacing the readable surface with a coarse abrasive
Magnetic tape	Degaussing, incinerating or crosscut shredding

5. **Data Disposition.** When the contracted work has been completed or when no longer needed, except as noted in Section 3. Protection of Data b. Network Server Disks above, Data shall be returned to DSHS or destroyed. Media on which Data may be stored and associated acceptable methods of destruction are as follows:

6. **Notification of Compromise or Potential Compromise.** The compromise or potential compromise of DSHS shared Data must be reported to the Department of Commerce Contact designated in the Grant Agreement within one (1) business day of discovery.

7. **Data shared with Subcontractors.** If DSHS Data access provided under this Contract is to be shared with a subcontractor, the Contract with the subcontractor must include all of the data security provisions within this Contract and within any amendments, attachments, or exhibits within this Contract.

While Commerce has established standards for various types of income, Commerce recognizes that in some instances only applicant self-declaration may be possible. This method should be used only as a *last resort* when all other verification methods are not possible or reasonable. When using applicant self-declaration, Sub Grantees must document why a higher verification standard was not used. Be sure to include this in the case file.

Gross Income is the amount of income earned before any deductions (such as taxes and health insurance premiums) are made.

Current Income is the income that the household is currently receiving. Income recently terminated should not be included.

Type of Income

Type of Income	Acceptable Types of Documentation
<p>Wages and Salary</p>	<p>Obtain copy of most recent pay stub(s). Copy kept in client file.</p> <p><i>OR Written 3rd Party Verification</i></p> <p>Mail, fax or email verification of income request to employer. At a minimum, written verification must include: names of employer and employee, pay amount and frequency, average hours worked per week, amount of any additional compensation. Copy kept in client file.</p> <p><i>OR Oral 3rd Party Verification</i></p> <p>Contact the employer by phone or in person. At a minimum, oral verification must include: names of employer and employee, pay amount and frequency, average hours worked per week, amount of any additional compensation and be signed and dated by staff who obtained the information. Copy kept in client file.</p> <p><i>OR Self-Declaration</i></p> <p>Obtain signed and dated self-declaration from the household member. At a minimum must include source of income, income amount and frequency, and be signed. Copy kept in client file. Case manager must document attempts to obtain written and oral verification.</p> <p>Self-declaration for HEN households can be obtained through telephone or email.</p>
<p>Self-Employment and Business Income</p>	<p>Obtain copy of most recent federal and state tax return from the applicant and keep copy in client file.</p>

	<p><i>OR Self Declaration</i></p> <p>Obtain signed and dated self-declaration from the household member. At a minimum must include source of income, income amount and frequency and be signed. Copy kept in client file. Case manager must document attempts to obtain written and oral verification.</p> <p>Self-declaration for HEN households can be obtained through telephone or email.</p>
<p>Interest and Dividend Income</p>	<p>Obtain copy of most recent interest or dividend income statement from the household member and keep copy in client file.</p> <p><i>OR</i></p> <p>Obtain copy of most recent federal and state tax return from the applicant and keep copy in client file.</p> <p><i>OR Self Declaration</i></p> <p>Obtain signed and dated self-declaration from the household member. At a minimum must include source of income, income amount and frequency and be signed. Copy kept in client file. Case manager must document attempts to obtain written and oral verification.</p> <p>Self-declaration for HEN households can be obtained through telephone or email.</p>
<p>Pension/Retirement Income</p>	<p>Obtain copy of most recent payment statement, benefit notice from Social Security, pension provider or other source. Copy kept in client file.</p> <p><i>OR Written 3rd Party Verification</i></p> <p>Mail, fax or email verification of income request to Social Security, pension provider or other source. At a minimum, written verification must include: name of income source, income amount. Copy kept in client file.</p> <p><i>OR Oral 3rd Party Verification</i></p> <p>Contact the source by phone or in person. At a minimum, oral verification must include: Name of income source, income amount and be signed and dated by income source representative. Copy kept in client file.</p> <p><i>OR Self Declaration</i></p> <p>Obtain signed and dated self-declaration from the household member. At a minimum must include source of income, income amount and frequency and be signed. Copy kept in client file. Case manager must document attempts to obtain written and oral verification.</p> <p>Self-declaration for HEN households can be obtained through telephone or email.</p>

<p>Unemployment and Disability Income</p>	<p>Obtain copy of most recent payment statement or benefit notice. Copy kept in client file.</p> <p><i>OR Written 3rd Party Verification</i></p> <p>Mail, fax or email verification of income request to unemployment administrator, workers compensation administrator of former employer. At a minimum, written verification must include: name of income source, income amount. Copy kept in client file.</p> <p><i>OR Oral 3rd Party Verification</i></p> <p>Contact the source by phone or in person. At a minimum, oral verification must include: Name of income source, income amount and be signed and dated by income source representative. Copy kept in client file.</p> <p><i>OR Self Declaration</i></p> <p>Obtain signed and dated self-declaration from the household member. At a minimum must include source of income, income amount and frequency and be signed. Copy kept in client file. Case manager must document attempts to obtain written and oral verification.</p> <p>Self-declaration for HEN households can be obtained through telephone or email.</p>
<p>TANF/Public Assistance</p>	<p>Obtain copy of most recent payment statement, benefit notice, or Department of Social and Health Services (DSHS) Benefits Verification System (BVS) print out. Copy kept in client file.</p> <p><i>OR Written 3rd Party Verification</i></p> <p>Mail, fax or email verification of income request to welfare administrator. At a minimum, written verification must include: name of income source, income amount. Copy kept in client file.</p> <p><i>OR Oral 3rd Party Verification</i></p> <p>Contact the source by phone or in person. At a minimum, oral verification must include: name of income source, income amount and be signed and dated by income source representative. Copy kept in client file.</p>
<p>Alimony, Child Support, Foster Care Payments</p>	<p>Obtain copy of most recent payment statement, notices, or orders. Copy kept in client file.</p> <p><i>OR Written 3rd Party Verification</i></p> <p>Mail, fax or email verification of income request to child support enforcement agency, court liaison or other source. At a minimum, written verification must include: name of income source, income. Copy kept in client file.</p> <p><i>OR Oral 3rd Party Verification</i></p>

	<p>Contact the source by phone or in person. At a minimum, oral verification must include: name of income source, income amount and be signed and dated by income source representative. Copy kept in client file.</p> <p><i>OR Self Declaration</i></p> <p>Obtain signed and dated self-declaration from the household member. At a minimum must include source of income, income amount and frequency and be signed. Copy kept in client file. Case manager must document attempts to obtain written and oral verification.</p> <p>Self-declaration for HEN households can be obtained through telephone or email.</p>
<p>Armed Forces Income</p>	<p>Copy of pay stubs, payment statement, or other government issued statement indicating income amount.</p> <p><i>OR Written 3rd Party Verification</i></p> <p>Mail, fax or email verification of income request directly from the appropriate armed services representative. At a minimum, written verification must include: name of income source, income. Copy kept in client file.</p> <p><i>OR Oral 3rd Party Verification</i></p> <p>Contact the source by phone or in person. At a minimum, oral verification must include: name of income source, income amount and be signed and dated by income source representative. Copy kept in client file.</p> <p><i>OR Self Declaration</i></p> <p>Obtain signed and dated self-declaration from the household member. At a minimum must include source of income, income amount and frequency and be signed. Copy kept in client file. Case manager must document attempts to obtain written and oral verification.</p> <p>Self-declaration for HEN households can be obtained through telephone or email.</p>

Income Inclusions

This table presents CHG income inclusions. The following types of income must be counted when calculating gross income for purposes of determining CHG eligibility.

General Category	Description
1. Earned Income	The full amount of gross income earned before taxes and deductions.
2. Self-Employment/Business Income	The net income earned from the operation of a business, i.e., total revenue minus business operating expenses. This also includes any withdrawals of cash from the business or profession for your personal use.
3. Interest & Dividend Income	Monthly interest and dividend income credited to an applicant's bank account and available for use.
4. Pension/Retirement Income	The monthly payment amount received from Social Security, annuities, retirement funds, pensions, disability and other similar types of periodic payments.
5. Unemployment & Disability Income	Any monthly payments in lieu of earnings, such as unemployment, disability compensation, SSI, SSDI, and worker's compensation.
6. TANF/Public Assistance	Monthly income from government agencies excluding amounts designated for shelter, and utilities, WIC, food stamps, and childcare.
7. Alimony, Child Support and Foster Care Income	Alimony, child support and foster care payments received from organizations or from persons not residing in the dwelling.
8. Armed Forces Income	All basic pay, special day and allowances of a member of the Armed Forces excluding special pay for exposure to hostile fire.

Income Exclusions

This table presents CHG income exclusions. The following types of income are not counted when calculating gross income for purposes of determining CHG eligibility:

General Category	Description
1. Income of Children	Income from employment of children (including foster children) under the age of 18 years.
2. Inheritance and Insurance Income	Lump-sum additions to household 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).
3. Medical Expense Reimbursements	Amounts received by the household that are specifically for, or in reimbursement of, the cost of medical expenses for any household member.
4. Income of Live-in Aides	Income of a live-in aide (as defined in 24 CFR 5.403).
5. Disabled Persons	Certain increases in income of a disabled member of qualified households residing in HOME-assisted housing or receiving HOME tenant-based rental assistance (24 CFR 5.671(a)).
6. Student Financial Aid	The full amount of student financial assistance paid directly to the student or to the educational institution.

7. Armed Forces Hostile Fire Pay	The special pay to a household member serving in the Armed Forces who is exposed to hostile fire.
8. Self-Sufficiency Program Income	a) Amounts received under training programs funded by HUD. b) Amounts received by a person with a disability that are disregarded for a limited time for purposes of Supplemental Security Income eligibility and benefits because they are set aside for use under a Plan to Attain Self-Sufficiency (PASS). c) Amounts received by a participant in other publicly assisted programs that are specifically for, or in reimbursement of, out-of-pocket expenses incurred (special equipment, clothing, transportation, childcare, etc.) and which are made solely to allow participation in a specific program. d) Amounts received under a resident service stipend. A resident service stipend is a modest amount (not to exceed \$200 per month) received by a resident for performing a service for the 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. e) Incremental earnings and benefits resulting to any household member from participation in qualifying state or local employment training programs (including training not affiliated with a local government) and training of a household member 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 household member participates in the employment training program.
9. Other Non-Recurring Income	Temporary, nonrecurring, or sporadic income (including gifts).
10. Reparations	Reparation payments paid by a foreign government pursuant to claims filed under the laws of that government by persons who were persecuted during the Nazi era.
11. Income from Full-time Students	Annual earnings in excess of \$480 for each full-time student 18 years old or older (excluding the head of household or spouse).
12. Adoption Assistance Payments	Adoption assistance payments in excess of \$480 annually per adopted child.
13. 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.
14. Income Tax and Property Tax Refunds	Amounts received by the household in the form of refunds or rebates under state or local law for property taxes paid on the dwelling unit.
15. Home Care Assistance	Amounts paid by a state agency to a household with a member who has a developmental disability and is living at home to offset the cost of services and equipment needed to keep this developmentally disabled household member at home.
16. 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

	<p>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 In 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; The value of any child care provided or arranged (or any amount received as payment for such care or reimbursement for costs incurred for such care) under the Child Care and Development Block Grant Act of 1990; 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; Any amount of crime victim compensation (under the Victims of Crime Act) received through crime victim assistance (or payment or reimbursement of the cost of such assistance) as determined under the Victims of Crime Act because of the commission of a crime against the applicant under the Victims of Crime Act; and Allowances, earnings, and payments to individuals participating in programs under the Workforce Investment Act of 1998.</p>
--	--

26 Appendix H: Coordinated Entry in Washington State

Communities seeking to end or reduce homelessness can realize substantial gains by creating and maintaining a Coordinated Entry (CE) system to serve homeless individuals.

There is a wealth of published information regarding CE available on the internet. The National Alliance to End Homelessness (www.endhomelessness.org), Building Changes (www.buildingchanges.org), and countless communities have published thorough papers on the subject. This document is intended to be a summary of the available information. There is no one correct way to design such a system, but all contain basic ingredients that are described below.

27 Appendix I: Lead Based Paint Visual Assessment Requirements

Childhood lead poisoning is a major environmental health problem in the United States, especially for low-income families in poor living conditions. If not detected early, children with high levels of lead in their bodies can suffer from damage to the brain and nervous system, behavioral and learning problems (such as hyperactivity), slowed growth, hearing problems, and headaches. To prevent lead-poisoning in young children, Lead/Sub Grantees must comply with the Lead-Based Paint Poisoning Prevention Act of 1973 and its applicable regulations found at 24 CFR 35, Parts A, B, M, and R.

Disclosure Requirements

Disclosure requirements are triggered for ALL properties constructed prior to 1978. These requirements require that lessors (property owners or managers) provide tenants with:

- ✓ Disclosure form for rental properties disclosing the presence of known and unknown lead-based paint;
- ✓ A copy of the “Protect Your Family from Lead in the Home” pamphlet.

Both the disclosure form and pamphlet are available at: <http://www.hud.gov/offices/lead/enforcement/disclosure.cfm>

While this actually relates to property owners/managers, sharing this information with their tenants (or ensuring they have received it) is an easy thing to do. This is an important opportunity to educate households about the potential hazards related to lead and their rights as tenants. Informed tenants are more likely to watch for potential problems in their home and proactively work with landlords to address any issues.

Determining the Age of the Unit

Lead/Sub Grantees should use formal public records, such as tax assessment records, to establish the age of a unit. These records are typically maintained by the state or county and will include the year built or age of the property. In most areas, these records are available online. If you are uncertain where to find this information, a quick internet search should help you locate the data you need. In the search field, try combining your county name with one of the following phrases:

- ✓ “property tax records”

- ✓ “property tax database”
- ✓ “real property sales”

Remember to print out a copy of the screenshot for the case file. If you have trouble finding this information online, contact your local Office of Tax and Revenue for assistance. If not available online, the information is public and can be requested from the local authorities. (Note, the taxing authority and the assessment entity may be separate governmental entities and office names vary by locality).

Conducting a Visual Assessment

Visual assessments are only triggered under certain circumstances:

- ✓ The leased property was constructed before 1978;
- AND*
- ✓ A child under the age of six will be living in the unit occupied by the household receiving CHG rent assistance.

A visual assessment must be conducted prior to providing CHG rent assistance to the unit and on an annual basis thereafter (as long as assistance is provided). Visual assessments must be conducted by a HUD-Certified Visual Assessor. It is important to note that a HUD-Certified Visual Assessor is not equivalent to a Certified Clearance Examiner. Anyone may become a HUD-Certified Visual Assessor by successfully completing a 20-minute online training on HUD’s website at:

<http://www.hud.gov/offices/lead/training/visualassessment/h00101.htm>

The training teaches individuals how to identify deteriorated paint and how deteriorated paint must be treated. Lead/Sub Grantees may choose to have their program staff complete the visual assessments or they may procure services from a contractor.

If a visual assessment reveals problems with paint surfaces, Sub Grantees cannot approve the unit for CHG assistance until the deteriorating paint has been repaired. At this point, Sub Grantees must make a decision: work with the property owner/manager to complete needed paint stabilization activities and clearance, work with the household to locate a different (lead-safe) unit, or refer the household to a different program if CHG assistance cannot be provided.

Locating a Certified Lead Professional and Further Training

To locate a certified lead professional in your area:

- ✓ Call your state government (health department, lead poison prevention program, or housing authority).
- ✓ Call the National Lead Information Center at 1-800-424-LEAD (5323).
- ✓ Go to the US Environmental Protection Agency website at <http://cfpub.epa.gov/flpp/> and click on "certified abatement/inspection firms."

Lead based paint training providers can be found at <http://www.commerce.wa.gov/Programs/services/Paint/Pages/LeadBasedPaintTrainingProviders.aspx>

For more information on the Federal training and certification program for lead professionals, contact the National Lead Information Center (NLIC) at <http://www.epa.gov/lead/pubs/nlic.htm> or 1-800-424-LEAD to speak with an information specialist.

The Lead Safe Housing Rule as well as a HUD training module to help recipients of funds effectively implement the requirements of the Lead Safe Housing Rule in their programs can be accessed at http://portal.hud.gov/hudportal/HUD?src=/program_offices/healthy_homes/enforcement/lshr.

Permanent Supportive Housing

Long-term housing that provides supportive services for homeless persons with disabilities. This type of supportive housing enables special needs populations to live as independently as possible in a permanent setting. The supportive services may be provided directly by the Sub Grantee. The supportive services provided in connection with a project shall address the special needs of individuals (such as homeless persons with disabilities and homeless families with children) intended to be served by a project. To require or not to require resident participation is within the discretion of the Sub Grantees. Permanent housing can be provided in one structure or several structures at one site or in multiple structures at scattered sites (see the HUD SHP desk guide - [Program Component 2: Permanent Housing for Homeless Persons with Disabilities.](#))

Disability

Person with disabilities means a household composed of one or more persons at least one of whom is an adult who has a disability.

- ✓ A person shall be considered to have a disability if he or she has a disability that:
 - Is expected to be long-continuing or of indefinite duration;
 - Substantially impedes the individual's ability to live independently;
 - Could be improved by the provision of more suitable housing conditions; and
 - Is a physical, mental, or emotional impairment, including an impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury.
- ✓ A person will also be considered to have a disability if he or she has a developmental disability, as defined in this section.
- ✓ A person will also be considered to have a disability if he or she has acquired Immunodeficiency syndrome (AIDS) or any conditions arising from the etiologic agent for 86 acquired immunodeficiency syndrome, including infection with the human immunodeficiency virus (HIV).
- ✓ Notwithstanding the preceding provisions of this definition, the term person with disabilities includes, except in the case of the SRO component, two or more persons with disabilities living together, one or more such persons living with another person who is determined to be important to their care or well-being, and the surviving member or members of any household described in the first sentence of this definition who were living, in a unit assisted under this part, with the deceased member of the household at the time of his or her death. (In any event, with respect to the surviving member or members of a household, the right to rental assistance under this part will terminate at the end of the grant period under which the deceased member was a participant.)

Developmental Disability [as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C. 15002)]

- ✓ A severe, chronic disability of an individual that—
 - Is attributable to a mental or physical impairment or combination of mental and physical impairments;
 - Is manifested before the individual attains age 22;
 - Is likely to continue indefinitely;
 - Results in substantial functional limitations in three or more of the following areas of major life activity (self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency); and
 - Reflects the individual's need for a combination and sequence of special, interdisciplinary, or generic services, individualized supports, or other forms of assistance that 83 are of lifelong or extended duration and are individually planned and coordinated.

- ✓ An individual from birth to age 9, inclusive, who has a substantial developmental delay or specific congenital or acquired condition, may be considered to have a developmental disability without meeting three or more of the criteria described in paragraphs (1)(i) through (v) of the definition of “developmental disability” in this section if the individual, without services and supports, has a high probability of meeting those criteria later in life.

(See Homeless Emergency Assistance and Rapid Transition to Housing: Defining “Homeless” – Final Rule.)