



**SONOMA COUNTY
HOMELESS
COALITION**

Permanent Supportive Housing Standards

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RATIONALE

In consultation with recipients of Emergency Solutions Grants program funds within the geographic area, the Continuum of Care must establish and consistently follow written standards for providing Continuum of Care assistance. At a minimum, these written standards must include policies and procedures for evaluating individuals' and families' eligibility for assistance, policies and procedures for determining and prioritizing which eligible individuals and families will receive permanent supportive housing, including the emergency transfer priority required under § 578.99(j)(8)).

The County of Sonoma's Continuum of Care has adopted the following standards of care for Permanent Supportive Housing (PSH). PSH is service-enhanced housing in a safe environment that encourages maximum independence **for persons who do not need 24-hour care**. PSH programs are designed to increase clients' ability to live independently, promote community integration, and support recovery and wellness. PSH helps individuals and families to maintain stable residency in the community, develop personal support systems, and live as independently as possible. PSH programs are expected to provide decent, safe, sanitary, and affordable housing for chronically homeless, disabled persons and to help such individuals maintain long-term, stable, and successful tenancies.

Program Standards serve as a common policy framework for Sonoma County's CoC-funded Permanent Supportive Housing Programs. These policies have been developed through a working consensus process. While the Permanent Supportive Housing Program standards are not policies and procedures, they may be used as an outline for local agency policies and procedures and adopted policies should be incorporated into local manuals.

GUIDING PRINCIPLES

HOUSING FIRST

On September 29, 2016, Governor Jerry Brown signed Senate Bill 1380, making California a Housing First state. This requirement applies to any program providing housing or housing-based services to people experiencing homelessness or at risk of experiencing homelessness, whether the program was designed to address homeless or not.

The Housing First model is an approach to serving people experiencing homelessness that recognizes a homeless person must first be able to access a decent, safe place to live, that does not limit length of stay (permanent housing), before stabilizing, improving health, reducing harmful behaviors, or increasing income.

Under the Housing First approach, anyone experiencing homelessness should be connected to a permanent home as quickly as possible, and programs should remove barriers to accessing the housing, like requirements for sobriety or absence of criminal history. It is based on the "hierarchy of need:" people must access basic necessities like a safe place to live and food to eat before being able to achieve quality of life or pursue personal goals.

PSH projects are designed to serve the most vulnerable in the community. PSH leases and house rules should not have any different conditions than those that would be contained in a normal lease.

PROGRAM ELEMENTS

- a. Housing is not time limited, and the lease is renewable.

- b. Client choice in supportive services. Clients have the choice in what supportive services to engage in and are not required to participate in any supportive services if they choose. Clients receive specialized case management based on their needs and preferences.
- c. Leases and Rental agreements do not have provisions in them that are not found in other leases.

TRAUMA INFORMED CARE

Sonoma County PSH providers seek to provide a trauma-informed system of care. All PSH providers should work to bring evidence-based practices such as Seeking Safety and motivational interviewing into their programs. Trauma-informed services should include case management; onsite integrated health resources; ACEs-based programs; living skills programs focused on communication skills, grief/loss, and well-being.

TARGET GROUPS FOR PERMANENT SUPPORTIVE HOUSING

Individual agency missions or funding may designate eligibility of specific disabled homeless subpopulations (for example, transition-aged youth, persons with mental illness, etc.)

Referrals to Permanent Supportive Housing units will be filled through the Coordinated Entry System. These referrals will follow the prioritization process outlined in the Sonoma County Coordinated Entry Policies and Procedures and outlined below, ensuring those meeting the projects basic eligibility criteria, with the highest service needs, and longest lengths of homeless history are prioritized.

PRIORITIZATION FOR PERMANENT SUPPORTIVE HOUSING

Households are prioritized for PSH based on vulnerability and prioritization in HUD notice CDP-16-11:

- 1st priority: Chronically Homeless households with Severe Service Needs.
- 2nd Priority: Homeless households with a Disability with Severe Service Needs.
- 3rd Priority: Homeless households with a Disability Coming from Places Not Meant for Human Habitation, Safe Haven, or Emergency Shelter Without Severe Service Needs.
- 4th priority: Homeless households with a Disability Coming from Transitional Housing.

“Severe service needs” in this prioritization ranking are measured by the Total Prioritization Score, or the Enhanced Prioritization procedure.

Note: housing programs are required to document homeless history and disability according to their contracted requirements only. PSH referrals follow prioritization ranking procedure based on known homeless history and disability status at CES Case Conference.

OPERATIONS

ELIGIBILITY

Chronic Homelessness:

PSH projects prioritize beds for Chronically homeless individuals. When a participant exits a PSH program that bed must be filled by another chronically homeless participant, unless there are no more chronically homeless individuals in the CoC’s geographic area who meet that criterion, and the Coordinated Entry System has moved beyond the first priority group for referrals.

From HUD Notice CPD-14-012. The definition of “chronically homeless”, as stated in Definition of Chronically Homeless final rule is:

“(a) A “homeless individual with a disability,” as defined in section 401(9) of the McKinney- Vento Homeless Assistance Act (42 U.S.C. 11360(9)), who:

- i. lives in a place not meant for human habitation, a safe haven, or in an emergency shelter;
- ii. and ii. Has been homeless and living as described in paragraph (a)(i) continuously for at least 12 months or on at least four separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating the occasions included at least 7 consecutive nights of not living as described in paragraph (a)(i). Stays in institutional care facilities for fewer than 90 days will not constitute as a break in homelessness, but rather such stays are included in the 12-month total, as long as the individual was living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter immediately before entering an institutional care facility;
- iii. (b) An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (a) of this definition, before entering the facility;
- iv. (c) A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (a) or (b) of this definition (as described in Section I.D.2.(a) of this Notice), including a family whose composition has fluctuated while the head of household has been homeless.”

Disabling condition is defined as:

1. A substance use disorder, serious mental illness, post-traumatic stress disorder, cognitive impairments resulting from a brain injury, or chronic physical illness or disability
2. A developmental disability, as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C. 15002); OR
3. Acquired Immunodeficiency Syndrome (AIDS) or Human Immunodeficiency Virus (HIV)

And that condition meets all of the criteria below:

1. Is expected to be of long-continued and indefinite duration; AND
2. Substantially impedes the person’s ability to live independently; and
3. Is of such nature that the ability to live independently could be improved by more suitable housing conditions.

DEDICATED PROJECTS

Projects that are 100% CH dedicated must accept only chronically homeless individuals unless there are no more chronically homeless individuals in the CoC’s geographic area who meet that criteria.

DEDICATED PLUS

Dedicated plus provides more flexibility to communities, particularly those that have already dedicated 100 percent of the PSH resources to chronic homelessness, to expand their eligibility to serve persons with long histories of homelessness and severe service needs who would not meet the definition of chronic homelessness at project entry. The DedicatedPLUS concept applies at the project level to all CoC PSH projects. All new CoC PSH projects are required to either be

- (1) 100 percent dedicated to chronic homelessness or
- (2) DedicatedPLUS.

Renewal PSH projects may choose to change their classification to DedicatedPLUS as part of their project application.

DedicatedPLUS projects must serve individuals and families with one or more disability and who meet one or more of the following criteria at project entry:

1. Experiencing chronic homelessness;
2. Residing in a transitional housing project that will be eliminated and meets the definition of chronically homeless in effect at the time in which the individual or family entered the transitional housing project;
3. Residing in a place not meant for human habitation, emergency shelter, or safe haven; but the individuals or families experiencing chronic homelessness had been admitted and enrolled in a permanent housing project within the last year and were unable to maintain a housing placement;
4. Residing in transitional housing funded by a Joint TH and PH-RRH component project and who were experiencing chronic homelessness prior to entering the project;
5. Residing and has resided in a place not meant for human habitation, a safe haven, or emergency shelter for at least 12 months in the last three years, but has not done so on four separate occasions; or
6. Receiving assistance through a Department of Veterans Affairs (VA)-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system.

Where there are no chronically homeless persons identified, Dedicated PSH beds included in DedicatedPLUS projects must fill the vacancy in accordance local prioritization standards. See Sonoma County Coordinated Entry policies and procedures and the “Prioritization for Permanent Supportive Housing” policy in this document. The recipient of DedicatedPLUS PSH projects must maintain records to document efforts to locate persons meeting the eligibility criteria. To justify serving a non-eligible household, a recipient of DedicatedPLUS projects must have documentation from the CoC that demonstrates that outreach is occurring regularly and that the CoC is making reasonable efforts to locate and identify all persons experiencing homelessness within the community.

VERIFICATION OF ELIGIBILITY

The Coordinated Entry Operator will provide the HMIS history, and coordinate providers who are familiar with participants' history to support in documenting chronic homelessness, but ultimately it

is the responsibility of the housing provider to determine if a client is chronically homeless. The Sonoma County CoC has developed resources for agencies to use to properly document chronic homelessness. Please see:
<https://sonomacounty.ca.gov/WorkArea/DownloadAsset.aspx?id=2147592528>

DOCUMENTATION IN ORDER OR PRIORITY

- 1) Third-party documentation (including HMIS)
- 2) Intake worker observations; or
- 3) Certification by the individual seeking assistance, which must be accompanied by the intake worker's documentation of the living situation of the individual or family seeking assistance and the steps taken to obtain evidence in paragraphs.

SELF CERTIFICATION VS. THIRD PARTY VERIFICATION

- 1) 100% of households served can use self-certification for 3 of their 12 months;
- 2) 75% of households served need to use 3rd party for 9 months of their 12 months; and
- 3) up to 25 % of program participants served by the project in an operating year, recipients may document up to the full 12 months through the individual or head of household's written certification of where they were living, but this must be accompanied by the intake workers notes that demonstrate that they have exercised due diligence to obtain a higher level of documentation.

DISABILITY VERIFICATION

The following are acceptable forms of disability verification. If they individual is referred without options 1-3 listed below, please note the provider will have only 45 days to collect the proper documentation for eligibility purposes.

1. Written verification of the disability from a professional licensed by the state to diagnose and treat the disability and his or her certification that the disability is expected to be long-continuing or of indefinite duration and substantially impedes the individual's ability to live independently;
2. Written verification from the Social Security Administration;
3. The receipt of a disability check (e.g., Social Security Disability Insurance check or Veteran Disability Compensation); or
4. Intake staff-recorded observation of disability that, no later than 45 days from the application for assistance, is confirmed and accompanied by evidence listed above.

TIMEFRAME FOR 3RD PARTY VERIFICATION OF HOMELESSNESS

Additional time is often needed to obtain the appropriate documentation of an individual or head of household's chronic homeless status. Therefore, although the final rule requires documentation of eligibility at intake to the project, it **does not require that all third-party documentation be acquired at the point of intake.**

HUD has determined that although the recipient must follow the order of priority for obtaining evidence as required in the final rule, **written self-certification at the point of intake for up to the full period of time homeless required by the definition of chronically homeless is sufficient** (if

no other documentation can be obtained at that point in time) for the recipient to enroll the household into the project. The recipient then *must* work to obtain the required third-party documentation within 180 days from the point in which the project participant is enrolled in the project. Project participants that have been enrolled in the project for less than 180 days may be excluded from the calculation for determining whether at least 75% of program participants have at least 9 months of third-party documentation.

Following the first 180 days from the point of a program participant's enrollment, if the recipient or subrecipient has not been able to obtain third-party documentation for at least 9 months of the individual or head of household's residence in a place not meant for human habitation, a safe haven, or an emergency shelter, then one of the following applies:

1. If the recipient or subrecipient has not already reached their 25 percent cap, the program participant can continue to be assisted in the project and the recipient or subrecipient must consider this program participant as counting towards their 25 percent allowance; or
2. If the recipient or subrecipient has already reached their 25 percent allowance, no additional CoC Program funds can be used to continue serving this household in that project. For this reason, HUD encourages recipients that are currently at their 25 percent allowance to use this additional time carefully and only for program participants where they are fairly certain that the required third-party documentation can be obtained. It is also for this reason that HUD encourages recipients and subrecipients to continue to obtain at least 9 months of third-party documentation for program participants, even after a program participant has been enrolled in the program for some time, because if a recipient is ultimately able to obtain 9 months of third-party documentation of a head of household's homeless status, then that household can be removed from the 25 percent calculation.

PSH FILE CHECK LIST

The following information pertains to the required items in a participant file as it relates to the Continuum of Care Program. Documentation requirements may vary depending on the funding of the project as well as internal documentation requirements.

1. Documentation participants are entered into HMIS or a comparable database
2. Documentation participant was screened via centralized or coordinated assessment systems. 24 CFR 578.23(c)(9) Agencies can print referrals for client files before accepting the referrals. This will provide the documentation that the client has been assessed and referred via Coordinated Entry.
3. Homeless Management Information System (HMIS) Release of Information
4. HMIS HUD Demographics and Entry/Annual/Exit Assessment
5. Documentation of Homelessness at intake 24 CFR 578.103(a)(3)
6. Documentation of disability and homeless history of at least 12 months
7. Documentation of ongoing assessment of services 24 CFR 578.75(e)
8. Documentation of examination of income (initial and recertification) 24 CFR 578.103(a)(7)(i)
9. Documentation of initial and follow-up Housing Quality Standards inspections (Form) 24 CFR 578.75(b)
10. Lease/Occupancy Agreement/Sublease- signed lease agreement of at least 1 year that was renewable (for a minimum term of 1 month) and terminable only for cause, unless otherwise approved through a HUD waiver. This may be directly with the landlord if renting, or with a occupancy agreement, lease or sublease if grantee is using leasing assistance for the building.

11. Documentation of rent reasonableness 24 CFR 578.49(b)(1)
12. Documentation of rents charged (including utilities) do not exceed HUD-Fair Market Rents 24 CFR 578.49(b)(2)
13. Documentation supporting the correct/current utility allowance schedule is used 24 CFR 578.49(a)(3)
14. Documentation of occupancy charges with annual income calculations 24 CFR 578.77, 24 CFR 578.99(b)(6)
15. Lead Based Paint Disclosure (Form) 24 CFR Part 35

LENGTH OF ASSISTANCE

TYPICAL LENGTH OF ASSISTANCE

Because PSH is permanent, there is no time limit to assistance.

LIMIT ON TIME TO LOCATE RENTAL HOUSING (TENANT-BASED RENTAL ASSISTANCE)

Where a program provides rental assistance, extensions to the standard 90-day period to locate housing may be approved, up to 365 days. If housing cannot be located within 365 days, the case should be discussed at a case conferencing meeting and the project will explore housing alternatives that may align to meet the housing needs of the participant.

NUMBER OF TIMES A PERSON MAY EXIT AND RE-ENTER A PROGRAM

There is no limit to the number of times a person may exit and re-enter a program. Re-admission will be considered by senior program staff. Re-entry must be thoughtful in assessing the client's needs at the time of re-entry and whether the person will be more successful in the program at the time of re-admission. In congregate or shared housing programs, the peaceful enjoyment of the premises by the occupants or neighbors must also be considered.

In general, individuals who are participating the Tenant-Based Rental Assistance (TBRA) programs should not be automatically exited from the program if they are evicted. Projects must consider all factors that led to the eviction and work with Coordinated Entry Case Conferencing to develop a plan to ensure that the individual is able to maintain stable housing. Exit from the program should be avoided if at all possible. Additionally, in the case that a participant is evicted, programs should assist the client in locating new housing.

RENT CALCULATION/ ANNUAL ASSESSMENTS

FREQUENCY OF INCOME/RENT CALCULATION

If the PSH household receives rental assistance, recipients or subrecipients must review a program participant's rent contribution initially, and at least annually thereafter, to determine the program participant's rent contribution. Adjustments to the rent contribution must be made as changes to their income are identified.

CHANGES TO HOUSEHOLD COMPOSITION

Depending on funding and program model or unit size, some programs may or may not accept the addition of household members to an assisted unit. If a family member is added or removed from the unit, an interim reexamination of the family income must be completed, and their rent amount adjusted accordingly.

RENT CALCULATION

24 CFR 578.77c establishes the following as the rent contribution that program participants must pay when the recipient or subrecipient is providing rental assistance payments on the program participant's behalf in TH and PSH projects. 24 CFR 578.77(b) establishes the maximum occupancy charge that recipients or subrecipients may charge program participants where the recipient or subrecipient is providing the program participant TH or PSH with funds other than rental assistance funds (e.g., by using leasing funds). There is no requirement, however, that recipients or subrecipients charge occupancy charges and many recipients and subrecipients choose not to impose occupancy charges on their program participants.

The rent contribution or the maximum occupancy charge is the highest of the following amounts (rounded to the nearest dollar):

- a) 30 percent of the family's monthly adjusted income (as outlined at Part 5.609 and 5.611(a));
- b) 10 percent of the family's monthly gross income; or
- c) If the family is receiving payments for welfare assistance from a public agency and a part of the payments (adjusted in accordance with the family's actual housing costs) is specifically designated by the agency to meet the family's housing costs, the portion of the payments that is designated for housing costs.

Below are the steps that must be taken to accurately determine a family's rent contribution.

INCOME CALCULATION

Agencies must develop policies and procedures for determination of family income and rent. Income must be calculated in accordance with 24 CFR 5.609 and 24 CFR 5.611(a). Recipients and subrecipients must examine a program participant's income initially, and if there is a change in family composition (e.g., birth of a child) or a decrease in the resident's income during the year, the resident may request an interim reexamination, and the occupancy charge will be adjusted accordingly. Below are the basic steps for calculating a family's annual income.

- Identify household members
- Count the annual income of the head of household, spouse or co-head, and other family members 18 and older.
- Determine if the income is "included" or "excluded" for a list of income inclusions and exclusions, see: https://www.hud.gov/sites/documents/DOC_35699.PDF
- Input information into a rent calculation worksheet. HUD has developed a rent calculation worksheet that can be used to calculate rent. This resource can be found here: <https://www.hudexchange.info/resource/5654/coc-program-rent-determination-tools/>

DETERMINE THE DEPENDENT DEDUCTION

To determine the dependents deduction:

- Identify the number of dependents in the household. A dependent is a person who relied on another, especially a family member, for financial support. Examples of dependents are: persons under the age of 18, a household member who is disabled or handicapped, or a full-time student.
- Subtract a Dependent Allowance of \$480 per dependent from the annual income.

DETERMINE THE CHILDCARE DEDUCTION

To determine the childcare deduction:

- Identify the anticipated, reasonable childcare costs for children under age 13 (including foster children) that will allow a household member to work or pursue an education.
- Subtract any portion of that amount that will be a reimbursement.
- Deduct the anticipated, reasonable, unreimbursed costs from the annual income.

DETERMINE THE DISABILITY ASSISTANCE DEDUCTION

To determine the Disability Assistance Deduction:

- Identify the anticipated reasonable costs of either:
 - Attendant care for a disabled household member provided by a non-household member or
 - An “auxiliary apparatus” (e.g. Wheelchair, ramps) that enables a disabled household member or another household member to work.
- Subtract any portion of that amount that will be reimbursed.
- Subtract from the annual income anticipated, reasonable, unreimbursed costs that exceed 3 percent of the gross income up to the amount of earned income by the adult household member(s) as a result of disabled assistance.

DETERMINE THE MEDICAL EXPENSES DEDUCTION

To determine the medical expenses deduction:

- Identify the anticipated, reasonable costs of medical expenses incurred if the head of household, their spouse, or the sole household member is:
 - At least 62 years of age; or,
 - Handicapped or disabled
- Subtract any portion of that amount that will be reimbursed.
- Subtract from the annual income anticipated, reasonable, unreimbursed costs that exceed 3 percent of the gross income.

DETERMINE THE ELDERLY/DISABLED HOUSEHOLD DEDUCTION

To determine the elderly/disabled household deduction:

- Determine whether the head of household, their spouse, or co-head (or the sole member of the household) is:
 - At least 62 years old
 - Handicapped or disabled

- If yes, then the household is entitled to a \$400 elderly/disabled Household Deduction (each family is limited to only **one** deduction even if multiple members of the household qualify for this deduction)

DETERMINE THE ADJUSTED ANNUAL INCOME

To determine the adjusted annual income:

- Calculate the total income adjustment (the sum of):
 - Dependent Deduction
 - Childcare deduction
 - Disabled assistance deduction
 - Medical expenses deduction
 - Elderly/disabled household deduction
- Subtract the total income adjustments from the total annual income.

DETERMINE THE AMOUNT OF RENT

To determine the amount of resident rent:

- Calculate the following values:
 - 30 percent of the monthly adjusted income (divide the adjusted annual income by 12 and multiply by 0.3)
 - 10 percent of Monthly Gross income (divide the Total Annual Income by 12 and multiply by 0.1)
 - The portion of the family's welfare assistance, if any, that is designated for housing costs.
- In PSH with rental assistance, the rental amount is the **highest of these figures**.
- In projects supporting housing with leasing, the occupancy charge or rent cannot exceed the highest of these figures.

DETERMINING THE RENT CONTRIBUTION OR UTILITY REIMBURSEMENT

As detailed above, each program participant in transitional or permanent supportive housing on whose behalf rent is paid with CoC Program rental assistance funds must pay rent in the amount determined in 24 CFR 578.77(c). This amount, however, must be adjusted by the pre-determined reasonable utility consumption amount when the program participant is required to pay for utilities. For example, if the program participant's rent contribution is \$300, as determined above, and the reasonable monthly utility consumption amount is \$40 then the program participant is only required to contribute \$260 in rent. The recipient must pay the difference between \$260 and the rent specified on the program participant's lease.

Utility Reimbursement: If/when the recipient or subrecipient deducts the reasonable monthly utility consumption amount from the program participant's rent contribution or maximum occupancy charge amount (as determined by 24 CFR 578.77(c) or 24 CFR 578.77(b) respectively), the calculation equals a number less than \$0, then the recipient or subrecipient **must provide a utility reimbursement to the program participant**.

RENT REASONABLENESS AND FAIR MARKET RENT (FMR)

Using Continuum of care (CoC) Program funds for rental assistance and leasing requires adherence to rent reasonableness standards to determine whether a specific unit can be assisted. For more information: <https://files.hudexchange.info/resources/documents/RentReasonableChecklist.pdf>

DETERMINING THE REASONABLE MONTHLY UTILITY ALLOWANCE

For the purposes of determining the reasonable monthly utility consumption, recipients or subrecipients must use the local PHA's schedule of utility allowances, which are based on unit size and the utilities the program participant is expected to pay. Current utility schedule can be found here: <https://sonomacounty.ca.gov/CDC/Housing-Authority/Property-Owners/Utility-Allowances/>

RENT REASONABLENESS

HUD's rent reasonableness standard is designed to ensure that rents being paid are reasonable in relation to rents being charged for comparable unassisted units in the same market. When leasing and rental assistance funds are used to pay rent for individual housing units, the rent paid must be reasonable in relation to rents be charged for comparable units, taking into account the location, size, type, and age of unit, as well as any amenities, housing services, maintenance, and utilities provided by the owner. PSH providers should have a procedure in place to ensure that compliance with rent reasonableness standards is documented prior to a executing the lease for an assisted unit. Under the CoC Program, all units and structures for which rent is paid must be reasonable. For more information on how to determine rent reasonableness, please refer to:

<https://www.hudexchange.info/homelessness-assistance/coc-esg-virtual-binders/coc-leasing-rental-assistance-requirements/reasonableness/>

FAIR MARKET RENT

The other key standard in determining the level of CoC Program funds that can be used to pay rent for an eligible program participant is the Fair Market Rent (FMR) amount for the geography in which the unit is located. HUD establishes FMRs to determine payment standards or rent ceilings for HUD-funded programs that provide housing assistance, which it publishes annually for 530 metropolitan areas and 2,045 non-metropolitan county areas.

The amount of CoC Program funds used for leasing an individual unit may not exceed the current FMR for that unit size and location. For each assisted unit, recipients and subrecipients must ensure that CoC Program leasing funds do not exceed the current published FMR for their geographic area (even if an earlier FMR was used as the basis for the recipient's CoC Program grant). The applicable FMR should be documented in the case file for each program participant assisted with leasing funds.

The amount of CoC Program funds used for rental assistance may exceed the current FMR for that unit size and location, as long as the contract rent is reasonable. For more information on determining FMR, refer to: <https://files.hudexchange.info/resources/documents/CoC-Rent-Reasonableness-and-FMR.pdf>

To obtain the most recent FMR, refer to: <https://www.huduser.gov/portal/datasets/fmr.html>

CASE MANAGEMENT

PSH providers must make supportive services available, but they are not a required component of the program. Individuals may elect to not participate in case management, but it should always be made available to them if they request.

ANNUAL ASSESSMENT OF SUPPORTIVE SERVICES

To the extent practicable, each project must provide supportive services for residents of the project and homeless persons using the project, which may be designed by the recipient or participants. Each recipient and subrecipient of assistance under this part must conduct an ongoing assessment of the supportive services needed by the residents of the project, the availability of such services, and the coordination of services needed to ensure long-term housing stability and must make adjustments, as appropriate.

EXCLUSIONS

REJECTION OF REFERRALS

Only four standardized options are available for rejecting a referral from Coordinated Entry: the participant does not meet eligibility requirements, the project is not currently accepting applications, the participant has disappeared or is not able to be located, or the participant refused the housing offer. Providers may not reject a referral without a consensus approval of all parties present at CES Case Conference.

REJECTION STANDARDS

Does not meet eligibility requirements:

The CoC maintains a public website with eligibility requirements for all projects in the CoC's geographic area participating in Coordinated Entry. A housing provider may reject a referral only if the participant does not meet basic published eligibility requirements, inclusive of (when applicable) immediate safety risk or meeting activities of daily living (ADLs), or the provider has exhausted all options to document eligibility. Examples include single adults that were part of a family unit when assessed and have been referred to a families-only project, or non-veterans attempting to access SSVF funded units. An agency may not reject a participant on presumed "fit" in housing or shelter. An agency may not reject a participant due to barriers in documenting eligibility without exhausting all possible options first.

Program no longer accepting applications:

If a program is no longer accepting applications, the referring agency and CE will work together to redirect the referral to another program within HMIS. This includes instances when a project serves multiple populations (ex: individuals and families) but only has openings for one population at a given type.

Unknown/disappeared

If referring agencies have exhausted all options to contact a referral, they may request to decline the referral as "unknown/disappeared." Every attempt shall be made to contact the participant, including physical outreach, contacting HOST workers, Coordinated Entry staff, and all known service providers.

Participant refused offer

If a participant refuses a referral. See Right of Refusal Policy in Coordinated Entry Policies and Procedures.

INELIGIBLE CLIENTS

For Chronically Homeless (CH) dedicated beds, an individual must have their homeless history documented within 180 days and disability verification within 45 days of project enrollment. If the project is unable to document 9 of the individual's 12 months of housing status and they have exhausted their 25% for that allotment operating year of self-certified CH individuals, the project must stop providing assistance to the individual unless all eligible, chronically homeless individuals have been served and the community has moved to later PSH prioritization levels. See "time frame for third party documentation" above for more detail on CH documentation.

CRIMINAL BACKGROUND/SEX OFFENDERS

The CoC interim rule **does not** require providers to disqualify based on criminal background. Providers may request information related to an individual's sex offender status but should use the information to determine the most appropriate housing placement and not to screen out and otherwise eligible individual. If the housing has in residence at least one family with a child under the age of 18, the housing may exclude registered sex offenders and persons with a criminal record that includes a violent crime from the project so long as the child resides in the housing. Additionally, providers must check their local jurisdictional restrictions related to sex offenders before placing an individual into a program.

WHEN NEEDS EXCEED SERVICES

When possible, Coordinated Entry will coordinate with medical providers when referrals are made at CES Case Conference to screen participants for their ability to meet their activities of daily living (ADLs). If an individual cannot meet their ADLs but has a supportive service in place (such as IHSS) that can meet this need, the client will be deemed able to live independently. Agencies will develop policies and procedures on how to assess a participant's ability to meet their ADLs and how to accommodate client's specific needs.

Providers will make every attempt to serve those who are referred to their projects; however, when a participant's level of need exceeds the services that can be offered, providers may not be able to continue to offer housing. Examples include:

- Severe physical or mental health impairment that requires professional services beyond that which the provider or their professional partners can provide,
- Participant's ongoing behavior becomes a threat to their own health and safety or the health and safety of others

Before termination is pursued, provider will consult with Coordinated Entry case conferencing to explore alternatives. Participants whose assistance are terminated are entitled to the same noticing and due process that is outlined in 24 CFR § 578.91 and outlined in the "termination" policy found in these standards. If after alternatives are explored, provider chooses to terminate assistance, they will attempt to refer the client to other community resources that have the professional capacity to serve the client.

TERMINATION/ TRANSFERS

PSH TRANSFERS

Individuals served in PSH projects can be transferred from one PSH program to another that better serves their needs. Transfers must be approved by a consensus of the CES Case conferencing group.

TERMINATION:

24 CFR § 578.91 states:

(a) **Termination of assistance.** The recipient or subrecipient may terminate assistance to a program participant who violates program requirements or conditions of occupancy. Termination under this section does not bar the recipient or subrecipient from providing further assistance at a later date to the same individual or family.

(b) **Due process.** In terminating assistance to a program participant, the recipient or subrecipient must provide a formal process that recognizes the rights of individuals receiving assistance under the due process of law. This process, at a minimum, must consist of:

- (1) Providing the program participant with a written copy of the program rules and the termination process before the participant begins to receive assistance;
- (2) Written notice to the program participant containing a clear statement of the reasons for termination;
- (3) A review of the decision, in which the program participant is given the opportunity to present written or oral objections before a person other than the person (or a subordinate of that person) who made or approved the termination decision; and
- (4) Prompt written notice of the final decision to the program participant.

(c) **Hard-to-house populations.** Recipients and sub recipients that are providing permanent supportive housing for hard-to-house populations of homeless persons must exercise judgment and examine all extenuating circumstances in determining when violations are serious enough to warrant termination so that a program participant's assistance is terminated only in the most severe cases.

IF THE QUALIFYING HOUSEHOLD MEMBER LEAVES THE HOME

In accordance with 24 CFR 582.5(3), If the qualifying disabled person leaves the household, and other household members do not have a qualifying disability, assistance must end within the contract year or when they move out of the unit.

EVICITION

Eviction should be a last resort. If, however, a participant's behavior is causing a health and safety concern for themselves and others or their behavior is disrupting other participants, staff or neighbors' right to peaceful enjoyment of the premises repeatedly, a PSH provider may need to evict the client from the program. Before taking this action, the provider must make attempts to resolve the behavior and bring the situation to the CES case conferencing meeting to discuss a possible transfer to another PSH program that can better serve the client or discuss other potential options for the participant.

GRADUATION TO INDEPENDENT SUBSIDIZED HOUSING

The CoC recommends that PSH providers work with clients to establish other long-term subsidized housing options if the client is able to live independently without intensive supportive services. This

includes assisting the client in signing up for affordable housing waiting lists and referring the client to Move-On programs when available.

EMERGENCY TRANSFER PRIORITY

The Continuum of Care must develop an emergency transfer plan for the Continuum of Care, and recipients and subrecipients in the Continuum of Care must follow that plan. The plan must comply with 24 CFR 5.2005(e) and include the following program requirements:

- I. For families receiving tenant-based rental assistance, the plan must specify what will happen with respect to the non-transferring family member(s), if the family separates in order to affect an emergency transfer.
- II. For families living in units that are otherwise assisted under this part (assisted units), the required policies must provide that for program participants who qualify for an emergency transfer but a safe unit is not immediately available for an internal emergency transfer, the individual or family shall have priority over all other applicants for rental assistance, transitional housing, and permanent supportive housing projects funded under this part, provided that: The individual or family meets all eligibility criteria required by Federal law or regulation or HUD NOFA; and the individual or family meets any additional criteria or preferences established in accordance with § 578.93(b)(1), (4), (6), or The individual or family shall not be required to meet any other eligibility criteria or preferences for the project. The individual or family shall retain their original homeless or chronically homeless status for the purposes of the transfer.

EMERGENCY TRANSFER PLAN

An Emergency Transfer Plan provides for emergency transfers for survivors of domestic violence residing in permanent supportive housing projects.

A client qualifies for an emergency transfer if:

1. The client is a survivor of domestic violence, dating violence, sexual assault, human trafficking, assault, or stalking;
2. The client expressly requests the transfer; and
3. Either:
 - a. The tenant reasonably believes there is a threat of imminent harm from further violence if the tenant remains within the same dwelling unit that the tenant is currently occupying; or
 - b. In the case of a tenant who is a victim of sexual assault, either the tenant reasonably believes there is a threat of imminent harm from further violence if the tenant remains within the same dwelling unit that the tenant is currently occupying, or the sexual assault occurred on the premises during the 90-calendar-day period preceding the date of the request for transfer.

INTERNAL TRANSFER

Where the client requests an internal emergency transfer, the program should take steps to immediately transfer the client to a safe unit if a unit is available. In this case, the tenant would not be categorized as a new applicant; that is, the tenant may reside in the new unit without having to undergo an application process

Requests for internal emergency transfers should receive at least the same priority as the program provides to other types of transfer requests. If a safe unit is not immediately available, program staff will inform the client that a unit is not immediately available and explain the options to:

1. Wait for a safe unit to become available for an internal transfer,
2. Offer placement into a different project type if housing is not available (internal emergency shelter for example),
3. Request an external emergency transfer, and/or
4. Pursue both an internal and external transfer at the same time in order to transfer to the next available safe unit in the CoC.
5. Contact local victims' services providers (YWCA, Family Justice Center, Verity) to discuss any additional resources available for additional placements and resources.

EXTERNAL TRANSFER

If a client requests an external emergency transfer, the client has priority over all other applicants for CoC-funded housing assistance, provided the household meets all eligibility criteria required by HUD and the program.

After the agency communicates the client's emergency transfer request to the Coordinated Entry System, they will facilitate referral of the participant to the next available appropriate unit through the Coordinated Entry System. The household retains their original homeless status for purposes of the transfer. In this case, the tenant would be categorized as a new applicant; that is the tenant must undergo the CE referral process and any applications required in order to reside in the new unit. Providers will also refer clients to temporary housing options like shelter while they await a transfer.

TENANT BASED RENTAL ASSISTANCE TRANSFERS

If a participant in a tenant-based rental assistance program needs an emergency transfer, the PSH provider will assist the client in locating more suitable housing as quickly as possible. Additionally, the provider will also refer the client to other services like PSH transfers, referrals to victim services providers and referrals to temporary housing options like shelter.

Additionally, the PSH provider will continue to assist the client until the client is able to secure alternate housing. The provider should bring the situation to the CES case conferencing meeting to explore transfer options and seek assistance. The provider should also refer the client to centralized housing location services to assist in location of alternate housing.

RESOURCES/HOTLINES

In all cases, please provide the individual seeking an emergency transfer or even contemplating an emergency transfer, with our local victims' services contact information. In case of an emergency, do not hesitate to call 9-1-1.

YWCA 24/7 domestic violence hotline: 707-546-1234

Verity 24/7 sexual assault crisis hotline: 707-545-7273

Family Justice Center Sonoma County (business hours only): 707-565-8255

EMERGENCY TRANSFER RECORD KEEPING

To request an emergency transfer, the client should submit a written request to program staff, certifying that they meet the emergency transfer qualification requirements. The program may – but

is not required to – request additional documentation of the occurrence for which the client is requesting an emergency transfer. If this is a transfer from PSH to PSH, the original documentation of that individuals' Chronic Homeless Status shall be copied and provided to the new project for documentation of eligibility. Documentation of the stay at the original PSH should be included in the provided documentation; this can either be pulled from an HMIS report or written from the other service provider.

Programs must retain records of all emergency transfer requests and their outcomes for a period of 5 years following the grant year of the program in which the household was a participant and report them to HUD annually.

PROTECTION MEASURES FOR EMERGENCY TRANSFERS

- Written verification of the client's situation or any documents pertaining to the abuse shall not be stored electronically in HMIS for protection. This includes uploaded documents as well as case notes.
- The individual should be notified immediately during project entry of their right to enroll into the new project anonymously in HMIS to secure their personal information.

REASONABLE ACCOMMODATIONS

Individuals can make requests for reasonable accommodations to any project staff member, in any form, at any time. Project staff should be available to assist individuals with requests for reasonable accommodations. Individuals making requests for reasonable accommodations must participate in assessment and an interactive process with staff for requested accommodations to be considered. A Notice of Rights must be provided to all applicants and participants; this notice shall inform individuals of their rights under disability nondiscrimination laws and the applicability of these laws.

A reasonable accommodation is a change, exception or adjustment to a program, service, building or dwelling unit that will allow a qualified person with a disability to

- Participate fully in a program;
- Take advantage of a service;
- Live in a dwelling

To show that a requested accommodation may be necessary, there must be an identifiable relationship, or nexus, between the requested accommodation and the individual's disability. When a client requires an accessible feature(s), policy modification, or other reasonable accommodation, the project must provide the requested accommodation unless doing so would result in a fundamental alteration in the nature of the program or an undue financial and administrative burden. A fundamental alteration is a modification that is so significant that it alters the essential nature of the program. In such a case, if possible, the program will offer an alternative solution that would not result in fundamental alteration of the program or a financial or administrative burden.

NON-DISCRIMINATION

All projects must comply with the non-discrimination and equal opportunity provisions of Federal civil rights law as specified at 24 CFR 5.105 (a) and 24 CFR 5.2005, including but not limited to.

- Fair Housing Act
- Section 504 of the Rehabilitation Act
- Title VI of the Civil Rights Act
- Title II of the Americans with Disabilities Act
- HUD's Equal Access Rule
- Violence Against Women Act (VAWA) Protections
- Local and state non-discrimination laws

Services are provided to program participants are offered in a nondiscriminatory basis with respect to race; color; national origin or citizenship status; age; disability (physical or mental); religion; sex; sexual orientation or identity; genetic information; HIV or AIDS; medical conditions; political activities or affiliations; military or veteran status; status as a victim of domestic violence, assault or stalking; or any other federal, state or locally protected group.

EQUAL ACCESS FINAL RULE AND GENDER IDENTITY FINAL RULE

Providers of the Sonoma County Homeless Coalition are required to adhere to HUD's Equal Access Final Rule and HUD's Gender Identity Final Rule. Through the final rules, HUD ensures equal access to individuals in accordance with their gender identity in programs administered by HUD's Office of Community Planning and Development (CPD). HUD's housing programs are open to all eligible individuals and families regardless of sexual orientation, gender identity, or marital status.

HOUSING FOR SPECIFIC SUBPOPULATIONS

Providers may exclusively serve a particular homeless subpopulation in a permanent housing project if the housing addresses a need identified by the Coalition for the geographic area and meets one of the following:

- 1) The housing may be limited to one sex where such housing consists of a single structure with shared bedrooms or bathing facilities such that the considerations of personal privacy and the physical limitations of the configuration of the housing make it appropriate for the housing to be limited to one sex;
- 2) The housing may be limited to a specific subpopulation, so long as admission does not discriminate against any protected class under federal nondiscrimination laws in 24 CFR 5.105 (e.g., the housing may be limited to homeless veterans, victims of domestic violence and their children, or chronically homeless persons and families).
- 3) The housing may be limited to families with children. However, it may not restrict housing or services to families with a single-sex parent. For example, it is not permissible to have a project that only serves women with children, the project must serve all families with children, regardless of the head-of-household's gender.

PREVENTING FAMILY SEPARATION

Individuals and families presenting for service will be asked if there are additional family members not present at intake and ask if those family members wish to reside with the referred individual. Projects will not separate family members. Projects will not deny a client because they want to live with a family member unless it would cause overcrowding in the unit.

Family includes, but is not limited to, regardless of marital status, actual or perceived sexual orientation, or gender identity, the following:

- 1) A single person, who may be an elderly person, displaced person, disabled person, near-elderly person, or any other single person; or,
- 2) A group of persons residing together, and such group includes, but is not limited to:
- 3) A family with or without children (a child who is temporarily away from the home because of placement in foster care is considered a member of the family);
 - a. An elderly family;
 - b. A near-elderly family;
 - c. A disabled family;
 - d. A displaced family; and,
 - e. The remaining member of a tenant family.

If a group of people that present together for assistance and identify themselves as a family, regardless of age or relationship or other factors, they are a family. A family must be served as such, regardless of how the present. Providers need to be able to serve every kind of family, regardless of the ages and sexes of the adults and children.

Examples

- 1) A program cannot separate out or deny assistance to adult men that present as part of the family (e.g., fathers, uncles, the mother's boyfriend, etc.)
- 2) A program may limit assistance to a household with children, it may not limit assistance to only one woman with children.
- 3) If two adults present together as a family for housing, the project must serve the two adults as a family and may not require proof of marriage and may not limit assistance to couples in a heterosexual relationship.
- 4) A household cannot reduce the size of a family because one child is in foster care. If a family presents for permanent housing and one child is in foster care, it would be acceptable to house them in a larger unit and document it is necessary for family reunification.

Please see HUD FAQ 1529 for additional information: <https://www.hudexchange.info/faqs/1529/how-is-the-definition-of-family-that-was-included/>

HOUSING QUALITY STANDARDS

All units paid for with CoC leasing or rental assistance funds must meet certain basic Housing Quality Standards (HQS) prior to expending CoC funds on that unit. All units must additionally meet state and local codes.

- The recipient or subrecipient must **physically inspect all units** prior to expending CoC funds and must continue to do so annually throughout the grant period (see **HUD Inspection Checklist**). The annual review can take place during lease renewal.
- Inspectors do not need to be certified.
- The owner of the unit has 30 days to address and correct any deficiencies in the unit.

- The recipient or subrecipient must maintain documentation of compliance with HQS, including inspection reports.

LEAD-BASED PAINT REQUIREMENTS

CoC recipients and subrecipients are expected to screen for, disclose the existence of and take reasonable precautions regarding the presence of lead-based paint in leased or assisted units constructed prior to 1978. To learn how to identify lead-based paint, the types of deterioration and how to repair the problem, please refer here:

<https://apps.hud.gov/offices/lead/training/visualassessment/h00101.htm>

GRIEVANCE PROCEDURE

PSH providers will develop their own policies and procedures for participant grievances. Grievances include: appeals of decisions that impact PSH participants (exits, extensions etc.) and grievances regarding PSH policies or perceived unfair/unequitable treatment by agency staff. Participants should inform clients about their grievance policy upon intake or orientation. Copies of the grievance policy should be provided to participants upon intake into the PSH program. PSH staff will make grievance forms available to clients upon request. Clients should be informed of how their grievance will be handled and given a timeframe for completion of each step of the process.

SERVING UNDOCUMENTED INDIVIDUALS

I. PRWORA Restrictions and Exceptions

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (“PRWORA”) restricted undocumented individuals from accessing a number of public benefits, including housing and homeless services. However, the PRWORA also created exceptions that allow access, regardless of the recipients’ immigration status, to programs and services that:

- deliver in-kind services at the community level;
- do not condition the provision of assistance on the program participants’ income or resources; and
- are necessary for the protection of life or safety.
-

II. Guidance from the U.S. Attorney General and HUD

The U.S. Department of Justice (DOJ) interpreted the above three-prong test to mean that all individuals, regardless of immigration status, should be given access to:

- “Short-term shelter or housing assistance for the homeless, for victims of domestic violence, or for runaway, abused or abandoned children,” and
- “Programs, services, or assistance to help individuals during periods of heat, cold, or other adverse weather conditions.”

To date, U.S. Department of Housing and Urban Development (HUD) has not issued any similar guidance clarifying which of its homeless assistance programs are subject to PRWORA’s noncitizen eligibility restrictions.³ However, in 2016, HUD, DOJ and the U.S. Department of Health and Human Services (HHS) issued guidance specifying that the following programs and services shall remain accessible to all eligible individuals, regardless of immigration status:

- Transitional Housing (for up to two years, where the recipients or sub-recipients of government funds own or lease the housing)
- Street Outreach Services

- Emergency Shelters
- Safe Havens
- **Rapid Rehousing**
-

III. Exceptions to Verification Requirements for “Nonprofit Charitable Organizations”

While the PRWORA generally requires government agencies to verify the immigration status of applicants for public benefit programs, “nonprofit charitable organizations” are **not** required to verify the immigration status of applicants for federal, state or local public benefits, including for Permanent Supportive Housing programs.

IV. Other Applicable Restrictions

Notwithstanding the PRWORA’s immigration-related restrictions, organizations or agencies that receive federal funding must not discriminate against individuals on the basis of race, national origin or any basis protected under the following:

- Title VI of the Civil Rights Act of 1964
- Fair Housing Act
- Violence Against Women Act
- Family Violence Prevention and Services Act
- Section 109 of Title I of the Housing and Community Development Act of 1974
- Any other applicable nondiscrimination law
- In addition, HUD, HHS and DOJ have advised that:
- *“Denying an individual a public benefit or treating an individual differently because of that individual’s race or national origin would violate one or more of these statutes. For example, a recipient of federal financial assistance may not deny benefits to applicants because they have ethnic surnames or origins outside the United States. Nor may the recipient single out individuals who look or sound “foreign” for closer scrutiny or require them to provide additional documentation of citizenship or immigration status. Also, because individuals might come from families with mixed immigration status, there may be some family members who are eligible for all benefits and others who are not eligible or who can receive only a more limited subset of those benefits. Therefore, benefits providers must ensure that they do not engage in practices that deter eligible family members from accessing benefits based on their national origin”.*

Useful links:

- Full text of the PRWORA: <https://www.congress.gov/104/plaws/publ193/PLAW-104publ193.pdf>
- Joint Letter: <https://files.hudexchange.info/resources/documents/HUD-HHS-DOJ-Letter-Regarding-Immigrant-Access-to-Housing-and-Services.pdf>
- HUD Fact Sheet: <https://files.hudexchange.info/resources/documents/PRWORA-Fact-Sheet.pdf>
- DOJ Interim Guidance: <https://www.govinfo.gov/content/pkg/FR-1997-11-17/pdf/97-29851.pdf>
- CRS Report: <https://crsreports.congress.gov/product/pdf/R/R46462>

ADMINISTRATION

Eligible activities

LEASING

For Continuum of Care PSH, leasing costs are eligible under the Permanent Supportive Housing (PSH) component.

Recipients and subrecipients may choose to use CoC Program funds to lease a structure or a portion of a structure that will be used for PSH projects. Leasing funds may also be used to lease individual housing units for PSH.

Leasing funds can pay for the following activities:

1. Rent for the unit or structure (§ 578.49(b)(1))
2. Security deposits for up to 2 months if the participant is leasing directly with the landlord provided the landlord is NOT the CoC recipient. (§ 578.49(b)(4)) If the CoC recipient owns the building or is master leasing the unit, leasing funds cannot be used to pay security deposits. However, a CoC recipient, acting as the landlord can bill the operating budget line item for repairs to damages caused by a client.
3. First and last month's rent (up to one month each, allowed as an advanced payment) (§ 578.49(b)(4))
4. Staff or related costs to carry out leasing activities including conducting Housing Quality Standards (HQS), paying landlords, etc.
5. Payments on unoccupied units while identifying a new program participant

TYPES OF RENTAL ASSISTANCE

1. Tenant-Based Rental Assistance (TBRA)

In TBRA, the program participants locate housing in the private rental market and enter into a lease with the property owner. Recipients/subrecipients may require participants to live in a specific structure for the first year, or a specific geographic area for the remainder of their participation in order to facilitate services.

As of July 2016, participants may use TBRA to rent units outside of the CoC's geographic area as long as the recipient meets certain requirements. For more information: <https://www.govinfo.gov/content/pkg/FR-2016-06-14/pdf/2016-13684.pdf>

2. Project-Based Rental Assistance (PBRA)

In PBRA, sponsor agencies rent units in the private market and then sublet the units to program participants. Sponsors may be private nonprofit organizations or community mental health agencies established as nonprofit organizations. If the participant moves, the sponsor may sublease to a different participant or use the SBRA in a different unit with the current participant. SBRA stays with the sponsor.

3. Sponsor-Based Rental Assistance (SBRA)

In PBRA, the recipient or subrecipient contracts for a particular unit or property and the participant then enters a lease with the landlord. If the participant moves, the PBRA stays with the unit for the next eligible participant.

SUPPORTIVE SERVICES

The CoC Interim Rule specifies which eligible supportive services can be paid for with CoC Program Supportive Service funds (§ 578.53(a)(1)). All supportive services provided must help program participants obtain and maintain housing. Services not specified in the CoC Interim Rule are not eligible (§ 578.53(d)).

Recipients and subrecipients are required to make available supportive services to program participants for the entire duration of their residence in the project.

ELIGIBLE SUPPORTIVE SERVICES:

Below is a list of eligible supportive services. Depending on the agency, some of these services may not be available. Agency program manuals will contain a list of the supportive services that they offer. PSH providers will work with clients to understand what services they need and can be offered.

- Annual Assessment of Services (§ 578.53(e)(1))
- Moving costs (§ 578.53(e)(2))
- Case management (§ 578.53(e)(3))
- Childcare (§ 578.53(e)(4))
- Education services (§ 578.53(e)(5))
- Employment assistance and job training (§ 578.53(e)(6))
- Food (§ 578.53(e)(7))
- Housing search and counseling services (§ 578.53(e)(8))
- Legal services (§ 578.53(e)(9))
- Life skills training (§ 578.53(e)(10))
- Mental health services (§ 578.53(e)(11))
- Outpatient health services (§ 578.53(e)(12))
- Outreach services (§ 578.53(e)(13))
- Substance abuse treatment services (§ 578.53(e)(14))
- Transportation (§ 578.53(e)(15))
- Utility deposits (§ 578.53(e)(16))

OPERATING COSTS

In general, the following costs are considered eligible:

- The costs of maintenance and repair of housing not included in the lease (§ 578.55(b)(1))

- Property taxes and insurance (§ 578.55(b)(2))
- Scheduled payments to a reserve fund for the future replacement of major buildings systems. Major building systems include structural support, roofing, cladding, weatherproofing, plumbing, electrical, heating, ventilation, and air conditioning (§ 578.55(b)(3))
- Security for a housing program if more than 50 percent of the units or building area are CoC-funded (§ 578.55(b)(4))
- Utilities including electricity, gas, heating oil or other heating/cooling costs, water, sewer, and trash removal (§ 578.55(b)(5))
- Furniture (office/apartment) that remains with the project. Mattresses are also eligible costs, even if they remain with the program participant (§ 578.55(b)(6))
- Equipment, including office equipment, appliances such as microwaves, refrigerators, stoves, washers and dryers, etc. that remain with the project (§ 578.55(b)(7))
- Staff time spent carrying out the above eligible operating activities that are part of the approved grant.
- Maintenance and Repair: Maintenance and repair include a property or unit's upkeep, including structural, electrical, and plumbing systems. It can include everything from leaky faucets to major repairs. It includes landscaping (non-beautification) and snow removal and salting.

PROJECT ADMINISTRATION

Under the Project Administration program component, CoC recipients and subrecipients may use these funds to support:

1. General management, oversight, and coordination (§ 578.59(a)(1))
2. Training on CoC requirements and attending HUD-sponsored CoC trainings (§ 578.59(a)(2))

Note: Recipients no longer need permission from HUD to spend CoC Program funds on conference attendance if the conferences includes a HUD or TA speaker assigned by HUD.

3. Carrying out environmental reviews (§ 578.59(a)(3))

Note: An environmental review must be conducted for all projects prior to CoC program funds being committed.

Ineligible Costs

Ineligible project administration costs include staff and overhead costs directly related to carrying out other eligible activities under the CoC Program (§ 578.43 – 578.57) (e.g., Leasing, Rental Assistance, Supportive Services) should be charged to those budget line items.

Example: Costs related to administering rental assistance such as calculating participant rent share or conducting housing quality inspections should be charged to the rental assistance budget line item rather than to project administration.

PROGRAM INCOME

Program income is defined as income received by the recipient or subrecipient directly generated by a grant-supported activity.

Use: Program income earned during the grant term shall be retained by the recipient, and added to funds committed to the project by HUD and the recipient, used for eligible activities in accordance with the requirements of this part. Costs incident to the generation of program income may be deducted from gross income to calculate program income, provided that the costs have not been charged to grant funds.

Rent and Occupancy Charges: Rents and occupancy charges collected from program participants are program income. In addition, rents and occupancy charges collected from residents of transitional housing may be reserved, in whole or in part, to assist the residents from whom they are collected to move to permanent housing.

REPORTING

Programs are required to be timely on any required reporting. If a program is not able to meet the deadline for a required report, the program administration will provide notice of an estimated time frame for when reports can be received.

PROGRAM MONITORING

PSH providers can expect the Sonoma County Department of Health Services Ending Homelessness Team to monitor their program annually to ensure adherence to these standards.

RESOURCES

PSH providers are encouraged to use all of the resources that HUD makes available to providers to better understand program rules and regulations and to better implement programs. Below are resources that can assist providers:

- CoC Interim Rule: <https://www.hudexchange.info/resource/2033/health-coc-program-interim-rule/>
- Continuum of Care Program 24 CFR Part 578: <https://www.law.cornell.edu/cfr/text/24/part-578>
- HUD Exchange CoC Virtual Binders: <https://www.hudexchange.info/programs/coc/>
- CoC Rent Calculation: <https://www.hudexchange.info/homelessness-assistance/coc-esg-virtual-binders/coc-rent-calculation/overview/>
- CDC Service Providers webpage: <https://sonomacounty.ca.gov/CDC/Homeless-Services/Providers/>
- Sonoma County Housing Authority Utility Allowances: <https://sonomacounty.ca.gov/CDC/Housing-Authority/Property-Owners/Utility-Allowances/>
- Chronic homelessness Resources: <https://www.hudexchange.info/news/new-resources-on-documentation-of-chronic-homelessness/>

- HUD Exchange Lead Based Paint Housing Toolkit:
[https://www.hudexchange.info/programs/lead-based-paint/lshr-toolkit/introduction/?utm_source=HUD+Exchange+Mailing+List&utm_campaign=efb1c21d86-New Lead Safe Housing Rule Toolkit&utm_medium=email&utm_term=0_f32b935a5f-efb1c21d86-19461893](https://www.hudexchange.info/programs/lead-based-paint/lshr-toolkit/introduction/?utm_source=HUD+Exchange+Mailing+List&utm_campaign=efb1c21d86-New+Lead+Safe+Housing+Rule+Toolkit&utm_medium=email&utm_term=0_f32b935a5f-efb1c21d86-19461893)

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