

# 2017 CHHS NOTICE OF FUNDING AVAILABILITY - HHOS APPENIDICES

## APPENDIX A- HHOS ELIGIBLE EXPENSES BY PROJECT TYPE

Eligible Project Types							
Eligible Expenses:	Emergency Shelter Operations & Staffing	Transitional Housing Operations & Staffing	Rental Assistance for Homeless Households	Support Services for Permanent Housing	Coordinated Assessment Projects	Diversion Projects	Housing and Essential Needs
Household rent (including lot for RV or manufactured housing), deposits, arrears			X				X
Utility arrears, utility deposits, monthly utilities			X				X
Move in costs for clients exiting a facility	X	X					X
Housing application fees			X				X
Parking spaces connected to unit			X				X
Background and credit checks, urinalyses costs	X	X	X				X
Moving costs			X				X
Lease/rent on building	X	X					
Utilities for facilities	X	X					
Utilities for office	X	X			X	X	X
Maintenance	X	X	X	X	X	X	X
Security and Janitorial services	X	X					
Essential facility equipment	X	X			X	X	X
Client transportation costs	X	X					
Hotel/Motel expenses less than 90 days			X				X
Site management costs	X	X		X			
Facility-specific insurance	X	X					
Housing search and placement	X	X	X	X	X	X	X
Essential Needs (HEN Clients only)							X
Housing stability	X	X	X	X	X	X	X
Outreach							X



## Program Operations for Rent Assistance and Facility Support

- ✓ Intake and assessment, including time spent assessing a household, whether or not the household is determined eligible.
- ✓ 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 households' 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. This includes services or activities designed to assist households in locating, obtaining, and retaining suitable housing, tenant counseling, assisting households to understand leases, inspections, securing utilities, making moving arrangements, representative payee services concerning rent and utilities, and mediation and outreach to property owners/landlords related to locating or retaining housing.
- ✓ Outreach services.
- ✓ Optional support services for individuals in permanent supportive housing, including case management and connections to resources.
- ✓ Data collection and entry (the time a case manager or program staff spending collecting and reporting data in HMIS and providing data for the Annual Homeless Housing Inventory Report).
- ✓ 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 the City), telephone, internet, and training/conferences/travel/per diem
- ✓ General liability insurance and automobile insurance

## **Rent Payments**

- ✓ Monthly rent and any combination of first and last months' rent. 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.
  - Monthly rent is not time-limited for HEN households or households in a PSH program.
  - For all other households and programs, rent assistance is limited to 24 months per episode.

- ✓ 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).
- ✓ Costs of parking spaces when connected to a unit.
- ✓ Landlord incentives (provided there are written policies and/or procedures explaining what constitutes landlord incentives, how they are determined, and who has approval and review responsibilities).
- ✓ Security deposits for households moving into new units.
- ✓ 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 its unit, but is expected to return (e.g., participant violates conditions of their DOC supervision and is placed in confinement for 30 days), Lead/Subgrantees may pay for the household's 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.
- ✓ 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 ongoing subsidy from another public program (e.g. Section 8) because it represents a different time period and cost type than the rental subsidy.*

- ✓ Utility-only assistance (including arrears) can be provided when no other [utility assistance](#), such as [LIHEAP](#), is available to prevent the shut-off and documented using the Utility-Only Assistance form.
- ✓ 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.

## **Leasing Costs**

- ✓ Lease or rent payment on a building. (If a Lead/Subgrantee owns the building or has a mortgage payment on the building, they may not charge the grant "rent" and then reimburse themselves.)
- ✓ Hotel/Motel expenses for less than 90 days when no suitable shelter bed is available.

- ✓ Move in costs for permanent housing including rent/security deposits and first month's rent.

### **Costs Other than Leasing Costs**

- ✓ Utilities (gas /propane, phone, electric, internet, water and sewer, garbage removal).
- ✓ Maintenance (janitorial/cleaning supplies, pest control, fire safety, materials and contract or staff maintenance salaries and benefits associated with providing the maintenance, mileage for maintenance staff).
- ✓ Security and janitorial (salaries and benefits associated with providing security, janitorial services).
- ✓ Essential facility equipment and supplies (e.g. common-use toiletries, food served in shelters, bedding, mats, cots, towels, microwave, etc.).
- ✓ Expendable transportation costs directly related to the transportation of eligible households (bus tokens and fuel for a shelter van).
- ✓ On-site and off-site management costs related to the building.
- ✓ Facility specific insurance (mortgage insurance is not allowable) and accounting.
- ✓ Move in costs for permanent housing including: truck rental and hiring a moving company, application fees, background check fees, credit check fees, utility deposits and costs of urinalyses for drug testing of household members if necessary/required for housing.

### **Administration**

Eligible administrative expenses are the costs of general management, oversight and coordination of the project. Such costs may include, but are not limited to, preparing budgets, preparing reports, monitoring project activities and evaluating results, and ensuring compliance with program requirements.

### **Indirect Costs**

Funds may be used to pay indirect costs. Indirect costs can be allocated to other eligible project activities using one of the three methods listed below.

1. The applicant agency has a federally negotiated indirect cost rate. If this option is selected, please attach the letter from your federal cognizant agency approving the rate;
2. The applicant agency has never had a negotiated indirect cost rate from the federal government and elects to charge a de minimis rate of 10% of modified total direct costs (MTDC). MTDC means all direct salaries and wages, applicable fringe benefits, materials and supplies, services, travel, and subawards and subcontracts up to the first \$25,000 of each subaward or subcontract. MTDC EXCLUDES equipment, capital expenditures, charges for patient care, rental costs, tuition remission, scholarships and fellowships, participant support costs, the portion of each subaward and subcontract in excess of \$25,000, and financial assistance paid on behalf of clients; or
3. The applicant agency has developed an indirect cost plan which is in compliance with the federal regulations found in 2 CFR Part 200, Subpart E and Appendix IV and desires to use the rates set forward in the plan. (Please note that the use of an indirect cost plan as provided for under Option 3 is subject to City review and approval.) A copy of the complete plan, including a cost policy statement and certificate statement signed by the Executive Director, or other designated official with organization's signature authority, must be attached. Samples of the cost policy statement and certificate can be obtained from the City of Spokane and will be uploaded to the CHHS webpage.

*Please note that some grant sources place a cap on the recovery of indirect costs and grantees shall be notified of any caps during budget negotiations. These caps historically fall between 7% and 10% (historically, administration under the HEN program is capped at 6.25%).*

### **Maintenance Activities vs. Building Rehabilitation**

As listed above, maintenance activities associated with a building are allowable Facility Support expenses; building rehabilitation and capital improvements are not.

Building rehabilitation and capital improvements typically include those items that are done building-wide or affect a large portion of the property such as roof replacement, exterior/interior common area painting, major repairs of building components, etc.

Maintenance activities include cleaning activities; protective or preventative measures to keep a building, its systems, and its grounds in working order; and replacement of existing appliances or objects that are not fixtures or part of the building (see examples in table below). Maintenance activities should fix, but not make improvements that would add value to the building.

Maintenance activities do not include the repair or replacement of fixtures or parts of the building. A fixture is an object that is physically attached to the building and cannot be

removed without damage to the building. Fixtures also include but are not limited to kitchen cabinets, built in shelves, toilets, light fixtures, staircases, crown molding, sinks and bathtubs. Maintenance activities do not include the installment or replacement of systems designed for occupant comfort and safety such as HVAC, electrical or mechanical systems, sanitation, fire suppression, and plumbing.

Allowable Expenses:

Cleaning Activities	Protective or Preventative Measures to keep a building, its systems, and its grounds in working order	Replacing Existing Appliances or Objects That are Not Fixtures or Part of the Building (See above for definition of "fixtures.")
<ul style="list-style-type: none"> <li>• Cleaning gutters and downspouts</li> <li>• Lawn and yard care (mowing, raking, weeding, trimming/pruning trees and shrubs)</li> <li>• Cleaning a portion of interior or exterior of building, including graffiti removal</li> <li>• Washing windows</li> <li>• Litter pick up and trash collection</li> <li>• Removing snow/ice</li> <li>• Unclogging sink and toilet</li> </ul>	<ul style="list-style-type: none"> <li>• Fixing gutters</li> <li>• Mending cracked plaster</li> <li>• Patching roof</li> <li>• Caulking, weather stripping, re-glazing.</li> <li>• Replacing a broken window or screen</li> <li>• Reapplication of protective coatings</li> <li>• Fixing plumbing leaks</li> <li>• Repainting previously painted surface (including limited scraping)*</li> <li>• Waterproofing (sealant)</li> <li>• Servicing and maintenance of mechanical systems</li> <li>• Replacing a carpet square or patching carpet</li> <li>• Fixing alarm systems</li> <li>• Installing temporary fencing</li> </ul>	<p>Replacing:</p> <ul style="list-style-type: none"> <li>• Kitchen appliances where removal would not cause any damage (for example dishwashers, stoves, refrigerators)</li> <li>• Light bulbs</li> <li>• Washing and drying machines</li> <li>• Air filters</li> <li>• Furniture</li> </ul>
<p>* Non-destructive methods only (e.g., no sandblasting or high pressure spraying).</p>		



## APPENDIX B- HOMELESS HOUSING DEFINITIONS

A range of housing models and strategies are needed to address the diverse needs of homeless people in Spokane County. These definitions are meant to be descriptive and to promote a common understanding of the use of key terms. The definitions may evolve over time and are not meant to establish absolute requirements or prohibitions in terms of the service models that applicants may propose in their applications. Applicants are encouraged to use the definitions to be clear about the population they plan to serve, the housing model they will use, and how the services will fit the needs of the anticipated project participants.

### Housing Types

#### 1. Non-time limited or Permanent Housing

Independent community-based housing that has no time limit on tenancy or specific service requirement as a condition of tenancy, although services may be provided, depending on residents served. Residents hold rental agreements and can stay in the housing for as long as they choose and as long as they are in compliance with their rental agreement or lease. Note: Non-time limited Housing is also referred to in many of these definitions as “permanent housing”. The use of the word “permanent” does not imply an expectation or requirement that the tenant will stay in the unit indefinitely. “Permanent” means only that the housing is not artificially time-limited.

- a. **Affordable Housing.** Non-time limited housing that is available to households with incomes less than 30%, 50% or 80% of area median income (AMI), also sometimes known as workforce housing. Housing projects may receive tax credits or other incentives in exchange for agreeing to set aside a certain number of units in the development for households with total incomes less than a particular percentage of AMI. Households must meet income requirements to be eligible for the units. Affordable housing may or may not have a rental subsidy.
- b. **Permanent Supportive Housing.** Permanent housing for a household that is homeless, and has a condition or disability, such as mental illness, substance abuse, chronic health issues, or other conditions that create multiple and serious ongoing barriers to housing stability. Households have a long-term need for housing case management and services in order to meet the obligations of tenancy and maintain their housing. Tenant holds a rental agreement or lease and may continue tenancy as long as rent is paid and the tenant complies with the rental

agreement or lease. Tenants have access to a flexible array of comprehensive services, mostly on site, such as medical and wellness, mental health, substance abuse, vocational/employment, and life skills. Services are available and encouraged but are not to be required as a condition of tenancy. There is ongoing communication and coordination between supportive service providers, property owners or managers, and/or housing subsidy programs.

- c. Service Enriched Housing. Permanent housing for homeless households with a lower level of service needs than those needing permanent supportive housing. Tenant services are offered, and many households will have only intermittent need for services, as the housing is designed for low-income and homeless people with a range of service needs. Some households may need individualized flexible services for a period of time, but do not need ongoing services to maintain housing long-term. Programs and services may be available on or off-site and promote personal and community asset building. Services are not required as a condition of tenancy.
- d. Subsidized Housing. Non-time limited housing that is supported by a rental subsidy. Generally, the tenant pays 30% of their monthly income towards rent and utilities, and the other portion of the rent is paid by the subsidy, up to a defined reasonable amount.

## 2. Time-limited Housing Programs

- a. Emergency Shelter. Emergency Shelter is defined as temporary shelter from the elements and unsafe streets for homeless individuals and families. Emergency shelters typically address the basic health, food, clothing, and personal hygiene needs of the households that they serve and provide information and referrals about supportive services and housing.
- b. Rapid Re-Housing (RRH). RRH is a short-term intervention for households experiencing homelessness. Services emphasize immediate efforts to address housing attainment, utilizing the minimum assistance needed to resolve each household's immediate housing crisis. Short-term rental assistance is provided, utilizing a progressive engagement approach to provide the appropriate level of assistance. It is expected that the majority of clients will receive less than six months of assistance, with a smaller percentage needing up to 24 months. [While RRH is a time-limited program, households are permanently housed.]
- c. Transitional Housing. Time-Transitional housing can be an effective tool for addressing certain needs- such as housing for homeless youth who are unable to sign a lease, safety for persons fleeing domestic violence

and assistance with recovery from addiction. As part of a crisis response system transitional housing programs should serve populations proven to be successful with this intervention; have reduced barriers to entry; and policies that ensure client- driven housing stabilization. Intensity and range of services provided varies among programs and should be appropriate for the target population served. Services may include case management, information and referral, life skills training, tenant education, and many others. In some cases, transitional housing is a transition-in-place approach that allows households to remain in their unit once the transitional housing program ends.

### **Supportive Services**

A wide range of direct client services and assistance to people throughout the homeless housing continuum. Services may include such things as outreach and engagement, case management, information and referral, treatment, healthcare, employment, life skills training, housing search and stabilization.

1. **Basic Services.** Limited services to help someone connect to needed community resources; information and referral. Services might also include limited financial assistance like bus tickets, food, and utility assistance.
2. **Case Management.** Individually-tailored services provided in a client's home or at an office that are described in a mutually-agreed-upon plan of action to address multiple life challenges. Case Management Services may include such things as budgeting and money management, life skills training, linkage to community services such as legal assistance, assistance applying for public benefits, parenting and liaison with schools, domestic violence counseling and safety planning, assistance with housing applications, mental health counseling, etc. Individual service plans include goals related to greater self-sufficiency and stability. Housing case management is the same services that are linked specifically to housing, and are intended to promote stability.
3. **Culturally Competent Services.** Cultural competency within an organization and the services that it provides includes a defined set of values and principles, and demonstrating behaviors, attitudes, policies and structures that enable the organization to work effectively in cross- cultural situations. The three following components must exist:
  - a. **Accessibility:** the agency evaluates and modifies the way in which its services are accessible (language, location, delivery style) to populations whose modes of engagement are different than the majority population.

- b. Relevance: the agency identifies specific culturally-based needs of populations and modifies the services delivered in order to meet those needs, including acquiring and institutionalizing cultural knowledge.
  - c. Commitment: the agency periodically conducts a self-assessment and reviews its cultural competency, including obtaining input from client and non-client culturally diverse populations and key stakeholders and uses this feedback in policy making, agency administration, and service delivery.
4. Enhanced Property Management/ Front Desk Enhancement. Property management activities that are enhanced in order to make the housing program effective for a special population. An example is the additional staffing required to operate a 24-hour front desk, a feature that is not necessary in a conventional apartment building but may be required to ensure tenant safety in a building serving chronically homeless individuals disabled by mental illness or chemical addiction.
5. Employment Services. Services that help link clients to employment opportunities in the community through skill building, job training, job readiness classes, assistance with resume writing, employment search, supported employment, and direct connections and referrals to jobs and/ or job programs.
6. Health Care Services. Medical and health related services that may include health screening, health education and illness prevention, testing, and treatment.
7. Landlord Liaison. Housing Search services aimed at linking homeless clients to units of permanent housing. A landlord liaison provides a bridge between the client, the property manager/landlord, service providers working with clients, and in some cases an agency that is master-leasing units from the landlord. Services may include such things as identifying and securing available housing units, outreach to landlords, managing landlord incentives, providing subsidies or connecting with subsidy providers, facilitating or performing unit inspections, providing on-call service to landlords and connecting with service providers for clients in crisis, assisting with housing applications and advocating on behalf of clients to landlords, mediating and helping to resolve conflicts between a landlord and a client.

8. Linkage Services. Provide clients with contact information and referrals to housing and needed services and resources in the community. The responsibility for following up on these referrals typically lies with the client, unless they are unable to on their own.
9. Outreach Services. Engagement with people who are not currently connected to community resources. Outreach services specifically target populations and/or geographic areas in order to identify and connect people to services and/or housing.
10. Resident Services. Property-based services that coordinate on-site activities and primarily provide information and referral to assist households in accessing services offered by third-party providers. Resident services promote personal and community asset building, such as After- school programs; Employment programs; Adult Education programs; Child Care; Community Safety, and Resident Leadership and may be available through referral and/or on site with at least one staff to coordinate and deliver services. Classes and activities based on residents' needs may be offered on site. Activities and services may include such things as after-school youth recreation and tutoring, ESL, parenting, nutrition and financial literacy classes, employment services, adult education and community building and engagement and eviction prevention.
11. Treatment Services. Therapeutic health, mental health, or substance abuse services that are provided by a licensed person/agency to a client. Services are geared towards the individual needs of the client and may be provided in housing, a treatment facility, or in a community health/mental health care setting.

### **Level of Services**

The level of services provided varies depending on the population served and a person's ongoing need for support.

1. High. High level services are typically needed for someone residing in permanent supportive housing who will need services long-term in order to remain in housing. High level services would be described as intensive, comprehensive, readily available (on-site), and available long- term. Services are usually offered 24/7.
2. Medium. Medium level services are typically comprehensive for a period of time, but may taper off and even eventually go away as a person becomes

stable in housing. Services will initially be readily available and provided onsite through regular case management visits (weekly or monthly depending on the need).

3. Low or "light-touch services". Low level or light-touch services are housing focused and provide very temporary support and assistance as a homeless household with a low need for services transition back into housing. These services are frequently "check-ins," and may be provided on or off site.

#### Financial Assistance

Expenses paid by an agency on behalf of a client to cover such costs as move-in assistance, household items, application fees, emergency or short-term rent-assistance and other emergent needs (housing related debt/arrears, etc.).

#### Capital for Housing

Funding pays for the costs to develop housing. These costs may include construction, rehabilitation, acquisition and other associated development costs, such as capitalized reserves.

#### Operating Support

Assistance provided to a housing provider to pay the costs to run and operate housing that is affordable to households with very low incomes.

#### Rental Assistance/Housing Choice Vouchers

Subsidy paid to a Landlord on behalf of a specific tenant to pay for a portion of the tenant's rent. Generally, the tenant pays 30% of their monthly income toward rent and utilities, and the subsidy provider pays the remainder up to a reasonable amount. If the client has zero income, rental assistance may pay the entire rent amount to the landlord. Rental Assistance may be long-term (12 months and longer) or short-term (less than 12 months).

1. Tenant-based Housing Choice Voucher Set-asides or Agency-based Vouchers. The Housing Authority signs a referral agreement with a service provider/agency. The agency may refer a specific number of applicants to the housing authority for whom they will provide services. The applicants receive tenant-based Housing Choice Vouchers and select where they choose to live from the private market. The Housing Authority then signs a Housing Assistance Payment (HAP) contract with the private owner, but only for the duration that the voucher holder is in residence.

2. **Project-based Assistance.** The Housing Authority contracts with a housing owner. The subsidy is directly attached to a specific number of units in the owner's development. The term is typically fifteen years with five year renewals up to a maximum contract term of 40 years. The owner is required to have an MOU with a service provider and to ensure that tenants are provided the services they need.
3. **Sponsor-based Assistance.** Under this model the Housing Authority contracts directly with a service provider. The service provider master leases units from one or more housing owners. The provider subleases these units to tenants and provides them with services. The Housing Authority funds the provider for the difference between the master lease rent and the tenant rent. This model provides the equivalent rental assistance to the Section 8 voucher program.

## Populations

1. **Chronically Homeless - HUD Definition.** Chronically homeless as defined by HUD, and reflected in the interim rule (24 CFR 578.3) is an unaccompanied homeless individual with a disabling condition who has either been continuously homeless for a year or more OR an unaccompanied homeless individual who has had at least four (4) episodes of homelessness in the past three (3) years. A disabling condition is defined as: (1) A disability as defined in section 223 of the Social Security Act; (2) a physical, mental, or emotional impairment which is expected to be of long- continued and indefinite duration, substantially impedes an individual's ability to live independently, and of such a nature that the disability could be improved by more suitable conditions; (3) a developmental disability as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act; (4) the disease of acquired immunodeficiency syndrome or any conditions arising from the etiological agency for acquired immunodeficiency syndrome; or (5) a diagnosable substance abuse disorder. The term "homeless" in this case means a person sleeping in a place not meant for human habitation (for example, living on the streets), in an emergency homeless shelter, or in a Safe Haven as defined by HUD. 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 this definition, including a family whose composition has fluctuated while the head of household has been homeless, is also considered chronically homeless.
2. **High-Utilizer.** Those persons diagnosed with mental illness and/or chemical dependency who are frequent users of emergency medical services, hospitals and/or the criminal justice system.
3. **Homeless – HUD Definition.** HEARTH Act (42 U.S.C. 3535d and 11389)

A homeless person or household is someone who is literally homeless, at imminent risk of homelessness, or fleeing or attempting to flee a domestic violence situation. These categories are further defined below.

- a. Category 1 – Literally Homeless: Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
    - i. Has a primary nighttime residence that is a public or private place not meant for human habitation;
    - ii. Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or
    - iii. Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.
  - b. Category 2 - Imminently at Risk of Homelessness: Individual or family who will imminently lose their primary nighttime residence, provided that:
    - i. Residence will be lost within 14 days of the date of application for homeless assistance;
    - ii. No subsequent residence has been identified; and
    - iii. The individual or family lacks the resources or support networks needed to obtain other permanent housing.
  - c. Category 3 – Homeless under other Federal statutes (not applicable under this RFP)
  - d. Category 4 – Fleeing or Attempting to Flee a Domestic Violence Situation: Any individual or family who:
    - a. Is fleeing, or is attempting to flee, domestic violence;
    - b. Has no other residence; and
    - c. Lacks the resources or support networks to obtain other permanent housing.
- d. Homeless Family. One or more adults over the age of 18, a pregnant woman (18 years or older), or a legal caregiver with at least one child under 18, who is



residing in the home or are in the process of reunifying with their parent or custodian. Parents who are in the process of reunifying with their children must demonstrate that there is a clear plan in place for the custody of the children to be restored.

- e. Homeless Older Adult. A homeless person aged 55 or over. Programs serving this population may be eligible for specific funding sources and/or may develop programming specific to the needs of this age group.
- f. Homeless Young Adult. Homeless persons ages 18 through 24 that may have been in an unstable housing situation for most of their lives, including involvement with the foster care system, and require services that are geared toward their individual developmental needs.
- g. Homeless Youth. Homeless persons under age 18, and for whom services are often dictated by Washington State guidelines due to their status as minors. Services are typically geared towards their individual developmental needs.
- h. Long-Term Homeless. This term includes all people who have been homeless for long periods of time or repeatedly over long periods of time as evidenced by stays in the streets, emergency shelters, or other temporary settings, sometimes cycling between homelessness and hospitals, jails, or prisons. This definition intentionally includes a larger group of people than the HUD definition of chronically homeless, such as families, youth, partnered homeless people, and those who do not have a documented disability.
- i. Person with a Disability - Social Security Definition. A person who is determined to: 1) have a physical, mental or emotional impairment that is expected to be of continued and indefinite duration, substantially impedes his or her ability to live independently, and of such a nature that the ability could be improved by more suitable housing conditions; or 2) have a developmental disability, as defined in the Developmental Disabilities Assistance and Bill of Rights Act.
- j. Person with Substance Use Issues. A person who has problems resulting from a pattern of using substances such as alcohol and drugs. Problems can include a failure to fulfill major responsibilities and/or using substances in spite of physical, legal, social, and interpersonal problems and risks.
- k. Person with a Mental Illness. A person with a mental illness is someone who has a psychiatric disorder that results in a disruption in a person's thinking, feeling, moods, and ability to relate to others.
- l. Veteran. For projects receiving Veterans and Human Services Levy funds, a veteran is defined as:
  - 1. Persons who served on Active Duty, in the National Guard, or Reserve

component of any branch of the armed forces of the United States, including the Coast Guard, and retired or separated from the military with a characterization of discharge of Honorable, General Under Honorable, Other Than Honorable, or Uncharacterized; or,

2. Persons who currently serve on Active Duty, not including National Guard or Reserve service members who have been activated for federal service; or
3. Persons who currently serve in the National Guard or Reserve component of any branch of the armed forces of the United States, including the Coast Guard, and either
  - a. Has fulfilled the initial military service obligation, or
  - b. Was activated for federal service for purposes other than training.
4. The family members of eligible veteran

### **Strategies and Service-Delivery Models**

- a. Graduation or Move-up. Graduation or Move-Up refers to a strategy where residents of permanent supportive housing with 24/7 front desk support with intensive services, who no longer need high-intensity services of their existing building, and who want greater independence, are given the option (and often assistance) to move into permanent affordable housing with less service supports. These clients will be supported throughout the shift to new housing and provided services on an as needed basis. Graduation units facilitate the movement of persons/households to less service-intensive housing when they are ready to take that step, thereby freeing up a new permanent supportive housing unit for a new homeless household with intensive support needs.
- b. Harm Reduction. Harm reduction is a set of practical strategies that reduce the negative consequences associated with drug use, including safer use, managed use, and non-punitive abstinence. These strategies meet drug users "where they're at," addressing conditions and motivations of drug use along with the use itself. Harm reduction acknowledges an individual's ability to take responsibility for their own behavior. This approach fosters an environment where individuals can openly discuss substance use without fear of judgment or reprisal, and does not condone or condemn drug use. Staff working in a harm reduction setting work in partnership with tenants, and are expected to respond directly to unacceptable behaviors, whether or not the behaviors are related to substance use. The harm reduction model has also been successfully broadened to reducing harms related to health and wellness as well as many other issues.

- c. Homelessness prevention. A set of strategies intended to assist people who are living in an unstable housing situation or facing a short-term housing crisis to remain in their current housing and not become homeless. Strategies include such things as outreach, information and referral, financial assistance, money management counseling and sometimes case management.
- d. Housing First. Housing first is a homeless system orientation designed to return homeless people to housing as quickly as possible without a "housing readiness" test, or other conditions to entering housing. Programs in a housing first homeless system empower homeless people to overcome barriers to obtaining permanent housing. A housing first system does not require that households spend time in a shelter or graduate from a transitional housing program in order to receive permanent supportive housing, although many households will enter housing from a shelter. In order to achieve a housing first system orientation, homeless housing units in the system must remove screening barriers and screen in homeless households, many of whom may have barriers that traditionally make it more difficult for them to rent in the private market.
- e. Medicaid Permanent Supportive Housing Services Benefit. A benefit currently being sought in Washington state through a federal waiver to allow supportive housing services (i.e., tenancy supports and housing case management) to be covered through Medicaid for eligible participants in permanent supportive housing. Once available, Medicaid-licensed and certified agencies may qualify to leverage the benefit.
- f. Progressive Engagement. Progressive Engagement is a promising practice that recognizes that up-front assessment is not full-proof, and allows homeless programs to alter the amount of assistance to a household based on actual results rather than presumptions about need. Progressive engagement means that a program starts off delivering a small amount of assistance initially (financial assistance, services, etc.) to each household, with the ability to add more assistance if re-assessment of a household indicates such a need. An initial assessment of strengths, needs and barriers informs the development of a client-driven housing stability plan, but it is not expected that the initial assessment can reliably predict the amount or duration of services needed. Frequent re-assessment informs updates to the plan and the provision of assistance, as needed.

### **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

### **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.

- g. **Recovery-Based Services.** Recovery-based services in supportive housing emphasize the strengths of a person to recover and discover opportunities to increase household income and financial stability. Recovery services also assist a person/household to establish supports and to make the move out of supportive housing when they are ready.
- h. **Voluntary Services.** Flexible services designed primarily to help tenants maintain housing. Voluntary services are those that are available to but not demanded of tenants (one's housing is not dependent on participation in services), such as service coordination/case management, physical and mental health, substance use management and recovery support, job training, literacy and education, youth and children's programs, and money management. While services are not a condition of tenancy, providers may employ motivational interviewing and other techniques to engage clients in services.