



St. Johns County Continuum of Care Written Standards

This document contains the Continuum of Care (CoC) Policies and Procedures that guide and inform the services provided to those who are at risk of, or currently experiencing homelessness in St. Johns County. The most current version of this document can be found at www.StJohnsCountyCoC.org/documents.

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Introduction

The Emergency Solutions Grant (ESG) Program was established through the Stewart B. McKinney Act of 1987 and amended by the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009. ESG is a program designed to assist families and individuals in crisis with emergency assistance to prevent homelessness and enable homeless households to move towards independent living.

All CoC-related documents, including these Standards, can be found at www.stjohnscountycoc.org/documents.

Applicable ESG and Continuum of Care (CoC) Regulations

1. Continuum of Care Program: [24 CFR Part 578](#)
2. CoC Duties: [Establishing and Operating a Continuum of Care](#)
3. Emergency Solutions Grant: [24 CFR Part 576](#)
4. For more information about the ESG Program, including program guides and tools, visit the ESG Program page at [ESG: Emergency Solutions Grants Program - HUD Exchange](#).

For a list of definitions, see Appendix 14.

A. Purpose of Written Standards

These Written Standards are intended to support the St. Johns County Continuum of Care (CoC) by offering a guiding framework for homeless housing and service providers and funders. They represent the standards of service delivery for our community and serve as a guide for the implementation and operation of housing and services specifically targeted to address homelessness in the county and are subject to annual reviews and updates.

These Standards provide increased grant compliance, shared understanding of common values, a focus on racial equity, and a basis for best practices. Additionally, the Standards assist:

- The CoC fulfill their responsibility to the U.S. Department of Housing and Urban Development (HUD) and explicitly operationalizes local values and a common philosophy of care.
- Local Funders utilize a common reference for key requirements and tools to support monitoring and technical assistance activities.
- Housing and service providers refer to common expectations from funders with minimal variations between contracts for greater ease of reference and compliance.
- The CoC provides a standard of care for people at risk of, or currently experiencing homelessness. The Standards will also be available online for greater transparency and knowledge of consumer rights and responsibilities.

It is important to note that this document summarizes various grant requirements and is not intended to replace contractual obligations or the regulations in 24 CFR Part 576 or any applicable federal, state, or local laws. Sub-recipients should always reference applicable program regulations and relevant grant agreements to ensure compliance.

B. Vision, Mission, Strategy and Goals

The St. Johns County CoC is guided by the following vision and mission:

Vision: Believing housing is a human right, we envision a community where all people have access to safe, stable and affordable housing.

Mission: The Continuum of Care leads the effort to prevent and end homelessness, bringing together resources and partnerships to make homelessness rare, brief and one time.

Strategies and Goals:

The strategies and goals of the St Johns County CoC Strategic Plan provides a foundation for collective action:

1. Increase Permanent Housing Opportunities
 - a. Utilize a Housing First Philosophy
 - b. Advocate for local, state and federal policies which increase affordable housing
 - c. Prioritize funding applications that offer permanent housing opportunities
2. Strengthen the Coordinated Entry System (CES)
 - a. 100% participation by homeless service providers in Coordinated Entry
 - b. Enhance Coordinated Entry to better serve households experiencing homelessness
 - c. Improve processes and performance of the CES
3. Improve Overall Performance of the Continuum of Care
 - a. Strengthen the Homeless Management Information System (HMIS)
 - b. Make data driven decisions
 - c. Increase nonprofit capacity for agencies serving households experiencing homelessness
 - d. Identify and address gaps in service to strengthen crisis response system
4. Strengthen the Leadership of the Crisis Response System
 - a. Increase capacity of the CoC Lead Agency
 - b. Increase capacity of the CoC Governance Board
 - c. Implement Marketing and Education plan

The CoC's strategies and goals guide the policy and procedure statements in these Standards, centering the experience of households experiencing homelessness and ensuring maximum impact and the reduction of harm. It is the expectation of the CoC that the goals above are integrated in program operations and are intentionally part of the operational design of services and interventions.

C. Guiding Principles

To ensure continuity and consistency within ESG-funded programs, sub-recipients should follow the guiding principles outlined below when implementing their programs:

Housing is a basic human need; providers must ensure that housing options offered to clients are accessible, safe, and affordable;

Programs should first ensure that a client's basic needs are met (food, housing, clothing, etc.) prior to focusing on other needs (recovery, employment, education, etc.) based on the client's situation and their requests for specific types of assistance;

Clients have the right to set their own goals and make their own decisions, even if their goals are different than those of the service provider. Providers must operate with a person centered, housing first approach. Service providers should work to reduce as many barriers to services as possible;

Clients are the experts in what they need and how they can achieve their goals. A client's strengths and assets should always be leveraged and considered in service delivery;

Every person has inherent dignity and worth; service providers should treat all clients with respect, being mindful of individual differences and cultural and ethnic diversity;

Clients have a right to privacy, confidentiality, and to be informed of their rights (especially related to their records, program termination, grievances, etc.);

Services delivered to clients should promote client well-being and work to integrate the client with mainstream resources and the larger community as much as possible.

D. Sub-Recipient Program Requirements, Policies, and Procedures

These Standards apply to all ESG funded providers without exception. Agencies desiring to apply for funding applicable under these Standards must demonstrate their ability to meet the requirements of the minimum Standards outlined in this document.

I. Eligible Sub-recipients

Private, nonprofit, tax-exempt organizations that plan to provide street outreach, emergency shelter, rapid rehousing, and homelessness prevention services are eligible to apply for ESG funds. Applicants must be current CoC members or complete a membership application upon submittal of funding application(s). Applicants must demonstrate that they have participated in an HMIS system for at least one full year or provide a sufficient plan on their capacity to participate in HMIS. For organizations serving victims of domestic violence, the St. Johns County CoC may approve another comparable database per HUD guidelines. Applicants must also agree to participate in the Coordinated Entry System (CES) as required by federal regulations.

II. Nondiscrimination

The CoC is committed to ensuring that no program participant is used to discriminate on the basis of protected classes including race, color, religion, national origin, sex, age, familial status, disability, actual or perceived sexual orientation, gender identify, or marital status. All programs receiving Federal and State funds will comply with applicable civil rights and fair housing laws and requirements, and recipients and sub-recipients of CoC funding and ESG Program-funded projects must comply with the nondiscrimination and equal opportunity provisions of Federal civil rights law. The following nondiscrimination and equal opportunity provisions include but are not limited to the following:

- Fair Housing Act,
- HUD’s 2012 and 2016 Equal Access Rules,
- Title II of the American with Disabilities Act,
- Section 504 of the Rehabilitation Act; and,
- Title VI of the Civil Rights Act.

Providers must have nondiscrimination policies in place and conduct assertive outreach to people least likely to engage in services. Program funding shall market housing and supportive services to eligible persons regardless of age, race, color, national origin, religion, sex, actual or perceived gender identity, sexual orientation, familial status, or disability; and shall provide program participants with information, in writing, on their rights and remedies under applicable federal, state and local law.

Civil Rights Obligations of Public Entities and Recipients of Federal Financial Assistance

Federal laws prohibit discrimination in housing and community development programs and activities because of race, color, religion, sex, national origin, familial status, and disability. These obligations extend to recipients of HUD financial assistance, including sub-recipients, as well as the operations of state and local governments and their agencies, and certain private organizations operating housing and community development services, programs, or activities.

For example, federal laws prohibit discrimination, including the denial of participation in and benefit of, the following examples of programs and activities: homelessness, transitional housing, permanent supportive housing, the operations of social service organizations, public housing, voucher programs, other affordable housing programs, community development funded facilities, etc. Recipients and other covered entities also must take certain affirmative steps within such programs and activities to provide equal housing opportunities.

Learn more about these obligations with respect to [individuals with disabilities](#).

Learn more about these obligations with respect to individuals with [limited English proficiency](#).

Filing a Complaint

Federal laws protect applicants, beneficiaries, participants, and other individuals from discrimination in programs or activities administered by state and local government agencies and recipients of federal financial assistance. Examples include residents or applicants of public housing, affordable housing, and voucher programs; participants in HUD funded substance abuse or other treatment programs; residents of homelessness programs; etc. If you believe you have been discriminated against in any housing or community development program, you may [file a complaint](#) with FHEO.

FHEO has civil rights authority over the housing-related programs, services, and regulatory activities of state and local governments and recipients and sub-recipients of financial assistance from HUD, including private businesses.

III. Faith-based activities – [24 CFR 5.109](#)

The following regulations apply to faith-based organizations. For a full list of protections and requirements of faith-based organizations, visit the linked regulation in this section's heading.

Independence and identity of faith-based organizations. A faith-based organization that applies for, or participates in, a HUD program or activity supported with Federal financial assistance retains its autonomy, right of expression, religious character, authority over its governance, and independence, and may continue to carry out its mission, including the definition, development, practice, and expression of its religious beliefs. A faith-based organization that receives Federal financial assistance from HUD does not lose the protections of law.

Explicitly religious activities. If an organization engages in explicitly religious activities (including activities that involve overt religious content such as worship, religious instruction, or proselytization), the explicitly religious activities must be offered separately, in time or location, from the programs or activities supported by direct Federal financial assistance and participation must be voluntary for the beneficiaries of the programs or activities that receive direct Federal financial assistance.

Nondiscrimination requirements. Any organization that receives Federal financial assistance under a HUD program or activity shall not, in providing services with such assistance or carrying out activities with such assistance, discriminate against a beneficiary or prospective beneficiary on the basis of religion, religious belief, a refusal to hold a religious belief, or a refusal to attend or participate in a religious practice.

E. The Coordinated Entry System

Participation in the Coordinated Entry System (CES) is strongly encouraged for any program providing services to households experiencing homelessness. Projects that are funded through the HUD CoC or ESG programs are required to participate in the CES. Coordinated entry is a centralized and streamlined system for accessing housing and support services to end homelessness in a community and is required by HUD for all CoCs as stated in 24 CFR 578.7 (a)(8) of the CoC Program Interim Rule. "HUD's primary goals for coordinated entry processes are that assistance be allocated as effectively as possible and that it be easily accessible no matter where or how people present." Such a system incorporates a community-wide Housing First approach to all programs and prioritizes resources for those with the most complex needs. Coordinated entry processes help communities prioritize assistance based on vulnerability and severity of service needs to ensure that people who need assistance the most can receive it in a timely manner. Coordinated entry also provides vital information to communities about service needs and gaps to help communities plan their assistance and identify needed resources. Utilizing a standardized assessment tool and practices, the goal is for the system to ensure that households experiencing homelessness have equal and fair access to resources that will end their homelessness.

Projects shall work with the CES Lead and follow the policies and procedures in the CES Written Standards. Projects must set up any ESG-funded program in the HMIS and will work with the HMIS Lead to ensure program information is accurate and detailed.

F. Coordination Among Services & Providers

- All ESG-funded programs must participate in by-name list meetings to discuss referrals, placements, client needs, and interventions for individuals being served.
- Street outreach services have a coordinated partnership agreement in place to access to emergency shelter for youth under the age of 18.
- Materials for all ESG-funded projects must be publicized among CoC members, stakeholders, and mainstream service providers through email, CoC network meetings, and flyers. These materials shall include program details and contact information for the respective program.
- Each ESG-funded program is responsible for coordinating appropriate services for the benefit of program participants. Those services include but are not limited to: veterans' programs, federally subsidized housing programs, mainstream resources (TANF, SNAP, SSI, etc.), education for homeless children and youth programs, health services, etc.
- Coordination among service providers occurs primarily through CES for housing assistance. Exceptions are made for individuals who show up to emergency shelters on their own; these individuals may be screened and served without first going through centralized intake. Similarly, victims of domestic violence who contact domestic violence shelters independently may also be screened and served without first going through centralized intake.
- Emergency Shelters and Rapid Rehousing projects must comply with Emergency Transfer plans for victims of domestic violence or human trafficking.

G. Termination of Assistance

Minimum standards for termination of assistance are:

- In general – If a program violation occurs and the provider terminates assistance as a result, the termination shall follow an established process that recognizes the rights of the individuals affected. Termination shall only occur in the most severe cases after other remedies have been attempted. Termination of individuals and families in projects funded through the CoC program must be consistent with [578.91](#) and [576.402](#).
- Due process rights for individuals and families facing program termination – When an ESG funded homeless assistance program seeks to terminate participation for any household, the required formal process shall minimally consist of:
 - Written notice clearly stating the reasons for termination;
 - Review of the decision that gives the participant opportunity to present objections to the decision and to have representation. Any appeal of a decision shall be heard by an individual different from and not subordinate to the initial decision-maker; and
 - Prompt written notice of the final decision on the appeal.
- Ability to provide further assistance – Termination will not bar the provider from providing later additional assistance to the same family or individual.
- Reasonable examples for termination:
 - The person does not meet the program's eligibility criteria.

- The person would be a danger to self or others if allowed to stay at this particular program.
- The services available through the program are not sufficient to address the intensity and scope of household need (this should be a rare occasion).
- The program is at capacity and is not available to accept referrals.
- The program cannot locate or contact the household.

H. Overview of ESG Program Components

The ESG Program includes five components, plus administrative costs:

1. Street Outreach ([24 CFR 576.101](#)),
2. Emergency Shelter ([24 CFR 576.102](#)),
3. Homelessness Prevention ([24 CFR 576.103](#)),
4. Rapid Rehousing ([24 CFR 576.104](#)),
5. HMIS ([24 CFR 576.107](#)), and
6. Administrative Costs ([24 CFR 576.108](#)).

The following sections outline the eligible activities, costs, and participants for each funded component.

I. Street Outreach (24 CFR 576.101)

Objective

To reduce the number of unsheltered homeless persons on the street by providing engagement and essential services, and ensuring everyone has a path to permanent housing.

Participant Eligibility

ESG funds may be used for costs of providing essential services necessary to reach out to **unsheltered homeless people**; connect them with emergency shelter, housing, or critical services; and provide urgent, non-facility-based care to unsheltered homeless people who are unwilling or unable to access emergency shelter, housing, or an appropriate health facility. For the purposes of this section, the term “unsheltered homeless people” means individuals and families who qualify as homeless under paragraph (1)(i) of the “homeless” definition.

Eligible Costs

The eligible costs and requirements for essential services consist of:

1. Engagement,
2. Case management,
3. Emergency health services,
4. Emergency mental health services,
5. Transportation,
6. Services for special populations (homeless youth, victim services, and people living with HIV/AIDS).

These services will be provided on the streets, parks, abandoned buildings, bus stations, campgrounds and such settings where unsheltered persons are staying.

Targeting and Providing Street Outreach Services

Street Outreach services will be targeted toward the most vulnerable individuals and families experiencing unsheltered homelessness. Street Outreach will be prioritized utilizing vulnerability factors outlined in the Coordinated Entry Standards.

Youth (Under 25)

Eligible clients will be served using a program model that brings services to the client. This includes providing services in homeless encampments, parks, streets, and/or other youth hotspots. After an initial intake is completed with a homeless youth, advocates will provide youth with any basic care services, including food, clothing, shelter, or connections to medical care if necessary. After attending to immediate basic needs, advocates will complete a service or goal plan with youth input and participation. As feasible and appropriate, family members will be included in the development and execution of this plan. Goals will include, but are not limited to the following: developing a safety plan (including what to do in a disaster situation), creating a plan for safe exit from the streets into a safe, stable living situation, whether to shelter, a transitional program, or to a permanent, safe living situation at home or other location, and developing goals to further education or work experience. Youth from out of the area will receive the same services. If a safe, stable living situation is located within the youth's family/hometown, advocates will aid in arranging transportation (i.e., partner agencies which help with transportation). If no suitable situation is available in the youth's hometown, efforts will be made for suitable living accommodation locally (group living, transitional living, etc.).

Advocates continually evaluate the goals of the client and with youth input and direction, will make adjustments to either slow or speed up progress.

Adults

Eligible clients will be served using a program model that brings services to the client. This includes providing services in homeless encampments, parks, streets, libraries, and/or other frequented areas identified by street outreach workers. After an initial intake is completed, advocates will provide basic care services, including food, clothing, shelter, or connections to medical care if necessary. After attending to immediate basic needs, advocates will complete a service or goal plan with client input and participation. As feasible and appropriate, family members will be included in the development and execution of this plan. Goals will include, but are not limited to the following: developing a safety plan (including what to do in a disaster situation), creating a plan for safe exit from the streets into a safe, stable living situation, whether to shelter, a transitional program, or to a permanent, safe living situation at home or other location, and developing other goals as identified and appropriate.

Advocates continually evaluate the goals of the client and will make adjustments to either slow or speed up progress.

Documentation of Eligibility and Services

Please see Appendix 10 for the Street Outreach Client File Checklist.

II. Emergency Shelter (24 CFR 576.102)

The goal of Emergency Shelter is to provide emergency shelter and safe environment on a temporary basis for homeless individuals and families as they transition from homelessness into permanent housing. Eligible activities include essential services (case management, child care, education services, employment assistance and job training, outpatient health services, legal services, life skills training, mental health services, substance abuse treatment services, transportation, and/or services for special populations – homeless youth, victim services, and people living with HIV/AIDS); renovations; and shelter operations. ESG funds may be used to operate the shelter or to provide a range of essential services to the residents. Temporary hotel and motel stays are also permitted under this component if no appropriate emergency shelter is available for a homeless individual or family. 24 CFR 576.102

Objectives

- To provide emergency shelter and safe environment on a temporary basis for homeless individuals and families as they transition from homelessness into permanent housing
- Decrease long stays in shelter
- Decrease returns to shelter by developing housing stability plans

Participant Eligibility

To be eligible for services for **Emergency Shelter** through ESG, individuals or families must be classified as homeless under Category 1,2, 3 or 4 of HUD's definition of homelessness and be located within our service area. [See Appendix 2 for Criteria for Defining Homeless.](#) [See Appendix 3 for Eligibility Criteria for Emergency Shelter.](#)

HUD's Equal Access Rule

The Equal Access Rule requires recipients of funding from HUD's Office of Community Planning and Development (CPD) funding, as well as owners, operators, and managers of shelters, and other facilities and providers of services funded by any CPD program, to grant equal access to such facilities and services in accordance with an individual's gender identity, and in a manner that affords equal access to the individual's family. You can find more information below.

2016 – [Equal Access in Accordance with an Individual's Gender Identity in CPD Programs](#)

Resources for HUD's Equal Access Rule

See Appendix 12 for the CoC Policy on Gender Inclusion and Non-Discrimination with Respect to Sexual Orientation or Gender Identity

The CoC stands firmly that all persons requesting shelter and utilizing shelter services are treated with the utmost respect and dignity. Discrimination of any kind will not be tolerated within the St. Johns County homeless network.

Emergency Shelter Policies & Procedures

Throughout the CoC, every emergency shelter is encouraged to develop policies and procedures in accordance with policies outlined below. However, it is required for ESG-funded emergency shelters. The policies and procedures below represent best practices and the expectation of emergency shelters. Each

ESG-funded emergency shelter must submit a copy of their policies and procedures to their grantor annually, or upon significant changes.

For the initial intake case management staff will work with the individual or family to review the operations of the shelter facility. This may include, but is not limited to emergency evacuations, housing-focused case management, review of legal conditions, medical needs, etc. This process may differ for Domestic Violence shelters.

Admission to Emergency Shelter is provided to individuals and families who are unable to secure any other alternate housing arrangement. The process is outlined below.

1. Diversion – Each household requesting shelter will complete a diversion process with a shelter staff member upon presenting for shelter. If a diversion assessment cannot be completed at the point of entry, the shelter staff will work with the household to rapidly resolve their crisis and provide early intervention.
2. Shelter Stay – If a household cannot be diverted, they will be provided with an emergency shelter bed and entered into HMIS. Shelters are discouraging from limiting a shelter stay, but shelter staff are expected to actively work with households on housing goals. Housing problem-solving conversations will continue throughout the entire shelter stay and a housing plan will be established.
3. Housing-Focused Services – Shelter is designed as a pathway to permanent housing. Shelter staff should work with households to develop a housing plan that describes the household’s plan to obtain permanent housing. Households should also be connected to Coordinated Entry (CE) within fourteen (14) days by completing a standard assessment. Shelter staff shall continue to work with households every 7-14 days on the housing plan, continuously updating the household’s needs and goals to ensure rapid exits and continuity of care.
4. Prioritization – If households are prioritized through the CE process, the shelter staff should continue working with the household and coordinating services to ensure rapid exit to housing. Households who are not prioritized for a housing resource through CE will work with shelter staff to find alternate housing resources.
5. Exits and Discharge – All exits from shelter, whether voluntary or involuntary, should be documented in HMIS and in line with the shelter’s policies and procedures. A grievance policy must be available to every program participant.

PROHIBITION AGAINST INVOLUNTARY FAMILY SEPERATION: The age and gender of a child under the age of 18 must not be used as a basis for denying any family’s admission to any housing or shelter receiving funding from either ESG or CoC (24CFR 578.93(e)).

Termination and Re-Admission

Termination: If a program violation occurs and the provider terminates assistance as a result, the termination shall follow an established process that recognizes the rights of the individuals affected. Program participants can only be terminated involuntarily from shelter for health and safety concerns and in accordance with shelter policies and procedures. Termination shall only occur in the most severe cases after other remedies have been attempted.

Re-admission: Termination will not bar the provider from providing later additional assistance to the same family or individual.

Length of Stay

Since each emergency shelter has a unique role in the homeless services system, shelters may establish their own policies regarding length of stay. However, all ESG-funded shelters, with exception of domestic violence shelters, are required to participate in the establishment of system-wide baselines and benchmarks for HUD system performance measures including length of stay, returns to homelessness, and increase in income.

Safety Protocol

Since each emergency shelter has a unique role in the homeless services system, shelters may establish their own policies regarding client safety and security. Safety and security policies should, at a minimum, provide specialized services for individuals and families fleeing domestic violence or human trafficking.

Serving Special Populations

Staff at all Coordinated Entry access points will be familiar with resources for any households who meet Category 4 of the homeless definition (domestic violence and human trafficking). Those households can be referred to emergency shelters that specialize in serving persons fleeing domestic violence or human trafficking, or the household can be referred to non-specialized homeless services based on the household's preference.

All sub-recipient shelters, whether they specialize in Category 4 homelessness or not, will require relevant staff to receive training in Confidentiality/Privacy, HIPAA & Professional Ethics as well as Domestic Violence Safety Planning.

Documentation of Eligibility and Services

Please see Appendix 7 for the Emergency Shelter Client File Checklist.

Emergency Shelter Habitability Requirements

All ESG-funded emergency shelters must have a current Certificate of Occupancy from the City of St. Augustine and shall comply with all applicable City, State, and Federal fire, environmental, health, and safety standards and regulations. When ESG funds are used under the emergency shelter component for renovation or shelter operations, the building must meet the minimum standards for safety, sanitation, and privacy.

Case Management Services

While the immediate goal of emergency shelter is to ensure that those in housing crisis are sheltered and safe, once this has been established shelter providers are expected to help residents leave the facility as quickly as possible to permanent housing. All shelters are expected to have access to housing case management services on site and provide clients with linkages to other assistance such as mental or physical health treatment, legal services, and more. Housing case management services and the documentation of them must include, at a minimum, the following:

- Brief case notes to document services provided to clients.
- A housing plan that was created within 14 days of shelter entry, either via HMIS or comparable database, to document client housing goals and support needed to achieve the goal.
 - At minimum, housing plans must be updated every 90 days.
- Client case management progress records in HMIS and/or the client chart. Case management progress must be made available for review.
 - Prior to grant award, organizations should designate whether they will be tracking services via HMIS or a comparable database.

III. Homelessness Prevention (24 CFR 576.103)

ESG eligible activities include providing housing relocation and stabilization services (rental application fees, security deposits, last month's rent, utility payments, moving costs, housing search and placement, housing stability case management, mediation, legal services, and credit repair); and short-term and/or medium-term rental assistance.

Objective

- To prevent persons from becoming homeless in a shelter or any unsheltered situation
- To help such persons regain stability in their current housing or other permanent housing
- To ensure program households have a source of verifiable income, which is expected to be sufficient to sustain housing at the completion of ESG-HP assistance

Participant Eligibility

Program participants must meet the definition of "at risk of homeless" as defined in 576.2, or meet the criteria in (2), (3), or (4) of the "homeless" definition. Participants' household income must be at or below 30% AMI (Area Median Income).

ESG funds may be used to provide housing relocation and stabilization services and short- and/or medium-term rental assistance necessary to prevent an individual or family from moving into an emergency shelter or another place described in paragraph (1) of the "homeless" definition in 24 CFR 576.2. This assistance, referred to as homelessness prevention, may be provided to individuals and families who meet the criteria under the "at risk of homelessness" definition, or who meet the criteria in paragraph (2), (3), or (4) of the "homeless" definition in 24 CFR 576.2 and have an annual income below 30 percent of median family income for the area, as determined by HUD. The costs of homelessness prevention are only eligible to the extent that the assistance is necessary to help the program participant regain stability in the program participant's current permanent housing or move into other permanent housing and achieve stability in that housing. Homelessness prevention must be provided in accordance with the housing relocation and stabilization services requirements in 24 CFR 576.105, the short-term and medium-term rental assistance requirements in 24 CFR 576.106, and the written standards and procedures established under 24 CFR 576.400.

Prioritization

CES will prioritize individuals and families by the agreed upon community prioritization factors for homelessness prevention and send it to the homelessness prevention providers when the provider indicates availability. CES will contact the providers listed to assist eligible individuals and/or families.

Homeless Prevention will prioritize based on the following factors:

- Household Income (No income or below 15% AMI).
- Re-housing Challenge Factors (eviction history, felony that would impact housing)
- Those who are in danger
- High Risk of Homelessness Factors (experienced homelessness in past 3 years or severe of life threatening health condition.)

Cost Paid by Program Participant

The share of rent/utilities that each program participant must pay while in the program shall be determined as a result of each program participant's individual needs. Evidence of this determination must be documented in each participant's case file resulting from the development of an individualized financial assistance strategy.

Program Standards

The ESG Homelessness Prevention funding provides financial assistance related to the costs of obtaining permanent housing. Funding can be used to provide one-time assistance or ongoing assistance provided that the ongoing assistance does not exceed \$10,000 per household. If funding extends beyond a single month of service, the housing assistance plan may reflect adjusted financial supports for the plan.

If an agency determines additional assistance is needed, the case worker must get approval from a Supervisor and CoC Lead Agency Staff or utilize agency funding. Case workers can determine additional assistance in conjunction with the housing stability case plan.

Type of Rental Assistance	Length of Assistance
Short Term Rental Assistance	Up to 3 months
Medium Term Rental Assistance	4 to 24 months
Payment of Rental Arrears	One-time payment up to 6 months, including any late fees on those arrears
Any combination of the 3 types of rental assistance	Total not to exceed 24 months during any 3 year period, including, and payment for, last month's rent.

For eligible- participants, currently in permanent housing, funds may be used to secure other permanent housing. Funds may be used to provide a program participant with up to 24 months of rental assistance during any three-year period. This assistance may be short-term rental assistance, medium-term rental assistance, payment of rental arrears, or any combination of this assistance as allowed by federal regulation. The determination of length of assistance, and any adjustments to the assistance over time,

will be made as a result of each participant's individual needs. Evidence of this determination must be documented in each participant's case file resulting from ongoing case management and the development of an individualized financial assistance strategy.

Regardless of the type of assistance, the amount of assistance per household may not exceed \$10,000 and 24 months in a 3 year period. Re-evaluation will occur upon 3 months of enrollment to determine if a client still qualifies to receive services.

While providing homelessness prevention providers must require the program participant to meet with a case manager not less than once per month to assist the program participant in ensuring long-term housing stability.

Documentation of Eligibility and Services

Please see Appendix 8 for the Homeless Prevention Client File Checklist.

IV. Rapid Rehousing (24 CFR 576.104)

ESG eligible activities include providing housing relocation and stabilization services (rental application fees, security deposits, last month's rent, utility payments, moving costs, housing search and placement, housing stability case management, mediation, legal services, and credit repair); and short-term and/or medium-term rental assistance.

Objectives

The Continuum recognizes that a permanent place to live results in a more stabilized family unit and healthy individual. Therefore, all efforts will be made to:

- Permanently house those who are experiencing homelessness as quickly as possible; AND
- To help such persons achieve stability in that housing
- Reduce the length of time program participants spend homeless
- Increase exits of households to permanent housing (Permanently house those who are experiencing homelessness)
- Develop a housing stability plan and financial strategy to limit returns to homelessness
- Stabilize income of the program participant

Client Eligibility

Program participants' households may be encouraged, but are not required, to have a sustainable source of verifiable income, which is expected to be sufficient to sustain housing at the completion of ESG-RRP assistance. In the case where a participant has no income but does have an identified date certain to gain sustainable income within 90 days of acceptance into the program by acquiring disability, VA benefits, retirement, etc. documentation stating that the date income will start is required in these instances.

Participants must lack the financial resources and support networks needed to obtain permanent housing. Participants must have completed an ESG-RRH consultation through the CES including assessment, evaluation, eligibility determination, and housing stabilization services.

ESG funds may be used to provide housing relocation and stabilization services and short- and/or medium-term rental assistance as necessary to help a homeless individual or family move as quickly as possible into permanent housing and achieve stability in that housing. This assistance, referred to as rapid rehousing assistance, may be provided to program participants who meet the criteria under paragraph (1) of the “homeless” definition in 24 CFR 576.2 or who meet the criteria under paragraph (4) of the “homeless” definition and live in an emergency shelter or other place described in paragraph (1) of the “homeless” definition. The rapid rehousing assistance must be provided in accordance with the housing relocation and stabilization services requirements in [24 CFR 576.105](#), the short- and medium-term rental assistance requirements in [24 CFR 576.106](#), and the written standards and procedures established under [24 CFR 576.400](#). See Appendix 3 for Client Eligibility

Prioritization

CES will prioritize individuals and families by the agreed upon community prioritization factors for rapid rehousing and send it to the rapid rehousing providers when the provider indicates availability. CES will contact the providers listed to assist eligible individuals and/or families.

Dynamic Prioritization is determined by a standardized assessment tool.

Prioritization:

- Those that have significant health or behavior health challenges
- High usage of crisis or emergency services
- Vulnerability to illness or death
- Risk of continued homelessness
- Vulnerability to victimization

See Appendix 13 for ESG-CV prioritization.

Cost Paid by Program Participant

The share of rent/utilities that each program participant must pay while in the program shall be determined as a result of each program participant's individual needs. Evidence of this determination must be documented in each participant's case file resulting from the development of an individualized financial assistance strategy.

Program Standards

The ESG Rapid Rehousing funding provides financial assistance related to the costs of obtaining permanent housing. Funding can be used to provide one-time assistance or ongoing assistance provided that the ongoing assistance per household does not exceed 24 months in a 3 year period.

The ESG Rapid Rehousing funding provides financial assistance related to the costs of obtaining permanent housing. Funding can be used to provide one-time assistance or ongoing assistance provided that the ongoing assistance does not exceed \$15,000 per household. If funding extends beyond a single month of service, the housing assistance plan may reflect adjusted financial supports for the plan.

At minimum, the agency will provide short term rental assistance. If an agency determines additional assistance is needed, the case worker must get approval from a Supervisor and CoC Lead Agency Staff or

utilize agency funding. Case workers can determine additional assistance in conjunction with the housing stability case plan.

While providing rapid rehousing assistance providers must require the program participant to meet with a case manager not less than once per month to assist the program participant in ensuring long-term housing stability.

Type of Rental Assistance	Length of Assistance
Short Term Rental Assistance	Up to 3 months
Medium Term Rental Assistance	4 to 24 months
Payment of Rental Arrears	One-time payment up to 6 months, including any late fees on those arrears
Any combination of the 3 types of rental assistance	Total not to exceed 24 months during any 3 year period, including, and payment for, last month's rent.

Funds may be used to provide a program participant with up to 24 months of rental assistance during any three-year period. This assistance may be short-term rental assistance, medium-term rental assistance, payment of rental arrears, or any combination of this assistance as allowed by federal regulation. The determination of length of assistance, and any adjustments to the assistance over time, will be made as a result of each participant's individual needs. Evidence of this determination must be documented in each participant's case file resulting from ongoing case management and the development of an individualized financial assistance strategy.

Regardless of the type of assistance, the amount of assistance per household may not exceed \$15,000 and 24 months in a 3 year period.

Participants' household income must be at or below 30% AMI (Area Median Income) at annual evaluation.

Documentation of Eligibility and Services

Please see Appendix 9 for the Rapid Rehousing Client File Checklist

Appendices

APPENDIX 1 - PROGRAM COMPONENT DESCRIPTIONS & AREA-WIDE SYSTEM COORDINATION REQUIREMENTS

Street Outreach Component ([24 CFR 576.101](#))

- (a) Eligible costs. Subject to the expenditure limit in 24 CFR 576.100(b), ESG funds may be used for costs of providing essential services necessary to reach out to unsheltered homeless people; connect them with emergency shelter, housing, or critical services; and provide urgent, nonfacility-based care to unsheltered homeless people who are unwilling or unable to access emergency shelter, housing, or an appropriate health facility. For the purposes of this section, the term “unsheltered homeless people” means individuals and families who qualify as homeless under paragraph (1)(i) of the “homeless” definition under 24 CFR 576.2. The eligible costs and requirements for essential services consist of:
- (1) Engagement. The costs of activities to locate, identify, and build relationships with unsheltered homeless people and engage them for the purpose of providing immediate support, intervention, and connections with homeless assistance programs and/or mainstream social services and housing programs. These activities consist of making an initial assessment of needs and eligibility; providing crisis counseling; addressing urgent physical needs, such as providing meals, blankets, clothes, or toiletries; and actively connecting and providing information and referrals to programs targeted to homeless people and mainstream social services and housing programs, including emergency shelter, transitional housing, community-based services, permanent supportive housing, and rapid re-housing programs. Eligible costs include the cell phone costs of outreach workers during the performance of these activities.
 - (2) Case management. The cost of assessing housing and service needs, arranging, coordinating, and monitoring the delivery of individualized services to meet the needs of the program participant. Eligible services and activities are as follows: using the centralized or coordinated assessment system as required under 24 CFR 576.400(d); conducting the initial evaluation required under §576.401(a), including verifying and documenting eligibility; counseling; developing, securing and coordinating services; obtaining Federal, State, and local benefits; monitoring and evaluating program participant progress; providing information and referrals to other providers; and developing an individualized housing and service plan, including planning a path to permanent housing stability.
 - (3) Emergency health services.
 - (i) Eligible costs are for the direct outpatient treatment of medical conditions and are provided by licensed medical professionals operating in community-based settings, including streets, parks, and other places where unsheltered homeless people are living.
 - (ii) ESG funds may be used only for these services to the extent that other appropriate health services are inaccessible or unavailable within the area.

- (iii) Eligible treatment consists of assessing a program participant's health problems and developing a treatment plan; assisting program participants to understand their health needs; providing directly or assisting program participants to obtain appropriate emergency medical treatment; and providing medication and follow-up services.
- (4) Emergency mental health services.
 - (i) Eligible costs are the direct outpatient treatment by licensed professionals of mental health conditions operating in community-based settings, including streets, parks, and other places where unsheltered people are living.
 - (ii) ESG funds may be used only for these services to the extent that other appropriate mental health services are inaccessible or unavailable within the community.
 - (iii) Mental health services are the application of therapeutic processes to personal, family, situational, or occupational problems in order to bring about positive resolution of the problem or improved individual or family functioning or circumstances.
 - (iv) Eligible treatment consists of crisis interventions, the prescription of psychotropic medications, explanation about the use and management of medications, and combinations of therapeutic approaches to address multiple problems.
- (5) Transportation. The transportation costs of travel by outreach workers, social workers, medical professionals, or other service providers are eligible, provided that this travel takes place during the provision of services eligible under this section. The costs of transporting unsheltered people to emergency shelters or other service facilities are also eligible. These costs include the following:
 - (i) The cost of a program participant's travel on public transportation;
 - (ii) If service workers use their own vehicles, mileage allowance for service workers to visit program participants;
 - (iii) The cost of purchasing or leasing a vehicle for the recipient or subrecipient in which staff transports program participants and/or staff serving program participants, and the cost of gas, insurance, taxes and maintenance for the vehicle; and
 - (iv) The travel costs of recipient or subrecipient staff to accompany or assist program participants to use public transportation.
- (6) Services for special populations. ESG funds may be used to provide services for homeless youth, victim services, and services for people living with HIV/AIDS, so long as the costs of providing these services are eligible under paragraphs (a)(1) through (a)(5) of this section. The term victim services means services that assist program participants who are victims of domestic violence, dating violence, sexual assault, or stalking, including services

offered by rape crisis centers and domestic violence shelters, and other organizations with a documented history of effective work concerning domestic violence, dating violence, sexual assault, or stalking.

(b) Minimum period of use. The recipient or subrecipient must provide services to homeless individuals and families for at least the period during which ESG funds are provided.

(c) Maintenance of effort.

(1) If the recipient or subrecipient is a unit of general purpose local government, its ESG funds cannot be used to replace funds the local government provided for street outreach and emergency shelter services during the immediately preceding 12-month period, unless HUD determines that the unit of general purpose local government is in a severe financial deficit.

(2) Upon the recipient's request, HUD will determine whether the unit of general purpose local government is in a severe financial deficit, based on the recipient's demonstration of each of the following:

(i) The average poverty rate in the unit of general purpose local government's jurisdiction was equal to or greater than 125 percent of the average national poverty rate, during the calendar year for which the most recent data are available, as determined according to information from the U.S. Census Bureau.

(ii) The average per-capita income in the unit of general purpose local government's jurisdiction was less than 75 percent of the average national per-capita income, during the calendar year for which the most recent data are available, as determined according to information from the Census Bureau.

(iii) The unit of general purpose local government has a current annual budget deficit that requires a reduction in funding for services for homeless people.

(iv) The unit of general purpose local government has taken all reasonable steps to prevent a reduction in funding of services for homeless people. Reasonable steps may include steps to increase revenue generation, steps to maximize cost savings, or steps to reduce expenditures in areas other than services for homeless people.

Emergency Shelter Component (24 CFR 576.102)

(a) General. Subject to the expenditure limit in 24 CFR 576.100(b), ESG funds may be used for costs of providing essential services to homeless families and individuals in emergency shelters, renovating buildings to be used as emergency shelter for homeless families and individuals, and operating emergency shelters.

(1) Essential services. ESG funds may be used to provide essential services to individuals and families who are in an emergency shelter, as follows:

- (i) Case management. The cost of assessing, arranging, coordinating, and monitoring the delivery of individualized services to meet the needs of the program participant is eligible. Component services and activities consist of:
 - (A) Using the centralized or coordinated assessment system as required under 24 CFR 576.400(d);
 - (B) Conducting the initial evaluation required under 24 CFR 576.401(a), including verifying and documenting eligibility;
 - (C) Counseling;
 - (D) Developing, securing, and coordinating services and obtaining Federal, State, and local benefits;
 - (E) Monitoring and evaluating program participant progress;
 - (F) Providing information and referrals to other providers;
 - (G) Providing ongoing risk assessment and safety planning with victims of domestic violence, dating violence, sexual assault, and stalking; and
 - (H) Developing an individualized housing and service plan, including planning a path to permanent housing stability.
- (ii) Child care. The costs of child care for program participants, including providing meals and snacks, and comprehensive and coordinated sets of appropriate developmental activities, are eligible. The children must be under the age of 13, unless they are disabled. Disabled children must be under the age of 18. The child-care center must be licensed by the jurisdiction in which it operates in order for its costs to be eligible.
- (iii) Education services. When necessary for the program participant to obtain and maintain housing, the costs of improving knowledge and basic educational skills are eligible. Services include instruction or training in consumer education, health education, substance abuse prevention, literacy, English as a Second Language, and General Educational Development (GED). Component services or activities are screening, assessment and testing; individual or group instruction; tutoring; provision of books, supplies and instructional material; counseling; and referral to community resources.
- (iv) Employment assistance and job training. The costs of employment assistance and job training programs are eligible, including classroom, online, and/or computer instruction; on-the-job instruction; and services that assist individuals in securing employment, acquiring learning skills, and/or increasing earning potential. The cost of providing reasonable stipends to program participants in employment assistance and job training programs is an eligible cost. Learning skills include those skills that can be used to secure and retain a job, including the acquisition of vocational licenses and/or certificates. Services that assist individuals in securing employment consist of

employment screening, assessment, or testing; structured job skills and job-seeking skills; special training and tutoring, including literacy training and prevocational training; books and instructional material; counseling or job coaching; and referral to community resources.

- (v) Outpatient health services. Eligible costs are for the direct outpatient treatment of medical conditions and are provided by licensed medical professionals. Emergency Solutions Grant (ESG) funds may be used only for these services to the extent that other appropriate health services are unavailable within the community. Eligible treatment consists of assessing a program participant's health problems and developing a treatment plan; assisting program participants to understand their health needs; providing directly or assisting program participants to obtain appropriate medical treatment, preventive medical care, and health maintenance services, including emergency medical services; providing medication and follow-up services; and providing preventive and noncosmetic dental care.
- (vi) Legal services.
 - (A) Eligible costs are the hourly fees for legal advice and representation by attorneys licensed and in good standing with the bar association of the State in which the services are provided, and by person(s) under the supervision of the licensed attorney, regarding matters that interfere with the program participant's ability to obtain and retain housing.
 - (B) Emergency Solutions Grant (ESG) funds may be used only for these services to the extent that other appropriate legal services are unavailable or inaccessible within the community.
 - (C) Eligible subject matters are child support, guardianship, paternity, emancipation, and legal separation, orders of protection and other civil remedies for victims of domestic violence, dating violence, sexual assault, and stalking, appeal of veterans and public benefit claim denials, and the resolution of outstanding criminal warrants.
 - (D) Component services or activities may include client intake, preparation of cases for trial, provision of legal advice, representation at hearings, and counseling.
 - (E) Fees based on the actual service performed (i.e., fee for service) are also eligible, but only if the cost would be less than the cost of hourly fees. Filing fees and other necessary court costs are also eligible. If the subrecipient is a legal services provider and performs the services itself, the eligible costs are the subrecipient's employees' salaries and other costs necessary to perform the services.

- (F) Legal services for immigration and citizenship matters and issues relating to mortgages are ineligible costs. Retainer fee arrangements and contingency fee arrangements are ineligible costs.
- (vii) Life skills training. The costs of teaching critical life management skills that may never have been learned or have been lost during the course of physical or mental illness, domestic violence, substance use, and homelessness are eligible costs. These services must be necessary to assist the program participant to function independently in the community. Component life skills training are budgeting resources, managing money, managing a household, resolving conflict, shopping for food and needed items, improving nutrition, using public transportation, and parenting.
- (viii) Mental health services.
 - (A) Eligible costs are the direct outpatient treatment by licensed professionals of mental health conditions.
 - (B) ESG funds may only be used for these services to the extent that other appropriate mental health services are unavailable or inaccessible within the community.
 - (C) Mental health services are the application of therapeutic processes to personal, family, situational, or occupational problems in order to bring about positive resolution of the problem or improved individual or family functioning or circumstances. Problem areas may include family and marital relationships, parent-child problems, or symptom management.
 - (D) Eligible treatment consists of crisis interventions; individual, family, or group therapy sessions; the prescription of psychotropic medications or explanations about the use and management of medications; and combinations of therapeutic approaches to address multiple problems.
- (ix) Substance abuse treatment services.
 - (A) Eligible substance abuse treatment services are designed to prevent, reduce, eliminate, or deter relapse of substance abuse or addictive behaviors and are provided by licensed or certified professionals.
 - (B) ESG funds may only be used for these services to the extent that other appropriate substance abuse treatment services are unavailable or inaccessible within the community.
 - (C) Eligible treatment consists of client intake and assessment, and outpatient treatment for up to 30 days. Group and individual counseling and drug testing are eligible costs. Inpatient detoxification and other inpatient drug or alcohol treatment are not eligible costs.

- (x) Transportation. Eligible costs consist of the transportation costs of a program participant's travel to and from medical care, employment, child care, or other eligible essential services facilities. These costs include the following:
 - (A) The cost of a program participant's travel on public transportation;
 - (B) If service workers use their own vehicles, mileage allowance for service workers to visit program participants;
 - (C) The cost of purchasing or leasing a vehicle for the recipient or subrecipient in which staff transports program participants and/or staff serving program participants, and the cost of gas, insurance, taxes, and maintenance for the vehicle; and
 - (D) The travel costs of recipient or subrecipient staff to accompany or assist program participants to use public transportation.
 - (xi) Services for special populations. ESG funds may be used to provide services for homeless youth, victim services, and services for people living with HIV/AIDS, so long as the costs of providing these services are eligible under paragraphs (a)(1)(i) through (a)(1)(x) of this section. The term victim services means services that assist program participants who are victims of domestic violence, dating violence, sexual assault, or stalking, including services offered by rape crisis centers and domestic violence shelters, and other organizations with a documented history of effective work concerning domestic violence, dating violence, sexual assault, or stalking.
- (2) Renovation. Eligible costs include labor, materials, tools, and other costs for renovation (including major rehabilitation of an emergency shelter or conversion of a building into an emergency shelter). The emergency shelter must be owned by a government entity or private nonprofit organization.
 - (3) Shelter operations. Eligible costs are the costs of maintenance (including minor or routine repairs), rent, security, fuel, equipment, insurance, utilities, food, furnishings, and supplies necessary for the operation of the emergency shelter. Where no appropriate emergency shelter is available for a homeless family or individual, eligible costs may also include a hotel or motel voucher for that family or individual.
 - (4) Assistance required under the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (URA). Eligible costs are the costs of providing URA assistance under 24 CFR 576.408, including relocation payments and other assistance to persons displaced by a project assisted with ESG funds. Persons that receive URA assistance are not considered "program participants" for the purposes of this part, and relocation payments and other URA assistance are not considered "rental assistance" or "housing relocation and stabilization services" for the purposes of this part.
- (b) Prohibition against involuntary family separation. The age, of a child under age 18 must not be used as a basis for denying any family's admission to an emergency shelter that uses Emergency

Solutions Grant (ESG) funding or services and provides shelter to families with children under age 18.

(c) Minimum period of use.

(1) Renovated buildings. Each building renovated with ESG funds must be maintained as a shelter for homeless individuals and families for not less than a period of 3 or 10 years, depending on the type of renovation and the value of the building. The “value of the building” is the reasonable monetary value assigned to the building, such as the value assigned by an independent real estate appraiser. The minimum use period must begin on the date the building is first occupied by a homeless individual or family after the completed renovation. A minimum period of use of 10 years, required for major rehabilitation and conversion, must be enforced by a recorded deed or use restriction.

(i) Major rehabilitation. If the rehabilitation cost of an emergency shelter exceeds 75 percent of the value of the building before rehabilitation, the minimum period of use is 10 years.

(ii) Conversion. If the cost to convert a building into an emergency shelter exceeds 75 percent of the value of the building after conversion, the minimum period of use is 10 years.

(iii) Renovation other than major rehabilitation or conversion. In all other cases where ESG funds are used for renovation, the minimum period of use is 3 years.

(2) Essential services and shelter operations. Where the recipient or subrecipient uses ESG funds solely for essential services or shelter operations, the recipient or subrecipient must provide services or shelter to homeless individuals and families at least for the period during which the ESG funds are provided. The recipient or subrecipient does not need to limit these services or shelter to a particular site or structure, so long as the site or structure serves the same type of persons originally served with the assistance (e.g., families with children, unaccompanied youth, disabled individuals, or victims of domestic violence) or serves homeless persons in the same area where the recipient or subrecipient originally provided the services or shelter.

(d) Maintenance of effort. The maintenance of effort requirements under 24 CFR 576.101(c), which apply to the use of ESG funds for essential services related to street outreach, also apply for the use of such funds for essential services related to emergency shelter.

Homelessness Prevention Component (24 CFR 576.103)

ESG funds may be used to provide housing relocation and stabilization services and short- and/or medium-term rental assistance necessary to prevent an individual or family from moving into an emergency shelter or another place described in paragraph (1) of the “homeless” definition in 24 CFR 576.2. This assistance, referred to as homelessness prevention, may be provided to individuals and families who meet the criteria under the “at risk of homelessness” definition, or who meet the criteria in paragraph (2), (3), or (4) of the “homeless” definition in 24 CFR 576.2 and have an annual income below 30 percent of median family

income for the area, as determined by HUD. The costs of homelessness prevention are only eligible to the extent that the assistance is necessary to help the program participant regain stability in the program participant's current permanent housing or move into other permanent housing and achieve stability in that housing. Homelessness prevention must be provided in accordance with the housing relocation and stabilization services requirements in 24 CFR 576.105, the short-term and medium-term rental assistance requirements in 24 CFR 576.106, and the written standards and procedures established under 24 CFR 576.400.

Rapid Rehousing Component (24 CFR 576.104)

ESG funds may be used to provide housing relocation and stabilization services and short- and/or medium-term rental assistance as necessary to help a homeless individual or family move as quickly as possible into permanent housing and achieve stability in that housing. This assistance, referred to as rapid rehousing assistance, may be provided to program participants who meet the criteria under paragraph (1) of the “homeless” definition in 24 CFR 576.2 or who meet the criteria under paragraph (4) of the “homeless” definition and live in an emergency shelter or other place described in paragraph (1) of the “homeless” definition. The rapid re-housing assistance must be provided in accordance with the housing relocation and stabilization services requirements in 24 CFR 576.105, the short- and medium-term rental assistance requirements in 24 CFR 576.106, and the written standards and procedures established under 24 CFR 576.400.

Housing Relocation and Stabilization Services (24 CFR 576.105)

- (a) Financial assistance costs. Subject to the general conditions under §576.103 and §576.104, ESG funds may be used to pay housing owners, utility companies, and other third parties for the following costs:
- (1) Rental application fees. ESG funds may pay for the rental housing application fee that is charged by the owner to all applicants.
 - (2) Security deposits. ESG funds may pay for a security deposit that is equal to no more than 2 months' rent.
 - (3) Last month's rent. If necessary to obtain housing for a program participant, the last month's rent may be paid from ESG funds to the owner of that housing at the time the owner is paid the security deposit and the first month's rent. This assistance must not exceed one month's rent and must be included in calculating the program participant's total rental assistance, which cannot exceed 24 months during any 3-year period.
 - (4) Utility deposits. ESG funds may pay for a standard utility deposit required by the utility company for all customers for the utilities listed in paragraph (5) of this section.
 - (5) Utility payments. ESG funds may pay for up to 24 months of utility payments per program participant, per service, including up to 6 months of utility payments in arrears, per service. A partial payment of a utility bill counts as one month. This assistance may only be provided if the program participant or a member of the same household has an account in his or her name with a utility company or proof of responsibility to make utility

payments. Eligible utility services are gas, electric, water, and sewage. No program participant shall receive more than 24 months of utility assistance within any 3-year period.

(6) Moving costs. ESG funds may pay for moving costs, such as truck rental or hiring a moving company. This assistance may include payment of temporary storage fees for up to 3 months, provided that the fees are accrued after the date the program participant begins receiving assistance under paragraph (b) of this section and before the program participant moves into permanent housing. Payment of temporary storage fees in arrears is not eligible.

(7) If a program participant receiving short- or medium-term rental assistance under 24 CFR 576.106 meets the conditions for an emergency transfer under 24 CFR 5.2005(e), ESG funds may be used to pay amounts owed for breaking a lease to effect an emergency transfer. These costs are not subject to the 24-month limit on rental assistance under 24 CFR 576.106.

(b) Services costs. Subject to the general restrictions under 24 CFR 576.103 and 24 CFR 576.104, ESG funds may be used to pay the costs of providing the following services:

(1) Housing search and placement. Services or activities necessary to assist program participants in locating, obtaining, and retaining suitable permanent housing, include the following:

- (i) Assessment of housing barriers, needs, and preferences;
- (ii) Development of an action plan for locating housing;
- (iii) Housing search;
- (iv) Outreach to and negotiation with owners;
- (v) Assistance with submitting rental applications and understanding leases;
- (vi) Assessment of housing for compliance with Emergency Solutions Grant (ESG) requirements for habitability, lead-based paint, and rent reasonableness;
- (vii) Assistance with obtaining utilities and making moving arrangements; and
- (viii) Tenant counseling.

(2) Housing stability case management. ESG funds may be used to pay cost of assessing, arranging, coordinating, and monitoring the delivery of individualized services to facilitate housing stability for a program participant who resides in permanent housing or to assist a program participant in overcoming immediate barriers to obtaining housing. This assistance cannot exceed 30 days during the period the program participant is seeking permanent housing and cannot exceed 24 months during the period the program participant is living in permanent housing. Component services and activities consist of:

(A) Using the centralized or coordinated assessment system as required under §576.400(d), to evaluate individuals and families applying for or receiving homelessness prevention or rapid re-housing assistance;

- (B) Conducting the initial evaluation required under 24 CFR 576.401(a), including verifying and documenting eligibility, for individuals and families applying for homelessness prevention or rapid re-housing assistance;
 - (C) Counseling;
 - (D) Developing, securing, and coordinating services and obtaining Federal, State, and local benefits;
 - (E) Monitoring and evaluating program participant progress;
 - (F) Providing information and referrals to other providers;
 - (G) Developing an individualized housing and service plan, including planning a path to permanent housing stability; and
 - (H) Conducting re-evaluations required under 24 CFR 576.401(b).
- (3) Mediation. ESG funds may pay for mediation between the program participant and the owner or person(s) with whom the program participant is living, provided that the mediation is necessary to prevent the program participant from losing permanent housing in which the program participant currently resides.
- (4) Legal services. ESG funds may pay for legal services, as set forth in 24 CFR 576.102(a)(1)(vi), except that the eligible subject matters also include landlord/tenant matters, and the services must be necessary to resolve a legal problem that prohibits the program participant from obtaining permanent housing or will likely result in the program participant losing the permanent housing in which the program participant currently resides.
- (5) Credit repair. ESG funds may pay for credit counseling and other services necessary to assist program participants with critical skills related to household budgeting, managing money, accessing a free personal credit report, and resolving personal credit problems. This assistance does not include the payment or modification of a debt.
- (c) Maximum amounts and periods of assistance. The recipient may set a maximum dollar amount that a program participant may receive for each type of financial assistance under paragraph (a) of this section. The recipient may also set a maximum period for which a program participant may receive any of the types of assistance or services under this section. However, except for housing stability case management, the total period for which any program participant may receive the services under paragraph (b) of this section must not exceed 24 months during any 3-year period. The limits on the assistance under this section apply to the total assistance an individual receives, either as an individual or as part of a family.
- (d) Use with other subsidies. Financial assistance under paragraph (a) of this section cannot be provided to a program participant who is receiving the same type of assistance through other public sources or to a program participant who has been provided with replacement housing payments under the URA, during the period of time covered by the URA payments.
- (e) Housing counseling. Housing counseling, as defined in §5.100, that is funded with or provided in connection with ESG funds must be carried out in accordance with §5.111. When recipients or

subrecipients provide housing services to eligible persons that are incidental to a larger set of holistic case management services, these services do not meet the definition of housing counseling, as defined in §5.100, and therefore are not required to be carried out in accordance with the certification requirements of §5.111

Short-term and Medium-term Rental Assistance ([24 CFR 576.106](#))

- (a) General provisions. Subject to the general conditions under 24 CFR 576.103 and 24 CFR 576.104, the recipient or subrecipient may provide a program participant with up to 24 months of rental assistance during any 3-year period. This assistance may be short-term rental assistance, medium-term rental assistance, payment of rental arrears, or any combination of this assistance.
 - (1) Short-term rental assistance is assistance for up to 3 months of rent.
 - (2) Medium-term rental assistance is assistance for more than 3 months but not more than 24 months of rent.
 - (3) Payment of rental arrears consists of a one-time payment for up to 6 months of rent in arrears, including any late fees on those arrears.
 - (4) Rental assistance may be tenant-based or project-based, as set forth in paragraphs (h) and (i) of this section.
- (b) Discretion to set caps and conditions. Subject to the requirements of this section, the recipient may set a maximum amount or percentage of rental assistance that a program participant may receive, a maximum number of months that a program participant may receive rental assistance, or a maximum number of times that a program participant may receive rental assistance. The recipient may also require program participants to share in the costs of rent.
- (c) Use with other subsidies. Except for a one-time payment of rental arrears on the tenant's portion of the rental payment, rental assistance cannot be provided to a program participant who is receiving tenant-based rental assistance, or living in a housing unit receiving project-based rental assistance or operating assistance, through other public sources. Rental assistance may not be provided to a program participant who has been provided with replacement housing payments under the URA during the period of time covered by the URA payments.
- (d) Rent restrictions.
 - (1) Rental assistance cannot be provided unless the rent does not exceed the Fair Market Rent established by HUD, as provided under 24 CFR part 888, and complies with HUD's standard of rent reasonableness, as established under 24 CFR 982.507.
 - (2) For purposes of calculating rent under this section, the rent shall equal the sum of the total monthly rent for the unit, any fees required for occupancy under the lease (other than late fees and pet fees) and, if the tenant pays separately for utilities, the monthly allowance for utilities (excluding telephone) established by the public housing authority for the area in which the housing is located.
- (e) Rental assistance agreement. The recipient or subrecipient may make rental assistance payments only to an owner with whom the recipient or subrecipient has entered into a rental assistance

agreement. The rental assistance agreement must set forth the terms under which rental assistance will be provided, including the requirements that apply under this section. The rental assistance agreement must provide that, during the term of the agreement, the owner must give the recipient or subrecipient a copy of any notice to the program participant to vacate the housing unit or any complaint used under State or local law to commence an eviction action against the program participant. Each rental assistance agreement that is executed or renewed on or after December 16, 2016 must include all protections that apply to tenants and applicants under 24 CFR part 5, subpart L, as supplemented by §576.409, except for the emergency transfer plan requirements under 24 CFR 5.2005(e) and 576.409(d). If the housing is not assisted under another “covered housing program”, as defined in 24 CFR 5.2003, the agreement may provide that the owner's obligations under 24 CFR part 5, subpart L (Protection for Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking), expire at the end of the rental assistance period.

- (f) Late payments. The recipient or subrecipient must make timely payments to each owner in accordance with the rental assistance agreement. The rental assistance agreement must contain the same payment due date, grace period, and late payment penalty requirements as the program participant's lease. The recipient or subrecipient is solely responsible for paying late payment penalties that it incurs with non-ESG funds.
- (g) Lease. Each program participant receiving rental assistance must have a legally binding, written lease for the rental unit, unless the assistance is solely for rental arrears. The lease must be between the owner and the program participant. Where the assistance is solely for rental arrears, an oral agreement may be accepted in place of a written lease, if the agreement gives the program participant an enforceable leasehold interest under state law and the agreement and rent owed are sufficiently documented by the owner's financial records, rent ledgers, or canceled checks. For program participants living in housing with project-based rental assistance under paragraph (i) of this section, the lease must have an initial term of 1 year. Each lease executed on or after December 16, 2016 must include a lease provision or incorporate a lease addendum that includes all requirements that apply to tenants, the owner or lease under 24 CFR part 5, subpart L (Protection for Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking), as supplemented by 24 CFR 576.409, including the prohibited bases for eviction and restrictions on construing lease terms under 24 CFR 5.2005(b) and (c). If the housing is not assisted under another “covered housing program,” as defined in 24 CFR 5.2003, the lease provision or lease addendum may be written to expire at the end of the rental assistance period.
- (h) Tenant-based rental assistance.
 - (1) A program participant who receives tenant-based rental assistance may select a housing unit in which to live and may move to another unit or building and continue to receive rental assistance, as long as the program participant continues to meet the program requirements.
 - (2) The recipient may require that all program participants live within a particular area for the period in which the rental assistance is provided.

- (3) The rental assistance agreement with the owner must terminate and no further rental assistance payments under that agreement may be made if:
 - (i) The program participant moves out of the housing unit for which the program participant has a lease;
 - (ii) The lease terminates and is not renewed; or
 - (iii) The program participant becomes ineligible to receive ESG rental assistance.
- (i) Project-based rental assistance. If the recipient or subrecipient identifies a permanent housing unit that meets ESG requirements and becomes available before a program participant is identified to lease the unit, the recipient or subrecipient may enter into a rental assistance agreement with the owner to reserve the unit and subsidize its rent in accordance with the following requirements:
 - (1) The rental assistance agreement may cover one or more permanent housing units in the same building. Each unit covered by the rental assistance agreement (“assisted unit”) may only be occupied by program participants, except as provided under paragraph (i)(4) of this section.
 - (2) The recipient or subrecipient may pay up to 100 percent of the first month's rent, provided that a program participant signs a lease and moves into the unit before the end of the month for which the first month's rent is paid. The rent paid before a program participant moves into the unit must not exceed the rent to be charged under the program participant's lease and must be included when determining that program participant's total rental assistance.
 - (3) The recipient or subrecipient may make monthly rental assistance payments only for each whole or partial month an assisted unit is leased to a program participant. When a program participant moves out of an assisted unit, the recipient or subrecipient may pay the next month's rent, i.e., the first month's rent for a new program participant, as provided in paragraph (i)(2) of this section.
 - (4) The program participant's lease must not condition the term of occupancy to the provision of rental assistance payments. If the program participant is determined ineligible or reaches the maximum number of months over which rental assistance can be provided, the recipient or subrecipient must suspend or terminate the rental assistance payments for the unit. If the payments are suspended, the individual or family may remain in the assisted unit as permitted under the lease, and the recipient or subrecipient may resume payments if the individual or family again becomes eligible and needs further rental assistance. If the payments are terminated, the rental assistance may be transferred to another available unit in the same building, provided that the other unit meets all ESG requirements.
 - (5) The rental assistance agreement must have an initial term of one year. When a new program participant moves into an assisted unit, the term of the rental assistance agreement may be extended to cover the initial term of the program participant's lease. If the program participant's lease is renewed, the rental assistance agreement may be

renewed or extended, as needed, up to the maximum number of months for which the program participant remains eligible. However, under no circumstances may the recipient or subrecipient commit ESG funds to be expended beyond the expenditure deadline in 24 CFR 576.203 or commit funds for a future ESG grant before the grant is awarded.

- (j) Changes in household composition. The limits on the assistance under this section apply to the total assistance an individual receives, either as an individual or as part of a family.

HMIS Component ([24 CFR 576.107](#))

- (a) Eligible costs.

- (1) The recipient or sub-recipient may use ESG funds to pay the costs of contributing data to the HMIS designated by the Continuum of Care for the area, including the costs of:

- (i) Purchasing or leasing computer hardware;
- (ii) Purchasing software or software licenses;
- (iii) Purchasing or leasing equipment, including telephones, fax machines, and furniture;
- (iv) Obtaining technical support;
- (v) Leasing office space;
- (vi) Paying charges for electricity, gas, water, phone service, and high-speed data transmission necessary to operate or contribute data to the HMIS;
- (vii) Paying salaries for operating HMIS, including:
 - (A) Completing data entry;
 - (B) Monitoring and reviewing data quality;
 - (C) Completing data analysis;
 - (D) Reporting to the HMIS Lead;
 - (E) Training staff on using the HMIS or comparable database; and
 - (F) Implementing and complying with HMIS requirements;
- (viii) Paying costs of staff to travel to and attend HUD-sponsored and HUD-approved training on HMIS and programs authorized by Title IV of the McKinney-Vento Homeless Assistance Act;
- (ix) Paying staff travel costs to conduct intake; and
- (x) Paying participation fees charged by the HMIS Lead, if the recipient or sub-recipient is not the HMIS Lead. The HMIS Lead is the entity designated by the Continuum of Care to operate the area's HMIS.

- (2) If the recipient is the HMIS lead agency, as designated by the Continuum of Care in the most recent fiscal year Continuum of Care Homeless Assistance Grants Competition, it may also use ESG funds to pay the costs of:

- (i) Hosting and maintaining HMIS software or data;

- (ii) Backing up, recovering, or repairing HMIS software or data;
- (iii) Upgrading, customizing, and enhancing the HMIS;
- (iv) Integrating and warehousing data, including development of a data warehouse for use in aggregating data from sub-recipients using multiple software systems;
- (v) Administering the system;
- (vi) Reporting to providers, the Continuum of Care, and HUD; and
- (vii) Conducting training on using the system or a comparable database, including traveling to the training.

(3) If the sub-recipient is a victim services provider or a legal services provider, it may use ESG funds to establish and operate a comparable database that collects client-level data over time (i.e., longitudinal data) and generates unduplicated aggregate reports based on the data. Information entered into a comparable database must not be entered directly into or provided to an HMIS.

(b) General restrictions. Activities funded under this section must comply with HUD's standards on participation, data collection, and reporting under a local HMIS.

Administrative Costs Component ([24 CFR 576.108](#))

(a) Eligible costs. The recipient may use up to 7.5 percent of its ESG grant for the payment of administrative costs related to the planning and execution of ESG activities. The State of Florida allows for CoCs to use up to 5 percent of its ESG grant for the payment of administrative costs related to the planning and execution of ESG activities. This does not include staff and overhead costs directly related to carrying out activities eligible under 24 CFR 576.101 through 24 CFR 576.107, because those costs are eligible as part of those activities. Eligible administrative costs include:

(1) General management, oversight and coordination. Costs of overall program management, coordination, monitoring, and evaluation. These costs include, but are not limited to, necessary expenditures for the following:

- (i) Salaries, wages, and related costs of the recipient's staff, the staff of sub-recipients, or other staff engaged in program administration. In charging costs to this category, the recipient may either include the entire salary, wages, and related costs allocable to the program of each person whose primary responsibilities with regard to the program involve program administration assignments, or the pro rata share of the salary, wages, and related costs of each person whose job includes any program administration assignments. The recipient may use only one of these methods for each fiscal year grant. Program administration assignments include the following:

(A) Preparing program budgets and schedules, and amendments to those budgets and schedules;

- (B) Developing systems for assuring compliance with program requirements;
 - (C) Developing interagency agreements and agreements with sub-recipients and contractors to carry out program activities;
 - (D) Monitoring program activities for progress and compliance with program requirements;
 - (E) Preparing reports and other documents directly related to the program for submission to HUD;
 - (F) Coordinating the resolution of audit and monitoring findings;
 - (G) Evaluating program results against stated objectives; and
 - (H) Managing or supervising persons whose primary responsibilities with regard to the program include such assignments as those described in paragraph (a)(1)(i)(A) through (G) of this section.
- (ii) Travel costs incurred for monitoring of sub-recipients;
 - (iii) Administrative services performed under third-party contracts or agreements, including general legal services, accounting services, and audit services; and
 - (iv) Other costs for goods and services required for administration of the program, including rental or purchase of equipment, insurance, utilities, office supplies, and rental and maintenance (but not purchase) of office space.
- (2) Training on ESG requirements. Costs of providing training on ESG requirements and attending HUD-sponsored ESG trainings.
 - (3) Consolidated plan. Costs of preparing and amending the ESG and homelessness-related sections of the consolidated plan in accordance with ESG requirements and 24 CFR part 91.
 - (4) Environmental review. Costs of carrying out the environmental review responsibilities under 24 CFR 576.407.
- (b) Sharing requirement.
- (1) States. If the recipient is a State, the recipient must share its funds for administrative costs with its sub-recipients that are units of general purpose local government. The amount shared must be reasonable under the circumstances. The recipient may share its funds for administrative costs with its sub-recipients that are private nonprofit organizations.
 - (2) Territories, metropolitan cities, and urban counties. If the recipient is a territory, metropolitan city, or urban county, the recipient may share its funds for administrative costs with its sub-recipients.

Area-wide System Coordination Requirements ([24 CFR 576.400](#))

- (a) Consultation with Continuums of Care. The recipient must consult with each Continuum of Care that serves the recipient's jurisdiction in determining how to allocate ESG funds each program year; developing the performance standards for, and evaluating the outcomes of, projects and activities assisted by ESG funds; and developing funding, policies, and procedures for the administration and operation of the HMIS.
- (b) Coordination with other targeted homeless services. The recipient and its sub-recipients must coordinate and integrate, to the maximum extent practicable, ESG-funded activities with other programs targeted to homeless people in the area covered by the Continuum of Care or area over which the services are coordinated to provide a strategic, community-wide system to prevent and end homelessness for that area. These programs include:
 - (1) Shelter Plus Care Program (24 CFR part 582);
 - (2) Supportive Housing Program (24 CFR part 583);
 - (3) Section 8 Moderate Rehabilitation Program for Single Room Occupancy Program for Homeless Individuals (24 CFR part 882);
 - (4) HUD—Veterans Affairs Supportive Housing (HUD-VASH) (division K, title II, Consolidated Appropriations Act, 2008, Pub. L. 110-161 (2007), 73 FR 25026 (May 6, 2008));
 - (5) Education for Homeless Children and Youth Grants for State and Local Activities (title VII-B of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11431 et seq.));
 - (6) Grants for the Benefit of Homeless Individuals (section 506 of the Public Health Services Act (42 U.S.C. 290aa-5));
 - (7) Healthcare for the Homeless (42 CFR part 51c);
 - (8) Programs for Runaway and Homeless Youth (Runaway and Homeless Youth Act (42 U.S.C. 5701 et seq.));
 - (9) Projects for Assistance in Transition from Homelessness (part C of title V of the Public Health Service Act (42 U.S.C. 290cc-21 et seq.));
 - (10) Services in Supportive Housing Grants (section 520A of the Public Health Service Act);
 - (11) Emergency Food and Shelter Program (title III of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11331 et seq.));
 - (12) Transitional Housing Assistance Grants for Victims of Sexual Assault, Domestic Violence, Dating Violence, and Stalking Program (section 40299 of the Violent Crime Control and Law Enforcement Act (42 U.S.C. 13975));
 - (13) Homeless Veterans Reintegration Program (section 5(a)(1)) of the Homeless Veterans Comprehensive Assistance Act (38 U.S.C. 2021);
 - (14) Domiciliary Care for Homeless Veterans Program (38 U.S.C. 2043);
 - (15) VA Homeless Providers Grant and Per Diem Program (38 CFR part 61);
 - (16) Health Care for Homeless Veterans Program (38 U.S.C. 2031);
 - (17) Homeless Veterans Dental Program (38 U.S.C. 2062);
 - (18) Supportive Services for Veteran Families Program (38 CFR part 62); and

- (19) Veteran Justice Outreach Initiative (38 U.S.C. 2031).
- (c) System and program coordination with mainstream resources. The recipient and its sub-recipients must coordinate and integrate, to the maximum extent practicable, ESG-funded activities with mainstream housing, health, social services, employment, education, and youth programs for which families and individuals at risk of homelessness and homeless individuals and families may be eligible. Examples of these programs include:
- (1) Public housing programs assisted under section 9 of the U.S. Housing Act of 1937 (42 U.S.C. 1437g) (24 CFR parts 905, 968, and 990);
 - (2) Housing programs receiving tenant-based or project-based assistance under section 8 of the U.S. Housing Act of 1937 (42 U.S.C. 1437f) (respectively 24 CFR parts 982 and 983);
 - (3) Supportive Housing for Persons with Disabilities (Section 811) (24 CFR part 891);
 - (4) HOME Investment Partnerships Program (24 CFR part 92);
 - (5) Temporary Assistance for Needy Families (TANF) (45 CFR parts 260-265);
 - (6) Health Center Program (42 CFR part 51c);
 - (7) State Children's Health Insurance Program (42 CFR part 457);
 - (8) Head Start (45 CFR chapter XIII, subchapter B);
 - (9) Mental Health and Substance Abuse Block Grants (45 CFR part 96); and
 - (10) Services funded under the Workforce Investment Act (29 U.S.C. 2801 et seq.).
- (d) Centralized or coordinated assessment. Once the Continuum of Care has developed a centralized assessment system or a coordinated assessment system in accordance with requirements to be established by HUD, each ESG-funded program or project within the Continuum of Care's area must use that assessment system. The recipient and sub-recipient must work with the Continuum of Care to ensure the screening, assessment and referral of program participants are consistent with the written standards required by paragraph (e) of this section. A victim service provider may choose not to use the Continuum of Care's centralized or coordinated assessment system.
- (e) Written standards for providing ESG assistance.
- (1) If the recipient is a metropolitan city, urban county, or territory, the recipient must have written standards for providing Emergency Solutions Grant (ESG) assistance and must consistently apply those standards for all program participants. The recipient must describe these standards in its consolidated plan.
 - (2) If the recipient is a state:
 - (i) The recipient must establish and consistently apply, or require that its sub-recipients establish and consistently apply, written standards for providing ESG assistance. If the written standards are established by the subrecipients, the recipient may require these written standards to be:
 - (A) Established for each area covered by a Continuum of Care or area over which the services are coordinated and followed by each subrecipient providing assistance in that area; or

- (B) Established by each subrecipient and applied consistently within the subrecipient's program.
 - (ii) Written standards developed by the state must be included in the state's Consolidated Plan. If the written standards are developed by its subrecipients, the recipient must describe its requirements for the establishment and implementation of these standards in the state's Consolidated Plan.
- (3) At a minimum these written standards must include:
- (i) Standard policies and procedures for evaluating individuals' and families' eligibility for assistance under Emergency Solutions Grant (ESG);
 - (ii) Standards for targeting and providing essential services related to street outreach;
 - (iii) Policies and procedures for admission, diversion, referral, and discharge by emergency shelters assisted under ESG, including standards regarding length of stay, if any, and safeguards to meet the safety and shelter needs of special populations, e.g., victims of domestic violence, dating violence, sexual assault, and stalking; and individuals and families who have the highest barriers to housing and are likely to be homeless the longest;
 - (iv) Policies and procedures for assessing, prioritizing, and reassessing individuals' and families' needs for essential services related to emergency shelter;
 - (v) Policies and procedures for coordination among emergency shelter providers, essential services providers, homelessness prevention, and rapid re-housing assistance providers; other homeless assistance providers; and mainstream service and housing providers (see 24 CFR 576.400(b) and (c) for a list of programs with which ESG-funded activities must be coordinated and integrated to the maximum extent practicable);
 - (vi) Policies and procedures for determining and prioritizing which eligible families and individuals will receive homelessness prevention assistance and which eligible families and individuals will receive rapid re-housing assistance (these policies must include the emergency transfer priority required under §576.409);
 - (vii) Standards for determining what percentage or amount of rent and utilities costs each program participant must pay while receiving homelessness prevention or rapid re-housing assistance;
 - (viii) Standards for determining how long a particular program participant will be provided with rental assistance and whether and how the amount of that assistance will be adjusted over time; and
 - (ix) Standards for determining the type, amount, and duration of housing stabilization and/or relocation services to provide to a program participant, including the limits, if any, on the homelessness prevention or rapid re-housing

assistance that each program participant may receive, such as the maximum amount of assistance, maximum number of months the program participant receive assistance; or the maximum number of times the program participant may receive assistance.

- (f) Participation in HMIS. The recipient must ensure that data on all persons served and all activities assisted under ESG are entered into the applicable community-wide HMIS in the area in which those persons and activities are located, or a comparable database, in accordance with HUD's standards on participation, data collection, and reporting under a local HMIS. If the subrecipient is a victim service provider or a legal services provider, it may use a comparable database that collects client-level data over time (i.e., longitudinal data) and generates unduplicated aggregate reports based on the data. Information entered into a comparable database must not be entered directly into or provided to an HMIS.

APPENDIX 2 – CRITERIA FOR DEFINING HOMELESSNESS & AT RISK OF HOMELESSNESS

Criteria for Defining Homelessness	Category 1	Literally Homeless	<p>(1) An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:</p> <ul style="list-style-type: none"> (i) An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground; (ii) An individual or family living in a supervised 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, or local government programs for low-income individuals); or (iii) An individual who is exiting an institution where he or she 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;
	Category 2	Imminent Risk of Homelessness	<p>(2) An individual or family who will imminently lose their primary nighttime residence, provided that:</p> <ul style="list-style-type: none"> (i) The primary nighttime 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, e.g., family, friends, faith-based or other social networks, needed to obtain other permanent housing;
	Category 3	Homeless under other Federal Statutes	<p>(3) Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:</p> <ul style="list-style-type: none"> (i) Are defined as homeless under other Federal statutes; (ii) Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for homeless assistance; (iii) Have experienced persistent instability as measured by two moves or more during the 60-day period immediately preceding the date of applying for homeless assistance; and (iv) Can be expected to continue in such status for an extended period of time due to special needs or barriers.
	Category 4	Fleeing/ Attempting to Flee DV	<p>(4) Any individual or family who:</p> <ul style="list-style-type: none"> (i) Is fleeing or attempting to flee, domestic violence; (ii) Has no other residence; and (iii) Lacks the resources or support networks to obtain other permanent housing.

Criteria for Defining At Risk of Homelessness	Category 1	Individuals and Families	<p>(1) An individual or family who:</p> <ul style="list-style-type: none"> (i) Has an annual income below 30% of median family income for the area; AND (ii) Does not have sufficient resources or support networks immediately available to prevent them from moving to an emergency shelter or another place defined in Category 1 of the “homeless” definition; AND (iii) Meets one of the following conditions: <ul style="list-style-type: none"> (A) Has moved because of economic reasons 2 or more times during the 60 days immediately preceding the application of assistance; OR (B) Is living in the home of another because of economic hardship; OR (C) Has been notified that their right to occupy their current housing or living situation will be terminated within 21 days after the date of application for assistance; OR (D) Lives in a hotel or motel and the cost is not paid for by charitable organizations or by Federal, State or local government programs for low-income individuals; OR (E) Lives in an SRO or efficiency apartment unit in which there reside more than 2 persons or lives in a larger housing unit in which there reside more than one and a half persons per room; OR (F) Is exiting a publicly funded institution or system of care; OR (G) Otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness, as identified in the recipient’s approved Con Plan
	Category 2	Unaccompanied Children and Youth	A child or youth who does not qualify as homeless under the homeless definition, but qualifies as homeless under another Federal statute
	Category 3	Families with Children and Youth	An unaccompanied youth who does not qualify as homeless under the homeless definition, but qualifies as homeless under section 725(2) of the McKinney-Vento Homeless Assistance Act, and the parent(s) or guardian(s) of the child or youth if living with him or her.

APPENDIX 3 – ELIGIBILITY BY COMPONENT

Eligibility by Component (ESG Programs)	Street Outreach	<p>Individuals defined as Homeless under the following categories are eligible for assistance in SO:</p> <ul style="list-style-type: none"> • Category 1 – Literally Homeless • Category 4 – Fleeing/Attempting to flee DV (where the individual or family also meets criteria for Category 1) <p>SO projects have the following additional limitations on eligibility within Category 1:</p> <ul style="list-style-type: none"> • Individuals and families must be living on the streets (or other places not meant for human habitation) and be unwilling or unable to access services in emergency shelter
	Emergency Shelter	<p>Individuals and Families defined as Homeless under the following categories are eligible for assistance in ES projects:</p> <ul style="list-style-type: none"> • Category 1 – Literally Homeless • Category 2 – Imminent Risk of Homelessness • Category 3 – Homeless Under Other Federal Statutes • Category 4 – Fleeing/Attempting to flee DV
	Rapid Rehousing	<p>Individuals defined as Homeless under the following categories are eligible for assistance in RRH projects:</p> <ul style="list-style-type: none"> • Category 1 – Literally Homeless • Category 4 – Fleeing/Attempting to flee DV (where the individual or family also meets criteria for Category 1)
	Homelessness Prevention	<p>Individuals and Families defined as Homeless under the following categories are eligible for assistance in HP projects:</p> <ul style="list-style-type: none"> • Category 2 – Imminent Risk of Homelessness • Category 3 – Homeless Under Other Federal Statutes • Category 4 – Fleeing/Attempting to flee DV <p>Individuals and Families who are defined as At Risk of Homelessness are eligible for assistance in HP projects. Must only serve individuals and families that have an annual income <u>below</u> 30% of AMI</p>

APPENDIX 4 – RECORDKEEPING REQUIREMENTS

Recordkeeping Requirements	Category 1	Literally Homeless	<ul style="list-style-type: none"> • Written observation by the outreach worker: <u>or</u> • Written referral by another housing or service provider; <u>or</u> • Certification by the individual or head of household seeking assistance stating that (s)he was living on the streets or in a shelter; • For individuals exiting an institution – one of the forms of evidence above <u>and</u>: • Discharge paperwork or written /oral referral; <u>or</u> • Written record of intake worker’s due diligence to obtain above evidence and certification by individual that they exited the institution.
	Category 2	Imminent Risk of Homelessness	<ul style="list-style-type: none"> • A court order resulting from an eviction action notifying the individual or family that they must leave; <u>or</u> • For individuals and families leaving a hotel or motel – evidence that they lack the financial resources to stay; <u>or</u> • A documented and verified oral statement; <u>and</u> • Certification that no subsequent residence has been identified; <u>and</u> • Self-certification or other written documentation that the individual lacks the financial resources and support necessary to obtain permanent housing
	Category 3	Homeless under other Federal Statutes	<ul style="list-style-type: none"> • Certification by the nonprofit or state or local government that the individual or head of household seeking assistance met the criteria of homelessness under another federal statute; <u>and</u> • Certification of no PH in the last 60 days; <u>and</u> • Certification by the individual or head of household and any available supporting documentation, that (s)he has moved two or more times in the past 60 days; <u>and</u> • Documentation of special needs <u>or</u> 2 or more barriers
	Category 4	Fleeing/ Attempting to Flee DV	<ul style="list-style-type: none"> • For victim service providers: <ul style="list-style-type: none"> ○ An oral statement by the individual or head of household seeking assistance which states; they are fleeing; they have no subsequent residence; they lack resources. Statement must be documented by a self-certification or a certification by the intake worker. • For non-victim service providers: <ul style="list-style-type: none"> ○ Oral statement by the individual or head of household seeking assistance that they are fleeing. This statement must be documented by a self-certification or by the caseworker. Where the safety of the individual or family is not jeopardized, the oral statement must be verified; and ○ Certification by the individual or head of household that no subsequent residence has been identified; <u>and</u> ○ Self-certification, or other written documentation, that the individual or family lacks the financial resources and support networks to obtain other permanent housing.

APPENDIX 5 – GENERAL PROGRAM FILE DOCUMENTATION

- Every client who has received a direct service from an ESG sub-recipient must have a client file that documents the reason(s) for the assistance. Each file must include the documentation in the list below. Required File Documentation
- A VI-SPDAT assessment by Coordinated Entry staff
- Signed HMIS Release(s) (for all members of the household)
- Verifications of Homelessness or At Risk of Homelessness that align to the project with which they are involved (third party certification or self-declaration, plus backup documentation) or proof of self-certification of homelessness sign-in sheet and process
- Initial Intake Form
- If the shelter has identified the resident as chronically homeless in HMIS they should notify CE
- Housing focused Case Notes (minimum of monthly case notes)
- Individualized Housing and Service Plan (see Appendix E)
- As applicable, determinations of ineligibility (e.g., if client requests services and is deemed ineligible or declines services, written explanation of why the client was ineligible or declined services, along with any rights of appeal they may have)
- State issued identification (or HMIS ID if state issued ID is not available)
- Proof of referral

All information required above must be completed in HMIS unless an organization receives a waiver from the CoC prior to contract start.

Other Emergency Shelter Documentation

Documentation of compliance with the applicable requirements for providing service and assistance (24 CFR 576.102) includes:

Case Management Documentation: Assessing, arranging, coordinating, and monitoring the delivery of individualized services to meet the needs of the program participant. The following must be documented:

- Initial evaluation
- Eligibility
- Counseling
- Program participant progress
- Information and referrals to other providers
- Ongoing risk assessment and safety planning with victims of domestic violence, dating violence, sexual assault, and stalking

Child Care Documentation: Child care provided for program participants

- Meals and snacks provided
- Appropriate developmental activities provided
- Verification that the child care center is licensed

Education Series Documentation: Document the costs of improving knowledge and basic educational skills

- Instruction or training in consumer education
- Instruction or training in health education
- Substance use prevention instruction or training
- Instruction or training in literacy
- English as a second language instruction or training
- General Education Development (GED) instruction or training
- Component services or activities such as: screening, assessment, and testing; individual or group instruction; tutoring; provision of books, supplies and instructional material; counseling; and referral to community resources.

Employment Assistance and Job Training Documentation

- Employment assistance and job training programs, including: classroom, online, and/or computer instruction; on-the-job instruction; and services that assist individuals in securing employment, acquiring learning skills, and/or increasing earning potential.
- Stipends provided to program participants in employment assistance and job training programs.
- Learning skills include those skills that can be used to secure and retain a job, including the acquisition of vocational licenses and/or certificates.
- Services that assist individuals in securing employment include: employment screening, assessment, or testing; structured job skills and job seeking skills; special training and tutoring, including literacy training and prevocational training; books and instructional material; and counseling or job coaching.
- Referrals to community resources.

Outpatient Health Services Documentation: Documents direct outpatient treatment of medical conditions provided by licensed medical professionals.

Legal Services Documentation

Legal advice provided

Verification that attorney is licensed and in good standing with the bar association

Matters that interfere with the program participant's ability to obtain and retain housing. Eligible subject matters are child support, guardianship, paternity, emancipation, and legal separation, orders of protection and other civil remedies for victims of domestic violence, dating violence, sexual assault, and stalking, appeal of veterans and public benefit claim denials, and the resolution of outstanding criminal warrants.

Life skills training documentation: Documents life skills training necessary to assist the program participant to function independently in the community (e.g., budgeting resources, managing money,

managing a household, resolving conflict, shopping for food and needed items, improving nutrition, using public transportation, and parenting).

Mental health services Documentation: Documents direct outpatient treatment by licensed professionals of mental health conditions.

Substance use treatment services documentation

- Substance use treatment services designed to prevent, reduce, eliminate, or deter relapse of substance abuse or addictive behaviors
- Verification that treatment providers are licensed or certified professionals
- Duration of outpatient treatment (up to 30 days)
- Group and individual counseling sessions
- Drug testing.

Transportation Documentation

- Transportation of a program participant to and from medical care, employment, child care, or other eligible essential services facilities
- Program participant's travel on public transportation

APPENDIX 6 – FILE CHECKLISTS-DIVERSION

Client File Checklist

Client Name _____ Program _____

Entry Date _____ Exit Date _____ Case Manager Initials _____

DIVERSION

In general, the client file must demonstrate a) eligibility; b) types, amounts, and duration of service; and c) that program requirements were met.

1. _____ **Intake form/Initial Assessment**, with entry date clearly documented. (24 CFR 576.401(a))
2. _____ **Documentation** that the client meets an eligible **definition of homelessness**. (24 CFR 576.55(b))

Eligible under Rapid Re-Housing

Literally homeless (category 1 homeless)

Eligible under Homelessness Prevention

Imminent risk of homelessness (category 2 homeless)

Homeless under other federal statues (category 3 homeless)

Fleeing/attempting to flee domestic violence (category 4 homeless)

At-Risk-of-Homelessness

3. _____ If there is no source documentation or third-party documentation of homelessness, certification from the agency that efforts were made to obtain it. *Self-certification by client is sufficient for single-day services.* (24 CFR 576.500(b))
4. _____ An **income evaluation form** establishing that the client earns **less than 30% CMI**. The form must contain the minimum requirements specified by HUD and **corresponding source documents**. In the absence of source documentation, there may be third-party verification and in the absence of third-party verification there must be at least certification from the client. *Self-certification by client is sufficient for single-day services.* (24 CFR 576.401)
5. _____ Record of **services provided** (24 CFR 576.105 & 106, 576.500(l))

Stabilization Services

Housing search and placement

Mediation

Housing stability case management

Other _____

6. _____ Demonstration of **referral and connection** to homeless and mainstream services. (24 CFR 576.401(d))
7. _____ Documentation of at least one **case management meeting**. (24 CFR 576.401(ei))
8. _____ Certification of the client's program **entry into HMIS** (or comparable database). *A statement initialed by a staff member is sufficient.*

9. _____ Evidence that the client was informed of the agency's **termination procedure** and any correspondence related to a termination proceeding, if applicable. *(24 CFR 576.56(a3)) (not required for single-day services)*
10. _____ Record of a **Housing Stability Plan** to assist the program participant to retain permanent housing after the assistance ends. *(24 CFR 576.401(eii)) (not required for single-day services)*

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APPENDIX 7 – FILE CHECKLISTS-EMERGENCY SHELTER

Client File Checklist

Client Name _____ Program _____

Entry Date _____ Exit Date _____ Case Manager Initials _____

EMERGENCY SHELTER

Subject to the expenditure limit in § 576.100(b), ESG funds may be used for costs of providing essential services to homeless households in emergency shelters, renovating buildings to be used as emergency shelter for homeless families and individuals, and operating emergency shelters.

In general, the client file must demonstrate a) eligibility; b) types, amounts, and duration of service; and c) that program requirements were met.

1. _____ **Intake form/Initial Assessment.** (24 CFR 576.401(a))
2. _____ **Documentation** that the client meets an eligible **definition of homelessness** at program entry. (24 CFR 576.500(b))

- Literally Homeless (category 1 homeless)
- Imminent-Risk-of-Homelessness (category 2 homeless)
- Homeless under other federal statues (category 3 homeless)
- Fleeing or attempting to flee domestic violence (category 4 homeless)

3. _____ **Record of services provided.** (24 CFR 576.102(a1), 576.500(l))

Essential Services

- Shelter stay
- Employment assistance/job training
- Motel Voucher
- Outpatient health services
- Case management
- Legal services
- Transportation
- Life skills training
- Childcare
- Mental health services
- Education services
- Substance abuse treatment services

4. _____ **Termination procedure** as well as any correspondence related to a termination proceeding, if applicable. (24 CFR 576.500(f)(3))
5. _____ Certification of the client's program **entry into HMIS** (or comparable database). (24 CFR 576.500(n))
6. _____ Demonstration of **referral and connection** to homeless and mainstream services. (24 CFR 576.401(d))

APPENDIX 8 – FILE CHECKLISTS-HOMELESSNESS PREVENTION

Client File Checklist

Client Name _____ Program _____

Entry Date _____ Exit Date _____ Case Manager Initials _____

HOMELESSNESS PREVENTION

Funds may be used to provide housing relocation and stabilization services and short- and/or medium-term rental assistance necessary to prevent an individual or family from moving into an emergency shelter. Homelessness prevention must be provided in accordance with the housing relocation and stabilization services requirements in § 576.105 and the short-term and medium-term rental assistance requirements in § 576.106. *In general, the client file must demonstrate a) eligibility; b) types, amounts, and duration of service; and c) that program requirements were met.*

1. _____ **Intake form/Initial Assessment.** (24 CFR 576.401(a))
2. _____ **Documentation** that the client meets an eligible **definition of homelessness** at program entry. (24 CFR 576.500(b))

At-Risk-of-Homelessness

Imminent risk of homelessness (category 2 homeless)

Homeless under other federal statues (category 3 homeless)

Fleeing/attempting to flee domestic violence (category 4 homeless)

3. _____ If there is no source documentation or third-party documentation of homeless status, certification from the agency that efforts were made to obtain it. (24 CFR 576.500(c))
4. _____ **Income determination form** establishing that the client earns less than 30% CMI at program entry along with **corresponding source documentation**. In the absence of source documentation, there may be third-party verification and in the absence of third-party verification there must be at least certification from the client. (24 CFR 576.401)
5. _____ Record of **services provided** (24 CFR 576.105 & 106, 576.500(l))

Financial Assistance

Stabilization Services

- | | |
|--|--|
| <input type="checkbox"/> Security deposit | <input type="checkbox"/> Housing search and placement |
| <input type="checkbox"/> Rental assistance | <input type="checkbox"/> Housing stability case management |
| <input type="checkbox"/> Rental arrears | <input type="checkbox"/> Mediation |
| <input type="checkbox"/> Rental application fees | <input type="checkbox"/> Legal services |
| <input type="checkbox"/> Last month's rent | <input type="checkbox"/> Credit repair |
| <input type="checkbox"/> Utility deposits/payments | |
| <input type="checkbox"/> Moving costs | |

6. _____ **Termination procedure** and any correspondence related to a termination proceeding, if applicable. (24 CFR 576.500(f3)) (not required for single-day services)
7. _____ Demonstration of **referral and connection** to homeless and mainstream services. (24 CFR 576.401(d))
8. _____ Documentation of **case management meetings** at least monthly. (24 CFR 576.401(ei))
9. _____ Record of a **Housing Stability Plan** to assist the program participant to retain permanent housing after the assistance ends. (24 CFR 576.401(eii)) (not required for mediation, legal services, or credit repair)
10. _____ Certification of the client's program **entry into HMIS** (or comparable database). (24 CFR 576.500(n))
11. _____ If the client receives more than three months of assistance, **evidence of continued eligibility** which includes re-evaluation of income and other resources and support networks. (24 CFR 576.401(b))

If rental assistance is provided, the following requirements apply:

12. _____ A copy of the **lease agreement** along with a **VAWA addendum**. (24 CFR 576.106(g), 24 CFR 576.500(h))
13. _____ **VAWA Notification**, including a notice of occupancy rights (HUD form 5380) and a certification form to document an incident (HUD form 5382). (24 CFR 576.409(c))
14. _____ Documentation of the **amount and type of financial assistance** provided to the client. (24 CFR 576.500(f1)&(u))
15. _____ Documentation of **payments made to landlords**. (24 CFR 576.500(h))
16. _____ **Rent Reasonableness** certification. (24 CFR 982.507)
17. _____ **Fair Market Rent** certification. (24 CFR 982.503)
18. _____ Minimum **Habitability Standards** checklist. (24 CFR 576.403)
19. _____ **Lead Paint Disclosure Form**, if payment assistance lasts more than 100 days, the unit was built before 1978, and a child under 6 years of age or a pregnant woman is/will be in residence. (24 CFR 576.403(a))

20. _____ Rental Assistance Agreement with the landlord outlining the terms of the assistance; must include VAWA protections. (24 CFR 576.106(e), 24 CFR 576.500(h), 24 CFR 576.409(a))

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APPENDIX 9 – FILE CHECKLISTS-RAPID RE-HOUSING

Client File Checklist

Client Name _____ Program _____

Entry Date _____ Exit Date _____ Case Manager Initials _____

RAPID RE-HOUSING

ESG funds may be used to provide housing relocation and stabilization services and short- and/or medium-term rental assistance as necessary to help a homeless household move as quickly as possible into permanent housing and achieve stability in that housing. The rapid rehousing assistance must be provided in accordance with the housing relocation and stabilization services requirements in § 576.105, the short- and medium-term rental assistance requirements in § 576.106, and the written standards and procedures established under § 576.400.

In general, the client file must demonstrate a) eligibility; b) types, amounts, and duration of service; and c) that program requirements were met.

1. _____ **Intake form/Initial Assessment**, with entry date clearly documented. (24 CFR 576.401(a))
 2. _____ **Documentation** that the client meets an eligible **definition of homelessness**. (24 CFR 576.55(b))
- Literally Homeless (category 1)**: Written observation by the outreach worker; or referral by another housing or service provider; or certification by the individuals or head of household seeking assistance stating that they were living on the streets or in a shelter. If the client has exited an institution they will need discharge paperwork or written/oral referral.
- Fleeing or attempting to flee domestic violence (category 4)**: Certification by an intake worker that there was an oral statement by the client which states they are fleeing violence and have no subsequent residence.
3. _____ If there is no source documentation or third-party documentation, certification from the agency that efforts were made to obtain it. (24 CFR 576.500(b))
 4. _____ An **income evaluation form establishing that the client earns less than 30% CMI**. The form must contain the minimum requirements specified by HUD and **corresponding source documents**. In the absence of source documentation, there may be third-party verification and in the absence of third-party verification there must be at least certification from the client. (24 CFR 576.401)
 5. _____ The **types of services provided** are listed (ex. financial assistance, case mgmt.) (24 CFR 576.105 & 106)
 6. _____ Record of a **House Stability Plan** to assist the program participant to retain permanent housing after the assistance ends. (24 CFR 576.401(eii))
 7. _____ Evidence that the client was informed of the agency's **termination procedure** and any correspondence related to a termination proceeding, if applicable. (24 CFR 576.56(a3))
 8. _____ Certification of the client's program **entry into HMIS** (or comparable database).

9. _____ Demonstration of **referral and connection** to homeless and mainstream services. (24 CFR 576.401(d))
10. _____ Evidence of a **case management meeting at least monthly**. (24 CFR 576.401(ei))
11. _____ If the client receives a year or more of assistance, **evidence of continued eligibility** which includes re-evaluation of income and other resources and support networks. (24 CFR 576.401(b))

If Rental Assistance is Provided, include the following as well:

12. _____ A copy of the **lease agreement**. (24 CFR 576.106(g), 24 CFR 576.500(h))
13. _____ The **amount and type of financial assistance** provided to the client, including, as applicable, the security deposit, rental assistance, and utility payments made on behalf of the client. (24 CFR 576.500(f1)&(u))
14. _____ Documentation of **payments made to landlords**. (24 CFR 576.500(h))
15. _____ Certification that assisted unit complies with **Rent Reasonableness**. (24 CFR 982.507)
16. _____ Certification that assisted unit is at or below the **Fair Market Rent** for the area. (24 CFR 982.503)
17. _____ A Completed EHH Minimum **Habitability Standards** checklist. (24 CFR 576.403)
18. _____ If payment assistance lasts more than 100 days, the unit was built before 1978, and a child under 6 years of age or a pregnant woman is/will be in residence, demonstration that the **unit assisted is lead safe** and that the agency **followed lead-safe rules**. (24 CFR 576.403(a))
19. _____ **Rental Assistance Agreement** with the landlord outlining the terms of the assistance. (24 CFR 576.106(e), 24 CFR 576.500(h))

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APPENDIX 10 – FILE CHECKLISTS-STREET OUTREACH

Client File Checklist

Client Name _____ Program _____

Entry Date _____ Exit Date _____ Case Manager Initials _____

STREET OUTREACH

Subject to the expenditure limit in § 576.100(b), ESG funds may be used for costs of providing essential services necessary to reach out to unsheltered homeless people; connect them with emergency shelter, housing, or critical services; and provide urgent, non-facility-based care to unsheltered homeless people who are unwilling or unable to access emergency shelter, housing, or an appropriate health facility.

In general, the client file must demonstrate (a) eligibility, (b) types, amounts, and duration of services, and (c) that program requirements were met.

1. _____ **Intake Form/Initial Assessment.** (24 CFR 576.401(a))
2. _____ **Documentation** that the client meets the Category 1: Literally Homeless **definition of homelessness** at program entry. The client must be living on the streets (or other places not meant for human habitation) and be unwilling or unable to access services in emergency shelter. (24 CFR 576.500(b))
3. _____ **Record of services provided** (24 CFR 576.101(a), 576.500(l))
 - Eligible Costs
 - Engagement
 - Case management
 - Emergency health services
 - Emergency mental health services
 - Transportation
4. _____ **Termination procedure** and any correspondence related to a termination proceeding, if applicable. (24 CFR 576.56(a3)) (not required for single-day services)
5. _____ Certification of the client's program **entry into HMIS** (or comparable database). (24 CFR 576.500(n))
6. _____ Demonstration of **referral and connection** to homeless and mainstream services. (24 CFR 576.401(d))

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APPENDIX 11 – ESG DOCUMENTATION CHECKLIST: PARTICIPANT ELIGIBILITY

ESG Participant Household Name: _____

Initial or Re-Assessment:	Date:	ESG Staff Initials:
<input checked="" type="checkbox"/> Initial Eligibility Assessment <input type="checkbox"/> Eligibility Re-Assessment		

In File (Always Required)	Documentation	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	COMPLETED INITIAL/RECERTIFICATION CONSULTATION – ESG staff assessment with applicant/participant to determine eligibility and appropriate assistance type and amount (or recertify eligibility and reassess appropriate assistance type and amount).
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	HOUSEHOLD INCOME – Documentation of each identified source of current income for the household and documentation of household income calculation indicating household income below 30% Area Median Income upon entry (<i>HP only</i>) and at or below at recertification (<i>HP and RRH</i>)
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	WAGES & SALARY <input type="checkbox"/> Written Third Party: Copy of most recent paystub(s) OR other written verification from employer -- OR -- <input type="checkbox"/> Oral Third Party: Verification of income form or other case file record of income information obtained verbally by ESG staff <input type="checkbox"/> Brief, written explanation by ESG staff for using oral third party -- OR -- <input type="checkbox"/> Self-Declaration: Applicant self-declaration of income statement <input type="checkbox"/> Brief, written explanation by ESG staff for using self-declaration
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	SELF EMPLOYMENT/BUSINESS INCOME <input type="checkbox"/> Written Third Party: Copy of most recent federal or state tax return showing net business income -- OR -- <input type="checkbox"/> Self-Declaration: Applicant self-declaration of income statement <input type="checkbox"/> Brief, written explanation by ESG staff for using self-declaration
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	INTEREST & DIVIDEND INCOME <input type="checkbox"/> Written Third Party: Copy of most recent interest or dividend income statement OR Copy of most recent federal or state tax return showing interest, dividend or other net income -- OR -- <input type="checkbox"/> Self-Declaration: Applicant self-declaration of income statement <input type="checkbox"/> Brief, written explanation by HPRP staff for using self-declaration
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	PENSION/RETIREMENT INCOME <input type="checkbox"/> Written Third Party: Copy of most recent payment statement OR benefit notice OR bank deposit statement OR other written verification from income source -- OR -- <input type="checkbox"/> Oral Third Party: Verification of income form or other case file record of income information obtained by HPRP staff <input type="checkbox"/> Brief, written explanation by HPRP staff for using oral third party -- OR -- <input type="checkbox"/> Self-Declaration: Applicant self-declaration of income statement

Applicable <input checked="" type="checkbox"/>	In File <input checked="" type="checkbox"/>	HOUSEHOLD INCOME – Documentation of each identified source of current income for the household and documentation of household income calculation indicating household income below 30% Area Median Income upon entry (<i>HP only</i>) and at or below at recertification (<i>HP and RRH</i>)
		<input type="checkbox"/> Brief, written explanation by ESG staff for using self-declaration
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	UNEMPLOYMENT & DISABILITY INCOME <input type="checkbox"/> Written Third Party: Copy of most recent payment statement OR benefit notice OR bank deposit statement OR other written verification from income source -- OR -- <input type="checkbox"/> Oral Third Party: Verification of income form or other case file record of income information obtained by HPRP staff <input type="checkbox"/> Brief, written explanation by HPRP staff for using oral third party -- OR -- <input type="checkbox"/> Self-Declaration: Applicant self-declaration of income statement <input type="checkbox"/> Brief, written explanation by HPRP staff for using self-declaration
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	TANF/PUBLIC ASSISTANCE <input type="checkbox"/> Written Third Party: Copy of most recent payment statement OR benefit notice OR bank deposit statement OR other written verification from income source -- OR -- <input type="checkbox"/> Oral Third Party: Verification of income form or other case file record of income information obtained by HPRP staff <input type="checkbox"/> Brief, written explanation by ESG staff for using oral third party -- OR -- <input type="checkbox"/> Self-Declaration: Applicant self-declaration of income statement <input type="checkbox"/> Brief, written explanation by ESG staff for using self-declaration
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	ALIMONY, CHILD SUPPORT AND FOSTER CARE INCOME <input type="checkbox"/> Written Third Party: Copy of most recent payment statement OR benefit notice OR bank deposit statement OR other written verification from income source -- OR -- <input type="checkbox"/> Oral Third Party: Verification of income form or other case file record of income information obtained by HPRP staff <input type="checkbox"/> Brief, written explanation by ESG staff for using oral third party -- OR -- <input type="checkbox"/> Self-Declaration: Applicant self-declaration form <input type="checkbox"/> Brief, written explanation by ESG staff for using self-declaration
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	ARMED FORCES INCOME <input type="checkbox"/> Written Third Party: Copy of most recent paystub(s) OR other written verification from employer -- OR -- <input type="checkbox"/> Oral Third Party: Verification of income form or other case file record of income information obtained by HPRP staff <input type="checkbox"/> Brief, written explanation by ESG staff for using oral third party -- OR -- <input type="checkbox"/> Self-Declaration: Applicant self-declaration form <input type="checkbox"/> Brief, written explanation by ESG staff for using self-declaration
<input type="checkbox"/> YES	<input type="checkbox"/>	NO INCOME <input type="checkbox"/> Self-Declaration: Applicant self-declaration form

Applicable <input checked="" type="checkbox"/>	In File <input checked="" type="checkbox"/>	HOUSEHOLD INCOME – Documentation of each identified source of current income for the household and documentation of household income calculation indicating household income below 30% Area Median Income upon entry (<i>HP only</i>) and at or below at recertification (<i>HP and RRH</i>)
<input type="checkbox"/> NO		<input type="checkbox"/> Brief, written explanation by ESG staff for using self-declaration (e.g., “Applicant reports no current income.”)

In File (Always Required) <input checked="" type="checkbox"/>		HOUSEHOLD INCOME – Documentation of each identified source of current income for the household and documentation of household income calculation indicating household income below 30% Area Median Income upon entry and at or below 30% AMI at recertification
<input type="checkbox"/>		INCOME CALCULATION WORKSHEET – Documentation showing income calculation (estimated annual income based on current income) and comparison to Area Median Income.

Applicable <input checked="" type="checkbox"/>	In File <input checked="" type="checkbox"/>	HOUSING STATUS - Documentation of the current living situation of the household.
HOMELESS SITUATIONS [RAPID RE-HOUSING] <i>At least one is required in order to receive assistance</i>		
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	EMERGENCY SHELTER <input type="checkbox"/> Written Third Party: HMIS record of shelter stay OR homeless certification form OR emergency shelter provider letter
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	PLACE NOT MEANT FOR HUMAN HABITATION <input type="checkbox"/> Written Third Party: Homeless certification form OR homeless street outreach provider or referral source letter -- OR -- <input type="checkbox"/> Self-Declaration: Applicant self-declaration of homelessness form <input type="checkbox"/> Brief, written explanation by ESG staff for using self-declaration
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	HOSPITAL OR OTHER INSTITUTION (and was in emergency shelter or place not meant for human habitation prior to admission) <input type="checkbox"/> Written Third Party: Letter from hospital or other institution -- AND -- <input type="checkbox"/> Written Third Party: HMIS record of shelter stay (if previously sleeping in emergency shelter) OR homeless certification form OR emergency shelter or homeless street outreach provider letter -- OR -- <input type="checkbox"/> Self-Declaration: Applicant self-declaration of homelessness form <input type="checkbox"/> Brief, written explanation by ESG staff for using self-declaration
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	IMMINENT RISK OF HOMELESSNESS <input type="checkbox"/> Court ordered eviction that notifies the applicant that they must leave <i>within 14 days</i> ; or <input type="checkbox"/> For applicants leaving a motel-evidence that they lack the financial resources to stay; or <input type="checkbox"/> A documented and verified oral statement: and <input type="checkbox"/> <i>Certification that no subsequent residence has been identified; and</i> <input type="checkbox"/> <i>Self-certification or other written documentation that the applicant lacks the financial resources and support necessary to obtain permanent housing</i>

Applicable <input checked="" type="checkbox"/>	In File <input checked="" type="checkbox"/>	HOUSING STATUS - Documentation of the current living situation of the household.
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	Homeless under other Federal Statutes <input type="checkbox"/> Written Third Party: Certification by the nonprofit or state or local government that applicant meets criteria of homelessness under other federal statute; and <input type="checkbox"/> Certification of no permanent housing in last 60 days; and <input type="checkbox"/> certification by the applicant, and any available supporting documentation, that they have moved 2 or more times in the past 60 days; and <input type="checkbox"/> Documentation of special needs OR 2 or more barriers
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	DOMESTIC VIOLENCE (Victim service providers) <input type="checkbox"/> Self-Declaration: Oral statement by the individual or head of household seeking assistance which states: They are fleeing; they have no subsequent residence; and they lack resources. Statement must be documented by a self-certification or certification by the intake worker (Non-victim service providers) <input type="checkbox"/> Oral statement by the applicant seeking assistance that they are fleeing. Statement must be documented via a self-certification or by the caseworker. Where the safety of the individual or family is not jeopardized, the oral statement must be verified; AND <input type="checkbox"/> Certification by the individual or head of household that no subsequent residence has been identified; AND <input type="checkbox"/> Self-certification, or other written documentation, that the individual or family lacks the financial resources and support networks to obtain other permanent housing
HOUSED SITUATIONS [HOMELESSNESS PREVENTION] At least one is required in order to receive assistance		
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	COPY OF CURRENT LEASE IS REQUIRED OR OTHER WRITTEN OCCUPANCY AGREEMENT – A lease is required for applicant if renting. A Written Occupancy Agreement is required from host family/friend if doubled up. NOTE: "N/A" should only be checked if applicant (or their host) is a homeowner or if applicant is staying in a hospital, other institution, or hotel/motel. -- OR (if applicant is doubled up and attempt to obtain copy of host lease is unsuccessful) -- <input type="checkbox"/> Self-Declaration: Applicant self-declaration of housing status form <input type="checkbox"/> Brief, written explanation by ESG staff for using self-declaration
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	RENTED BY APPLICANT (select applicable situation) <u>POTENTIAL HOUSING LOSS DUE TO NON-PAYMENT OF RENT OR OTHER VIOLATION WITHIN 21 DAYS</u> <input type="checkbox"/> Written Third Party: Copy of court ordered eviction notice <u>POTENTIAL HOUSING LOSS DUE TO UTILITY NON-PAYMENT</u> <input type="checkbox"/> Written Third Party: Copy of utility shut-off notice -- AND -- <input type="checkbox"/> Lease indicates applicant is responsible for utilities and utility shut-off will cause eviction -- OR -- <input type="checkbox"/> Other evidence of housing being unfit for habitation due to utility shut-off (e.g., other third party provider assessment or ESG staff assessment) <u>POTENTIAL HOUSING LOSS DUE TO FORECLOSURE ON RENTAL PROPERTY</u> <input type="checkbox"/> Written Third Party: Copy of foreclosure notice from landlord/owner or other public record/publication

Applicable <input checked="" type="checkbox"/>	In File <input checked="" type="checkbox"/>	HOUSING STATUS - Documentation of the current living situation of the household.
		<p><u>POTENTIAL HOUSING LOSS DUE TO UNINHABITABLE CONDITIONS</u></p> <p><input type="checkbox"/> Written Third Party: Copy of notice from landlord/property manager, public health, code enforcement, fire marshal, child welfare or other government entity that housing is condemned</p> <p>RECERTIFICATION ONLY (if other situations do not apply at recertification)</p> <p><u>POTENTIAL HOUSING LOSS DUE TO PRESENCE OF HOUSING RETENTION BARRIERS (e.g. insufficient income to pay housing costs, behavior that will potentially cause lease non-compliance, etc.).</u></p> <p><input type="checkbox"/> Self-Declaration: Brief, written description by ESG staff indicating current housing retention barriers and justification for continued ESG assistance, as recorded on assessment form</p>
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	<p>OTHER HOUSING OCCUPIED BY APPLICANT WITHOUT PAYING RENT (INCLUDING HOUSING SHARED WITH FRIENDS OR FAMILY) (select applicable situation)</p> <p><u>POTENTIAL HOUSING LOSS DUE TO EVICTION (REQUEST TO LEAVE) BY HOST FRIEND OR FAMILY WITHIN 21 DAYS</u></p> <p><input type="checkbox"/> Written Third Party: Copy of eviction notice or letter indicating request to leave (typed or handwritten) from host friend or family</p> <p>-- OR --</p> <p><input type="checkbox"/> Self-Declaration: Applicant self-declaration of housing status form</p> <p><input type="checkbox"/> Brief, written explanation by HPRP staff for using self-declaration</p> <p><u>POTENTIAL HOUSING LOSS DUE TO FORECLOSURE ON RENTAL PROPERTY</u></p> <p><input type="checkbox"/> Written Third Party: Copy of foreclosure notice from landlord/owner or other public record/publication</p> <p><u>POTENTIAL HOUSING LOSS DUE TO UNINHABITABLE CONDITIONS</u></p> <p><input type="checkbox"/> Written Third Party: Copy of notice from landlord/property manager, public health, code enforcement, fire marshal, child welfare or other government entity that housing is condemned</p>
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	<p>OWNED BY APPLICANT</p> <p><u>POTENTIAL HOUSING LOSS DUE TO FORECLOSURE ON OWNER-OCCUPIED PROPERTY</u></p> <p><input type="checkbox"/> Written Third Party: Copy of foreclosure notice from lending institution</p>
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	<p>HOSPITAL OR OTHER INSTITUTION (if stay greater than 180 days and/or not previously in emergency shelter or place not meant for human habitation prior to admission)</p> <p><u>POTENTIAL HOUSING LOSS DUE TO INSTITUTIONAL DISCHARGE</u></p> <p><input type="checkbox"/> Written Third Party: Statement from hospital or other institution</p>
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/>	<p>HOTEL/MOTEL (NOT PAID FOR BY FEDERAL, STATE OR LOCAL GOVERNMENT OR CHARITABLE PROGRAMS)</p> <p><u>POTENTIAL HOUSING LOSS DUE TO NON-PAYMENT OF HOTEL/MOTEL COSTS</u></p> <p><input type="checkbox"/> Self-Declaration: Applicant self-declaration of housing status form</p> <p><input type="checkbox"/> Brief, written explanation by ESG staff for using self-declaration</p>

Applicable	In File	HOUSING STATUS - Documentation of the current living situation of the household.
In File (Always Required)		OTHER HOUSING OPTIONS, FINANCIAL RESOURCES AND SUPPORT NETWORKS - Documentation of whether household will become or remain homeless "but for" ESG assistance.
<input type="checkbox"/>		OTHER SUBSEQUENT HOUSING OPTIONS <input type="checkbox"/> Self-Declaration: Description of lack of other housing options as recorded on assessment form or other case file documentation (e.g., case notes); and <input type="checkbox"/> Brief, written description by ESG staff indicating absence of appropriate and/or reasonable housing options sufficient to prevent or end homelessness
<input type="checkbox"/>		FINANCIAL RESOURCES AND SUPPORT NETWORKS <input type="checkbox"/> Self-Declaration: Description of lack of other financial resources and support networks as recorded on assessment form or other case file documentation (e.g., case notes); and <input type="checkbox"/> Self-declaration includes current bank account balance(s) ; and <input type="checkbox"/> Assessment and documentation (if applicable) of other assets, per ESG grantee asset policy, indicating allowable amount <input type="checkbox"/> Brief, written description by ESG staff indicating absence of financial resources and support networks sufficient to prevent or end homelessness
<input type="checkbox"/>		SIGNED STAFF CERTIFICATION OF ELIGIBILITY FOR ESG ASSISTANCE (must use HUD form)
Notes:		

APPENDIX 12- GENDER INCLUSION POLICY

Policy on Gender Inclusion and Non-Discrimination with Respect to Sexual Orientation or Gender Identity

St. Johns County Continuum of Care

All programs funded or regulated by the U.S. Department of Housing and Urban Development (HUD) must comply with regulations that guarantee equal access to housing in HUD programs regardless of sexual orientation or gender identity.¹² In an effort to achieve full compliance, the St. Johns County Continuum of Care (CoC FL-XXX) adopts the following policy:

1. Definitions.

For purposes of this policy:

- a. Sexual orientation means one's emotional or physical attraction to the same and/or opposite sex (e.g. homosexuality, heterosexuality, or bisexuality).
- b. Perceived gender identity means the gender with which a person is perceived to identify, based on that person's appearance, behavior, expression, other gender related characteristics, or the sex assigned to the individual at birth or identified in documents.
- c. Gender identity means the gender with which a person identifies, if any, regardless of the sex assigned to that person at birth and regardless of that person's perceived gender identity.
- d. Equal access means housing programs are open to all eligible individuals and families regardless of sexual orientation or, gender identity, and individuals will not be discriminated against based on actual or perceived gender identity, and where legitimate consideration of sex or gender is appropriate, such as in a facility providing temporary, or short term shelter that is not covered by the Fair Housing Act and which is legally permitted to operate as a single sex facility, the individual's own self-identified gender identity will govern.³

2. Intent and Applicability.

- a. The CoC FL-XXX is directed by HUD to facilitate the development of a comprehensive system of housing and services for persons experiencing homelessness in Central Florida, specifically including the use of funding made available under the HUD Continuum of Care Program and other homelessness assistance programs. Accordingly, it is the intent of CoC FL-XXX to guarantee equal access to housing and services in homelessness assistance programs regardless of sexual orientation or gender identity (Equal Access).
- b. The adoption of this Equal Access policy is a direct reflection of CoC FL-XXXs commitment to Housing First and to low-barrier access to housing and services.

¹ https://www.hudexchange.info/resources/documents/EqualAccess_FinalRule_2.3.12.pdf

² <https://www.hudexchange.info/resources/documents/Equal-Access-Message-from-PDAS-Tregoning.pdf>

³ <https://www.hudexchange.info/resources/documents/Equal-Access-Final-Rule-2016.pdf>

- c. All agencies receiving funding through HUD or that is otherwise made available through CoC FL-XXX must promote and ensure Equal Access.
- d. Although not required, all non-HUD/CoC-funded member agencies are strongly encouraged to adopt internal policies and best practices that promote and ensure Equal Access.

3. Equal Access Standard.

CoC FL-512 will assess whether an agency and its programs and services promote and ensure Equal Access by the extent to which it:

- a. Determines client eligibility for housing, programs and services regardless of their sexual orientation, gender identity, perceived gender identity, or marital status, and will not discriminate against anyone because they do not conform to gender or sex stereotypes;
- b. Grants clients equal access to housing, programs and services in a manner consistent with their gender identity;
- c. Declines to ask clients to provide anatomical information, documentation of (including ID), or physical or medical evidence of their gender identity;
- d. Whenever necessary, takes steps to address privacy concerns raised by any residents or occupants, including persons in question, in an appropriate and non-discriminatory way;
- e. Ensures that individuals are made aware of their right to Equal Access by providing notice of such rights, using methods such as by posting in public spaces, amending program forms and documentation; and *rights and responsibilities*
- f. Participates in annual CoC training on service inclusion and non-discrimination (which may be incorporated into Housing First training).

4 Implementation Timeline.

CoC FL-XXX will implement this policy with the following actions:

- a. Add an additional non-scoring question to the 2022 NOFA application asking if the applicant has adopted internal policies and practices that indicate adherence to the above CoC policy on gender inclusion and non-discrimination.
- b. Contracts associated with the 2022 NOVA awards will include six-month timeline for adoption of policy and implementation plan.
- c. 2022 NOFA application will make compliance with regards to this policy a scoring element
- d. CoC FL-XXX will continue to offer training opportunities for providers building towards full compliance with regard to the above policy.

APPENDIX 13- ST. JOHNS COUNTY COC ESG-CV WRITTEN STANDARDS ADDENDUM

I. Introduction

This is an unprecedented time for our vulnerable population and our Coordinated Entry System (CES). Decisions being made are in an effort to prevent the spread of COVID-19. The goal is to utilize Rapid Re-Housing (RRH) when available to quickly exit as many households from shelters as possible. This will offer shelters the ability to increase personal space for shelter guests and reduce the number of people in our congregate shelter setting. Given the fluid nature of the COVID-19 pandemic and continuing guidance from HUD regarding ESG-CV funding, there may be a need to develop additional updates to these policies and procedures.

II. ESG-CV Funded Activities and Additional Eligible Activities

1. ESG-CV Funded Activities:

All activities remain the same, except Homeless Management Information System (HMIS) is now funded to support licenses for the increased staff due to COVID-19.

2. ESG-CV Additional Eligible Activities:

While these are eligible expenses, the recipient and sub-recipients must indicate their intentions to fund additional eligible activities in their submitted budget.

a. Hazard Pay

CARES Act funds will be used to pay hazard pay for recipient or sub-recipient-staff working directly to prevent, prepare for, and respond to coronavirus among persons who are homeless or at risk of homelessness.

b. Landlord Incentives

ESG-CV funds will be used to add the eligible cost of paying for landlord incentives as reasonable and necessary to obtain housing for individuals and families experiencing homelessness and at risk of homelessness. However, a recipient may not use ESG-CV funds to pay the landlord incentives set forth below in an amount that exceeds three times the rent charged for the unit.

Eligible landlord incentive costs include:

- Signing bonuses equal to up to 2 months of rent
- Security deposits equal to up to 3 months of rent
- Paying the cost to repair damages incurred by the program participant not covered by the security deposit or that are incurred while the program participant is still residing in the unit; and,
- Paying the costs of extra cleaning or maintenance of a program participant's unit or appliances.

Waivers and Limitations under ESG-CV Regulations

1. Limitations Under ESG-CV Notice:

Since the Substantial Amendments (1 and 2) for DCF ESG-CV were approved by HUD after September 1, 2020, the ESG-CV resources have the following two limitations:

- Medium-term Rental Assistance limited to 3-12 months instead of 3-24 months, and
- Emergency Shelter activities may be provided only until January 31, 2022.

IV. Access and Eligibility of individuals' and families' for assistance under ESG-CV.

Rapid Re-Housing

Prioritization

- a. Individuals 55 and older;
- b. Individuals in congregate shelters with underlying medical conditions per CDC guidance;
- c. Individuals living outside with underlying medical conditions per CDC guidance;
- d. Zero/low income;
- e. Disabling conditions;
- f. Long term homelessness.

<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-medicalconditions.html>

V. Standards for Targeting and Providing Essential Services Related to Street Outreach

Street outreach will engage unsheltered people in nontraditional settings that are least likely to seek housing services, specifically populations at a greater risk of COVID-19 and longest history of homelessness.

IV. Policies and Procedures for Admission, Diversion, Referral and Discharge by Emergency Shelters.

Emergency Shelter/ Special Population Shelter (DV & Youth) Emergency shelter plays an important role in keeping those who are most vulnerable to COVID-19 and other dangers of unsheltered living safer from infection and transmission. The shelter utilizes the diversion process that is approved and employed by our COC to ensure only those who are truly in need are sheltered. Those who are most vulnerable are prioritized for open bed availability. Policies and procedures remain the same, however the shelter is prioritizing those most vulnerable to COVID.

APPENDIX 14 – FREQUENTLY USED TERMS AND DEFINITIONS

Americans with Disabilities Act (ADA) Compliance

The CoC requires all ESG-funded shelters to comply with the ADA regulations.

The ADA and Section 504 both stipulate that “no otherwise qualified person with disabilities shall, solely by reason of his or her disability, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance.” The Fair Housing Amendments Act regulations state “it shall be unlawful for any person to refuse to make reasonable accommodations in rules, policies, practices, or services, when such accommodations may be necessary to afford a person with a disability equal opportunity to use and enjoy a dwelling unit including public and private use areas.”

Continuum of Care

A Continuum of Care (CoC) is a regional or local planning body that coordinates housing and services funding for homeless families and individuals. The St. Johns CoC oversees homeless services in St. Johns County.

Definitions of Homelessness

Category 1: Literally Homeless

An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

1. An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings including a car, park, abandoned building, bus or train station, airport, or camping ground.
2. An individual or family living in a supervised 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, or local government programs for low-income individuals).
3. An individual who is exiting an institution where he or she 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.

Category 2: Imminent Risk of Homelessness

An individual or family who will imminently lose their primary nighttime residence, provided that:

1. The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance.
2. No subsequent residence has been identified
3. The individual or family lacks the resources or support networks, e.g., family, friends, faith-based, or other social networks, needed to obtain other permanent housing.

Category 3: Homeless Under Other Federal Statutes (NOTE: CoC Program-funded projects are not authorized by HUD to serve this category)

Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:

1. Are defined as homeless under section 387 of the Runaway and Homeless of the Head Start Act (42 U.S.C. 9832), section 41403 of the Violence Against Women Act of 1994 (42 U.S.C. 14043e–2), section 330(h) of the Public Health Service Act (42 U.S.C. 254b(h)), section 3 of the Food and Nutrition Act of 2008 (7 U.S.C. 2012), section

17(b) of the Child Nutrition Act of 1966 (42 U.S.C. 1786(b)), or section 725 of the McKinney-Vento Homeless Assistance Act (42 U.S.C.11434a)

2. Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for homeless assistance

3. Have experienced persistent instability as measured by two moves or more during the 60-day period immediately preceding the date of applying for homeless assistance

4. Can be expected to continue in such status for an extended period of time because of chronic disabilities; chronic physical health or mental health conditions; substance addiction; histories of domestic violence or childhood abuse (including neglect); the presence of a child or youth with a disability; or two or more barriers to employment, which include the lack of a high school degree or General Education Development (GED), illiteracy, low English proficiency, a history of incarceration or detention for criminal activity, and a history of unstable employment.

Category 4: Fleeing/Attempting to Flee Domestic Violence

Any individual or family who:

1. Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence;

2. Has no other residence; and

3. Lacks the resources or support networks, e.g., family, friends, and faith-based or other social networks, to obtain other permanent housing. 24 CFR 578.3. Chronically Homeless McKinney-Vento Act.

At Risk of Homelessness

Category 1 Individuals and families

An individual or family who:

(i) Has an annual income below 30% of median family income for the area; AND

(ii) Does not have sufficient resources or support networks immediately available to prevent them from moving to an emergency shelter or another place defined in Category 1 of the "homeless" definition; AND

(iii) Meets one of the following conditions:

(A) Has moved because of economic reasons 2 or more times during the 60 days immediately preceding the application of assistance; OR

(B) Is living in the home of another because of economic hardship; OR

(C) Has been notified that their right to occupy their current housing or living situation will be terminated within 21 days after the date of application for assistance; OR

(D) Lives in a hotel or motel and the cost is not paid for by charitable organizations or by Federal, State or local government programs for low-income individuals; OR

(E) Lives in an SRO or efficiency apartment unit in which there reside more than 2 persons or lives in a larger housing unit in which there reside more than one and a half persons per room; OR

(F) Is exiting a publicly funded institution or system of care; OR

- (G) Otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness, as identified in the recipient's approved Con Plan

Category 2 Unaccompanied Children and Youth

A child or youth who does not qualify as homeless under the homeless definition, but qualifies as homeless under another Federal statute

Category 3 Families with Children and Youth

An unaccompanied youth who does not qualify as homeless under the homeless definition, but qualifies as homeless under section 725(2) of the McKinney-Vento Homeless Assistance Act, and the parent(s) or guardian(s) of the child or youth if living with him or her.

Definition of Chronically Homeless

HEARTH/ McKinney Vento Act (24 CFR 91.5 and 24 CFR 578.3) defines Chronically Homeless as:

1. A homeless individual, who: Is homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and Has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least 12 months or on at least 4 separate occasions in the last 3 years where the combined occasions must total at least 12 months.

- a. "Occurrences" must be separated by a break of at least seven nights.
- b. Stays in institution of fewer than 90 days do not constitute a break in homelessness;

AND

c. Can be diagnosed with one or more of the following conditions: substance use disorder, serious mental illness, developmental disability (as defined in section 102 of the Developmental Disabilities Assistance Bill of Rights Act of 2000 (42 U.S.C. 15002)), post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability; **OR**

2. 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 (1) of this definition, before entering that facility; **OR**

3. 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 paragraphs (1) or (2) of this definition, including a family whose composition has fluctuated while the head of household has been homeless.

Developmental Disability

Developmental disability is defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C.15002) as:

1. A severe, chronic disability of an individual that— (i) Is attributable to a mental or physical impairment or combination of mental and physical impairments; (ii) Is manifested before the individual attains age 22; (iii) Is likely to continue indefinitely; (iv) Results in substantial functional limitations in three or more of the following areas of major life activity: (A) Selfcare; (B) Receptive and expressive language; (C) Learning; (D) Mobility; (E) Self-direction; (F) Capacity for independent living; (G) Economic self-sufficiency; and (v) Reflects the individual's need

for a combination and sequence of special, interdisciplinary, or generic services, individualized supports, or other forms of assistance that are of lifelong or extended duration and are individually planned and coordinated.

2. An individual from birth to age 9, inclusive, who has a substantial developmental delay or specific congenital or acquired condition, may be considered to have a developmental disability without meeting three or more of the criteria described in paragraphs (1) (i) through (v) of the definition of “developmental disability” in this section if the individual, without services and supports, has a high probability of meeting those criteria later in life. 24 CFR 583.5

Disabling Condition

1. A condition that: (i) Is expected to be long-continuing or of indefinite duration; (ii) Substantially impedes the individual’s ability to live independently; (iii) Could be improved by the provision of more suitable housing conditions; and (iv) Is a physical, mental, or emotional impairment, including an impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury;

2. A developmental disability, as defined in this section; or

3. The disease of acquired immunodeficiency syndrome (AIDS) or any conditions arising from the etiologic agent for acquired immunodeficiency syndrome, including infection with the human immunodeficiency virus (HIV). 24 CFR 583.5

Emergency Shelter

Any facility where the primary purpose is to provide a temporary shelter for the homeless in general or for specific populations of the homeless. Emergency shelters do not require occupants to sign leases or occupancy agreements. Emergency shelters are expected to have low barriers to project entry and participation, and to have a primary focus on moving clients to permanent housing solutions as quickly as possible.

Equal Access

Federal regulations that require that all HUD-funded services and housing shall be made available without regard to actual or perceived sexual orientation, gender identity, or marital status. No recipient or subrecipient of HUD funds may inquire about the sexual orientation or gender identity of an applicant for, or occupant of, HUD-assisted housing for the purpose of determining eligibility for the housing or otherwise making such housing available. This prohibition on inquiries regarding sexual orientation or gender identity does not prohibit any individual from voluntarily self-identifying sexual orientation or gender identity. This prohibition on inquiries does not prohibit lawful inquiries of an applicant or occupant’s sex where the housing provided or to be provided to the individual is a temporary emergency shelter that involves the sharing of sleeping areas or bathrooms, nor does it prohibit inquiries made for the purpose of determining the number of bedrooms to which a household may be entitled. For additional information, please visit the HUD Exchange page on Equal Access.

Federal Fair Housing Act

Title VIII of the Civil Rights Act of 1968 (Fair Housing Act), as amended, prohibits discrimination in the sale, rental, and financing of dwellings, as well as in other housing-related transactions based on race, color, national origin, religion, sex, familial status (including children under the age of 18 living with parents or legal custodians, pregnant women, and people securing custody of children under the age of 18), and disability. For additional information, please see the HUD page on the Fair Housing Act.

Fair Market Rent (FMR)

FMRs are gross rent estimates. The U.S. Department of Housing and Urban Development (HUD) annually estimates FMRs for 530 metropolitan areas and 2,045 nonmetropolitan county areas. HUD sets FMRs to assure that a sufficient supply of rental housing is available to program participants. By law, HUD is required to publish new FMRs at the start of each federal fiscal year on October 1.

Fair Market Rents are updated by HUD every year and can be found online at: <http://www.huduser.org/portal/datasets/fmr.htm> 16

Family/Household

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

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: (i) 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). 24 CFR 5.403
3. Section 576.102(b) of the ESG interim rule prohibits ESG-funded programs from denying a family admission to an ESG-funded program or ESG-funded services based on the age of a child under the age of 18 if the program provides services to families with children.

Clarity on the Definition of Family

According to HUD, a family is simply one or more individuals who live together. Members of the family do not need to be related by blood, marriage, or in any other legal capacity. Family members who are away from the household for a certain period of time may be considered part of the family. Live-in aides are also considered a family member. HUD's definition of family is broad to help make sure decent and affordable housing is available to every type of family.

Housing First

Housing First emerged as an alternative to the linear approach in which people experiencing homelessness were required to first participate in and graduate from short-term residential and treatment programs before obtaining permanent housing. In the linear approach, permanent housing was offered only after a person experiencing homelessness could demonstrate that they were "ready" for housing. By contrast, Housing First is premised on the following principles:

- Homelessness is first and foremost a housing crisis and can be addressed through the provision of safe and affordable housing.
- All people experiencing homelessness, regardless of their housing history and duration of homelessness, can achieve housing stability in permanent housing. Some may need very little support for a brief period of time while others may need more intensive and long-term supports.
- Everyone is "housing ready." Sobriety, compliance in treatment, or even criminal histories are not necessary to succeed in housing. Rather, homelessness programs and housing providers must be "consumer ready."
- Many people experience improvements in quality of life in the areas of health, mental health, substance use, and employment, as a result of achieving housing.

- People experiencing homelessness have the right to self-determination and should be treated with dignity and respect.

- The exact configuration of housing and services depends upon the needs and preferences of the population.

While the principles of Housing First can be applied to many interventions and as an overall community approach to addressing homelessness, this document focuses on Housing First in the context of permanent supportive housing models for people experiencing chronic homelessness.

Homeless Management Information System (HMIS)

HMIS is the information system designated by the Continuum of Care to comply with HUD’s data collection, management, and reporting standards. It is used to collect client-level data and data on the provision of housing and services to homeless individuals and families as well as persons at-risk of homelessness.

Low-Barrier

Low-barrier services and housing place a minimum number of expectations on people requesting assistance. The aim is to have as few barriers as possible to allow more people access to services. This model often means that program participants are not expected to abstain from using alcohol or other drugs, or from carrying on with street activities while engaging in services or living on-site, so long as they do not engage in these activities in common areas and are respectful of other tenants and staff. Low-barrier facilities follow a harm reduction philosophy.

Permanent Housing (PH)

Permanent housing has no length of stay limitation. Residents of permanent housing maintain legal protections under local, state, and federal laws through a lease agreement for a term of at least one year. After one year, the lease is eligible for renewal or termination as per the terms of the lease. Permanent Housing is community-based housing and may include market-rate housing, subsidized housing, permanent supportive housing, and Rapid Re-Housing.

Permanent Supportive Housing (PSH)

Permanent Supportive Housing is long-term housing with no defined limitation of participation. Residents of Permanent Supportive Housing sign lease agreements with the property owner or management and maintain full tenancy rights under local, state, and federal laws. In addition to permanent housing, PSH offers supportive services on a voluntary basis to assist formerly homeless persons in living independently and successfully maintaining the terms of their lease.

Rapid Re-Housing (RRH)

Rapid Re-Housing is an intervention, informed by a Housing First approach that is a critical part of a community’s effective homeless crisis response system. Rapid Re-Housing rapidly connects families and individuals experiencing homelessness to permanent housing through a tailored package of assistance that may include the use of time-limited financial assistance and targeted supportive services. Rapid Re-Housing programs help families and individuals living on the streets or in emergency shelters solve the practical and immediate challenges to obtaining permanent housing while reducing the amount of time they experience homelessness. Rapid Re-Housing also helps families and individuals avoid a near-term return to homelessness and links them to community resources that enable them to achieve housing stability in the long-term. Rapid Re-Housing is an important

component of a community's response to homelessness. A fundamental goal of Rapid Re-Housing is to reduce the amount of time a person is homeless.

Details on the provision of supportive services that can be provided are set forth in 24 CFR 578.53. Tenant-based rental assistance provided through RRH can be short-term (up to 3 months) and/or medium-term (for 3 to 24 months), as set forth in 24 CFR 578.51(c). It is important to note that while HUD allows for up to 24 months of Rapid Re-Housing assistance.

Rent Reasonableness

The rent charged for a unit must be reasonable in relation to rents currently being charged for comparable units in the private unassisted market and must not be in excess of rents currently being charged by the owner for comparable unassisted units.

In many areas, the easiest way to determine rent reasonableness is to use a housing database search engine that will compare units and rents against one another. When comparing rent reasonableness, the proposed unit must be compared to three other units.

Rent Reasonableness and Fair Market Rent (FMR)

Rental assistance may only be utilized on eligible housing units whose total rent does not exceed the fair market rent (FMR) established by HUD, as provided under 24 CFR § 982.503. The total rent for the eligible unit must also comply with HUD's standard of rent reasonableness, as established under 24 CFR § 982.507. These rent restrictions are intended to ensure that program participants can remain in their housing after their ESG assistance ends.

Rent reasonableness and FMR requirements are not applicable when an agency is only providing financial assistance or services under Housing Stabilization and Relocation Services. Such services include: rental application fees, security deposits, an initial payment of last month's rent, utility payments/deposits, moving costs, housing search and placement, housing stability case management, landlord-tenant mediation, legal services, credit repair.

Note that this guidance only applies to ESG homeless prevention and Rapid Rehousing. For guidance on CoC rules regarding FMR and rent reasonableness, please consult the following HUD Exchange resource.

For more information about calculating rent reasonableness and FMR, please review this HUD Exchange Resource: [ESG Rent Reasonableness and FMR \(hudexchange.info\)](https://www.hudexchange.info/resources/articles/rent-reasonableness-and-fmr)

Subrecipient

Subrecipient refers to a private nonprofit organization, or unit of local government that receives a contract for CoC or ESG funds from a recipient to carry out a project. The term subrecipient replaces the terms "project sponsor" and "subgrantee." Although the term subrecipient is used throughout this manual, in other context, MSDHA may refer to ESG subrecipients as "grantees."

Transitional Housing (TH)

Transitional housing is community and/or program sponsored housing with a defined limitation of participation of up to 24 months. Residents of transitional housing sign a lease or occupancy agreement for a term of at least one month and may be offered supportive services to locate and secure permanent housing and to support a household's ability to successfully maintain the terms of a lease agreement. Transitional Housing is designed to

facilitate the movement of homeless individuals and families into permanent housing within 24 months. The program participation cannot be extended past the 24-month expiration. 24 CFR§ 578.3

Victim Service Providers

Victim service providers are private nonprofit organizations whose primary mission is to provide services to victims of domestic violence, dating violence, sexual assault, or stalking. This term includes rape crisis centers, battered women’s shelters, domestic violence transitional housing programs, and other programs. Victim Service Providers play an integral part in protecting vulnerable persons. As a result, HUD has created additional and alternative policies to protect both the personal information and personal safety of clients served by these agencies. For additional information on protecting persons seeking safety or HUD’s policies for victim service providers please review this HUD Exchange Resource.