Columbus and Franklin County
HEARTH
Policies and Procedures

Revised: December 2017

How to Use this Document *– Sections I and II are applicable to all partner agencies. Agency and program applicability for the other sections is specified at the beginning of each section. Use these policies and procedures in conjunction with the Monitoring Guide and Program Review and Certification (PR&C) Standards available on CSB's website (http://www.csb.org/providers/monitoring).*

Why We Need this Document *– Meeting the requirements outlined in these policies and procedures and in the PR&C standards helps ensure that our system functions in a standardized manner, complies with federal, State, County, and City laws and regulations, and meets funder expectations and intent.*

Table of Contents

I. OVERVIEW 5
Background 5
Vision 6
Mission 6
Philosophy 7
Federally-funded Program Information 10
Recordkeeping 12
II. ALL PROGRAMS 15
Homeless Management Information System 15
Collaboration 15
Coordinated Point of Access/Homeless Hotline 16
Shelter and Housing Standards 17
III. HOMELESSNESS PREVENTION 20
A. Purpose 20
B. Eligibility 20
C. Entry 21
D. Eligible Activities 21
E. Exit 22
F. Recordkeeping and Evaluation 22
IV. OUTREACH 24
A. Purpose 24

B. Eligibility 24
C. Entry 24
D. Eligible Activities 24
E. Exit 25
F. Recordkeeping and Evaluation 25
V. EMERGENCY SHELTER 27
A. Purpose 27
Family Emergency Shelter 27
B. Eligibility 27
C. Entry 29
D. Eligible Activities and Level of Care 29
E. Exit 30
F. Recordkeeping and Evaluation 32
Single Adult Emergency Shelter 33
B. Eligibility 33
C. Entry 34
D. Eligible Activities and Level of Care 35
E. Exit 36
F. Recordkeeping and Evaluation 39
VI. RE-HOUSING ASSISTANCE 40
Direct Client Assistance 40
A. Purpose 40
B. Eligibility 40
C. Entry 40
D. Eligible Activities 40
Direct Client Assistance – Stable Families Programs 40
Direct Client Assistance Only 40
Direct Client Assistance – Rapid Re-Housing Programs 41
All DCA Uses 41
E. Exit 42
F. Recordkeeping and Evaluation 42

Rapid Re-Housing 44
A. Purpose 44
Rapid Re-Housing for Families 44
B. Eligibility and Prioritization 45
C. Entry 46
D. Eligible Activities 47
E. Exit 48
F. Recordkeeping and Evaluation 49
Rapid Re-Housing for Single Adults 51
B. Eligibility 51
C. Entry 52
D. Eligible Activities 53
E. Exit 54
H. Recordkeeping and Evaluation 55
VII. TRANSITIONAL HOUSING 57
A. Purpose 57
B. Eligibility 57
C. Entry 57
D. Eligible Activities 57
E. Exit 57
F. Recordkeeping and Evaluation 58
VIII. PERMANENT SUPPORTIVE HOUSING 60
A. Purpose 60
B. Eligibility 60
C. Entry 60
D. Eligible Activities 60
E. Exit 61
F. Recordkeeping and Evaluation 62
Updates 63
APPENDIX A – DEFINITIONS 64

I. OVERVIEW

Background

Community Shelter Board (CSB), established in 1986, is a collective impact organization leading our community's response to homelessness by creating collaborations, developing innovative solutions, and investing in quality programs in Columbus and Franklin County. CSB's primary objectives are to ensure that resources are used in the most effective, efficient way possible, reduce duplication of services, assure that outcomes are achieved, and ensure that the needs of people experiencing homelessness and the needs of the community are at the forefront.

On behalf of the Rebuilding Lives Funder Collaborative, our continuum of care governing body, CSB leads the implementation of the Rebuilding Lives Plan – a comprehensive and targeted set of strategies to respond to homelessness in our community. CSB oversees an annual budget of $31 million to support homeless programs and housing services, combining innovative solutions and best practices with time-tested strategies that quickly and stably house people in crisis.

CSB's network includes 16 hard-working partner agencies delivering an array of services including homelessness prevention, shelter, street outreach, transitional housing, rapid re-housing, and permanent supportive housing. Last year, these programs served more than 12,000 people.

As a single coordinating body, CSB brings together extensive and diverse organizations in Franklin County to work together as an efficient system. Examples of these collaborations include: Adult System and Family System Operations Workgroups, Veterans System Operations Workgroup, Stable Families Workgroup, Permanent Supportive Housing Roundtable, the Citizens Advisory Council, and the Committee to Address Youth Experiencing Homelessness, and the Youth Advisory Board.

***Collaborative Partners**– ADAMH Board of Franklin County, Affordable Housing Trust Corporation of Columbus/Franklin County, Affordable Housing Alliance, Capital Crossroads and Discovery Special Improvement Districts, Center for Family Safety and Healing, Church and Community Development for All People, Columbus Coalition Against Family Violence, Goodwill, City of Columbus, Columbus City Council, Columbus Mayor's Office, Columbus Police Department, Columbus Metropolitan Housing Authority, Columbus Police Department, Columbus City Schools – Project Connect, OhioHealth, Columbus Coalition for the Homeless, The Columbus Foundation, Columbus State Community College, Corporation for Supportive Housing, Franklin County Board of Commissioners, Franklin County Children Services, Franklin County Department of Job and Family Services, Franklin County Office on Aging, Franklin County Board of Developmental Disabilities, Franklin County Jail, Freedom a la Cart, Legal Aid Society of Columbus, Ohio Capital Corporation for Housing, Twin Valley Behavioral Healthcare, United Way of Central Ohio, Veterans Administration, Veterans Service Commission, Workforce Development Board of Central Ohio, local businesses, partner agencies, and people who have experienced homelessness.*

Vision

CSB was founded on the vision that no one should be homeless in our community, for even one night. If homelessness cannot be prevented, it should be rare, brief, and non-recurring. Programs are guided by CSB's governance policies as adopted by its board of trustees.

Global Ends Policy: People who experience homelessness or are at imminent risk of homelessness will have access to community and system resources to resolve their immediate housing crisis and will transition from homelessness to stability.

Mission

CSB is a collective impact organization leading our community's response to homelessness by creating collaborations, developing innovative solutions, and investing in quality programs in Columbus and Franklin County.

The mission of the homeless crisis response system led by CSB is to provide:

- Access to emergency assistance for people who are or will soon be homeless;

- Safe, decent, appropriate temporary shelter for people who would otherwise be unsheltered;
- Rapid, individualized re-housing assistance; and
- Access to individualized stabilization supports.

Philosophy

CSB funded programs are designed to follow Housing First approaches to ending homelessness. Housing First approaches quickly connect people experiencing a housing crisis with permanent housing and the supports needed to maintain housing without preconditions and barriers to entry (e.g., sobriety, treatment, or service participation requirements). Providers offer supportive services to maximize housing stability and prevent returns to homelessness as opposed to addressing predetermined program or treatment goals prior to permanent housing entry. Housing First approaches recognize that:

- Homelessness is a housing crisis – people should be assisted to resolve their housing crisis as quickly as possible
- Housing is a right – all people deserve housing
- Adequate, stable housing is necessary for wellness, recovery, employment, and as a foundation to address other needs and goals
- People should be supported and empowered to take control of their lives
- Housing First approaches can be operationalized across all types of homeless crisis response projects and at a system level across providers.

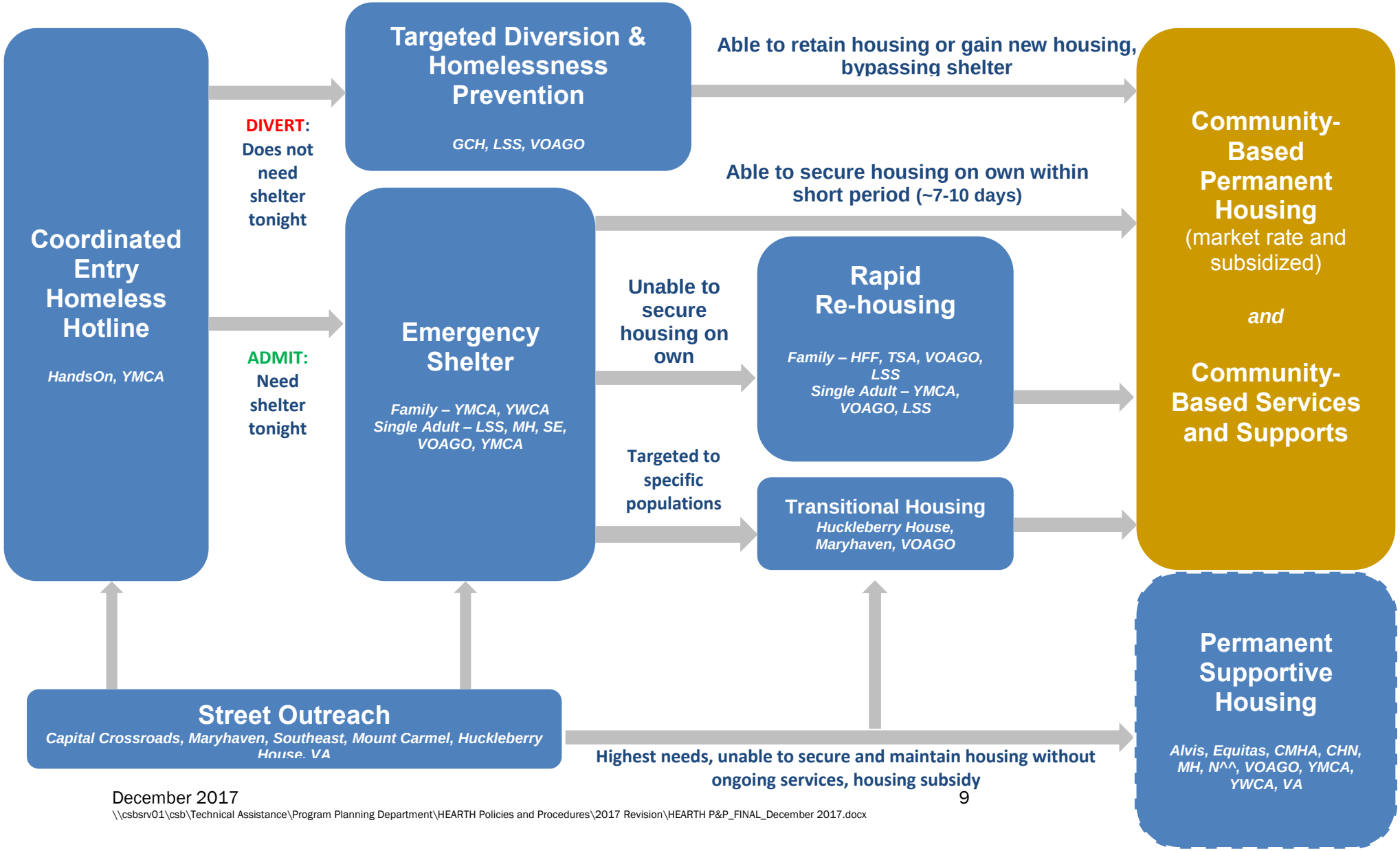
Core principles of a Housing First approach include:

- Immediate access to permanent housing with no housing readiness requirements
- Programs that help people access permanent housing, including emergency shelters and transitional housing, are easy to access, 'consumer-ready', and aim to place people who are homeless in permanent housing as quickly as possible
- Consumer choice and self-determination, including housing choice and client centered goals
- Recovery orientation that focuses on well-being, access to a range of supports, and for those with substance use disorders a harm reduction environment to reduce risk and ensure safety
- Individualized, progressive, and client-driven supports
- Social and community integration to provide long-term support and normalization following a housing crisis.

Housing First is not a one size fits all approach and does not mean Housing Only. Following a Housing First approach relies on a partnership between the consumer, service provider, and

community partners to ensure that short or long term housing and service needs are met in an individualized, progressive manner and according to consumer preferences.

COLUMBUS & FRANKLIN COUNTY HOMELESS CRISIS RESPONSE SYSTEM



Federally-funded Program Information

Federally-funded programs are subject to the provisions of the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009 and all accompanying regulations and rules published by the U.S. Department of Housing and Urban Development (HUD), including the CoC Interim Rule (24 CFR Part 578) and the ESG Interim Rule (24 CFR Part 576). Federally-funded programs also must comply with all provisions of 2 CFR 200, the U.S. Office of Management and Budget's Guidance for Grants and Agreements.

The **Emergency Solutions Grant (ESG) Program** places an emphasis on helping people quickly regain stability in permanent housing after experiencing a housing crisis and/or homelessness. ESG funds may be used to support four program components: street outreach, emergency shelter, homelessness prevention, and rapid re-housing assistance (RRH). ESG funds may also be used to support data collection through a local Homeless Management Information System (HMIS) and administrative activities.

***ESG Applicability** – HFF RRH, LSS Adult Shelters, Southeast Men's Shelter, TSA RRH, VOAGO RRH, YWCA Family Center*

The **Continuum of Care (CoC)** program provides funding for housing and supportive services for homeless individuals and families. The components of the CoC Program are: permanent housing, including Permanent Supportive Housing (PSH) and Rapid Re-Housing (RRH), transitional housing, and supportive services only programs. CoC funds may also be used to support data collection through a local HMIS and administrative activities.

***CoC Applicability** – Alvis, Equitas, CMHA, CHN Community ACT, CHN Family Homes, CHN Leasing, CHN Inglewood, CHN Wilson, CHN Parsons, CHN RLPTI, CHN Terrace Place, CHN Southpoint Place, CHN East 5th, CHN Safe Haven, CHN Briggsdale, CHN Supportive Housing Leasing, CHN rental assistance, Huckleberry House Transitional Living Program, Maryhaven Commons at Chantry, N^^ Commons at Buckingham, N^^ Commons at Grant, N^^ Commons at Third, TSA J2H, VOAGO Family PSH, VOAGO Van Buren Village, YMCA 40 West Long, YWCA WINGS*

HOME funding is used for tenant-based rental assistance for homeless individuals.

***HOME Applicability** – YMCA Scattered Sites*

Community Development Block Grant (CDBG) funding is used for PSH and street outreach for homeless individuals.

***CDBG Applicability** – YMCA Scattered Sites*

In Columbus and Franklin County, ESG- and CoC-funded homeless assistance (along with homeless assistance funded by other federal, state and local resources) is prioritized for households that meet HUD's Category 1 (Literally Homeless) criteria because of resource constraints.

Category 1 – Literally Homeless: An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

a. 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;
b. 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
c. 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 that will imminently lose their primary nighttime residence, provided that:

a. The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance;
b. No subsequent residence has been identified; and
c. The individual or family lacks the resource 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: 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:

a. Are defined as homeless under section 387 of the Runaway and Homeless Youth Act (42 U.S.C. 5732a), section 637 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);

b. 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;
c. 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
d. 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 or Attempting to Flee Domestic Violence: Any individual or family who:

a. 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 family member, including a child, that has either taken place within the individual or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence;
b. Has no other residence; and
c. Lacks the resource or support networks, e.g., family, friends, and faith-based or other social networks, to obtain other permanent housing.

Recordkeeping

Homeless status must be verified through recordkeeping and documentation procedures outlined by HUD in 24 CFR 576 and 578. CSB applies these standards for all programs regardless of federal funding.

- Records for each individual or household receiving services must be completed in accordance with the System-wide Recordkeeping Client File Checklist and, applicable, documentation substantiating eligibility and prioritization for PSH via the Unified Supportive Housing System.
- Each program must maintain and follow written intake procedures. The procedures must require documentation at intake of the evidence relied upon to establish and verify homeless status. The procedures must establish the order of priority for obtaining such evidence as third-party documentation first, intake worker observations second, and certification from the person seeking assistance third.

- Documentation confirming homeless status may be a Columbus ServicePoint printout or an approved homeless outreach partner agencyVerification of Street Homelessness Form.
- For individuals being released directly from hospital, jail/prison, or another institution for stays less than 90 days and who were previously in an emergency shelter or unsheltered, documentation of homelessness immediately prior to entry into institution, is required. Written documentation of homeless status immediately prior to entering the institution, as well as documentation of institution entry and exit dates through hospital exit paperwork is required. Stays in institutions of fewer than 90 days do not constitute a break in homelessness and count toward total time homeless.
- Lack of third-party documentation cannot prevent clients from receiving street outreach or victim services. Self-certification is acceptable at the time of shelter entry or street outreach engagement

In addition to evidence of homeless status or "at risk of homelessness" status, providers must keep records as described below and as specified under 24 CFR 576.500 and 24 CFR 578.103, where applicable.

- For all providers, regardless of federal funding:
  - The services and assistance provided to each program participant, including, as applicable, the security deposit, rental assistance, and utility payments.
- For federally funded providers:
  - Compliance with the applicable requirements for providing services and assistance to the program participant under the program components and eligible activities provisions for Street Outreach, including engagement, case management, emergency health and mental health services, and transportation (24 CFR 576.101); Emergency Shelter, including essential service and shelter operations (24 CFR 576.102); Homelessness prevention (24 CFR 576.103); rapid re-housing assistance (24 CFR 576.104); housing relocation and stabilization services, including financial assistance costs, service costs, and maximum amounts and periods of assistance (24 CFR 576.105); short- and medium-term rental assistance (24 CFR 576.106); leasing (24 CFR 578.49); long-term rental assistance (24 CFR 578.51); supportive services (24 CFR 578.53); operating costs (24 CFR 578.55); administrative costs (24 CFR 578.59), the provision on determining eligibility and amount and type of assistance through evaluations of the program participant and re-evaluations for homelessness prevention and RRH assistance at 24 CFR 576.401 (a) and (b), and the provision on using appropriate assistance and services by connecting program participants to mainstream and other resources and housing stability case management at

24 CFR 576.401 (d) and (e); match requirements (24 CFR 578.73); and program income (24 CFR 578.97)

- Compliance, where applicable, with the termination of assistance requirement in 24 CFR 576.402 and 24 CFR 578.91 stating if a program participant violates program requirements, the partner agencymay terminate the assistance in accordance with a formal process established that recognizes the rights of the individuals affected
- Income eligibility documentation per 24 CFR 576.500 and 24 CFR 578.103

II. ALL PROGRAMS

The requirements described in this section are applicable to all programs unless otherwise noted.

Homeless Management Information System

All programs receiving funding through CSB are required to maintain all client data in a Homeless Management Information System (HMIS), which in our community is Columbus ServicePoint (CSP). The goal of CSP is to support the delivery of homeless and housing services in Columbus and Franklin County by serving as:

- A benefit to individual clients through enhanced service delivery;
- A tool for the partner agencyagencies in managing programs and services; and
- A guide for CSB and its funders regarding community resource needs and service delivery.

While accomplishing these goals, CSB recognizes the primacy of client needs in the design and management of CSP, including the need to continually improve the quality of homeless and housing services with the goal of eliminating homelessness in Columbus and Franklin County and the need to vigilantly maintain client confidentiality, treating the personal data of our most vulnerable populations with respect and care. As the guardians entrusted with this personal data, we have both a moral and a legal obligation to ensure that this data is being collected, accessed and used appropriately. The needs of the people we serve are the driving forces behind CSP.

Collaboration

All partner agencies are expected to actively participate in workgroups to increase collaboration, coordinate services, and provide input for ending homelessness in our community. System level workgroups meet regularly, including Adult System Operation Workgroup, Family System Operation Workgroup, Permanent Supportive Housing Roundtable, CSP Administrators Group, Committee to Address Youth Experiencing Homelessness, and Veteran System Operations Workgroup. Each agency is required to send a representative to the workgroup related to their population served, as outlined in agency contracts with CSB.

Education: Programs serving children must ensure that children and youth have access to public education and that their rights are protected in accordance with federal and state requirements. Collaboration opportunities with Columbus City Schools' Project Connect staff are available.

Employment: Case managers must establish referral relationships with employers and employment programs for each person who is seeking employment. In instances where additional job skills are necessary to elevate the client's income level to afford permanent affordable housing, case managers should link the client to local job training programs and encourage the client's motivation and engagement.

Benefits: Case managers must assist clients in applying for all community benefits including, but not limited to, TANF, Project Welcome Home, food stamps, public child care subsidy, PRC, OWF, Medicaid, disability benefits, and Social Security benefits. Each agency must have staff members who are certified by the Ohio Benefit Bank.

Mental Health: Case managers must refer any client that reports a mental health or substance abuse disorder to a reputable community partner agencyfor evaluation and ongoing treatment or to Netcare Access, the centralized intake, assessment, and referral point in Franklin County. Case managers also must refer any client who expresses concerns about and/or exhibits mental health or substance abuse symptoms.

Finance: If a client needs credit counseling or financial planning beyond the budget counseling provided by case managers, the case manager should refer the client to consumer credit counseling and/or other financial planning organizations.

Coordinated Point of Access/Homeless Hotline

People experiencing homelessness or at risk of experiencing homelessness contact the Coordinated Point of Access/Homeless Hotline (CPOA/HH). CPOA/HH has specialists available 24 hours a day, 7 days a week (YMCA assumes responsibility during overnight hours) to conduct a preliminary triage and assessment and explore diversion possibilities via standardized diversion assessment. If diversion is not possible, CPOA/HH refers clients who meet eligibility criteria to the most appropriate shelter. All shelters except Maryhaven Engagement Center are contractually obligated to coordinate services through CPOA/HH. Shelter staff assesses each individual and family's immediate shelter and re-housing needs using a standardized Welcome Screen.

If CPOA/HH receives a call from a family at imminent risk of homelessness, the call specialist may refer eligible families to Gladden Community House Stable Families program.

If CPOA/HH receives a call from someone in need of assistance because of domestic violence/dating violence, sexual assault, and/or stalking, the call specialist must connect that caller to an appropriate intervention hotline. Such services in Franklin County include

CHOICES, Ohio Hispanic Coalition, Buckeye Region Anti-Violence Organization, Franklin County Prosecutor's Office Victim Witness Assistance, Sexual Assault Response Network of Central Ohio, Legal Aid Society of Columbus, Ohio Intimate Partner Violence Collaborative, and City Attorney's Office Domestic Violence/Stalking Unit. The process for assessing and referring a person experiencing domestic violence, dating violence, sexual assault, and/or stalking is as follows:

- Immediately write down the phone number that appears on the caller ID.
- Assess the situation to ensure the caller's safety and the safety of those accompanying them. If the caller is not safe or indicates that the abuser will return soon, advise them to hang up and dial 9-1-1. If the caller is in a safe place, continue with the procedure.
- Depending on the severity of the immediate situation:
    - Request that another call specialist contact 9-1-1 (never disconnect from the initial caller);
    - Contact the appropriate intervention hotline without disconnecting from the initial caller; ensure that the eligibility and operation hours meet the current need;
    - Give the phone number to the caller and have him/her call on his/her own;
    - Provide transportation assistance for the caller to access emergency shelter (as needed).
- If the assessment reveals that the caller is in immediate danger but he/she refuses to receive referrals from you or disconnects the call, notify the appropriate domestic violence intervention hotline and/or 9-1-1 immediately.

Shelter and Housing Standards

All shelter and housing units funded through CSB must follow and comply with all the standards below. CSB will monitor compliance with these standards during the annual Program Review and Certification process.

Lead-based paint remediation and disclosure: The Lead-Based Paint Poisoning Prevention Act (42 U.S.C. 4821-4846), the Residential Lead-Based Paint Hazard Reduction Act of 1992 (42 U.S.C. 4851-4856), and implementing regulations in 24 CFR part 35, subparts A, B, H, J, K, M, and R apply to all shelters assisted under ESG program and all ESG- and CoC-funded housing occupied by program participants. Lead-based requirements apply to all units built before 1978 that are occupied OR CAN BE occupied by families with children less than six years of age or pregnant women. Even if a unit is not currently occupied by a family, but is large enough or configured such that a family with a child under six years of age or a pregnant woman might move in at some time in the future, the unit needs to meet lead-

based paint requirements. For all practical purposes, the requirements apply to any unit built prior to 1978. Units must pass a lead-based paint visual assessment. A unit inspection and lead-based paint visual assessment conducted by a certified lead-based paint evaluator must be documented in the client's file. If applicable, the agency must provide a federal lead information pamphlet and lead warning statement to all program participants. Include evidence in a statement in the lease (with the household initials) or give the household a form where a portion retained in the client file confirms that they received the information. Anyone can be certified as a lead-based paint inspector by passing HUD's Lead-Based Paint Visual Assessment Training Course.

Minimum standards for emergency shelters: Emergency shelters must meet the following minimum safety, sanitation, and privacy standards.

- Structure and materials – the building must be structurally sound to protect residents from the elements and not pose any threat to health and safety of the residents.
- Access – the shelter must be accessible in accordance with Section 504 of the Rehabilitation Act (29 U.S.C. 794) and implementing regulations at 24 CFR part 8; the Fair Housing Act (42 U.S.C. 3601 et seq.) and implementing regulations at 24 CFR part 100; and Title II of the Americans with Disabilities Act (42 U.S.C. 12131 et seq.) and 28 CFR part 35; where applicable.
- Space and security – the shelter must provide each program participant in the shelter with an acceptable place to sleep and adequate space and security for themselves and their belongings.
- Interior air quality – each room or space within the shelter must have a natural or mechanical means of ventilation. The interior air must be free of pollutants at a level that might threaten or harm the health of residents.
- Water supply – the shelter's water supply must be free from contamination.
- Sanitary facilities – each shelter guest must have access to sanitary facilities that are in proper operating condition, are private, and are adequate for personal cleanliness and the disposal of human waste.
- Thermal environment – the shelter must have any necessary heating/cooling facilities in proper operating condition.
- Illumination and electricity – the shelter must have adequate natural or artificial illumination to permit normal indoor activities and support health and safety. There must be sufficient electrical sources to permit the safe use of electrical appliances.
- Food preparation – food preparation areas, if any, must contain suitable space and equipment to store, prepare, and serve food in a safe and sanitary manner.
- Sanitary conditions – the shelter must be maintained in a sanitary condition.
- Fire safety – there must be at least one working smoke detector in each occupied unit of the shelter. Where possible, smoke detectors must be located near sleeping areas. The fire alarm system must be designed for hearing-impaired residents. All

public areas of the shelter must have at least one working smoke detector. There must also be a second means of exiting the building in the event of fire or other emergency.

Minimum standards for permanent housing: Any permanent housing must meet the following minimum safety, sanitation, and habitability standards. Additionally, CoC-funded housing requires that the unit pass Housing Quality Inspection (HQS) prior to move-in, which is more stringent than these standards. Minimum standards:

- Structure and materials – the structures must be structurally sound to protect residents from the elements and not pose any threat to the health and safety of the residents.
- Space and security – each resident must be provided adequate space and security for themselves and their belongings. Each resident must be provided an acceptable place to sleep.
- Interior air quality – each room or space must have a natural or mechanical means of ventilation. The interior air must be free of pollutants at a level that might threaten or harm the health of residents.
- Water supply – the water supply must be free from contamination.
- Sanitary facilities – residents must have access to sufficient sanitary facilities that are in proper operating condition, are private, and are adequate for personal cleanliness and the disposal of human waste.
- Thermal environment – the housing must have any necessary heating/cooling facilities in proper operating condition.
- Illuminating and electricity – the structure must have adequate natural or artificial illumination to permit normal indoor activities and support health and safety. There must be sufficient electrical sources to permit the safe use of electrical appliances.
- Food preparation – all food preparation areas must contain suitable space and equipment to store, prepare, and serve food in a safe and sanitary manner.
- Sanitary conditions – the housing must be maintained in a sanitary condition.
- Fire safety. (i) There must be a second means of exiting the building in the event of fire or other emergency. (ii) Each unit must include at least one battery-operated or hard-wired smoke detector, in proper working condition, on each occupied level of the unit. Smoke detectors must be located, to the extent practicable, in a hallway adjacent to a bedroom. If the unit is occupied by hearing impaired persons, smoke detectors must have an alarm system designed for hearing-impaired persons in each bedroom occupied by a hearing-impaired person. (iii) The public areas of all housing must be equipped with a sufficient number, but not less than one for each area, of battery-operated or hard-wired smoke detectors. Public areas include, but are not limited to, laundry rooms, community rooms, day care centers, hallways, stairwells, and other common areas.

III. HOMELESSNESS PREVENTION

Applicability *– GCH Stable Families (including FCCS pilot), LSS Reeb Stable Families*

A. Purpose

Homelessness prevention programs are funded using local funds, not ESG funds, and are intended to ensure:

- Families avoid literal homelessness and stabilize in their housing;
- Children stabilize in their school; and
- Families increase their knowledge of community resources.

B. Eligibility

Stable Families prevention programs serve families who are at risk of losing their housing and entering emergency shelter.

- The family must have at least one or more children under age 18 in the legal custody of one or more adults in the household.
- The family must be at imminent risk of literal homelessness meaning the family:
  1) must leave their current housing within 30 days or less,
  2) has no alternative, safe and appropriate housing, and
  3) has no other resources to obtain or maintain housing. Families must be able to document imminent housing loss in 30 days with a court-ordered or landlord-issued eviction notice, a letter from the host family or friend indicating the date by which the family must leave, or other documentation showing the family can no longer stay in their current residence beyond the next 30 days.
- The family's income must be below 35% of the Area Median Income (AMI).
- The family must not have utilized direct client assistance (DCA) within the last 6 months;
- The family must not have been admitted into a Stable Families program within last two years;
- The family must be willing to participate in case management services.

Families with school-age children and/or residing in a household with one or more additional families will be prioritized for services.

In addition, the Franklin County Children Services (FCCS)/Gladden Community House (GCH) Stable Families pilot project serves families with one or more minor children who are

engaged with an FCCS intake unit. The family must be at imminent risk of literal homelessness with no other safe, appropriate housing options. There are no income requirements.

C. Entry

The CPOA/HH provides referrals for GCH Stable Families Prevention Program. Families call the CPOA/HH and call specialists assess the family and make a referral to the program, if applicable. Participants in LSS Reeb Stable Families Prevention Program are referred through the Reeb Avenue Center. FCCS caseworkers provide referrals for the FCCS/GCH Stable Families project.

After referral, a Stable Families case manager calls the family to complete a phone screening and determine eligibility. If the family meets eligibility requirements, the case manager completes a family assessment and enrollment form and immediately begins work with the family. This process will assess the family's commitment to the program and whether the program services are adequate to stabilize the family in housing and children in school.

D. Eligible Activities

Families receive, at a minimum, bi-weekly case management for an average of six months for GCH Stable Families and an average of one year for LSS Reeb Stable Families and FCCS/GCH Stable Families.

- Case management
- Housing search and placement
- Mediation (including but not limited to landlord/tenant support)
- Education services (including but not limited to linkage to McKinney-Vento school staff) referral and support
- Employment and benefits referrals and support
- Legal services referral and support
- Life skills training
- Mental health services referral and support
- Substance abuse services referral and support
- Pregnancy services referral and support (including but not limited to linkage to Celebrate One and other community resources)
- Parenting classes
- Domestic violence services referral and support
- Access to DCA for housing costs, including security deposits, rental assistance, utility assistance (arrears, deposits, current utility costs), and rental application fees

E. Exit

Clients should be exited from Stable Families when they have stabilized in housing, are able to sustain their housing, and are connected to community-based services they need and desire. If a program participant violates program requirements, the partner agencymay terminate the assistance in accordance with a formal process established by the partner agencythat recognizes the rights of individuals. The partner agencymust examine all extenuating circumstances to determine when violations warrant termination. Providers should only terminate assistance in the most severe cases and when all possible alternatives are exhausted. All exits require a Letter of Termination.

- Participants are considered to have exited successfully when their housing status at exit is stable, permanent housing. This information is captured in CSP via the destination at exit and via case notes in the client file indicating that housing is sustainable and clients have access to needed community supports. Providers may exit clients from services for cause, but those clients may still be considered successfully exited if they are maintaining stable housing upon exit.
- Participants are considered to have exited unsuccessfully when their housing status at exit is unstable and unsustainable. This information is captured in CSP via the destination at exit and via case notes in the client file indicating that the client has lost housing or is at-risk of losing housing. Individual case managers cannot unilaterally close a case as an unsuccessful exit. Case managers should discuss with supervisors and ensure that all possible actions have been taken to prevent an unsuccessful exit.

F. Recordkeeping and Evaluation

Imminent risk of homelessness must be documented with an eviction notice, three-day notice, a letter from the host family, or any such document showing the family can no longer stay in their current residence after 30 days or less. Providers must also document in client files the following for each program participant:

- System-wide Recordkeeping Client File Checklist;
- Housing Inspection, including lead-based paint requirements;
- Documentation of tenancy (lease), as applicable;
- Documentation of eligibility, including at-risk of homeless status and income eligibility;
- Written intake record including intake interviews and records of services provided;
- Appropriate and successful referral to other programs in cases where the program was not able to accommodate a participant;

- Individualized Housing Stabilization Plan (IHSP) and documentation of progress made on the IHSP;
- Letter of Termination; and
- Documentation that confirms the data that was entered into CSP, including income and assets at entry and exit.

CSB evaluates the effectiveness of all programs via monthly monitoring reports, quarterly indicator reports, and an annual Program Evaluation. CSB and providers collectively assess program effectiveness via the Stable Families Operations Workgroup.

Providers conduct formal client satisfaction surveys at exit. Exit surveys contain questions regarding voluntary participation in religious activities, access to housing options, access to employment assistance, courteous treatment, access to personal development activities, and any major obstacles to obtaining housing or meeting goals. Providers analyze exit surveys at least quarterly.

IV. OUTREACH

Applicability *– Maryhaven Outreach*

A. Purpose

Outreach programs assist unsheltered people with meeting their needs for basic assistance, including linkage to emergency shelter, and facilitate access to re-housing assistance in order to end the unsheltered episode as quickly as possible. Outreach programs use local funds and CDBG funds, not ESG funds.

B. Eligibility

Individuals and families who lack a fixed, regular, and adequate nighttime residence and are living in places not meant for human habitation, including but not limited to on the streets, on the land in camps, in cars, in parks, and in abandoned buildings.

C. Entry

Outreach programs enroll and assist individuals who are currently living in places not meant for human habitation by visiting known homeless camps and local soup kitchens, libraries and community service locations.

D. Eligible Activities

- Engagement
- Case Management, including assistance with an IHSP
- Emergency physical health services referral and support
- Emergency behavioral services referral and support
- Transportation
- Referral to CPOA/HH for emergency shelter
- Referral to permanent housing options, including PSH (via USHS)
- Access to DCA for housing costs, including security deposits, rental assistance, utility assistance (arrears, security deposits), and rental application fees

E. Exit

If a program participant violates program requirements, the partner agency may terminate the assistance in accordance with a formal process established by the partner agency that recognizes the rights of individuals. The partner agency must examine all extenuating circumstances to determine when violations warrant termination. Providers should only terminate assistance in the most severe cases and when all possible alternatives are exhausted.

- Participants are considered to have exited successfully when their status at exit is emergency shelter, transitional housing, or permanent housing. This information is captured in CSP via the destination at exit and via case notes in the client file indicating that clients have access to needed community supports. Providers may exit clients from services for cause, but those clients may still be considered successfully exited if they are in shelter or permanent housing upon exit.

- Participants are considered to have exited unsuccessfully if their housing status at exit is unstable and unsustainable. This information is captured in CSP via the destination at exit and via case notes in the client file. Individual case managers cannot unilaterally close a case as an unsuccessful exit. Case managers should discuss with supervisors and ensure that all possible actions have been taken to prevent an unsuccessful exit.

- Participants should be exited when an outreach worker does not have any contact with the participant after 90 days or when an outreach worker has reason to believe the participant is no longer unsheltered. This information is captured in CSP via the destination at exit and via case notes in the client file. Case managers should discuss with supervisors and ensure that all possible actions have been taken prior to exit.

F. Recordkeeping and Evaluation

Providers must document in client files the following for each program participant:

- System-wide Recordkeeping Client File Checklist;
- Documentation of eligibility, including homeless status;
- Written intake record including intake interviews and records of services provided;
- Appropriate and successful referral to other programs in cases where the program was not able to accommodate a program participant;
- IHSP and documentation of progress made on the IHSP;
- Vulnerability Assessment (Heads of Household only), if eligible for PSH via USHS;
- Documentation that confirms the data that was entered into CSP, including income and assets at entry and exit; and

- Service Restriction documentation (if applicable).

CSB evaluates the effectiveness of all programs via monthly monitoring reports, quarterly indicator reports, and an annual Program Evaluation. CSB and providers collectively assess program effectiveness via the Adult System Operations Workgroup and case conferencing.

Providers conduct formal client satisfaction surveys at exit. Exit surveys contain questions regarding voluntary participation in religious activities, access to housing options, access to employment assistance, courteous treatment, access to personal development activities, and any major obstacles to obtaining housing or meeting goals. Providers analyze exit surveys at least quarterly.

V. EMERGENCY SHELTER

A. Purpose

Emergency shelters provide dignified, safe, supportive, and temporary shelter for people while they are assisted in securing safe, stable housing and other critical services they need and want. People who are eligible for shelter are those who have no alternative, safe housing for the night and whose only alternative is to stay in a place not fit for human habitation (e.g., abandoned building, car, bus station) or outdoors.

Shelters support people to quickly obtain safe, stable housing by helping residents access the right type and amount of re-housing assistance. These supports are provided both directly and through partnerships with outreach, rapid re-housing, transitional housing, and permanent supportive housing providers. Shelters also help connect people to critical health, behavioral health, employment, public assistance, and other services people need and want to remain safely sheltered and to quickly obtain housing. Shelter, re-housing, and service staff work closely together with residents to ensure an individualized and effective shelter and re-housing solution for individuals and families served.

Family Emergency Shelter

Applicability *– YMCA Van Buren Family Shelter, YWCA Family Center*

B. Eligibility

Family emergency shelters serve households who meet all of the following eligibility criteria:

- One or more children under age 18 in the legal custody of one or more adults in the household;
- Currently in Franklin County;
- Currently not residing in an institution (e.g., hospital, jail, residential treatment) unless they resided in an emergency shelter or place not meant for human habitation immediately before entering that institution;
- Currently unsheltered or will be unsheltered tonight if not provided emergency shelter, meaning the individual:
    - Has no safe housing and is staying or will be staying tonight in a public or private place not designated for, or ordinarily used as a regular sleeping accommodation for human beings (e.g., a car, park, abandoned building, bus or train station, airport, or camping ground); AND

- Has no other safe housing options or resources available to secure housing tonight, including other safe, appropriate temporary accommodations while they secure more permanent housing;

〈 Shelter, re-housing and other critical needs are best served by a family emergency shelter and are not more appropriately served by another resource or system of care (e.g., domestic violence shelter, in-patient psychiatric treatment, other specialized residential care facility);

〈 Able to care for him/herself (self-caring) and the children, including all activities of daily living and medication administration;

〈 Consent to basic shelter rules and expectations, including actively working on an IHSP in order to obtain permanent housing as quickly as possible and according to individual means and abilities;

〈 Behavior does not create safety or health risks for self or others;

〈 If previously stayed in shelter and exited for safety, health or other involuntary exit reasons, then consent to behavior or other changes and conditions necessary to meet all emergency shelter eligibility criteria;

〈 Not a convicted sex offender subject to community notification; and

〈 Family member must not have an active warrant of a violent nature.

Families must continue to meet each of the above criteria on an *ongoing* basis while residing in emergency shelter to continue staying in shelter. When a family stops meeting eligibility criteria, emergency shelter staff must initiate a shelter system exit or a shelter-to-shelter transfer. A family may stop meeting basic shelter eligibility requirements for various reasons, such as when:

〈 A previously unavailable or new safe alternative housing option becomes available;

〈 A family has sufficient resources to secure other housing, including temporary housing (e.g., motel) while they work to secure more permanent housing;

〈 A family demonstrates a need for a higher level of care than available in emergency shelter and such care is readily available (e.g., household member(s) in need of crisis stabilization for a mental health crisis and can be assisted in immediately accessing a mental health crisis bed);

〈 A household member is actively selling or distributing illegal drugs on site;

〈 A household member persistently violates basic shelter rules, despite clearly communicated expectations and reasonable opportunities to comply;

〈 A household member physically threatens or assaults another person.

C. Entry

The CPOA/HH refers families to shelter, based on the eligibility criteria. Admission is NOT dependent on bed availability – all families who need shelter are referred to the Van Buren Center or YWCA Family Center. The CPOA/HH refers individuals to shelter, based on the eligibility criteria above. All families admitted to emergency shelter are screened using a standardized Welcome Screen upon shelter entry. The Welcome Screen is used to determine immediate critical needs shelter staff must be aware of in order to provide safe, appropriate shelter assistance. It is also used to determine potential eligibility and prioritization for RRH and PSH assistance.

D. Eligible Activities and Level of Care

Eligible emergency shelter activities include:

- Essential Services
  - Case management including the usage of the CPOA/HH and assistance with an IHSP
  - Childcare referral and support
  - Education services
  - Employment assistance and job training referral and support
  - Outpatient health services referral and support
  - Legal services referral and support
  - Life skills training
  - Mental health services referral and support
  - Substance abuse services referral and support
  - Transportation assistance
  - Referral to permanent housing options and assistance, including RRH and PSH (via USHS)
  - Access to DCA for housing costs, including security deposits, rental assistance, utility assistance (arrears, utility deposits), and rental application fees
- Shelter Operations
  - Costs to operate a shelter (i.e., rent, utilities, supplies, etc.). Note: CSB restricts the use of ESG funds to pay, exclusively, for costs related to shelter operations.

Many families who are newly homeless or who have not experienced persistent housing instability and homelessness are able to resolve their housing needs with minimal or no re-housing support. Such individuals are still expected to have a basic IHSP within five business days of entering shelter, created with support of shelter staff or other partners, if

they have not already self-resolved. Shelter staff should actively engage individuals not making progress or reasonable efforts to accomplish their IHSP and, as needed, seek to adjust plans, clarify expectations, and engage individuals in resolving their housing crisis. When appropriate, providers can discuss individuals with more challenging issues at program and system-level case conferences for further problem-solving.

Providers should screen shelter residents who do not self-resolve for rapid re-housing and/or permanent supportive housing program eligibility using a standardized screening tool. Providers can conduct further prioritization screening for eligible families when there is insufficient rapid re-housing or permanent supportive housing immediately available. Prioritization for permanent housing assistance should take into consideration the length of time an individual has experienced homelessness, vulnerability, housing barriers, and severe service needs.

E. Exit

If a family is no longer eligible for shelter, the partner agencymay initiate an exit in accordance with a formal process established by the partner agencythat recognizes the rights of individuals affected. The partner agencymust exercise judgment and examine all extenuating circumstances to determine whether a family does not meet shelter eligibility requirements so that a shelter stay is terminated only in the most severe cases or when a family has a safe, appropriate housing option or the means to secure housing.

Shelters should initiate an immediate shelter exit only for the following reasons:

- The family's housing options and/or resources have changed sufficiently so that the family no longer needs emergency shelter and can return to or secure safe, alternative housing, including stable temporary options (e.g., family or friends, motel) while they work to secure more permanent housing;
- The welfare and needs of the family cannot be met in the shelter *and* another, more appropriate residential option is available;
- The safety of other individuals or staff in the shelter is endangered;
- The health of other individuals or staff in the shelter would otherwise be endangered.

In all cases, the shelter exit process must be followed in accordance with CSB PR&C Standards.

- The program observes the following elements of due process:
    - An appeal/hearing before someone other than and not subordinate to the original decision maker, in which the client is given the opportunity to present written or oral objections to the decision;

- Opportunity for the client to see and obtain evidence relied upon to make the decision and any other documents in the client's file prior to the hearing, including a written notice to the client containing a clear statement of the reasons for the decision;
- Opportunity for the client to confront staff witnesses who have provided evidence used to make the decision;
- Opportunity for the client to bring a representative of their choice to the hearing;
- A prompt written final decision.

〈 The agency gives clients a copy of the grievance form upon entry. The agency makes reasonable efforts to ensure that all clients understand the grievance policy regardless of the clients' language.

〈 When a service restriction is in effect, the client is informed of the reason, conditions for lifting the restriction, and right to appeal, including who to contact regarding an appeal and information about the appeal process. Staff can describe how any service restriction is compliant with system-wide policies and procedures.

〈 For shelters, staff can demonstrate that clients have the opportunity to appeal discharge decisions prior to being asked to leave the shelter. This right is waived if a client is a safety risk.

All shelters must have an established and posted appeal process reflecting the above requirements. Any household member requesting an appeal must have his/her appeal heard prior to being asked to leave the shelter unless there is an immediate health or safety issue.

When a household stops meeting eligibility criteria, shelter staff should initiate a planned exit that results in the individual exiting to safe, appropriate options as soon as possible. These options may include their own permanent housing, permanent housing with friends or relatives, temporary housing they pay for or are provided in kind through friends or relatives, or a residential program or institution that provides an appropriate level of care. Emergency shelters do not exit families to unsheltered locations or other unsafe or inappropriate locations except in extreme situations in which an individual poses an immediate safety or health threat to others, or requires law enforcement or emergency medical care and after all reasonable corrective steps are exhausted (e.g., flagrant and persistent rule violation, refusal to make efforts towards housing after progressive engagement and reasonable, achievable conditions are agreed upon).

Families who are involuntarily exited for reasons other than imminent health or safety threats may appeal to return to emergency shelter the following day and be re-admitted to

shelter if they are eligible, including agreeing to behavior or other conditions necessary to meet all emergency shelter eligibility criteria. Whenever possible, such families are placed in the same shelter facility or a more appropriate shelter facility, as identified during a system case conference, to ensure continuity of care and rapid housing crisis resolution.

F. Recordkeeping and Evaluation

Providers must document in client files the following for each program participant:

- Documentation of eligibility, including homeless status;
- Written intake record including intake interviews and records of services provided;
- Appropriate and successful referral to other programs in cases where the program was not able to accommodate a participant;
- Welcome Screen;
- Vulnerability Assessment (Heads of Household only), if eligible for PSH via USHS;
- IHSP and documentation of progress made on the IHSP;
- Documentation that confirms the data that was entered into CSP, including income and assets at entry and exit.

CSB evaluates the effectiveness of all programs via monthly monitoring reports, quarterly indicator reports, and an annual Program Evaluation. CSB and providers collectively assess program effectiveness via the Family System Operations Workgroup.

Providers conduct formal client satisfaction surveys at exit. Exit surveys contain questions regarding voluntary participation in religious activities, access to housing options, access to employment assistance, courteous treatment, access to personal development activities, and any major obstacles to obtaining housing or meeting goals. Providers analyze exit surveys at least quarterly.

Applicability *– LSS Single Adult Shelters, Maryhaven Engagement Center, Southeast Men's Shelter, VOAGO Single Adult Shelters, YMCA Van Buren Center*

Single Adult Emergency Shelter

B. Eligibility

Single adult emergency shelters serve individuals who meet all of the following eligibility criteria:

- 18 years of age or older;
- Do not have physical custody of minor children upon entry;
- Currently in Franklin County;
- Currently not residing in an institution (e.g., hospital, jail, residential treatment) unless they resided in an emergency shelter or place not meant for human habitation immediately before entering that institution;
- Currently unsheltered or will be unsheltered tonight if not provided emergency shelter, meaning the individual:
    - Has no safe housing and is staying or will be staying tonight in a public or private place not designated for, or ordinarily used as a regular sleeping accommodation for human beings (e.g., a car, park, abandoned building, bus or train station, airport, or camping ground); AND
    - Has no other safe housing options or resources available to secure housing tonight, including other safe, appropriate temporary accommodations while they secure more permanent housing;
- Shelter, re-housing and other critical needs are best served by a single adult emergency shelter and are not more appropriately served by another resource or system of care (e.g., domestic violence shelter, in-patient psychiatric treatment, other specialized residential care facility);
- Able to care for him/herself (self-caring), including all activities of daily living and medication administration;
- Consent to basic shelter rules and expectations, including actively working on an IHSP in order to obtain permanent housing as quickly as possible and according to individual means and abilities;
- Behavior does not create safety or health risks for self or others;

- If previously stayed in shelter and exited for safety, health or other involuntary exit reasons, then consent to behavior or other changes and conditions necessary to meet all emergency shelter eligibility criteria; and
- Not a convicted sex offender subject to community notification. An exception to this criterion for the NISRE Exit Program operated shelter is available during winter overflow periods.

Single adults must continue to meet each of the above criteria on an *ongoing* basis while residing in emergency shelter to continue staying in shelter. When an individual stops meeting eligibility criteria, emergency shelter staff must initiate a shelter system exit or a shelter-to-shelter transfer. An individual may stop meeting basic shelter eligibility requirements for various reasons, such as when:

- A previously unavailable or new safe alternative housing option becomes available;
- An individual has sufficient resources to secure other housing, including temporary housing (e.g., motel) while they work to secure more permanent housing;
- An individual demonstrates a need for a higher level of care than available in emergency shelter and such care is readily available (e.g., an individual in need of crisis stabilization for a mental health crisis and can be assisted in immediately accessing a mental health crisis bed);
- An individual is actively selling or distributing illegal drugs on site;
- An individual persistently violates basic shelter rules, despite clearly communicated expectations and reasonable opportunities to comply;
- An individual physically threatens or assaults another person.

C. Entry

The CPOA/HH refers individuals to shelter, based on the eligibility criteria. All individuals admitted to emergency shelter are screened using a standardized Welcome Screen upon shelter entry. The Welcome Screen is used to determine immediate critical needs shelter staff must be aware of in order to provide safe, appropriate shelter assistance. It is also used to determine potential eligibility and prioritization for RRH and PSH assistance.

Eligible single adults are offered emergency shelter with the understanding that admission is dependent on bed availability during non-overflow periods. During winter overflow periods, emergency shelter will be offered to each eligible single adult. Because of increased demand and limited use of emergency shelter during severe weather conditions by some individuals who are unsheltered, there is greater flexibility during overflow concerning eligibility related to actively working on an IHSP. Emergency shelters nonetheless make every effort to ensure all individuals using shelters are actively engaged and supported in

obtaining safe, stable housing and addressing other critical service needs, as individual program and system resources allow. Single adults admitted to overflow and who are then moved to an available non-overflow emergency shelter bed may not be eligible to return to an overflow bed and must continue to meet all eligibility criteria.

Single female adults who are pregnant and meet the eligibility criteria above are provided year-round prioritized access to single adult shelter at the Van Buren Center.

D. Eligible Activities and Level of Care

Eligible emergency shelter activities include:

- Essential Services
  - Case management including the usage of the CPOA/HH and assistance with an IHSP
  - Childcare referral and support
  - Education services
  - Employment assistance and job training referral and support
  - Outpatient health services referral and support
  - Legal services referral and support
  - Life skills training
  - Mental health services referral and support
  - Substance abuse services referral and support
  - Transportation assistance
  - Referral to permanent housing options and assistance, including RRH and PSH (via USHS)
  - Access to DCA for housing costs, including security deposits, rental assistance, utility assistance (arrears, utility deposits), and rental application fees
- Shelter Operations
  - Costs to operate a shelter (i.e., rent, utilities, supplies, etc.). Note: CSB restricts the use of ESG funds to pay, exclusively, for costs related to shelter operations.

Single adults with specialized or complex needs may be placed in or transferred to the emergency shelter best able to meet their individual re-housing and other critical service needs. Screening by CPOA/HH includes questions to understand an individual's immediate shelter and critical service needs to triage eligible individuals to the most appropriate available shelter bed.

Following shelter admission, shelter staff may identify additional needs indicating another emergency shelter option would be more appropriate. Shelter staff should review such cases during case conference meetings and with other shelter providers when a shelter transfer is needed to meet an individual's needs. Shelter staff may also present such cases for a system case conference to review and determine the most appropriate shelter option. Providers must document all transfers using the Shelter-to-Shelter Transfer Form, which must be submitted to the CSB System Manager within two business days following the transfer. In all cases, transfers must be coordinated with CPOA/HH so that CPOA/HH can facilitate the shelter bed reservation.

Shelter staff may also identify an individual in need of a greater level of clinical care and/or residential support than available in the emergency shelter system. Shelter staff may exit an individual and facilitate access to another, more appropriate option when available. When such options are not available or when they do not address an individual's overnight shelter needs, shelter staff must present such cases for a system case conference to review and determine the most appropriate system response to addressing the individual's needs while continuing to provide safe shelter.

Many single adults who are newly homeless or who have not experienced persistent housing instability and homelessness are able to resolve their housing needs with minimal or no re-housing support. Such individuals are still expected to have a basic IHSP within five business days of entering shelter, created with support of shelter staff or other partners, if they have not already self-resolved. Shelter staff should actively engage individuals not making progress or reasonable efforts to accomplish their IHSP and, as needed, seek to adjust plans, clarify expectations, and engage individuals in resolving their housing crisis. When appropriate, providers can discuss individuals with more challenging issues at program and system-level case conferences for further problem-solving.

Providers should screen shelter residents who do not self-resolve for rapid re-housing and/or permanent supportive housing program eligibility using a standardized screening tool. Providers can conduct further prioritization screening for eligible single adults when there is insufficient rapid re-housing or permanent supportive housing immediately available. Prioritization for permanent housing assistance should take into consideration the length of time an individual has experienced homelessness, vulnerability, housing barriers, and severe service needs.

E. Exit

If a shelter resident is no longer eligible, the partner agencymay initiate an exit in accordance with a formal process established by the partner agencythat recognizes the

rights of individuals affected. The partner agencymust exercise judgment and examine all extenuating circumstances to determine whether an individual does not meet shelter eligibility requirements so that a shelter stay is terminated only in the most severe cases or when an individual has a safe, appropriate housing option or the means to secure housing.

Shelters should initiate an immediate shelter exit only for the following reasons:

- The individual's housing options and/or resources have changed sufficiently so that the individual no longer needs emergency shelter and can return to or secure safe, alternative housing, including stable temporary options (e.g., family or friends, motel) while they work to secure more permanent housing;
- The welfare and needs of the individual cannot be met in the shelter *and* another, more appropriate residential option is available;
- The safety of other individuals or staff in the shelter is endangered;
- The health of other individuals or staff in the shelter would otherwise be endangered.

If an individual is not eligible due to reasons other than these (e.g., not making reasonable efforts to obtain housing, persistent or significant rule violations), then shelter staff must make every reasonable effort to engage the individual in resolving issues to remain eligible and achieve a successful exit. In such instances, shelter staff must work with the individual to establish clear and achievable conditions for continued eligibility and shelter stay. This may include setting short, conditional periods (e.g., two days) during which an individual can demonstrate compliance with shelter expectations and rules. Shelter staff should discuss individuals with persistent or serious concerns and barriers with supervisors during program-level case conferencing. Shelters may also bring such cases to the system case conference meetings for additional problem-solving.

In all cases, the shelter exit process must be followed in accordance with CSB PR&C Standards.

- The program observes the following elements of due process:
    - An appeal/hearing before someone other than and not subordinate to the original decision maker, in which the client is given the opportunity to present written or oral objections to the decision;
    - Opportunity for the client to see and obtain evidence relied upon to make the decision and any other documents in the client's file prior to the hearing, including a written notice to the client containing a clear statement of the reasons for the decision;
    - Opportunity for the client to confront staff witnesses who have provided evidence used to make the decision;

- Opportunity for the client to bring a representative of their choice to the hearing;
- A prompt written final decision.

〈 The agency gives clients a copy of the grievance form upon entry. The agency makes reasonable efforts to ensure that all clients understand the grievance policy regardless of the clients' language.

〈 When a service restriction is in effect, the client is informed of the reason, conditions for lifting the restriction, and right to appeal, including who to contact regarding an appeal and information about the appeal process. Staff can describe how any service restriction is compliant with system-wide policies and procedures.

〈 For shelters, staff can demonstrate that clients have the opportunity to appeal discharge decisions prior to being asked to leave the shelter. This right is waived if a client is a safety risk.

All shelters must have an established and posted appeal process reflecting the above requirements. Any individual requesting an appeal must have his/her appeal heard prior to being asked to leave the shelter unless there is an immediate health or safety issue.

When an individual stops meeting eligibility criteria, emergency shelter staff should initiate a planned exit that results in the individual exiting to safe, appropriate options as soon as possible. These options may include their own permanent housing, permanent housing with friends or relatives, temporary housing they pay for or are provided in kind through friends or relatives, or a residential program or institution that provides an appropriate level of care. Emergency shelters do not exit individuals to unsheltered locations or other unsafe or inappropriate locations except in extreme situations in which an individual poses an immediate safety or health threat to others, or requires law enforcement or emergency medical care and after all reasonable corrective steps are exhausted (e.g., flagrant and persistent rule violation, refusal to make efforts towards housing after progressive engagement and reasonable, achievable conditions are agreed upon).

Individuals who are involuntarily exited for reasons other than imminent health or safety threats may appeal to return to emergency shelter the following day and be re-admitted to shelter if they are eligible and there is available capacity, including agreeing to behavior or other conditions necessary to meet all emergency shelter eligibility criteria. Whenever possible, such individuals are placed in the same shelter facility or a more appropriate shelter facility, as identified during a system case conference, to ensure continuity of care and rapid housing crisis resolution.

Individuals who are exited immediately without the right to appeal before exit due to imminent safety or health threats are subject to a system-wide service restriction period during which the individual may only be re-admitted to shelter conditionally, contingent on available shelter capacity. Upon exit, the shelter partner agencymust enter system-wide service restriction start and end dates in CSP. Individuals who appeal their eligibility during the system-wide service restriction time period must demonstrate they no longer pose an imminent threat and agree to behavior or other conditions necessary to meet all emergency shelter eligibility criteria. Appeals must be reviewed and approved during the next scheduled or ad hoc system case conference team meeting. Depending on the outcome of the appeal, an individual may be approved to return to shelter on conditions determined by the system case conference team, contingent on available capacity. Any individual who exits shelter involuntarily or voluntarily and then requests shelter again must be screened for eligibility per normal CPOA/HH procedures and may be placed on a waitlist.

F. Recordkeeping and Evaluation

Providers must document in client files the following for each program participant:

- Documentation of eligibility, including homeless status;
- Written intake record including intake interviews and records of services provided;
- Appropriate and successful referral to other programs in cases where the program was not able to accommodate a participant;
- Welcome Screen;
- Vulnerability Assessment (Heads of Household only), if eligible for PSH via USHS;
- IHSP and documentation of progress made on the IHSP; and
- Documentation that confirms the data that was entered into CSP, including income and assets at entry and exit.

CSB evaluates the effectiveness of all programs via monthly monitoring reports, quarterly indicator reports, and an annual Program Evaluation. CSB and providers collectively assess program effectiveness via the Adult System Operations Workgroup.

Providers conduct formal client satisfaction surveys at exit. Exit surveys contain questions regarding voluntary participation in religious activities, access to housing options, access to employment assistance, courteous treatment, access to personal development activities, and any major obstacles to obtaining housing or meeting goals. Providers analyze exit surveys at least quarterly.

VI. RE-HOUSING ASSISTANCE

Direct Client Assistance

Applicability *– Alvis PSH, Equitas PSH, CHN PSH, GCH Stable Families, HFF RRH, LSS CHOICES, LSS Reeb Stable Families, LSS Single Adult Shelters, Maryhaven Engagement Center, Maryhaven Outreach, Maryhaven PSH, N^^ PSH, Southeast Men's Shelter, TSA RRH, TSA J2H, VOAGO Single Adult Shelters, VOAGO RRH, VOAGO PSH, YMCA Single Adult and Family Shelters, YMCA PSH, YWCA Family Center, YWCA PSH*

A. Purpose

To provide one-time, short- and medium-term rental, utility, and other financial assistance to enable persons and families residing in emergency shelters or experiencing street homelessness, as well as families at risk of becoming homeless, to move to or sustain permanent housing.

B. Eligibility

Participants must be residing in emergency shelters, experiencing street homelessness, or be imminently at-risk of literal homelessness, per program eligibility criteria, and be below 35% AMI.

C. Entry

Participants are enrolled based on the policies and procedures for the respective program assisting them. In all cases, participants should leverage all other available resources, complete a DCA application and submit all necessary documentation with program staff assistance. Once a participant is deemed eligible for DCA, the application may be submitted to CSB for processing

D. Eligible Activities

Direct Client Assistance – Stable Families Programs

Direct Client Assistance via the Stable Families Program provides one-time and short-term financial assistance to enable families at risk of becoming homeless and served by the Stable Families programs to move to or sustain permanent housing. CSB will not use ESG funds towards the provision of DCA Stable Families assistance; local, private, and Franklin County Children Services funds are used for this service.

Direct Client Assistance Only

Direct Client Assistance may be accessed by outreach and emergency shelter staff for clients not enrolled in rapid re-housing for one-time and short-term financial assistance to enable persons residing in emergency shelters or experiencing street homelessness

(outreach) to move into permanent housing. Multiple months (not to exceed 6 months) of rental assistance may be requested for families with a documented need for extended DCA to both secure and stabilize in housing (e.g., families with little to no income). Working in partnership with supportive services agencies, shelter and outreach agencies in Franklin County, CSB provides financial assistance to individuals and families moving into fair market rent or subsidized housing and PSH units. CSB will not use ESG funds towards the provision of DCA; local, private and public funds are used instead.

Direct Client Assistance – Rapid Re-Housing Programs

Direct Client Assistance via single adult or family RRH Programs provides one-time, short- and medium-term financial assistance to enable persons residing in emergency shelters to move into permanent housing while participating in RRH programs. Working in partnership with supportive services agencies and shelter agencies in Franklin County, CSB provides financial assistance to individuals and families moving into fair market rent or subsidized housing and PSH units. DCA assistance for families in RRH is provided using ESG funding, while DCA for single adults uses local funding.

All DCA Uses

Locating adequate housing is a mutual responsibility of the participant and the case manager. The case manager should use all resources possible to find housing, including direct contact with landlords if advocacy is needed. If necessary, transportation should be provided to help participants visit the units and complete applications for housing. The case manager should keep abreast of current rental markets and problematic landlords or landlords with questionable practices, and appropriately refer participants to partnering landlords. Participants originally determined to be eligible for subsidized housing may simultaneously seek market rate housing and housing via CMHA and private Section 8 landlords, submit applications, and be placed on the current waiting list(s). Staff assists participants with applications to all appropriate landlords. Staff should provide participants the Legal Aid brochure explaining tenants' rights and also review leases with participants before they sign.

Housing should be mutually agreed upon by both the case manager and the participant Head of Household. At a minimum, housing should be clean, decent, well-maintained, affordable, and in a neighborhood that meets the needs of the family. A formal housing inspection, including a lead-based paint visual assessment, conducted by a case manager or professional housing inspector must be completed. The inspection must be documented using the CSB Housing Inspection Form (for RRH assisted households), a client self-inspection form (for DCA only cases assisted by emergency shelter or outreach), or a Housing Quality Standards inspection form (for TSA J2H assisted households and any PSH program using CoC Program funding for leasing or rental assistance costs).

Once the application has been received, reviewed, verified, all follow-up information has been received (if applicable) and approved by CSB, a Letter of Guarantee will be emailed to the designated person and case manager upon approval.

Checks will only be made payable to a verified vendor (e.g., landlord, utility company) from whom services or housing are being provided. Under no circumstances will checks be made payable or released to participants. Checks will be mailed from CSB directly to the vendor on Friday each week at the latest, *except where otherwise noted on the published schedule*. In certain circumstances, checks may be picked up by CSB-approved agency representatives. When necessary to facilitate rapid housing placement and stabilization, CSB permits RRH partner agencies to pay DCA costs directly and seek reimbursement. The DCA Program Manager will notify the agency representative by email of final actions taken on the applications not later than Friday each week.

E. Exit

Program exit is determined according to the policies and procedures applicable to street outreach, emergency shelter, and rapid re-housing programs.

F. Recordkeeping and Evaluation

Apart from program-specific recordkeeping requirements (e.g., RRH, Stable Families) providers utilizing DCA must document in client files the following for each program participant:

- Documentation of eligibility, including homeless or at-risk status and income;
- Written intake record including intake interviews and records of services provided;
- Written initial assessment and re-assessments (completed every 90 days) documenting participant eligibility and the amount and types of assistance needed to regain stability in housing and indicating the client lacks sufficient resources and support networks necessary to secure and stabilize in permanent housing;
- Documentation of tenancy (fully executed lease except for DCA only assistance) and landlord verification form
- Landlord documentation, including a print-out from the Franklin County Auditor's website, W-9 and/or Property Management Agreement
- Other DCA application materials found in DCA application packet, including but not limited to: check request, justification worksheet, household budget worksheet, application checklist, and staff certification
- Documentation that confirms the data that was entered into CSP, including income and assets at entry and exit.

Program Effectiveness: CSB evaluates the effectiveness of the program, including implementation of policies and procedures, at least annually as part of CSB's annual program evaluation. Recommendations for improvements are shared with participating providers. Evaluation also occurs during periodic meetings with providers. Proper screening

of participants, coupled with effective case management (including referrals to other community resources as needed) and follow-up, should lead to a high degree of successful housing outcomes for program participants. Each partner agency submitting applications on behalf of program participants is expected to achieve the performance outcomes developed for the DCA Program. In addition, some programs have specific DCA related outcomes. Those outcomes are reflected on the agencies' respective Program Outcomes Plan.

Partner agencies submitting applications shall have less than 5% of requests delayed or denied by CSB due to insufficient, inaccurate, or incomplete data. Program participation may be terminated if the agency consistently fails to achieve program performance expectations. Should an agency experience performance issues, limited technical assistance may be offered to the agency to assist in correcting deficiencies.

Program Audits & Reviews: Although extensive documentation must be submitted with each program application, it may also be necessary for CSB to conduct a program audit to ensure household eligibility for DCA.

Needs of At-Risk and Homeless Individuals and Families: The needs of at-risk and homeless individuals and families, including those served by this program, are assessed annually by CSB, and include a review of program service denials and grievances actions. The information gathered from this assessment helps determine program direction, quality improvements, and other modifications.

Rapid Re-Housing

A. Purpose

Rapid re-housing programs serve families and individuals in a collaborative manner to ensure that families and individuals experiencing homelessness:

- Move quickly to positive, stable housing;
- Have access to resources and services as needed to maintain housing; and
- Do not re-enter the homelessness system.

The ultimate goal is for the family or individual to quickly secure and maintain a permanent residence in stable housing. Assistance is provided in an efficient and cost-effective manner and is guided by the following values:

- Housing is a basic human need.
- Shelters are not an adequate response to homelessness.
- Housing should be safe, decent, and affordable.
- People are better off in a "home-like" environment rather than an institutional setting.
- Meeting basic needs is essential in order to address psychosocial, emotional and/or parenting issues.
- Most people are able or can learn to set their own goals, manage their own homes, and take charge of their lives.
- Personal responsibility for self and community is encouraged and the ability to make choices is respected.
- Families and individuals should have input in the selection of housing.
- Most homeless parents want to keep their children and, with support, are capable of adequate parenting.
- Families should remain together, if at all possible, when it is in the best interest of the child(ren).
- In order to support a child, it is necessary to support the child's parent(s) or long-term caregiver(s).
- Support and recovery services should start with an individual's/family's strengths.
- Healthy families create healthy communities, and healthy communities support healthy families.

Rapid Re-Housing for Families

Applicability *– HFF RRH, TSA RRH, TSA J2H, VOAGO RRH*

B. Eligibility and Prioritization

Eligibility

Families experiencing homelessness may participate in RRH programs if they are unable to exit homelessness on their own or through other assistance within a short period (7-10 days) and who need focused, individualized assistance to quickly secure and stabilize in permanent housing. Families must have income below 35% AMI to be eligible for CSB DCA. All families are screened using the standardized Welcome Screen at shelter entry in order to determine potential eligibility for RRH. RRH providers use the Welcome Screen to determine eligibility and, when RRH capacity is limited, prioritization among eligible families.

The program targets RRH assistance for families in emergency shelter who qualify under one or more of the following sub-populations:

- Disabled and/or have severe service needs
    - Disabling conditions are defined as:
        - A physical, mental or emotional impairment, including an impairment cause by alcohol or drugs, post-traumatic stress disorder, or brain injury that:
            - Is expected to be long-continuing or of indefinite duration;
            - Substantially impedes the individual's ability to live independently; and
            - Could be improved by the provision of more suitable housing conditions.
        - A developmental disability, as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C. 15002); or
        - The disease of acquired immunodeficiency syndrome (AIDS) or any condition arising from the etiologic agency for acquired immunodeficiency syndrome (HIV)
    - Severe service needs are defined based on the following:
        - Disabling conditions
        - Past evictions
        - Past felony convictions
        - Income (lack thereof)
        - Victim of domestic violence in the prior 6 months
        - Length of time homeless
- Pregnant women not engaged with another re-housing provider
- Transition-age youth headed family not engaged with another re-housing provider
- Families not otherwise included above will be considered for RRH based on available capacity and will be prioritized according to the prioritization criteria below.

Prioritization

If a participant is referred to the program based on above target populations, but space in the program is not available, the participant will be placed in the Dynamic Prioritization Pool managed by a CSB designated provider. All prospective RRH participants are scored for vulnerability and severity of service needs by that provider that accounts for:

- Number of felonies
- Number of evictions
- Lack of income
- Victim of domestic violence within the last 6 months
- Number of disabling conditions that pose significant challenges or functional impairments
- Length of time homeless

When a space opens, the participant in the Dynamic Prioritization Pool with the highest score will be prioritized for RRH enrollment. In the event two prospective RRH families have the same prioritization score, then the family who referred to RRH earliest will receive higher priority.

C. Entry

All referrals come directly from the YWCA Family Center or the Van Buren Family Shelter and are based on completion of the standardized Welcome Screen. Shelters refer prospective families to the CSB designated provider responsible for managing the Dynamic Prioritization Pool. Referrals must be based on a completed Welcome Screen. Once an eligible and prioritized family is referred to an RRH partner agency for enrollment, YWCA or YMCA will provide a referral packet to the applicable RRH partner agency containing:

- Welcome Screen
- IHSP
- Case notes
- Copies of required documents (e.g., birth certificate, social security card, identification, income verification)
- Next steps form with any missing documents noted.

The RRH case manager will email the Letter of Acceptance or Intake Appointment Form to the designated staff member at YWCA or YMCA for delivery to the referred family. The RRH case manager will attempt to reach accepted families to inform them of the decision and to communicate the date and time of the intake appointment. The YWCA/YMCA will also confirm with the family their acceptance by a RRH partner agency and the upcoming intake appointment.

YWCA/YMCA will complete the Partner Agency and Shelter Partnership form for referred families and give to the family. The Partner Agency and Shelter Partnership form communicates the role of the RRH case manager and the role of the YWCA/YMCA referring case manager throughout the family's stay at the YWCA Family Center or YMCA Van Buren Family Shelter. YWCA, YMCA, and RRH providers will participate in the weekly Program Administration Meeting (PAM) to review the status of all referred families.

RRH providers may choose to delete a client record from CSP if the family does not engage with the RRH staff after program acceptance on at least 3 separate occasions. The RRH partner agency must keep the file for their records. Once the RRH case manager completes an intake with a referred family, the time it takes to move the family into permanent housing should not exceed 15 days.

Families previously housed by a RRH program may be referred back into that RRH program if the family experiences a housing crisis. RRH programs should adjust the amount and intensity of assistance, as appropriate, to best meet the needs of families returning to shelter and requiring RRH assistance again.

D. Eligible Activities

Families initially are offered up to three (3) months individualized RRH assistance, which may be extended on a month to month basis as needed and not to exceed nine (9) months. RRH programs employ a progressive assistance approach that seeks to help households end their homelessness as rapidly as possible, despite barriers, with the least amount of financial assistance and services needed to quickly resolve the homeless episode and avoid an immediate return to homelessness. Core components of RRH include:

Housing Identification

- Recruit landlords to provide housing opportunities for people experiencing homelessness.
- Address potential barriers to landlord participation
- Help participants find and secure appropriate rental housing

Rent and Move-in Assistance

- Financial assistance to cover allowable move-in costs, deposits, and the rent and/or utility assistance needed.

Case Management and Services

- Help participants develop an IHSP
- Help participants identify and select among various permanent housing options based on their unique strengths, needs, preferences, and financial resources.
- Help participants address issues that may impede access to housing.
- Help participants negotiate manageable and appropriate lease agreements with landlords.
- Make appropriate and time-limited services and supports available to participants to allow them to stabilize quickly in permanent housing. This includes providing assistance in the participant's home.
- Monitor participants' housing stability and help resolve crises.
- Help connect participants to resources that improve their safety and well-being and achieve their long-term goals.
- Ensure that services are participant-directed, respectful of participants' right to self-determination, and voluntary. Participants understand that assistance is premised on active involvement with case management and services.

Other service needs provided by shelter and RRH case managers include:

- Mental health services referrals and support
- AOD services referral and support
- Pregnancy support
- Parenting classes
- Childcare referral and support
- Domestic violence referral and support
- Employment support, benefit referrals and other income supports
- Education support for adults and children
- Mediation
- Referral and linkage to other appropriate community resources

The program adheres to program practice principles and standards published in the *Rapid Re-Housing Performance Benchmarks and Program Standards* by the National Alliance to End Homelessness (NAEH).

E. Exit

RRH case managers will assess the types and amounts of assistance needed by participants to obtain and maintain housing monthly and prior to DCA use. Participant eligibility must be re-determined every 90 days. Termination is required if the household is no longer eligible and in need of RRH services, including having an AMI at or above 30%, having sufficient

means to maintain housing, and being connected with community-based services to support longer-term housing stability and service needs.

If a program participant violates program requirements, the partner agency may terminate the assistance in accordance with a formal process established by the partner agency that recognizes the rights of individuals. The partner agency must examine all extenuating circumstances to determine when violations warrant termination. Providers should only terminate assistance in the most severe cases and when all possible alternatives are exhausted. All exits require a Letter of Termination.

- Participants are considered to have exited successfully when their housing status at exit is stable, permanent housing. This information is captured in CSP via the destination at exit and via case notes in the client file indicating that housing is sustainable and clients have access to needed community supports. Providers may exit clients from services for cause, but those clients may still be considered successfully exited if they are maintaining stable housing upon exit.

- Participants are considered to have exited unsuccessfully when their housing status at exit is unstable and unsustainable. This information is captured in CSP via the destination at exit and via case notes in the client file indicating that the client has not moved of emergency shelter, lost housing or is at-risk of losing housing. Individual case managers cannot unilaterally close a case as an unsuccessful exit. Case managers should discuss with supervisors and ensure that all possible actions have been taken to prevent an unsuccessful exit.

- Families that have an income at or above 30% AMI at the 90-day assessment must be exited from the program. The exit at termination will be successful if the household continues to live in the unit the RRH program assisted in securing.

Some participants may choose to not engage in case management services and, therefore, choose to exit. Exits due to non-participation should only occur when:

- There are multiple, documented attempts at engagement;
- The participant has explicitly or implicitly indicated they no longer want program assistance; and/or
- It is likely that the participant will obtain or maintain permanent housing on their own or with other assistance.

F. Recordkeeping and Evaluation

Providers must document in client files the following for each program participant:

- System-wide Recordkeeping Client File Checklist;
- Documentation of eligibility, including homeless status and income;
- Welcome Screen
- Vulnerability Assessment for PSH through USHS, as applicable
- Housing Inspection, including lead-based paint requirements;
- Documentation of tenancy (lease);
- Written intake record including intake interviews and records of services provided;
- Written initial assessment and re-assessments (completed every 90 days) documenting participant eligibility and the amount and types of assistance needed to regain stability in housing and indicating the client lacks sufficient resources and support networks necessary to secure and stabilize in permanent housing;
- Appropriate and successful referral to other programs in cases where the program was not able to accommodate a participant;
- IHSP and documentation of progress made on the IHSP;
- Letter of Termination for exited households;
- Documentation that confirms the data that was entered into CSP, including income and assets at entry and exit.

The program adheres to *Rapid Re-Housing Performance Benchmarks and Program Standards* published by the National Alliance to End Homelessness (NAEH), except that CSB uses a Program Outcomes Plan (POP) instead of the NAEH benchmarks.

CSB evaluates the effectiveness of all programs via monthly monitoring reports, quarterly indicator reports, and an annual Program Evaluation. CSB and providers collectively assess program effectiveness via the Family System Operations Workgroup.

Providers conduct formal client satisfaction surveys at exit. Exit surveys contain questions regarding voluntary participation in religious activities, access to housing options, access to employment assistance, courteous treatment, access to personal development activities, and any major obstacles to obtaining housing or meeting goals. Providers analyze exit surveys at least quarterly.

Rapid Re-Housing for Single Adults

Applicability *– YMCA RRH*

B. Eligibility

Individuals experiencing homelessness may participate in RRH programs if they are unable to exit homelessness on their own or through other assistance within a short period (7-10 days) and who need focused, individualized assistance to quickly secure and stabilize in permanent housing. Individuals must have income below 35% AMI to be eligible for CSB Direct Client Assistance. All individuals are screened using the standardized Welcome Screen at shelter entry in order to determine potential eligibility for RRH. RRH providers use the Welcome Screen to determine eligibility and, when RRH capacity is limited, prioritization among eligible individuals.

The program targets RRH assistance for individuals entering shelter who qualify under one or more of the following sub-populations:

- Disabled and/or have severe service needs
  - Disabling conditions are defined as:
    - A physical, mental or emotional impairment, including an impairment cause by alcohol or drugs, post-traumatic stress disorder, or brain injury that:
      - Is expected to be long-continuing or of indefinite duration;
      - Substantially impedes the individual's ability to live independently; and
      - Could be improved by the provision of more suitable housing conditions.
    - A developmental disability, as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C. 15002); or
    - The disease of acquired immunodeficiency syndrome (AIDS) or any condition arising from the etiologic agency for acquired immunodeficiency syndrome (HIV)
  - Severe service needs are defined based on the following:
    - Disabling conditions
    - Past evictions
    - Past felony convictions
    - Income (lack thereof)
    - Victim of domestic violence in the prior 6 months
    - Length of time homeless

- Pregnant single women not engaged with another re-housing provider
- Veterans not eligible for re-housing assistance through Supportive Services for Veteran Families (SSVF) program
- Transition-age youth not engaged with another re-housing provider
- Individuals not otherwise included above will be considered for RRH if there are no other individuals in the target populations above and based on available capacity.

Prioritization

If a participant is eligible for the program, but space in the program is not available, the participant will be placed in the Dynamic Prioritization Pool managed by the YMCA RRH program. All prospective RRH participants are scored for vulnerability and severity of service needs by the YMCA RRH program that accounts for:

- Number of felonies
- Number of evictions
- Lack of income
- Victim of domestic violence within the last 6 months
- Number of disabling conditions that pose significant challenges or functional impairments
- Length of time homeless

When a space opens, the participant in the Dynamic Prioritization Pool with the highest score will be prioritized for RRH enrollment. In the event two prospective RRH individuals have the same prioritization score, then the family who referred to RRH earliest will receive higher priority.

C. Entry

Screening and referral occur following a brief (~5 day) period that allows individuals to resolve their housing crisis on their own. After this period, shelter staff screen individuals using a standardized Welcome Screen and process that determine eligibility and prioritization and refers eligible individuals to the RRH program. The referral process includes regular case conferencing with shelter and RRH staff. If a participant returns to shelter after exiting the RRH program, the participant is assigned to the same RRH case manager, if possible.

Within two business days of referral and intake, RRH case managers conduct a housing barrier and service needs assessment that focuses on housing barriers and other history, characteristics, and service needs directly relevant to quickly obtaining and stabilizing the person in permanent housing. The case manager and participant collaboratively develop an IHSP.

D. Eligible Activities

Individuals initially are offered up to three (3) months individualized RRH assistance, which may be extended on a month to month basis as needed and not to exceed nine (9) months. RRH programs employ a progressive assistance approach that seeks to help households end their homelessness as rapidly as possible, despite barriers, with the least amount of financial assistance and services needed to quickly resolve the homeless episode and avoid an immediate return to homelessness. Core components of RRH include:

Housing Identification

- Recruit landlords to provide housing opportunities for people experiencing homelessness.
- Address potential barriers to landlord participation
- Help participants find and secure appropriate rental housing

Rent and Move-in Assistance

- Financial assistance to cover allowable move-in costs, deposits, and the rent and/or utility assistance needed.

Case Management and Services

- Help participants develop an IHSP
- Help participants identify and select among various permanent housing options based on their unique strengths, needs, preferences, and financial resources.
- Help participants address issues that may impede access to housing.
- Help participants negotiate manageable and appropriate lease agreements with landlords.
- Make appropriate and time-limited services and supports available to participants to allow them to stabilize quickly in permanent housing. This includes providing assistance in the participant's home.
- Monitor participants' housing stability and help resolve crises.
- Help connect participants to resources that improve their safety and well-being and achieve their long-term goals.
- Ensure that services are participant-directed, respectful of participants' right to self-determination, and voluntary. Participants understand that assistance is premised on active involvement with case management and services.

Other service needs provided by shelter and RRH case managers include:

- Mental health services referrals and support

- AOD services referral and support
- Pregnancy support
- Parenting classes
- Childcare referral and support
- Domestic violence referral and support
- Employment support, benefit referrals and other income supports
- Education support for adults
- Mediation
- Referral and linkage to other appropriate community resources

The program adheres to program practice principles and standards published in the *Rapid Re-Housing Performance Benchmarks and Program Standards* by the National Alliance to End Homelessness (NAEH).

E. Exit

RRH case managers will assess the types and amounts of assistance needed by participants to obtain and maintain housing monthly and prior to DCA use. Participant eligibility must be re-determined every 90 days. Termination is required if the household is no longer eligible and in need of RRH services, including having sufficient means to maintain housing and being connected with community-based services to support longer-term housing stability and service needs.

If a program participant violates program requirements, the partner agencymay terminate the assistance in accordance with a formal process established by the partner agencythat recognizes the rights of individuals. The partner agencymust examine all extenuating circumstances to determine when violations warrant termination. Providers should only terminate assistance in the most severe cases and when all possible alternatives are exhausted. All exits require a Letter of Termination.

- Participants are considered to have exited successfully when their housing status at exit is stable, permanent housing. This information is captured in CSP via the destination at exit and via case notes in the client file indicating that housing is sustainable and clients have access to needed community supports. Providers may exit clients from services for cause, but those clients may still be considered successfully exited if they are maintaining stable housing upon exit.

- Participants are considered to have exited unsuccessfully when their housing status at exit is unstable and unsustainable. This information is captured in CSP via the destination at exit and via case notes in the client file indicating that the client has

not moved out of emergency shelter, lost housing or is at-risk of losing housing. Individual case managers cannot unilaterally close a case as an unsuccessful exit. Case managers should discuss with supervisors and ensure that all possible actions have been taken to prevent an unsuccessful exit.

Some participants may choose to not engage in case management services and, therefore, choose to exit. Exits due to non-participation should only occur when:

- There are multiple, documented attempts at engagement;
- The participant has explicitly or implicitly indicated they no longer want program assistance; and/or
- It is likely that the participant will obtain or maintain permanent housing on their own or with other assistance.

H. Recordkeeping and Evaluation

Providers must document in client files the following for each program participant:

- System-wide Recordkeeping Client File Checklist;
- Documentation of eligibility, including homeless status and income;
- Welcome Screen
- Vulnerability Assessment for PSH through USHS, as applicable
- Housing Inspection, including lead-based paint requirements;
- Documentation of tenancy (lease);
- Written intake record including intake interviews and records of services provided;
- Written initial assessment and re-assessments (completed every 90 days) documenting participant eligibility and the amount and types of assistance needed to regain stability in housing and indicating the client lacks sufficient resources and support networks necessary to secure and stabilize in permanent housing;
- Appropriate and successful referral to other programs in cases where the program was not able to accommodate a participant;
- IHSP and documentation of progress made on the IHSP;
- Letter of Termination for exited households;
- Documentation that confirms the data that was entered into CSP, including income and assets at entry and exit.

The program adheres to *Rapid Re-Housing Performance Benchmarks and Program Standards* published by the National Alliance to End Homelessness (NAEH), except that CSB uses a Program Outcomes Plan (POP) instead of the NAEH benchmarks. CSB evaluates the effectiveness of all programs via monthly monitoring reports, quarterly indicator reports, and an annual Program Evaluation. CSB and providers collectively assess program effectiveness via the Adult System Operations Workgroup.

Providers conduct formal client satisfaction surveys at exit. Exit surveys contain questions regarding voluntary participation in religious activities, access to housing options, access to employment assistance, courteous treatment, access to personal development activities, and any major obstacles to obtaining housing or meeting goals. Providers analyze exit surveys at least quarterly.

VII. TRANSITIONAL HOUSING

Applicability *– Huckleberry House Transitional Living Program, Maryhaven Women's Transitional Program*

A. Purpose

Transitional housing provides housing and appropriate supportive services to homeless persons to facilitate movement to independent living within a maximum stay of 24 months.

B. Eligibility

Huckleberry House serves youth ages 16-21 who are able to remain in the community with support without being a danger to themselves or community and meet HUD's definition of homelessness (24 CFR 576.2). Participants have emotional or behavioral challenges and are willing to participate in counseling and other supportive services. The program prioritizes youth based on the Vulnerability Assessment score.

Maryhaven's Women's Transitional Program serves women and children who are rebuilding their lives from homelessness, addiction, and mental illness. Participants are women who are at least 19 years old and meet HUD's definition of homelessness. The program prioritizes pregnant women and women with children.

C. Entry

Huckleberry House identifies program participants through their youth outreach and shelter programs. Local community agencies and hospitals refer participants to Maryhaven's transitional program.

D. Eligible Activities

Huckleberry House's program receives HUD CoC funding and follows HUD's regulations on eligible activities.

E. Exit

If a program participant violates program requirements, the partner agency may terminate the assistance in accordance with a formal process established by the partner agency that recognizes the rights of individuals. The partner agency must examine all extenuating circumstances to determine when violations warrant termination. Providers should only

terminate assistance in the most severe cases and when all possible alternatives are exhausted. All exits require a Letter of Termination.

- Participants are considered to have exited successfully when their housing status at exit is stable, permanent housing. This information is captured in CSP via the destination at exit and via case notes in the client file indicating that housing is sustainable and clients have access to needed community supports. Providers may exit clients from services for cause, but those clients may still be considered successfully exited if they are maintaining stable housing upon exit.

- Participants are considered to have exited unsuccessfully when their housing status at exit is unstable and unsustainable. This information is captured in CSP via the destination at exit and via case notes in the client file indicating that the client has failed to move into housing, lost housing or is at-risk of losing housing. Individual case managers cannot unilaterally close a case as an unsuccessful exit. Case managers should discuss with supervisors and ensure that all possible actions have been taken to prevent an unsuccessful exit.

F. Recordkeeping and Evaluation

Providers must document in client files the following for each program participant:

- System-wide Recordkeeping Client File Checklist
- Documentation of eligibility, including housing status;
- Vulnerability Assessment;
- Written intake record including intake interviews and records of services provided;
- Appropriate and successful referral to other programs in cases where the program was not able to accommodate a participant;
- IHSP and documentation of progress made on the IHSP;
- Letter of Termination; and
- Documentation that confirms the data that was entered into CSP, including income and assets at entry and exit.

CSB evaluates the effectiveness of all programs via monthly monitoring reports, quarterly indicator reports, and an annual Program Evaluation. CSB and providers collectively assess program effectiveness.

Providers conduct formal client satisfaction surveys at exit. Exit surveys contain questions regarding voluntary participation in religious activities, access to housing options, access to employment assistance, courteous treatment, access to personal development activities,

and any major obstacles to obtaining housing or meeting goals. Providers analyze exit surveys at least quarterly.

VIII. PERMANENT SUPPORTIVE HOUSING

Applicability *– Alvis rental assistance, Equitas rental assistance, CAIHS Scattered Sites/HOME, CMHA rental assistance, CHN North 22nd, CHN Cassady, CHN Community ACT, CHN Family Homes, CHN Leasing, CHN Inglewood, CHN Wilson, CHN Parsons, CHN RLPTI, CHN Terrace Place, CHN Southpoint Place, CHN East 5th, CHN Safe Haven, CHN Briggsdale, CHN Supportive Housing Leasing, CHN rental assistance, Maryhaven Commons at Chantry, N^^ Commons at Buckingham, N^^ Commons at Grant, N^^ Commons at Livingston, N^^ Commons at Third, VOAGO Family PSH, VOAGO Van Buren Village, YMCA 40 West Long, YMCA Franklin Station, YMCA Scattered Sites (HOME), YWCA WINGS*

A. Purpose

Permanent supportive housing (PSH) combines ongoing housing assistance and supportive services for people who are experiencing homelessness and have a disability. The PSH system in our community is managed by the Unified Supportive Housing System (USHS), a collaborative effort managed by The Alcohol, Drug, and Mental Health Board of Franklin County (ADAMH), Columbus Metropolitan Housing Authority (CMHA), and CSB.

B. Eligibility

PSH residents are literally homeless households in which at least one member has a disability. PSH programs prioritize eligibility in accordance with Notice CPD-14-012, the HUD *Notice on Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing and Recordkeeping Requirements for Documenting Chronic Homeless Status*. Detailed information on eligibility requirements is available in the USHS Policies and Procedures.

C. Entry

The PSH entry process is governed by the USHS Policies and Procedures.

D. Eligible Activities

PSH programs that receive HUD CoC funding follow HUD's regulations on eligible activities outlined in 24 CFR Part 578.

All PSH programs provide supportive services that help participants maintain housing stability and work towards housing and other goals. These services may include:

- Mental health services, referrals and support
- AOD referral and support

- Pregnancy support
- Parenting classes
- Childcare
- Domestic violence referrals
- Employment support, benefit referrals, and other income supports
- Education support for adults and children
- Security deposits and application fees
- Moving expenses
- ID fees, background check fees
- Housing search and placement
- Mediation
- Referral and linkage to appropriate community resources
- Legal services
- Life skills
- Health services
- Transportation
- Food

E. Exit

If a program participant violates program requirements, the partner agency may terminate the assistance in accordance with a formal process established by the partner agency that recognizes the rights of individuals. The partner agency must examine all extenuating circumstances to determine when violations warrant termination. Providers should only terminate assistance in the most severe cases and when all possible alternatives are exhausted. All exits require a Letter of Termination.

- Participants are considered to have exited successfully when their housing status at exit is stable, permanent housing. This information is captured in CSP via the destination at exit and via case notes in the client file indicating that housing is sustainable and clients have access to needed community supports. Providers may exit clients from services for cause, but those clients may still be considered successfully exited if they are maintaining stable housing upon exit.

- Participants are considered to have exited unsuccessfully when their housing status at exit is unstable and unsustainable. This information is captured in CSP via the destination at exit and via case notes in the client file indicating that the client has lost housing. Individual case managers cannot unilaterally close a case as an

unsuccessful exit. Case managers should discuss with supervisors and ensure that all possible actions have been taken to prevent an unsuccessful exit.

F. Recordkeeping and Evaluation

Providers must document in client files the following for each program participant:

- System-wide Recordkeeping Client File Checklist;
- Documentation of eligibility, including housing status and income;
- Vulnerability Assessment;
- Housing inspection, including lead-based paint inspection;
- Documentation of tenancy (lease);
- Written intake record including intake interviews and records of services provided;
- Appropriate and successful referral to other programs in cases where the program was not able to accommodate a participant;
- Annual Assessment of Services Needs and Utilization
- IHSP and documentation of progress made on the IHSP;
- Letter of Termination for exited clients; and
- Documentation that confirms the data that was entered into CSP, including income and assets at entry and exit.

CSB evaluates the effectiveness of all programs via monthly monitoring reports, quarterly indicator reports, and an annual Program Evaluation. CSB and providers collectively assess program effectiveness via the Permanent Supportive Housing Roundtable.

Providers conduct formal client satisfaction surveys at exit. Exit surveys contain questions regarding voluntary participation in religious activities, access to housing options, access to employment assistance, courteous treatment, access to personal development activities, and any major obstacles to obtaining housing or meeting goals. Providers analyze exit surveys at least quarterly.

Updates

April 2015
January 2016
March 2016
April 2016
July 2016
September 2016
November 2016
December 2017

APPENDIX A – DEFINITIONS

Area Median Income (AMI) – Annual income limits based on household size that are published by HUD and used to determine maximum household income, depending on program requirements.

Coordinated Point of Access (CPOA) – The CoC Interim Rule 24 CFR Part 578 requires communities to establish and operate a centralized or coordinated assessment system that provides an initial, comprehensive assessment of the needs of individuals and families for housing and services. HUD provides additional guidelines in the Coordinated Entry Policy Brief and the Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System. The Homeless Hotline is the Coordinated Point of Access for Columbus and Franklin County.

Chronic Homelessness – Per HUD's Defining "Chronically Homeless" Final Rule, a chronically homeless individual is:

- A homeless individual with a disability who lives either in a place not meant for human habitation, a safe haven, or in an emergency shelter, or in an institutional care facility if the individual has been living in the care facility for fewer than 90 days and had been living in a place not meant for human habitation, a safe haven, or in an emergency shelter immediately before entering the institutional care facility.

- The individual also must have been living as described above continuously for at least 12 months, or on at least four separate occasions in the last 3 years, where the combined occasions total a length of at least 12 months. Each period separating the occasions must include at least 7 nights of living in a situation other than a place not meant for human habitation, in an emergency shelter, or in a safe haven.

Columbus ServicePoint – The CoC Interim Rule 24 CFR Part 578 requires communities to operate a single Homeless Management Information System (HMIS) for the continuum's geographic area. Columbus ServicePoint is the HMIS for Columbus and Franklin County.

Continuum of Care (CoC) – HUD's CoC Program provides funding for Permanent Supportive Housing, Transitional Housing, and Rapid Re-Housing. The CoC is the group organized to carry out the responsibilities required under the CoC Interim Rule 24 CFR Part 578 and that is composed of representatives of organizations, including nonprofit homeless providers, victim service providers, faith-based organizations, governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, organizations that

serve homeless and formerly homeless veterans, and homeless and formerly homeless persons to the extent these groups are represented within the geographic area and are available to participate. HUD distributes CoC funds to CSB and CSB distributes those funds to partner agencies.

Department of Housing and Urban Development (HUD) - HUD's mission is to create strong, sustainable, inclusive communities and quality affordable homes for all. HUD is working to strengthen the housing market to bolster the economy and protect consumers; meet the need for quality affordable rental homes; utilize housing as a platform for improving quality of life; build inclusive and sustainable communities free from discrimination, and transform the way HUD does business.

Emergency Solutions Grants (ESG) Program – HUD's ESG program provides funding for Emergency Shelter, Homelessness Prevention, Street Outreach, and Rapid Re-Housing and is governed by 24 CFR Part 576. The City of Columbus and Franklin County receive ESG funds from HUD and distribute the majority of the funds to CSB. CSB then distributes the funds to partner agencies. CSB also receives ESG funding via the State of Ohio.

Fair Market Rent – Fair Market Rents (FMR) provide rent ceilings for rental units in the HOME program and the ESG program, allow calculation of maximum award amounts for CoC recipients, and determine the maximum amount of rent a recipient may pay for property leased with CoC funds. FMRs are updated annually.

Family – For family shelters, a family includes one or more dependent children in the legal custody of one or more adults (not to exceed three) who, prior to losing housing, were living together and working cooperatively to care for the children. For RRH projects, a family includes, but is not limited to any group of persons presenting for assistance together with or without children, regardless of marital status or relationship, actual or perceived sexual orientation, or gender identity, and irrespective of age, relationship, or whether or not a member of the household has a disability. The definition of family for PSH projects is the same as for RRH, except that a member of the household must have a disability. A child who is temporarily away from the home because of placement in foster care is considered a member of the family.

Habitability Inspection – Housing programs that are not funded with CoC funds use the habitability inspection to ensure that units are safe, sanitary, and appropriate. The inspection template is available on CSB's website here.

HOME – HUD's HOME program provides funding for rental assistance for Permanent Supportive Housing units. The City of Columbus receives HOME funds from HUD and distributes funds to CSB. CSB then distributes the funds to partner agencies.

Homeless – Per the CoC Interim Rule 24 CFR Part 578, homeless means:

- An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
  - 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;
  - 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
  - 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;
- An individual or family who will imminently lose their primary nighttime residence, provided that:
  - The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance;
  - No subsequent residence has been identified; and
  - 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;
- 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:
  - Are defined as homeless under section 387 of the Runaway and Homeless Youth Act (42 U.S.C. 5732a), section 637 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);
  - 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;

- 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
- 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; or

〈 Any individual or family who:

- 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;
- Has no other residence; and
- Lacks the resources or support networks, e.g., family, friends, and faith-based or other social networks, to obtain other permanent housing.

Homeless Management Information System (HMIS) – The CoC Interim Rule 24 CFR Part 578 requires communities to operate a single Homeless Management Information System (HMIS) for the continuum's geographic area. Columbus ServicePoint is the HMIS for Columbus and Franklin County.

HMIS Lead – The HMIS Lead is the entity designated by the Continuum of Care in accordance with this part to operate the Continuum's HMIS on its behalf. Community Shelter Board is the HMIS Lead in Columbus and Franklin County and operates Columbus ServicePoint, the community's HMIS.

Housing Quality Standards (HQS) Inspection – HUD HQS inspection are required for CoC-funded housing units to ensure that units are safe, sanitary, and appropriate. The HQS inspection template is available on CSB's website here. Agency staff does not need certification to complete HQS inspections.

Lead-based paint inspection – Lead-based requirements apply to all units built before 1978 that are occupied OR CAN BE occupied by families with children less than 6 years of age or pregnant women. Therefore, even if a unit is not currently occupied by a family, but is large

enough or configured such that a family with a child under 6 years of age or a pregnant woman might move in at some time in the future, then the unit would need to meet lead-based requirements. For all practical purposes, the requirements apply to any unit built prior to 1978. Units must pass a lead-based paint visual assessment. A unit inspection and lead-based paint visual assessment conducted by a certified lead-based paint evaluator must be documented in the client's file.

- If applicable, the agency must provide a federal lead information pamphlet and lead warning statement to all participants. Evidence is either included in a statement in the lease (with the household initials) or by giving the household a form where a retained portion confirms they received the information.

- Anyone can be certified as a lead-based paint inspector by passing HUD's Lead-Based Paint Visual Assessment Training Course.

Permanent Housing (PH) – PH is community-based housing without a designated length of stay and includes both permanent supportive housing and rapid re-housing.

Permanent Supportive Housing (PSH) – PSH is housing in which supportive services are provided to assist homeless persons with a disability to live independently. PSH units in Columbus and Franklin County are managed by the Unified Supportive Housing System.

Rapid Re-housing – Rapid re-housing is an intervention based on a Housing First approach that quickly 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.

Rebuilding Lives Funder Collaborative (RLFC) – The RLFC is the governing body for the Columbus and Franklin County Continuum of Care and provides stewardship for all the strategies developed under the Rebuilding Lives plan.

Rebuilding Lives Plan – The RL Plan is our community's strategic plan to respond to homelessness. This plan expires in 2018 and a new community plan is being developed.

Rent Reasonableness – Programs that use federal funds must be rent reasonable to ensure that rents being paid are reasonable in relation to rents being charged for comparable unassisted units in the same market. Use CSB's rent reasonable and FMR worksheet to calculate rent reasonableness for each federally-funded unit.

Transitional Housing (TH) – TH is housing, where all program participants have signed a lease or occupancy agreement, the purpose of which is to facilitate the movement of homeless individuals and families into permanent housing within 24 months or such longer period as HUD determines necessary. The program participant must have a lease or occupancy agreement for a term of at least one month that ends in 24 months and cannot be extended.

Unified Supportive Housing System (USHS) – USHS is a collaborative effort managed by The Alcohol, Drug, and Mental Health Board of Franklin County (ADAMH), Columbus Metropolitan Housing Authority (CMHA), and CSB. All vacancy management for Permanent Supportive Housing units in the system is completed through USHS. Refer to the USHS Policies and Procedures for additional information.