

RAPID RE-HOUSING

[written standards]

Pasadena Partnership to End Homelessness

Revised August 2016

[contents]

[4] Introduction

- [4] Program Overview
- [4] CoC Coordination with ESG

[5] Target Population & Eligibility Criteria

- [5] Target Population
- [5] Eligibility Criteria

[8] Program Overview

- [9] Rental Assistance
- [10] Administration of Funds
- [10] Case Management Requirements
- [10] Supportive Services
- [11] Exits from Rapid Re-Housing

[12] Recordkeeping Requirements

- [12] Evidence of Homeless Status
- [13] Annual Income
- [13] Record of Imminent Threat of Harm (CoC)

[15] Program Requirements

- [15] Rent Requirements
- [16] Housing Standards
- [17] Lease Agreement (ESG & CoC)
- [17] Rental Assistance Agreements (ESG)
- [18] Emergency Transfer Plan for Victims of Domestic Violence
- [19] Termination Policies
- [19] Grievance Policy
- [20] Environmental Review (CoC)

[appendices]

[20] Appendix A: Summary of Eligible Rapid Re-Housing Supportive Services

[23] Appendix B: Intake & Assessment Forms

- [24]** RRH Household Eligibility Evaluation
- [25]** Written Third Party Verification of Homeless Status
- [26]** Observation of Homeless Status by Outreach Worker
- [27]** Oral Third-Party Verification of Homeless Status
- [28]** Self-Declaration of Homeless Status
- [29]** ESG Income Eligibility Worksheet
- [31]** ESG Written Third Party Verification of Income
- [32]** ESG Oral Third Party Verification of Income
- [33]** ESG Self Declaration of Income

[34] Appendix C: Property Related Forms

- [35]** ESG Rental Assistance Agreement
- [36]** ESG Habitability Standards Checklist
- [37]** Understanding the Lead-Based Paint Requirements: Guidance for ESG Grantees
- [43]** ESG Lead-Based Paint Document Checklist
- [44]** ESG Lead Screening Worksheet
- [47]** ESG Lead-Based Paint Visual Assessment Certification Template
- [48]** ESG Lead-Based Paint Property Owner Certification Form
- [49]** CoC Housing Quality Standards Inspection Guidelines
- [50]** LA County Fair Market Rent Guidelines
- [51]** Rent Reasonableness Checklist & Certification

[52] Appendix D: HQS Long Form

[72] Appendix E: HQS Short Form

[79] Appendix F: Environmental Review Chart

[Introduction]

In accordance with Title 24 of the Code of Federal Regulations (24 CFR) 91.220(l)(4)(i), 576, and 578, the City of Pasadena (City) and the Pasadena Partnership to End Homelessness (Pasadena CoC) have developed the following written standards. These standards will apply to all projects that receive Pasadena Continuum of Care (CoC) and Emergency Solutions Grants (ESG) rapid re-housing (RRH) funding and are intended as basic minimum standards to which ESG and CoC grantees can add additions and more stringent standards applicable to their own projects. In addition, all RRH projects must comply with the applicable Notice of Funding Availability (NOFA) under which the project was originally awarded.

The goal of these standards is to synthesize key elements of the HUD regulations with the processes and priorities of the Pasadena CoC and ensure that the RRH program is administered fairly and methodically. The City and the Pasadena CoC will continue to build upon and refine this document.

PROGRAM OVERVIEW

Rapid re-housing is designed to help homeless families quickly transition into permanent housing. Enrollment in Pasadena CoC-RRH should rely heavily on a case management approach to ensure long-term stability for program participants. Providers are expected to implement a case management plan that, through community resources, agency partners, and mainstream benefits, will increase household income and housing stability.

Under the Pasadena CoC the two types of rental assistance available are: (1) short-term rental assistance for up to three months; and (2) medium-term rental assistance for up to 24 months. Families who receive short-term rental assistance should have fewer barriers to maintaining permanent housing as compared to families who receive medium-term rental assistance.

COC COORDINATION WITH ESG

To ensure coordination of resources among grantees, Pasadena CoC utilizes the following approaches and procedures:

Participation in HMIS. All grantees are required to participate in the Homeless Management Information System (HMIS) per the ESG and CoC Interim Rule (24 CFR 576 and 578). This helps avoid duplication of services and client data, and provides an opportunity to document homelessness.

Universal Assessment. All families will be assessed using a comprehensive, universal assessment tool called the Family Vulnerability Index Service Prioritization Decision Assistance Tool (F-VI-SPDAT) in order to make an informed and objective decision on the level of need of each family and streamline eligibility determinations.

Participation in CES. All grantees will be required to receive referrals through Pasadena's Coordinated Entry System (CES).

[Target Population & Eligibility Criteria]

TARGET POPULATION

Rapid re-housing programs administered through the Pasadena CoC target and prioritize homeless families who are most in need of this temporary assistance and are most likely to achieve and maintain stable housing, whether subsidized or unsubsidized, after the program concludes. Depending on need, families are connected to either short-term or medium-term rental assistance.

Short-Term Rental Assistance

Short-term rental assistance (up to 3 months) programs target families with low to moderate barriers to securing and retaining permanent housing. These families require minimal service intervention and limited financial assistance to secure and stabilize in permanent housing.

Medium-Term Rental Assistance

Medium-term rental assistance (4-24 months) is targeted towards families who experience moderate to high barriers to securing and retaining housing. These families have multiple barriers to housing that require longer periods of time to resolve and may require more intensive service interventions.

ELIGIBILITY CRITERIA

As detailed in Exhibit 1, eligibility criteria at entry and continued eligibility depend on funding source. In addition to verifying homeless status, all grantees must administer a Family Vulnerability Index Service Prioritization Decision Assistance Tool (F-VI-SPDAT) in order to evaluate eligibility and make an informed and objective decision according to the need of each family.

Exhibit 1: Eligibility Criteria Summary for ESG and CoC Rapid Re-Housing (RRH)

Criterion	ESG		CoC	
	Entry	Re-Eval	Entry	Re-Eval
Families who are literally homeless	✓			
Families coming from the streets or an emergency shelter			✓	
Need (amount and type of assistance)	✓	✓	✓	✓
Income		✓		
Lacking Resources and Support Networks		✓		✓

According to the F-VI-SPDAT, families that score between a 4 and 7 are recommended for the Rapid Re-Housing initial assessment. Families that score below 4 are not recommended for the program, although they are recommended to be referred to diversion or homeless prevention assistance. Families that score above an 7 are recommended for a permanent supportive housing assessment.

Initial Eligibility for ESG-RRH Assistance

ESG rapid re-housing (ESG-RRH) assistance is available for families who are literally homeless under Category 1 of the Homeless Definition Final Rule at entry (see Exhibit 2 for a complete definition). ESG-RRH assistance is also available to people fleeing or attempting to flee domestic violence if they are also literally homeless. In addition, grantees should determine the amount and type of assistance that the family will need to gain stability in permanent housing as evidenced by an F-VI-SPDAT assessment.

Initial Eligibility for CoC-RRH Assistance

The requirements regarding eligible participants depend upon the applicable NOFA under which the rapid re-housing project was originally awarded. Currently, to receive Pasadena CoC rapid re-housing assistance, participants must be households with children coming from the streets or emergency shelters. In addition, grantees should determine the amount and type of assistance that the family will need to gain stability in permanent housing as evidenced by an F-VI-SPDAT assessment.

Continued Eligibility for ESG- and CoC-RRH Assistance

At a minimum, grantees should re-evaluate program participant's eligibility and the types and amounts of assistance the program participant needs not less than once annually for the program participants receiving rapid re-housing assistance. To continue to receive ESG- and CoC-RRH assistance, a program participant's re-evaluation must demonstrate eligibility based on:

Lack of Resources and Support Networks. The program participant's household must continue to lack sufficient resources and support networks to retain housing without ESG or CoC program assistance as evidenced by the attached Intake and Assessment Forms (Appendix B).

Need (CoC). The grantee must determine the amount and type of assistance that the family will need to gain stability in permanent housing as evidenced by an F-VI-SPDAT assessment.

Income (ESG). In addition, ESG-RRH re-evaluation must demonstrate that the program participant household's annual income is less than or equal to 30 percent of the Area Median Income (AMI) as evidenced by the ESG Income Worksheet and relevant verification/declaration form (Appendix B).

Grantees may also require program participants to notify them regarding changes in their income or other circumstances that affect their need for assistance (e.g. changes in household composition). When notified of any change, grantees must re-evaluate eligibility and the amounts and types of assistance the participant needs.

Exhibit 2: Literally Homeless Status (Category 1)

An individual or family:

With a primary nighttime residence that is a public or private place not designated 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 (this does not include persons living in housing that is substandard and in need of repair or housing that is crowded); or

Living in a supervised publicly or privately operated shelter designated to provide temporary living arrangement (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

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.

[Program Overview]

ESG and CoC rapid re-housing grant funds may be used to provide short- and/or medium-term rental assistance, case management, and accompanying supportive services, as needed, to help an individual or family that is homeless move as quickly as possible into permanent housing and achieve long-term stability in that housing. Exhibit 3 summarizes the eligible activities for each program.

Exhibit 3: Eligible Uses of Funds

ESG-RRH

Rental Assistance

Short-term rental assistance
Up to 3 months

Medium-term rental assistance
4 to 24 months

Financial Assistance

Rental application fees
Security deposits
Up to 2 months
Last month's rent
Not to exceed one month's rent
Utility deposits and payments
Up to 24 months, including up to 6 months of arrears
Moving costs

Supportive Services

Housing search and placement
Housing stability case management
Mediation
Legal services
Credit repair

CoC-RRH

Rental Assistance

Short-term rental assistance
Up to 3 months

Medium-term rental assistance
4 to 24 months

Financial Assistance

Security deposits
Up to 2 months
First and last month's rent
Property damage

Supportive Services

Supportive Services
Case management
Child care
Education services
Employment assistance & job training
Food
Housing search & counseling services
Including mediation, credit repair, & payment of rental application fee
Legal services
Life-skills training
Mental health services
Moving costs
Outpatient health services
Outreach services
Substance abuse treatment services
Transportation
Utility deposits

RENTAL ASSISTANCE

Grantees may provide program participants with up to 24 months of rental assistance during any 3-year period. Assistance may include any combination of short-term rental assistance (up to 3 months) and medium-term rental assistance (more than 3 months but less than 24 months). Applicants can return for rental assistance if they have received less than 24 months of rent during any 3-year period on a case-by-case basis as a result of extenuating circumstances (e.g. illness, death, divorce). In addition, program participants may receive funds for security deposits in an amount not to exceed two (2) months of rent.

Program participants who have complied with all program requirements during their residence and who have been a victim of domestic violence, dating violence, sexual assault, or stalking, and who reasonably believe they are imminently threatened by harm from further domestic violence, dating violence, sexual assault, or stalking (which would include threats from a third party, such as a friend or family member of the perpetrator of the violence), if they remain in the assisted unit, and are able to document the violence and basis for their belief, may retain the rental assistance and move to a different Continuum of Care geographic area if they move out of the assisted unit to protect their health and safety. See recordkeeping requirements to ensure proper documentation of imminent threat of harm.

Rental assistance cannot be provided to a program participant who is already receiving rental assistance, or living in a housing unit receiving rental assistance or operating assistance through other Federal, State, or local sources.

Amount of Rental Assistance

It is expected that the level of assistance will be based on the goal of providing only what is necessary for each household to achieve housing stability in the long-term. As such, Case Managers will determine the amount of rental assistance, which should not exceed the following guidelines:

- Grantees may provide up to 100% of the cost of rent to program participants
- The maximum share of rent a program participant may pay is 100%

Gradual Declining Subsidy

Grantees will institute tapering or “stepped-down” rental assistance structure so families will be confident that they can assume full responsibility of the monthly contracted rent, monthly utility costs, and other essential household costs at the end of the rental assistance period. The maximum subsidy for this graduated rate will be as follows:

MONTHS 1-3	MONTHS 4-9	MONTHS 10-24
100% of the contracted rent	75% of the contracted rent	50% of the contracted rent

For ESG-RRH grantees, families can receive a maximum of 24 months rental assistance in a three-year period.

Payments

Grantees must make timely payments to each owner in accordance with the rental assistance agreement.

All rent payments must go directly to a third-party (directly to landlord). Grantees are solely responsible for paying late payment penalties that it incurs with non-ESG or CoC funds.

ADMINISTRATION OF FUNDS

Program participants receiving rental assistance funds pay their portion of rent directly to the landlord. The difference between the total rent and the amount paid by the program participant is then either paid by the recipient or the rental assistance administrator. Recipients can never cover the cost of the program participant's rent if the program participant fails to pay his or her portion of rent.

The Consolidated Appropriations Act of 2014 (Public Law 113-76, approved January 17, 2014) and the Consolidated and Further Continuing Appropriations Act, 2015 (Public Law 113-235, approved December 16, 2014) authorized nonprofit organizations to administer rental assistance to landlords in permanent housing funded with fiscal year (FY) 2012, FY 2013, or FY 2014.

For all other rental assistance grants, a rental assistance administrator must make rental assistance payments to the landlord. Administering rental assistance in the CoC program is: (1) contracting for and making rental assistance payments to the landlord/landowner; and (2) conducting the HQS Inspections. The costs of administering rental assistance are considered service delivery costs of rental assistance and are eligible in the CoC Program as rental assistance costs.

CASE MANAGEMENT REQUIREMENTS

Program participants must meet with a case manager not less than once per month to assist the program participant in ensuring long-term housing stability. Additional case management will be provided on a case-by-case basis based on demonstrated need. Case managers should help to develop a plan to assist the program participant in retaining permanent housing after the assistance ends, taking into account all relevant considerations, such as the program participant's current or expected income and expenses, other public or private assistance for which the program participant will be eligible and likely to receive, and the relative affordability of available housing in the Pasadena area.

For ESG-RRH participants, case management assistance may not exceed 30 days during the period in which the program participant is seeking permanent housing and may not exceed 24 months during the period in which the program participant is living in permanent housing.

CoC-RRH participants may receive case management assistance for no more than six months after rental assistance stops.

SUPPORTIVE SERVICES

Case managers will assist each program participant, as needed, to obtain appropriate supportive services, including assistance in obtaining permanent housing, medical and mental health treatment, counseling, and other services essential for achieving independent living.

Grant funds may be used to pay for eligible supportive services that address the specific needs of program participants as outlined in Appendix A. ESG-RRH participants may not receive supportive services for more than 24 months during any 3-year period. CoC Program participants may receive supportive services for no more than six months after rental assistance stops.

Other Federal, State, Local, and Private Assistance (ESG requirement)

ESG grantees must assist each program participant, as needed, to obtain other Federal, State, local, and private assistance available to assist the program participant in obtaining housing stability, including:

- Medicaid
- Supplemental Nutrition Assistance Program
- Women, Infants and Children (WIC)
- Federal-State Unemployment Insurance Program
- Social Security Disability Insurance
- Supplemental Security Income (SSI)
- Child and Adult Care Food Program
- Public housing programs
- Housing programs receiving tenant-based or project-based assistance
- Supportive Housing for Persons with Disabilities
- HOME Investment Partnerships Program
- Temporary Assistance for Needy Families (TANF)
- Health Center Program
- State Children's Health Insurance Program
- Mental Health and Substance Abuse Block Grants
- Services funded under the Workforce Investment Act

EXITS FROM RAPID REHOUSING

The CoC requires all rapid re-housing providers to initiate a case conference with the CoC prior to exiting clients or in cases of warnings from landlords, eviction, notices to vacate, or termination. Case conferencing occurs monthly before the CES Team meetings. The case conferencing process includes the Case Manager as well as other CoC and ESG service providers who together help to ensure clients successfully exit to permanent housing and have a safety net upon exit, thus preventing any returns to homelessness.

To monitor the successful achievement of this goal, the City of Pasadena will run monthly reports from HMIS to ensure that programs are successfully exiting clients to permanent housing. The City will also monitor returns to homelessness on a monthly basis with notifications sent to Program Managers of any clients that have returned to homelessness to ensure these clients are re-engaged.

[Recordkeeping Requirements]

Grantees must establish and follow written intake procedures to ensure compliance with HUD's definition of homelessness and recordkeeping requirements. Appendix B includes relevant intake and assessment forms to assist in the documentation process.

EVIDENCE OF HOMELESS STATUS

The Pasadena CoC order of priority for establishing homeless status is:

1. Third-party documentation

Source documents provided by an outside source; or

Records contained in an HMIS or comparable database used by victim service or legal service providers are acceptable evidence of third-party documentation and intake worker observations.

2. Staff/Intake worker observations

Documented by grantee staff (Observation of Homeless Status form, Appendix B)

3. Certification from the person seeking assistance

Grantee staff must certify efforts made to obtain third party documentation before allowing applicant to self-certify (Self-Declaration of Homeless Status form, Appendix B)

Lack of third-party documentation must not prevent an individual or family from being immediately admitted to emergency shelter, receiving street outreach services, or being immediately admitted to shelter or receiving services provided by a victim service provider.

Individuals Residing in an Institution

For individuals residing in an institution (including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility) for fewer than 90 days, acceptable evidence includes:

1. Discharge paperwork or a written or oral referral; or

From a social worker, case manager, or other appropriate official of the institution, stating the beginning and end dates of the time residing in the institution that demonstrates the person resided there for less than 90 days. All oral statements must be recorded by the intake worker (Oral Third-Party Verification of Homeless Status form or Written Referral form, Appendix B); **or**

2. Certification from the person seeking assistance; and

Where the evidence above is not obtainable, a written record of the intake worker's due diligence in attempting to obtain the evidence described in the paragraph above and a certification by the individual seeking assistance that states that they are exiting or have just exited an institution where they resided for less than 90 days (Self-Declaration of Homeless Status form, Appendix B); **and**

3. Evidence of literally homeless status prior to entry

Evidence that the individual was homeless and living in a place not meant for human habitation, a safe haven, or in an emergency shelter, and was chronically homeless prior to entry into the institutional care facility (as defined in paragraph (1) of 25 CFR 578.3) (acceptable documentation listed above).

ANNUAL INCOME

Grantees must demonstrate that the program participant household's annual income is less than or equal to 30 percent of the Area Median Income (AMI) as evidenced by the Income Eligibility Worksheet (Appendix B) and supporting documentation. Eligible documentation (in order of preference) is as follows:

1. Source Documents

Source documents for the assets held by the program participant and income received over the most recent period for which representative data is available before the date of the evaluation (e.g. wage statement, unemployment compensation statement, public benefits statement, bank statement).

2. Third Party Verification

A written statement by the relevant third party (e.g. employer, government benefits administrator, see Appendix B, Written Third Party Verification of Income form) or the written certification by the grantee's intake staff of the oral verification by the relevant third party of the income the program participant received over the most recent period for which representative data is available (see Appendix B, Third Party Verification of Income form).

3. Self-Certification

If source documents and third-party verification are unobtainable, a written certification by the program participant of the amount of income the program participant received for the most recent period representative of the income that the program participant is reasonably expected to receive over the 3-month period following the evaluation (see Appendix B, Self-Declaration of Income form).

RECORD OF IMMINENT THREAT OF HARM (COC)

For each program participant who moved to a difference CoC due to imminent threat of further domestic violence, dating violence, sexual assault, or stalking, grantees must retain documentation of the original incidence and documentation of reasonable belief of imminent threat of further harm.

Documentation of Original Incidence

Documentation of the original incidence of domestic violence, dating violence, sexual assault, or stalking, only if the original violence is not already documented in the program participant's case file. This may be any of the following:

- A written observation of the housing or service provider
- A letter or documentation from a victim service provider, social worker, legal assistance provider, pastoral counselor, mental health provider, or other professional from whom the victim has sought assistance
- Medical or dental records
- Court records or law enforcement records
- Written certification by the program participant to whom the violence occurred by the head of households.

Documentation of Reasonable Belief of Imminent Threat of Further Harm

Documentation of the reasonable belief of imminent threat of further domestic violence, dating violence,

or sexual assault or stalking, which would include threats from a third-party, such as a friend or family member of the perpetrator of the violence. This may be any of the following:

- A written observation by the housing or service provider, a letter or other documentation from a victim service provider, social worker, legal assistance provider, pastoral counselor, mental health provider, or other professional from whom the victim has sought assistance
- Current restraining order
- Recent court order or the other court records
- Law enforcement reports or records
- Communication records from the perpetrator of the violence or family members or friends of the perpetrator of the violence, including emails, voicemails, text messages, and social media posts
- A written certification by the program participant to whom the violence occurred or the head of household

[Program Requirements]

Under both ESG and CoC Interim rule, rental assistance is subject to additional requirements including rent reasonableness and Fair Market Rent (FMR) standards, housing standards, lease agreements and rental assistance agreements, and termination policies. Exhibit 4 summarizes these requirements.

RENT REQUIREMENTS

The key to rental assistance is ensuring long-term housing stability for the client, both for the duration of the program and upon exit. Thus, the purpose is to place participants into housing that will be sustainable

Exhibit 4: Rental Assistance Requirements

ESG-RRH

Rent Requirements

Rent must:

- Not exceed Fair Market Rent
- Comply with HUD's rent reasonableness standards
- Not exceed 60% of participant's income

Housing Standards

Units must:

- Pass HUD Habitability Standards
- Meet lead-based paint requirements

Lease Requirements

- Written lease between the owner and program participant
- No minimum lease period

Rental Assistance Agreement

Written lease between the owner and Rental assistance agreement between the owner and the grantee that includes the terms under which rental assistance is provided and requirements that apply to ESG rental assistance

Agreement must also state that a copy of any notices to vacate or complaints be provided to grantees

CoC-RRH

Rent Requirements

Rent must:

- Comply with HUD's rent reasonableness standards
- Not exceed 60% of participant's income

Housing Standards

Units must:

- Meet HUD Housing Quality Standards
- Meet suitable dwelling size requirements

Lease Requirements

Lease must have an initial term of one year and be renewable (for a minimum term of one month) and terminable only for cause

in the long-term. As such, Pasadena CoC and ESG program participants may pay no more than 60% of their income towards rent. In addition, case managers are expected to work with clients to review family budgets and ensure families can maintain their housing upon completion of the program.

Fair Market Rent (ESG Only)

Household rent for participants receiving ESG-funded rental assistance must not exceed the Fair Market Rent established by HUD. Current FMR and guidelines for calculating rent are provided in Appendix C (Property Related Forms: Los Angeles County Fair Market Rent Guidelines).

FMR requirements do not apply when a program participant receives only financial assistance or services under HUD's Housing Stabilization and Relocation Services. This includes rental application fees, security deposits, an initial payment of "last month's rent," utility payments/deposits, and/or moving costs, housing search and placement, housing stability case management, landlord-tenant mediation, legal services, and credit repair.

Rent Reasonableness

For participants receiving rental assistance, household rent must comply with HUD's standard of rent reasonableness meaning that the rent charged for a unit must be reasonable in relation to rents currently being charged for comparable units in the private unassisted market and must not be in excess of rents currently being charged by the owner for comparable unassisted units. These rent restrictions are intended to help ensure that program participants can remain in their housing after their assistance ends. The Rent Reasonableness Checklist and Certification form in Appendix C (property related forms) may be used to ensure this guideline has been met.

As with FMR, rent reasonableness requirements do not apply when a program participant receives only financial assistance or services under HUD's ESG Housing Stabilization and Relocation Services.

HOUSING STANDARDS

Habitability Standards (ESG)

Housing for all ESG program participants receiving rental assistance must meet HUD minimum habitability standards for permanent housing. Grantees must document compliance with this standard by signing and completing a Habitability Standards Checklist before the participant signs the lease and before the grantee provides any ESG rental assistance or services specific to the unit (checklist provided in Appendix C: Property Related Forms). In addition, grantees must inspect all units at least annually to ensure that the units continue to meet habitability standards.

Lead-Based Paint Requirements (ESG)

All HUD-funded programs with housing programs occupied by program participants are required to incorporate lead-based paint remediation and disclosure requirements. Generally, these provisions require the recipient to screen for, disclose the existence of, and take reasonable precautions regarding the presence of lead-based paint in leased or assisted units constructed prior to 1978.

CoC-funded units are required to incorporate HUD regulations in 24 CFR Part 35, Subparts A, B, K, and R. ESG-funded programs are required to incorporate 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. 4851-4846), and 24 CFR part 35, subparts A, B, H, J, K, M, and R in the unit. To assist with meeting this guideline, several worksheets and forms have been included in Appendix C (Property Related Forms).

Housing Quality Standards (CoC)

Housing for all CoC program participants receiving rental assistance must meet the applicable HUD housing quality standards (HQS) under 24 CFR 982.401. Before any assistance is provided each unit must be physically inspected to assure that the unit meets HQS. In addition, grantees must inspect all units at least annually during the grant period to ensure that the units continue to meet HQS.

Assistance will not be provided for units that fail to meet HQS, unless the owner corrects any deficiencies within 30 days from the date of the initial inspection and the grantee verifies that all deficiencies have been corrected.

Suitable Dwelling Unit Size (CoC)

Each CoC-funded unit must have at least one bedroom or living/sleeping room for each two persons. Children of the opposite sex, other than very young children, may not be required to occupy the same bedroom or living/sleeping room. If household composition changes during the term of assistance, grantees may relocate the household to a more appropriately sized unit. The household must still have access to appropriate supportive services.

LEASE AGREEMENT (ESG & COC)

Each program participant receiving rental assistance must have a legally binding, written lease for the rental unit. The program participant must be the tenant on a lease for a term of at least one year that is renewable and terminable only for cause. The lease must be renewable for terms that are a minimum of one month long.

Program participants receiving ESG rental assistance may move to another unit or building and continue to receive rental assistance, as long as (s)he continues to meet the program requirements.

RENTAL ASSISTANCE AGREEMENTS (ESG)

In addition to a lease between the program participant and the owner, the ESG interim rule also requires a rental assistance agreement between the grantee and the housing owner. The grantee may make rental assistance payments only to an owner with whom the grantee has entered into a rental assistance agreement. To help establish a relationship with a program participant's landlord, CoC recipients may also choose to require a Rental Assistance Agreement form. A Rental Assistance Agreement form has been provided for this purpose in Appendix C (Property Related Forms).

The rental assistance agreement must set forth the terms under which rental assistance will be provided, including the requirements of ESG assistance. In addition, the rental assistance agreement must provide that, during the term of the agreement, the owner gives the grantee a copy of any notice to the program participant to vacate the housing unit, or any complaint used under state or local law to commence an eviction against the program participant. Finally, the rental assistance agreement must contain the same payment due date, grace period, and late payment penalty requirements as the program participant's lease.

The rental assistance agreement with the owner must terminate and no further rental assistance payments under that agreement may be made if:

- The program participant moves out of the housing unit for which the program participant has a lease
- The lease terminates and is not renewed; or
- The program participant becomes ineligible to receive ESG rental assistance

EMERGENCY TRANSFER PLAN FOR VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT OR STALKING

In accordance with the Violence Against Women Act (VAWA), tenants who are victims of domestic violence, dating violence, sexual assault, or stalking may request an emergency transfer from their current unit to another available unit regardless of sex, gender identity, or sexual orientation. All grantees are required to adopt the Model Emergency Transfer Plan for Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking (HUD Form 5381), or an equivalent plan where all VAWA requirements are met. Grantees must provide each applicant with a Notice of Occupancy Rights under the Violence Against Women Act (HUD Form 5380), which explains the VAWA protections and a Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking, and Alternative Documentation (HUD Form 5382). The certification is an optional form that documents an incident or incidents of domestic violence, dating violence, sexual assault, or stalking.

A tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking is eligible for an emergency transfer if the tenant has expressly requested the emergency transfer and reasonably believes there is a threat of imminent harm from further violence if he or she were to remain in the same unit. Alternatively, a tenant who is the victim of a sexual assault that occurred on the premises during the 90-day calendar period before the transfer is requested is also eligible for an emergency transfer. Grantees may use the optional Emergency Transfer Request for Certain Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking form (HUD Form 5383) to request an emergency transfer and certify that the requirements are met.

Grantees must keep confidential any information that the tenant submits in requesting an emergency transfer, and information about the emergency transfer, unless the tenant gives grantees written permission to release the information on a time limited basis, or disclosure of the information is required by law or required for use in an eviction proceeding or hearing regarding termination of assistance from the covered program. This includes keeping confidential the new location of the dwelling unit of the tenant, if one is provided, from the person(s) that committed an act(s) of domestic violence, dating violence, sexual assault, or stalking against the tenant.

Grantees must act as quickly as possible to move a tenant who is a victim of domestic violence, sexual assault, or stalking to another unit, subject to availability and safety of a unit. If the grantee has no safe and available units for a tenant who needs an emergency transfer, the grantee will assist in identifying other safe and available units. Tenant transfers to a temporary safe housing location may be necessary for safety and may involve movement between housing types. Immediate placement with an emergency shelter motel voucher program will be used as a last resort and limited only to the time necessary to locate a safe and secure setting. Grantees are required to follow strict confidentiality standards and not

disclose tenant information unless the tenant gives written permission of release or disclosure of the information is required by law.

TERMINATION POLICIES

If a program participant violates program requirements (i.e. fails to meet with a Case Manager on a monthly basis) or no longer meets minimum eligibility requirements for program assistance (i.e. income change), the grantee may terminate assistance. To terminate assistance, the minimum required formal process must consist of:

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

Termination does not bar the grantee from providing further assistance at a later date to the same family or individual.

GRIEVANCE POLICY

Each HUD funded organization shall have a grievance procedure and shall implement the procedure when applicable. It is the policy of the Pasadena Partnership to End Homelessness (Pasadena CoC) to provide its members with a fair and efficient process to present and resolve complaints and grievances. In the case of complaints about programs, it must be clear that the Pasadena CoC is not an official oversight entity but does have considerable influence.

A first-person written and/or documented complaint will be considered a grievance. A verbal, second-hand or hearsay complaint will be considered a complaint. The person making the grievance or complaint will be asked if they have adhered to grievance procedures provided by the organization they are making the grievance or complaint about.

If the person making the grievance or complaint has not gone through the grievance procedure provided by the organization, the Pasadena CoC will recommend that the person do so and document that recommendation.

If the resolution provided by that organization was not satisfactory to the complainant, he/she may put the grievance or complaint in writing and submit it to the President of the Pasadena CoC. If there is a conflict apparent with reporting problems to the President, reports can be made to the Vice-President. If the complainant does not want his/her name attached to the complaint, his/her anonymity will be protected. If the complainant is unwilling to put the concern in writing, the President or another Pasadena CoC member will document what has been said.

Each situation will be treated seriously and with sensitivity, and will be documented for the record with date, time, program name, and nature of the complaint, as well as with any action taken towards resolution. All complaints or grievances involving vulnerable adults or children will be immediately

turned over to the appropriate authorities.

Once a complaint or grievance has been submitted, the President or Vice-President will approach the problem program's representative, explain the complaint or grievance, and ask for a response to the charge(s). Responses will be documented. It will be up to the President or the Vice-President to decide if the matter needs to be discussed by the Pasadena CoC Board.

If a program received three complaints, the Pasadena CoC Board will review the situation and recommend action. The Executive Director of the program being reviewed will be asked to respond to the Pasadena CoC Board.

ENVIRONMENTAL REVIEW

Before any funds are committed, the City of Pasadena will conduct an environmental review of all CoC- and ESG-funded grantee project site(s) to demonstrate there are no hazardous materials present that could affect the health and safety of the occupants. Environmental reviews will be conducted by the City of Pasadena and are acceptable for a 5-year time period. The costs of carrying out environmental review responsibilities are an eligible use of administrative funds. Appendix F provides assistance in correctly identifying what level of environmental review is required for the project.