



HOMELESS HOUSING PROGRAM POLICY AND OPERATIONS MANUAL

CHAPTER 7: RAPID RE-HOUSING

Version: June 2024

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CHAPTER 7: RAPID RE-HOUSING

7.1 OVERVIEW OF RAPID RE-HOUSING

7.1.1 DEFINITION

Rapid Re-Housing (RRH) is an intervention designed to help households experiencing homelessness move as quickly as possible into permanent housing and achieve stability in that housing. Services provided through RRH include housing identification services, case management and stabilization services, as well as short- and/or medium-term rental assistance as necessary.

7.1.2 GOALS AND OBJECTIVES

The goal of RRH is to assist households in resolving their housing crisis and move into permanent housing as quickly as possible, with the provision of services and/or rental assistance provided to support the household in gaining stability in their housing. The program's objectives are to:

- Help households quickly identify and move into a safe and suitable housing solution.
- Promote housing stability and self-sufficiency.
- Tailor services to meet the individual needs and goals of the household.
- Identify any additional services or supports the household will need to maintain stability.
- Connect households to mainstream resources and benefits for which they may be eligible.

7.1.2.1 EXPECTATIONS FOR RAPID RE-HOUSING

- Rapid Re-Housing projects must provide housing location services that compliment services offered by the other County-funded landlord services projects.
- Rapid Re-Housing projects must provide tailored services focused on housing stability.

7.1.3 PARTICIPATION IN COORDINATED ENTRY

Pierce County RRH service providers are required to participate in Coordinated Entry (CE) and must receive referrals for program vacancies through CE. See **Chapter 3: Coordinated Entry** regarding CE Prioritization, Matching and Referral policies.

In addition, service providers are expected to participate in the Homeless Crisis Response System (HCRS)'s RRH Collaborative. The RRH Collaborative is a monthly meeting for RRH providers, facilitated by Pierce County, to network with peers, receive training, practice skilled service delivery, and discuss best practices and policies.

7.1.4 FUNDING SOURCES REFERENCED IN THIS CHAPTER

Fund sources referenced in this chapter of the Manual include:

- Emergency Solutions Grant (ESG), includes both:
 - State Allocation (ESG – State)
 - County Allocation (ESG – County)
- Tacoma Housing Authority (THA)

- Consolidated Homeless Grant (CHG), which may include:
 - CHG-Chronically Homeless Families (CHG-CHF)
 - CHG-Inflation
 - CHG-Emergency Housing Fund (CHG-EHF)
 - Consolidated Homeless Grant Housing and Essential Needs (CHG-HEN)
- Homeless Document Recording Fee (DRF), including:
 - CHG-DRF Relief

If these policies should conflict with guidance provided by the US Department of Housing and Urban Development or the WA State Department of Commerce, then such guidance shall supersede these policies.

7.2 ELIGIBILITY AND TYPICAL SERVICE FLOW

7.2.1 ELIGIBILITY REQUIREMENTS: FOR PROGRAM ENTRY

7.2.1.1 STANDARD ELIGIBILITY: APPLICABLE TO ALL FUNDING SOURCES

To be eligible for RRH, households must meet the following conditions:

1. Households must be experiencing homelessness, in accordance with Category 1 or Category 4 of the U.S. Department of Housing and Urban Development (HUD)'s Homelessness Definition as defined by HUD under 24 CFR Part 578¹.
2. Households may need to meet an Income Standard. Eligibility varies dependent on fund source. Please see Additional Eligibility Requirements Specific to Funding Source below.
3. Households must willingly engage with Coordinated Entry for a Screening and Assessment.

ESG-funded programs must maintain documentation on the reason(s) for the ineligibility decision in each instance in which a household is determined not to be eligible to receive ESG assistance.

7.2.1.2 ADDITIONAL ELIGIBILITY: REQUIREMENTS SPECIFIC TO FUNDING SOURCE

Additional eligibility criteria may apply based on funding source. In instances where service providers use multiple sources of funding for the same household, service providers must comply with the more stringent of the requirements.

Funding Source	Eligibility Guidelines
ESG	No Income requirement at entry. See Appendix C-12 for the ESG Verification of Eligibility form.
THA	<p><u>In addition to the Standard Eligibility Requirements above, the following requirements apply for THA-funded RRH programs:</u></p> <ol style="list-style-type: none">1. Eligibility is limited to family households that include at least one minor child or youth households (under the age of 25 at enrollment and unaccompanied by a parent/guardian).2. No member of the household can have been convicted of drug related criminal activity for production or manufacturing of methamphetamines.3. No member of the household can be subject to a registration requirement under a state sex offender registration.4. Household must be comprised of US Citizens, US Nationals, or non-citizens with eligible immigration² per THA's

¹ See Appendix A-2 for details.

² See Section 7.1 for HUD guidance on documentation of eligible Citizenship Status, https://www.hud.gov/sites/dfiles/PIH/documents/HCV_Guidebook_Eligibility_Determination_and_Denial_of_Assistance.pdf

	<p>Administrative Plan (If not, household assistance must be pro-rated).</p> <p>5. Household income must be at or below 50% Area Median Income at the time they are admitted to program.</p> <p>Household cannot be residing in subsidized housing or receiving a duplicate housing subsidy.</p>
CHG or CHG-HEN	<p><u>In addition to the Standard Eligibility Requirements above, the following requirements apply for CHG-funded programs and must be documented using the <i>CHG Verification of Household Eligibility and Income Recertification Form (Appendix C-2)</i>.</u></p> <ul style="list-style-type: none"> • CHG Standard: Household income must be at or below 50% Area Median Income. • CHG-HEN: Households must have a HEN referral or be enrolled in General Assistance Aging, Blind, or Disabled Program (ABD recipient) or General Assistance Pregnancy Program (Pregnant Women Assistance recipient) through the Washington State Department of Social and Health Services.
DRF	<p><u>In addition to the Standard Eligibility Requirements above, the following requirements apply for DRF-funded RRH programs:</u></p> <ul style="list-style-type: none"> • Households eligible for DRF resources must have income at or below 50% Area Median Income.

7.2.2 ELIGIBILITY RE-CERTIFICATION: REQUIREMENTS FOR ENROLLED HOUSEHOLDS

7.2.2.1 ELIGIBILITY RE-CERTIFICATION: OVERVIEW

Once enrolled in the program, households must continue to meet recertification eligibility criteria at intervals set by the funding source. In instances where service providers use multiple sources of funding for the same household, service providers must comply with the more stringent of the requirements.

7.2.2.2 ELIGIBILITY RE-CERTIFICATION REQUIREMENTS: SPECIFIC TO FUNDING SOURCE

Funding Source	Eligibility Guidelines
ESG	<p>For ESG funded RRH programs, households must be assessed for the following annually at re-certification³:</p> <ol style="list-style-type: none"> 1. Income at or below 30% Area Median Income at re-evaluation. 2. Establish that the participant lacks sufficient resources and support networks necessary to retain housing without ESG assistance.
THA or DRF	<p>For THA or DRF funded RRH programs, households must be assessed for income eligibility at least annually as part of required re-certification process.</p>

³ See Appendix C-13 for a sample ESG RRH Recertification form.

CHG or CHG-HEN	<p>Following the first 90 days of a household's participation, CHG Standard-funded RRH programs must assess each household for income eligibility at least every three months.</p> <p>To remain eligible at re-certification:</p> <ul style="list-style-type: none"> • CHG Standard: Household income must be at or below 50% Area Median Income. • CHG-HEN: Households must have a HEN referral or be enrolled in General Assistance Aging, Blind, or Disabled Program (ABD recipient) or General Assistance Pregnancy Program (Pregnant Women Assistance recipient) through the Washington State Department of Social and Health Services. <p>Eligibility must be documented using the <i>CHG Verification of Household Eligibility and Income Recertification Form (See Appendix C-2)</i>. For HEN, documentation of eligibility must be verified via the Benefits Verification System.</p>
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7.2.2.3 ELIGIBILITY RE-CERTIFICATION: INELIGIBILITY DETERMINATIONS

ESG-, THA-, DRF- AND CHG-HEN FUNDED ASSISTANCE

If households are determined income ineligible at recertification, the household is no longer eligible for assistance. See **Section 7.3.5.1** regarding Termination of Assistance policy.

CHG-STANDARD ASSISTANCE

If households are determined income ineligible, they may remain in the program for an additional three months. Case management may continue for an additional six months after the determination of income ineligibility to support the household's transition to self-sufficiency.

7.2.3 TYPICAL SERVICE FLOW

The core components of RRH are:

1. Housing location assistance
2. Move-in and rental assistance
3. Case management and services

The County expects RRH service providers to directly provide or, through outsourcing or subcontracting, ensure the provision of all three components. The service flow below depicts a typical service flow, noting that modifications will apply dependent on the needs of the household, the type(s) of RRH services received, and coordination that may be needed based on the number of entities involved in service provision.

Process Step	Process Detail
Referrals	<ol style="list-style-type: none"> 1. Households are referred to RRH providers through CE. 2. Upon receiving a referral, the RRH program updates the referral status in the Homeless Management Information System (HMIS) to Accepted and attempts to contact the household. 3. Once in contact with the household, the RRH service provider schedules a time to meet with the household to confirm eligibility and conduct an intake and enrollment. Should the RRH service provider be unable to contact a household, the program may return the referral to CE with an update that the household was unable to be contacted. See Section 3.3.11.5 for more details on Lost Contact referral protocols.
Eligibility Verification, Data Collection, and Program Intake and Enrollment	<ol style="list-style-type: none"> 1. If not already available in the participant's file, RRH service providers must verify the eligibility of households referred to their program. 2. Program staff will collect documentation from household verifying eligibility and, if eligible, enroll the household into the RRH program in the HMIS. Documentation verifying eligibility must be collected prior to approval of rental assistance and, in the case of CHG-funded programs, prior to enrollment. 3. RRH staff reviews all necessary intake paperwork including documents related to Program Agreements, Participant Rights and Responsibilities, and Grievance Procedures in detail with the household, and both parties sign the Agreement. A copy is provided to the household.
Housing Stability Plan Development	<ol style="list-style-type: none"> 1. Create Housing Stability Plan: Program staff will work with the household to outline the steps that will be taken to regain housing. RRH staff provides a copy for the participant. This must include, at a minimum: <ol style="list-style-type: none"> a. Housing Goals: Concrete plan and action steps for moving to housing other than the Emergency Shelter, ideally to permanent housing. Rent ranges, logistics, and other housing location parameters must be included. <ol style="list-style-type: none"> i. RRH staff agrees with the household on appropriate rent ranges based on: Fair Market Rent and/or local housing costs; Household's current and projected income; Household's utility debts (if any) that may affect their ability to pay for utilities in own name. b. Financial Goals: Goal and action steps related to obtaining or maintaining income, possibly through education, employment, job training and/or financial

	<p>counseling. This typically includes development of a Monthly Budget with the household.</p> <p>c. Linkages to Mainstream Resources: Goal and action steps related to obtaining all public/mainstream benefits to which the participant is entitled and interested. This may include linkages to needed physical, mental and/or behavioral health services and supports.</p>
Housing Location Services	<ol style="list-style-type: none"> 1. RRH staff schedules a meeting with the household to provide assistance in beginning housing search. This includes explaining the process, expectations, and role of housing location services. 2. RRH staff offers landlord liaison services to participant to assist in finding housing. If landlord liaison services are of interest, RRH staff connects participant with a landlord liaison services provider (Additional details regarding landlord liaison services may be found in Chapter 9 of this Manual). 3. Housing Locator staff provides support/orientation for housing search to help households access units that are desirable and sustainable: <ol style="list-style-type: none"> a. Provides housing search tips to the participant. b. Contacts landlords to inquire about available units. c. In alignment with participant level of need for and interest in housing search support, provides household with leads for vacant apartment that align with criteria identified through Housing Stability Plan. 4. RRH staff, Housing Locator staff and participant continue to assess the participant's need for additional support in housing search. 5. The Housing Locator staff and participant visit identified units to conduct visual inspections and agree on a unit. The Housing Locator staff educates prospective landlords about the RRH program and landlord liaison services and answers any questions. 6. Once a unit is identified, Housing Locator staff completes the Rent Reasonableness Form.
Housing Unit Approval	<ol style="list-style-type: none"> 1. Once a participant is approved for a unit, the Housing Locator staff begins the unit approval process. This includes verification of meeting the Housing Quality Standards (HQS). 2. RRH staff requests an HQS inspection on Pierce County's website: Housing & Quality Standards Inspections Pierce County, WA - Official Website (piercecountywa.gov). Pierce County will schedule an inspection with the landlord within five business days. <ol style="list-style-type: none"> a. The RRH staff provides a copy of the inspection form to the landlord prior to requesting an inspection. b. The RRH staff receives an emailed confirmation and completed form with the results of the inspection.

	<ul style="list-style-type: none"> c. If a unit fails inspection, staff may work with the Landlord to fix the problems identified. Or the staff and participant may move on to another unit. <ol style="list-style-type: none"> 3. The Housing Locator staff assembles/completes other documentation needed to demonstrate eligibility of the unit and maintains documentation in the participant's file including: <ul style="list-style-type: none"> a. Tax lien search results b. W-9 Form from landlord.
Move-In Assistance	<ol style="list-style-type: none"> 1. Once a unit is approved, the Housing Locator staff assists the participant with the lease-signing process. 2. RRH staff completes required move-in paperwork, such as a Rental Agreement or Move-In letter which includes information on the participant's contribution towards move-in costs and rent in the first three months of the move-in. Calculations must be supported by the Participant Contributions to Housing Costs policy, as outlined in Section 7.3.3.3. 3. RRH staff confirms the transfer of keys and provides the household with a "Protect your Family from Lead in Your Home" brochure. 4. RRH staff meet with the participant at their new home within 5 business days of their move-in to: (a) Complete the Move In/Move Out inspection form; (b) review and update their Housing Stability Plan; and (c) to provide assistance in identifying and acquiring household goods and furniture.
Housing Stabilization and Case Management Services	<ol style="list-style-type: none"> 1. RRH staff provide ongoing (no less than monthly) case management sessions to support the household in gaining and maintaining housing stability and preparing for program exit. <ul style="list-style-type: none"> a. RRH staff should regularly review and update the Housing Stability Plan with the participant, including specific housing and self-sufficiency goals and action steps to retain permanent housing once RRH assistance ends. 2. RRH staff should assist participants with connections to resources including mainstream benefits and services in alignment with their individualized needs. This may include but is not limited to: <ul style="list-style-type: none"> a. Medical and health resources b. Employment assistance c. Public benefits d. Mental health resources e. In-home supportive services f. Elderly care assistance g. Legal representation
Re-Certifications	<ol style="list-style-type: none"> 1. In alignment with Section 7.2.2, re-certifications of eligibility must be completed no less than once every three months for CHG-funded and no less than annually for ESG-funded services.

	<ol style="list-style-type: none"> 2. If re-certification is approved, RRH programs should re-assess Participant Contributions to Housing Costs, as outlined in the policy in Section 7.3.3.3. 3. If re-certification is not approved, RRH programs should proceed with next steps towards participant exit. In the case of CHG-funded programs, households determined to be over income limits may remain in the program for an additional three months (with case management up to six months) to support the transition to self-sufficiency.
Program Exit	<ol style="list-style-type: none"> 1. Upon exit from the RRH program, staff will close out all agency paperwork according to agency procedures and exit the household from the RRH program in HMIS. Within this process, Service provider must send the participant and landlord a program exit letter.

7.3 POLICIES AND STANDARDS

7.3.1 FEDERAL, STATE, AND LOCAL REGULATIONS

RRH programs are governed by an array of federal, state, and local regulations. Service providers should reference applicable regulations included in **Section 1.3: Universal Policies and Standards**. This is not an exhaustive list; it is the responsibility of each individual service provider to ensure they are in compliance with all applicable federal, state, and local regulations. In instances where regulations overlap, service providers must comply with the more stringent of the applicable regulations.

7.3.1.1 PROGRAM REQUIREMENTS FOR PROJECTS FUNDED WITH CHG

CHG funded service providers utilizing funding for Rental Assistance activities must coordinate with the Center for Dialog and Resolution, as they can be an important pathway to prevent evictions and providing rent assistance can be critical to settling disputes.

7.3.2 HOUSING UNIT APPROVAL

7.3.2.1 STANDARD REQUIREMENTS FOR DETERMINING UNIT HABITABILITY

Service providers must verify and document the habitability of all housing units into which a participant will be moving **prior to paying any move-in or rental subsidies**. Programs must comply with HUD's Housing Quality Standards (HQS) for habitability determinations. An HQS Pre-Inspection Checklist is included in the Appendix for reference (See Appendix B-2). Complete records of inspections and follow-up actions must be maintained in the participant file.

PROCESS TO VERIFY HOUSING QUALITY STANDARDS

In Pierce County, all HQS inspections are completed by Pierce County Human Services. Inspections less than 12 months old performed by the Housing Authority can be used. For units that require HQS inspection, staff can request an HQS inspection by visiting the Pierce County Human Services website at <https://www.piercecountywa.gov/4804/Housing-Quality-Standards-Inspections-HQ>. In advance of the inspection, the service provider must provide a copy of the inspection form to the landlord at least five days in advance of the scheduled appointment. **All RRH projects must have an HQS inspection on file no less than annually.**

HOUSING UNIT SIZE

In alignment with HUD HQS, each participating household must have the bedroom size that fits their household size. For example, two adults in a shared housing situation must have their own lease, and their own bedroom. Two adults may share one bedroom if they present together as a household. However, if the unit has a Housing Authority-issued voucher attached to it, service providers must seek approval from the Housing Authority to approve multiple adults for a single room or Single Room Occupancy unit.

EXCEPTION: SPECIFIC TO CHG FUNDING SOURCE

Documented habitability is not required in CHG-funded programs in instances in which a participant will be moving in with friends or family.

7.3.2.2 UNIT HABITABILITY COMPLAINT PROCEDURES

Participants must be informed in writing of the habitability complaint process and assured that complaints regarding their housing unit's safety and habitability will not affect the household's eligibility for assistance. Service provider must have a written procedure describing the response to complaints regarding unit safety and habitability that includes mandatory inspection when a complaint is reported. Complaints must include the completed HQS Inspection and supporting documents with the specific complaint, follow-up, and resolution.

7.3.2.3 HOUSING UNIT SIZE

Units must meet size requirements based on household size and composition and rent reasonableness based on Occupancy Standards. Occupancy Standards refer to the guidelines set by a RRH program governing the number of bedrooms allowed for households of different sizes and composition. Service providers have some flexibility in developing these standards as long as the standards do not violate fair housing requirements and comply with Federal, State, and local fair housing and civil rights laws. The primary intent when developing occupancy standards for the rental program is to provide for the smallest number of bedrooms needed by a household without overcrowding. It is acceptable to make allowances for special needs or circumstances, but the standards developed by the service provider must be applied equally and fairly to all participants.

7.3.2.4 RENT REASONABLENESS AND COMPLIANCE WITH FAIR MARKET RENT

Service providers must comply with Pierce County's rent limit policies for rental assistance and perform a rent reasonableness determination.

RENT LIMIT

Service providers must comply with Pierce County's rent limit policy for rental assistance, which varies by funding source. [HUD sets geographically specific Fair Market Rent \(FMR\) limits](#)⁴ annually for the housing costs of units, including both rent and utilities. Utilities include electricity, fuel (e.g., natural gas, oil), water, sewer, and trash removal, if trash is included in the water/sewage bill for that area OR if it is included in the rent for all tenants. Otherwise, if trash-removal is a stand-alone bill, it is not eligible. Telephone, internet, and cable are not eligible utilities.

HUD publishes the FMR limit for efficiency, one-bedroom, two-bedroom, three-bedroom, and four-bedroom units. The FMRs for unit sizes larger than four bedrooms are calculated by adding 15 percent to the four-bedroom FMR, for each extra bedroom. For example, the FMR for a five-bedroom unit is 1.15 times the four-bedroom FMR, and the FMR for a six-bedroom unit is 1.30 times the four-bedroom FMR. FMRs for single-room occupancy units are 0.75 times the zero-bedroom (efficiency) FMR. FMR limits for shared housing situations should be calculated using the FMR limit for the whole unit, divided by the number of rooms in the unit. For example, if a participant is sharing a two-bedroom unit, then use the two-bedroom FMR and divide by two.

For ESG-funded programs, service providers must determine and document that rent falls at or below the FMR on every unit assisted; the FMR is the maximum rent permitted even if other similar units rent for more. However, for CHG-, THA-, and DRF-funded programs, if the program can document that the unit is Rent Reasonable and under 120% of FMR, then FMR may be exceeded. If any funds are used

⁴ Fair Market Rent limits for any year can be found here: <https://www.huduser.gov/portal/datasets/fmr.html>

toward the difference between the FMR and the rental cost, those funds cannot be used toward HUD CoC match as they are not HUD CoC eligible costs.

RENT REASONABLENESS

The Rent Reasonableness standard is designed to ensure that rents being paid are reasonable in relation to rents being charged for comparable units in the same market. To make this determination, service providers should consider: the location, quality, size, type, and age of the unit, and any amenities, housing services, maintenance, and utilities to be provided.

To calculate the gross rent for purposes of determining whether it meets the Rent Reasonableness standard, consider the entire housing cost: rent plus the cost of any utilities that must, according to the lease, be the responsibility of the tenant. Utility costs may include gas, electric, water, sewer, and trash. However, telephone, cable or satellite television service, and internet service should be excluded. The gross rent also does not include pet fees or late fees that the participant may accrue for failing to pay the rent by the due date established in the lease.

Note that not every element in the suggested list of nine things to check for must be known to establish a comparable unit. Service providers should use the *Rent Reasonableness Checklist and Certification Form* for documentation (See Appendix B-3); alternate forms may be utilized if approved in advance by Pierce County. At least three comparable units must be documented to demonstrate Rent Reasonableness.

Service providers, regardless of fund source, must document that the unit complies with HUD's standards of Rent Reasonableness⁵.

7.3.3 RENTAL PAYMENTS

7.3.3.1 PARTICIPANT LEASE & DOCUMENTATION REQUIREMENTS

A written and legally binding lease is required when rental assistance will be paid to a landlord on a participant's behalf. The lease must be established between the participant and the landlord/owner.

Based on the funding source and Rental Assistance provided, alternate documentation may be acceptable in lieu of a lease, based on the criteria in the table below.

Funding Source	Type of Rental Assistance	Allowable Documentation
ESG	Rental Arrears Only	Oral Agreement: If rental assistance is for rental arrears only, Oral Agreement with the landlord/owner is acceptable. In these instances, oral agreement must give the participant an enforceable leasehold interest under state law and the agreement and rent owed must be sufficiently documented by the owner's financial records, rent ledgers, or canceled checks.

⁵ According to [24 CFR 982.507 \(b\)](#). See Appendix B-3 and <https://www.hudexchange.info/resource/4424/coc-rent-reasonableness-and-fair-market-rent/> for more information on documenting Rent Reasonableness.

THA and DRF	Move-In Costs Only (i.e., security deposits, first and last month rent)	Intent to Rent documentation
	Rental Payments to Friend or Family Member Not in Business of Property Management	Certification of Payment Obligation: In these instances, use of <i>CHG Certification of Payment Obligation/Potential Eviction from Friend or Family Form</i> (See Appendix C-8) is acceptable.
	Rental Arrears Only	Oral Agreement: If rental assistance is for rental arrears only, Oral Agreement with the landlord/owner is acceptable. In these instances, oral agreement must give the participant an enforceable leasehold interest under state law and the agreement and rent owed must be sufficiently documented by the owner's financial records, rent ledgers, or canceled checks.
CHG	Move-In Costs Only (i.e., security deposits, first and last month rent)	Intent to Rent documentation
	Rental Payments to Friend or Family Member Not in Business of Property Management	Certification of Payment Obligation: In these instances, CHG requires use of <i>CHG Certification of Payment Obligation/Potential Eviction from Friend or Family Form</i> (See Appendix C-8).

7.3.3.2 AGENCY RENTAL ASSISTANCE AGREEMENT REQUIREMENT – ESG ONLY

The service provider may only make Rental Assistance payments to an owner with whom the service provider has entered into a Rental Assistance Agreement. Service providers utilizing ESG-funding must develop and enter into a Rental Assistance Agreement with participants and the owner(s) of housing to which they will move in to. The Rental Assistance Agreement must include:

1. Terms under which rental assistance will be provided.
2. Payment dates, grace period, and late payment penalties; must be the same as terms in the participant's lease.
3. Requirement that owners provide RRH service provider with a copy of any notice to the participant to vacate the unit or any complaint used under State or local law to commence an eviction action against the participant. Please see <https://www.hudexchange.info/news/snaps-shots-requirements-for-rental-assistance-agreements-and-leases-under-the-emergency-solutions-grants-esg-program/> for additional guidance on Rental Assistance Agreements. See Appendix B-5 for a Rental Assistance Agreement Sample.
4. All protections that apply to tenants and applicants under [24 CFR Part 5, Subpart L](#) as supplemented by [§576.409](#), except for the emergency transfer plan requirements under [24 CFR 5.2005\(e\)](#) and [576.409\(d\)](#). If the housing is not assisted under another "covered housing program," as defined in [24 CFR 5.2003](#), the agreement may provide that the owner's obligations under [24 CFR Part 5, Subpart L](#) (Protection for Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking), expire at the end of the rental assistance period.

7.3.3.3 LATE PAYMENTS

The service provider must make timely payments to each owner in accordance with the participant's lease and (if using ESG-funds) the Rental Assistance Agreement. Service providers may NOT pay rental assistance late fees with ESG or THA funds. CHG and DRF funds may only be used to pay late fees in the following circumstances:

- The participant has incurred the late fee
- Delivery of the rent payment was delayed in an unpreventable manner (i.e., lost in mail)
- Other circumstances approved by the County in advance

Late fees incurred by the service provider due to preventable circumstances will not be reimbursable.

7.3.3.4 PARTICIPANT CONTRIBUTIONS TO HOUSING COSTS

The standards below apply to determining the participant's share of rent and utilities. Although each household may receive a different amount of rent subsidy in consideration of the household's resources and expenses, the procedure for determining the subsidy must be standardized and documented in the service provider's policies and/or procedures.

- Rental assistance is to be individualized and based on participant need. Rental assistance can include 100% coverage of the first month rent, and, if applicable and eligible by fund source, a one-time payment toward rental arrears. Maximum allowable payment toward rental arrears varies by fund source, see Section 7.5 for more detail. Financial assistance may also cover the remainder of move-in costs.
- Service providers must work with their participants to determine an individualized amount that each household will contribute toward their monthly rent cost and utilities based on their income. In instances in which a participant has no income, their contribution will be \$0. This amount needs to be clearly documented and includes a utility allowance if they pay for utilities directly. The actual contribution will be determined monthly, based on each household's specific situation and financial resources.
- Service provider staff will help households obtain outside utility assistance if they are unable to pay for the utilities themselves (i.e., no income). In rare cases where the household is unable to locate other utility assistance, funds can be used if the household demonstrates a clear need for assistance (i.e., utility shut-off notice, monthly budget indicating the inability to pay utilities, etc., and a list of community resources they attempted to obtain) and the service provider staff supports providing utility assistance. If funds are used towards utilities, the payment should take into consideration the previous utility allowance given to the household in the participant contribution calculation for rent.

HEN HOUSEHOLDS

HEN households cannot be required to pay any of their Aging, Blind, Disabled (ABD) cash benefit or other earned income reported to DSHS towards their rent.

ARREARS

Payment towards rent/utility arrears may be provided. If a household is more than two months in arrears, service provider staff should attempt to negotiate a payment plan and/or identify other

community resources to assist the household, if possible. Maximum allowable payment toward rental and utility arrears varies by fund source, see Section 7.5 for more detail.

PARTICIPANT CONTRIBUTIONS TO HOUSING RELOCATION ASSISTANCE

The level of financial support should be based on the income and need of the household as well as their ability to contribute to the cost of relocation. Financial assistance may cover up to 100% of eligible move-in costs for Rapid Re-Housing participants who are relocating. This includes application fees, security deposit, last month's rent, utility deposit, and up to six months of utility arrears. If a household is more than two months in arrears, service provider staff should attempt to negotiate a payment plan and/or identify other community resources to assist the household.

7.3.3.5 LENGTH OF RENTAL ASSISTANCE

The duration of RRH assistance should be responsive to the individual needs of the participant. Standard RRH services in Pierce County are up to 12 months, with the intention that progressive engagement is utilized so that participants are enrolled only so long as the services are needed to gain housing stability.

On a case-by-case basis, service providers may request an extension in services, up to a maximum of 24 months in total assistance. Requests must be made in writing to Pierce County using approved forms (See Appendix C-10). While a household does not need to have a qualifier in order to continue receiving RRH assistance after 12 months, RRH service providers are encouraged to work with households to graduate them off of the program or clearly identify a qualifying need for continuance.

7.3.4 PROGRAM CASE MANAGEMENT AND RELATED SERVICES POLICIES

7.3.4.1 HOUSING STABILITY CASE MANAGEMENT SERVICE PARTICIPATION

STANDARD REQUIREMENTS: APPLICABLE TO ALL FUNDING SOURCES

RRH programs are required to offer regular, ongoing case management services to assist participants in maintaining long-term housing stability. Within this framework, the frequency of meetings and type of assistance provided by the case manager will be tailored to the specific needs of the participant.

Housing stability case management consists of:

- Conducting initial evaluation to verify and document eligibility for RRH
- Developing an individualized housing and service plan (e.g., Housing Stability Plan)
- Counseling
- Developing, securing, and coordinating services and obtaining Federal, State, and local benefits
- Monitoring and evaluating participant progress
- Providing information and referrals to other providers
- Conducting required re-evaluations

RRH programs may require participant-centered case management services (housing navigation and stability services) but may not require participation in disability-related services. Supportive services should be made available to participants. Supportive services are helping or educational resources that include support groups, mental health services, alcohol and substance abuse services, life skills or independent living skills services, vocational services and social activities.

ADDITIONAL REQUIREMENTS: SPECIFIC TO ESG-FUNDED PROGRAMS

Participants in Rapid Re-Housing programs are required to meet with a case manager not less than once per month to assist the participant in maintaining long-term housing stability. Programs are required to make multiple meaningful attempts to offer this service each month.

While programs must not terminate or deny services to households based on refusal to participant in supportive services, supportive services do not include housing stability planning or case management. Supportive services are helping or educational resources that include support groups, mental health services, alcohol and substance abuse services, life skills or independent living skills services, vocational services, and social activities.

Households in ESG-funded programs are exempt from this case management requirement if the Violence Against Women Act of 1994 (42 U.S.C. 13701 *et seq.*) or the Family Violence Prevention and Services Act (42 U.S.C. 10401 *et seq.*) prohibits the service provider from making its Emergency Shelter or housing conditional on the participant's acceptance of services.

7.3.4.2 LENGTH OF HOUSING STABILITY CASE MANAGEMENT ASSISTANCE

The duration of Housing Stability Case Management assistance should be responsive to the individual needs of the participant. Standard services in Pierce County mimic the length of Rental Assistance provision, with the intention that progressive engagement is utilized so that participants are enrolled only so long as the services are needed to gain housing stability. However, it is not required that Housing Stability Case Management services end when rental assistance ends; services may continue after rental assistance ends. The maximum length of service is 24 months.

HOUSING CASE MANAGEMENT TIME LIMIT POLICY: SPECIFIC TO ESG-FUNDED SERVICES

ESG distinguishes Housing Search and Placement services from Housing Stability Case Management⁶ services. Housing Stability Case Management may be provided to assist a participant currently experiencing homelessness to overcome immediate barriers to obtaining housing prior to their move-in to a unit through RRH assistance. Under ESG, Housing Stability Case Management assistance prior to participant move-in to permanent housing cannot exceed 30 days. Once the participant is living in permanent housing (e.g., while enrolled in RRH), Housing Stability Case Management services cannot exceed 24 months during any 3-year period.

7.3.4.3 APPLICATION OF PROGRESSIVE ENGAGEMENT TO CASE MANAGEMENT SERVICES

Included below are examples of allowable ways in which the level of service and support in RRH programs can be adjusted in alignment with Progressive Engagement to better match participant needs.

ADJUST FREQUENCY OF CASE MANAGEMENT MEETINGS

While the basic program requirement is that RRH staff meet with participants at least once per month, staff may determine that a participant needs more frequent meetings in order to accomplish goals. Possible indications of need to increase case management frequency:

- Participant acuity demonstrates high barriers to obtaining housing, particularly in areas such as tenancy, mental health and wellness, or history of homelessness.

⁶ See Section 7.5 for a detailed description of Housing Search and Placement and Housing Stability Case Management.

- Participant has cognitive, developmental, or behavioral issues that have or may prevent them from accomplishing tasks or daily living activities.
- Participant has drug or alcohol use behaviors that may limit memory or ability to complete tasks.

In response, programs may elect to:

- Increase the number of in-person and/or phone meetings to more than once per month, such as biweekly or weekly.
- Engage additional supportive services, such as Critical Time Intervention staff, to help the participant achieve goals. Hold joint meetings so that all supports are aware of action steps and goals and ensure that these supports are assisting in completion of goals.
- Provide text message reminders or other prompts to complete tasks such as payment of rent or other bills.

INCREASE SUPPORTIVE SERVICES

Some participants may need additional support in achieving housing goals or support in achieving other goals from other community support resources. Possible indications of need to increase supportive services include:

- Participant acuity demonstrates high barriers in certain areas needing professional services, support, or care, such as mental and physical health and wellness, trauma/ abuse, family, etc.
- Participant's lack of history or ability with certain skills, such as employment, tenancy, financial literacy.
- Significant barriers to obtaining housing identified such as evictions, criminal history, etc.

In response, programs may elect to:

- Make referral to non-housing supportive services and follow up with referral to ensure that participant is able to access these services. Hold joint meetings to ensure that all supportive services are in place, all providers understand service goals, and support is being provided to help participant achieve goals.

ADJUST HOUSING STABILITY PLAN

Some participants may need to break goals down into smaller action steps for plans to be manageable. Possible indications of a need to adjust Housing Stability Plans include:

- Participant is unable to complete tasks as agreed upon or is unable to make progress on goals.
- Participant has not completed similar tasks before and is unsure of how to start.

In response, programs may elect to:

- Engage other support service professionals in creating an appropriate Housing Stability Plan for participant based on abilities.
- Break tasks down into smaller actions and ensure case management support for each action.
- Check in more regularly on progress towards achieving goals.

Participants should be provided the level and type of service and supports necessary to achieve housing stability, as soon as that level of need is identified. For example, if a higher level of support is identified

from intake, then that level of support should be provided immediately. If needs exceed the capacity or training of RRH staff, service providers must refer and connect participants to appropriate supports.

7.3.5 PROGRAM EXIT

Households should be exited from the program when: 1) they are no longer eligible for or in need of services, 2) they have completed all goals as outlined in the Housing Stability Plan, 3) they have financial ability to meet basic living needs, or 4) violation of a Program Agreement is discovered. Participant households should not be exited from the program for lack of stability. In all cases of exiting the program (voluntarily or involuntarily), staff must provide written communication to the both the household (and if applicable) the landlord, as well as inform any other partner staff with whom the household is currently working. Providers must have a Termination of Assistance procedure that adheres to the policy below.

7.3.5.1 TERMINATION OF ASSISTANCE

Service providers must have a written program termination policy that describes the reasons a household may be terminated from participation, the notification process, and assurance the household will be made aware of the grievance process. To terminate rental assistance or housing stabilization services, the process, at a minimum, must:

- Provide written notice to the participant with a clear statement of the reasons for termination;
- Provide an opportunity for the participant to present written or oral objections before a person other than the person (or subordinate of the that person) who made or approved the termination decision; and,
- Prompt written notice of the final decision to the participant.

If a participant violates program requirements, the service provider may terminate assistance in accordance with the formal process established through the policy. Service providers must exercise judgment and examine all extenuating circumstances in determining when violations warrant termination so that a participant's assistance is terminated only in the most severe cases. Program termination does not bar programs from providing further assistance at a later date to the same household.

Note that program participation and rent tenancy are separate processes. For example, a participant may have their lease terminated but still be eligible for services and to look for new housing or a participant may be ineligible for services but still have their lease in-tact with full responsibility for rent payment.

7.4 PERFORMANCE MEASUREMENT

7.4.1 DATA COLLECTION AND DOCUMENTATION REQUIREMENTS

7.4.1.1 STANDARD HMIS DOCUMENTATION REQUIREMENTS

HMIS Entry and Exit Data Collection Requirements
<ul style="list-style-type: none">• HMIS Participant Profile / Basic Information• HMIS Program Entry• Move-in Date• HMIS Program Exit

7.4.1.2 ADDITIONAL DOCUMENTATION REQUIREMENTS

RRH data collection and documentation requirements are summarized in the table below. Third-Party source documentation should always be sought first. If it cannot be obtained, Third-Party Written or Oral Verification should be sought (with a preference for written documentation). If neither can be obtained, then efforts to collect all types of Third-Party documentation should be recorded and Self-Certification shall be obtained from the participant and kept in the Participant File. See Appendix C-4 and C-5 for sample forms.

Documentation Requirement Details
All RRH Programs
Homelessness
For each household who receives assistance, documentation of meeting HUD's Homelessness Definition Category 1 or 4 must be collected prior to entry. Details regarding HUD criteria may be found in Appendix A-2. <i>If funded via CHG, utilize CHG Verification of Household Eligibility and Income Recertification Form (Appendix C-2).</i> <i>If funded via ESG, utilize ESG Verification of Eligibility – RRH Form (Appendix C-12).</i>
Annual Income
For each household who receives assistance, documentation of annual income must include: <ul style="list-style-type: none">• Source documents for the assets held by the household 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); or• Written certification by the participant of the amount of income the household received for the most recent period representative of the income that the household is reasonably expected to receive over the next month following the evaluation. <i>If funded via CHG, utilize CHG Verification of Household Eligibility and Income Recertification Form (Appendix C-2), CHG Income Eligibility Worksheet (Appendix C-3), and (if applicable, if participant has no income) CHG Self-Declaration of Housing Status or No Income Form (Appendix C-5).</i>
Habitability Verification
Documentation of meeting habitability expectations: <i>HQS Inspection Form</i>

Rental Agreement
Documentation of rental terms: <i>Lease, Intent to Rent, or CHG Certification of Payment Obligation Form (See Appendix C-8)</i>
Housing Stability Plan
Documentation of Housing Stability Plan; referrals and connections to mainstream providers and resources; monthly case management services provided; and plans and progress towards self-sufficiency.
Re-Certifications (if applicable)
Verification of continued income eligibility, as required by funding source. <i>If funded via CHG, utilize CHG Verification of Household Eligibility and Income Recertification Form (see Appendix C-2).</i> <i>If funded via ESG, utilize ESG Verification of Eligibility for Re-Certification Form (see Appendix C-13).</i>
Service and Assistance Records
<ul style="list-style-type: none"> Documentation of services and assistance provided to that participant, including evidence that the service provider or subservice provider has conducted an annual assessment of services for those participants that remain in the program for more than a year and adjusted the service package accordingly. Where applicable, compliance with the termination of assistance requirement. Documentation of the types of supportive services provided under the service provider's program and the amounts spent on those services. The service provider or subservice provider must keep record that these records were reviewed at least annually and that the service package offered to participants was adjusted as necessary. Programs should also consider keeping a log of households that were not eligible. Such documentation would show a monitor/auditor that the time spent by personnel is reasonable, particularly in periods of very low number of eligible households being served but with a high level of salaries. This practice is recommended for any activities that might result in a low amount of assistance delivered, as it would demonstrate the program is incurring legitimate costs for the program.
Additional Requirements for ESG-Funded Programs
Rental Assistance Agreement
Agreement must be between service provider and landlord/owner. Must include documentation of rental payment terms and timelines between RRH service provider, participant, and owner.
Initial Consultation & Eligibility Determination
The household must receive an initial consultation and eligibility assessment to determine housing status eligibility and the appropriate type of assistance needed to regain stability in permanent housing. This must be clearly noted or documented in the household file.
Assistance in Obtaining Mainstream and Other Resources
The household must receive appropriate supportive services and referrals essential to achieving independent living through other federal, state, local and private assistance. This must be clearly noted or documented in the household file.
Housing Stability Plan
<p>Must include:</p> <ul style="list-style-type: none"> Needs assessment to include specific housing and self-sufficiency goals Action steps to retain permanent housing after ESG assistance ends.

Additional Requirements for THA-Funded Programs	
Programs funded with THA funds must include documentation that the participant meets established eligibility requirements. This includes:	
<ol style="list-style-type: none"> 1. Verification that participant has a family or youth household composition. 2. Verification that household members meet the following requirements: No member of the household can have been convicted of drug related criminal activity for production or manufacturing of methamphetamines; and no member of the household can be subject to a registrations requirement under a state sex offender registration. 3. To determine if household is eligible for full or pro-rated assistance, program must provide verification of if household is comprised of US Citizens, US Nationals, or non-citizens with eligible immigration per THA's Administrative Plan. 	

7.4.1.3 DOCUMENTATION COLLECTION

Programs should begin working with participants to collect documentation at enrollment. If documentation has not been collected within 45 days, programs are not required to terminate participants from the program, but they may elect to do so. If documentation is not required until sometime after enrollment, then programs may not terminate until 45 days after the documentation deadline. Programs must document their efforts to obtain eligibility documentation during this period and should only terminate participants as a last resort. Any information collected during this period should be updated in HMIS and any documentation collected should be scanned and uploaded into HMIS, so the participant record is as accurate as possible, and a more appropriate referral can be made.

7.4.2 METRICS

The following measures are typically used to evaluate the performance of the HCRS RRH programs. Measures may be added or amended based on specific funding source requirements, CoC priorities, or evaluation strategies.

Category	Metric
	All Funding Sources
RRH Program Outcomes	Number of people served
	Percentage of referrals from CE accepted by program
	Average length of time from enrollment to move-in
	Percentage of exits to permanent housing
	Percentage of households who increase their income from program entry to exit
	Percentage of households who return to the system for additional homelessness response services
Data Collection and Reporting	Percentage of HMIS data that is complete and accurate
	Percentage of HMIS data that is entered within 5 days from initial collection
Contract Management	Percentage expenditure of funds
	Percentage of Contract Payment Requests submitted accurately and on time

Where practicable, the Program Outcomes above will also be evaluated to assess for the presence of any discrepancies or disparities across demographic categories (gender, race, ethnicity, and age tier).

7.5 ELIGIBLE ACTIVITIES

7.5.1 ELIGIBLE ACTIVITIES OVERVIEW

Funds may be used to provide housing identification, case management, and financial assistance as necessary to help participants move as quickly as possible into permanent housing and achieve housing stability. Eligible cost categories are included in the table below.

Rapid Re-Housing	ESG	THA	CHG	DRF
ELIGIBLE ACTIVITIES				
Rental Assistance				
Rent Payments				
Rental Assistance – for profit, non-profit, gov't. Cannot exceed 24 mo. Including:	X	X	X	X
• Rental Arrears, including associated late fees	X		X	X
• Lot rent for RV or manufactured home		X	X	X
• Utilities, when included in rent		X	X	X
• Other fees, when included in rent		X	X	X
Landlord Incentive			X	X
• Reimbursement for damages paid to a landlord			X	X
Hotel/Motel		X	X	X
Parking Space Connected to Unit			X	X
Security Deposits	X	X	X	X
Last Month's Rent	X	X	X	X
Other Costs Associated with Rent				
Credit Checks		X	X	X
Housing Application Fees	X	X	X	X
Legal fees and fines				X
Moving Costs	X	X		X
Storage Costs				X
Utility Assistance/Deposits	X	X	X	X
Utility Arrears	X		X	X
Costs Associated with Emergency Transfer Plans	X			
Project Operations				
Costs Associated with Payroll				
Housing Search and Placement	X	X	X	X
Housing Stability Case Management	X	X	X	X
HMIS Data Collection and Entry	X	X	X	X
Staff Issuance of Rental Assistance		X	X	X
Sub-Contracted Services		X	X	X
Supportive Service Costs				
Child Care				X

Rapid Re-Housing	ESG	THA	CHG	DRF
Credit Repair - budgeting/money management	X			X
Education Services				X
Employment Assistance				X
Housing Counseling	X			
Legal Services	X			X
Life Skills				X
Mediation	X			X
Mental Health Services				X
Outpatient Health Services				X
Substance Abuse Treatment Services				X
Transportation			X	X
Other Program Costs				
General Liability Insurance		X	X	X
Office Internet		X	X	X
Office Space		X	X	X
Office Supplies		X	X	X
Office Utilities		X	X	X
Staff Training/Conference/Per Diem			X	X
Telephone		X	X	X
Flexible Funding for Essential Needs – HEN Only			X	
Administrative Expenses				
Advertising				X
Communications				X
Facilities Maintenance & Repairs				X
Insurance				X
IT Support, Software, Computer Equipment				X
Machinery & Equipment				X
Office & Operating Supplies				X
Personnel Salaries & Benefits				X
Professional Services				X
Public Utilities				X
Small Tools & Minor Equipment				X

7.5.2 DETAILED ELIGIBLE ACTIVITIES: SPECIFIC TO FUNDING SOURCE

7.5.2.1 ESG-FUNDED RRH ELIGIBLE EXPENSES

The costs of RRH under ESG funding are only eligible to the extent the assistance is necessary to help the participant move into permanent housing and achieve housing stability. Detailed explanation of eligible costs/activities under ESG-funded RRH programs are included in the table below.

ESG-Funded Program Eligible Activities	
Rental Assistance	
Rent Payments	
<ul style="list-style-type: none"> • Rental Assistance: paid monthly, may not exceed 24 months of rent • Rental Arrears: one-time payment for up to six months in arrears, including late fees. Must align with policy in 7.3.3.4. • Security Deposit: Equal to no more than two months' rent • Last Month's Rent: Paid to the owner of housing at the time security deposit and first month's rent are paid 	
Other Costs Associated with Rent	
<ul style="list-style-type: none"> • Housing Application Fees: Application fee that is charged by the owner to all applicants • Moving Costs: Such as truck rental or hiring a moving company, <u>including certain temporary storage fees</u> • Utility Assistance: Up to 24 months of utility payments per participant per service, including up to six months of Utility Arrears, per service. Must align with policy in 7.3.3.4. <ul style="list-style-type: none"> ○ Utility-Only Assistance (including arrears): can be provided when no other utility assistance, such as LIHEAP, is available to prevent a shut-off, and documented using the ESG Utility-Only Assistance Form (See Appendix C-15). • Utility Deposit: Standard utility deposit required by the utility company for all customers • Costs associated with Emergency Transfer Plans, such as: amounts owed for breaking a lease 	
Program Operations	
Costs Associated with Payroll	
<ul style="list-style-type: none"> • Housing Search and Placement <ul style="list-style-type: none"> ○ Assessment of Housing Barriers, Needs and Preferences ○ Development of an Action Plan for Locating Housing ○ Housing Search and Outreach to and Negotiation with Owner ○ Assistance Submitting Rental Applications and Understanding Leases ○ Assessment of Housing for Compliance with ESG Requirements for Habitability, Lead Based Paint, and Rent Reasonableness ○ Assistance Obtaining Utilities and Making Moving Arrangements ○ Tenant Counseling • Housing Stability Case Management: This assistance cannot exceed 30 days during the period the participant is seeking permanent housing and cannot exceed 24 months during the period the program participant is living in permanent housing. <ul style="list-style-type: none"> ○ Using the Centralized System to Conduct Initial Evaluation and Re-Evaluation ○ Counseling ○ Developing, Securing, and Coordinating Services Including Federal, State, and Local Benefits ○ Monitoring and Evaluating Participant Progress ○ Providing Information and Referrals to Other Providers ○ Developing and Individualized Housing and Stability Plan • HMIS Data Collection and Entry <ul style="list-style-type: none"> ○ Paying salaries for operating HMIS, including: <ul style="list-style-type: none"> ▪ Completing data entry ▪ Monitoring and reviewing data quality ▪ Completing data analysis ▪ Complying with HMIS requirements ○ Staff travel costs to conduct intake 	

ESG-Funded Program Eligible Activities
Supportive Services Costs
<ul style="list-style-type: none"> • Credit Repair: including credit counseling and other related services. Does not include payment or modification of a debt. • Mediation: including time and/or services associated with mediation services • Legal Services, including: <ul style="list-style-type: none"> ○ Hourly Fees for Legal Advice and Representation ○ Fees Based on the Actual Service Performed (Only if the cost would be less than the cost of hourly fees) ○ Participant Intake, Preparation of Cases for Trial, Provision of Legal Advice, Representation at Hearings, and Counseling ○ Filing Fees and Other Necessary Court Costs ○ Program Employee's Salaries and Other Costs Necessary to Perform Services (If the program is a legal services provider and performs the services itself) ○ Legal Representation and Advice Pertaining to the Following Subjects: Landlord/Tenant Matters, Child Support, Guardianship, Paternity, Emancipation, Legal Separation, Resolution of Outstanding Criminal Warrants, Orders of Protection and Other Civil Remedies for Victims of Domestic Violence, Dating Violence, Sexual Assault, and Stalking, Appeal of Veterans and Public Benefit Claim Disputes

7.5.2.2 THA-FUNDED RRH ELIGIBLE EXPENSES

Eligible THA-funded RRH activities are summarized in the table below.

THA-Funded Program Eligible Costs
Rental Assistance
Rent Payments
<ul style="list-style-type: none"> • Rental Assistance: monthly rental assistance payments, not to exceed 24 months. Does not include Rental Arrears. Must align with policy in 7.3.3.4. • Lot Rent: for RV or manufactured home • Utilities, which are included in rent • Other fees that are included in rent, including landlord administrative fees • Hotel/Motel expenses: when used as shelter or waiting for an HQS inspection on a unit • Security Deposits: for moving into new units (not limited to one) • Last Month's Rent: Paid to the owner of housing at the time security deposit and first month's rent are paid
Other Costs Associated with Rent
<ul style="list-style-type: none"> • Credit Checks: if necessary/required for rental housing • Housing Application Fees: Application fee that is charged by the owner to all applicants, including background checks. • Moving Costs: (includes renting a truck, moving supplies, temporary storage for 90 days or less) • Utility Assistance: Up to 24 months of utility payments per participant per service. Does not include Utility Arrears. Must align with policy in 7.3.3.4. • Utility Deposits: Standard utility deposit required by the utility company for all customers

Project Operations
Costs Associated with Payroll
<ul style="list-style-type: none"> • Housing Search and Placement Services: services or activities designed to assist households in locating, obtaining, and retaining suitable housing, tenant counseling, assisting households to understand leases, inspections, securing utilities, making moving arrangements, and representative payee services concerning rent and utilities. • Housing Stability Case Management: This includes developing an individualized housing and service plan, monitoring and evaluating household progress, SSI/SSDI Outreach, Access, and Recovery (SOAR), connecting to other needed services or mainstream benefits, and assuring that households' rights are protected. • HMIS Data Collection and Entry: staff time for activity; must be directly attributable to project • Staff Issuance of Rental Assistance: staff time for activity; must be directly attributable to project • Sub-Contracted Services: includes temporary employees contracted through an agency or third-party providers paid by the service provide to provide direct service.
Other Program Costs
<ul style="list-style-type: none"> • General liability insurance • Office Internet, Space, Supplies, Utilities, and Telephone: costs of items that are directly attributable to the project; otherwise costs must be charged as Administrative Expenses. <ul style="list-style-type: none"> ○ Office supplies are items that aid in the short-term operation of your organization. These items usually need to be refilled or replaced. These include items such as printer ink, paper clips, paper, pens, staples, record keeping supplies, janitorial supplies, break room supplies, etc.

7.5.2.3 CHG-FUNDED RRH ELIGIBLE EXPENSES

Eligible CHG-funded RRH activities are summarized in the table below. This includes both CHG Standard funds and HEN funds.

CHG-Funded Program Eligible Costs
Rental Assistance
Rent Payments
<ul style="list-style-type: none"> • Monthly Rental Assistance: monthly rent payment and any combination of first and last months' rent. Rent may only be paid one month at a time, although rental arrears, pro-rated rent, and last month's rent may be included with the first month's payment. Must align with policy in 7.3.3.4. <ul style="list-style-type: none"> ○ <i>Temporary absence:</i> If a household must be temporarily away from the unit but is expected to return (such as temporary incarceration, hospitalization, or residential treatment), service providers may pay for the household's rent for up to 60 days and charge the grant for eligible costs. While a household is temporarily absent, he or she may continue to receive case management. Any temporary absence must be documented in the participant file. ○ <i>Subsidized housing:</i> Rent/Utility Assistance may be used for move-in costs (security deposits, first and last month's rent) for subsidized housing (where household's rent is adjusted based on income), including project- or tenant-based housing. Rental arrears or utility arrears assistance may be used for subsidized housing. ○ <i>HEN rent subsidy:</i> HEN households cannot be required to pay any of their Aging, Blind Disabled (ABD) cash benefit or other earned income reported to DSHS towards their rent.

<ul style="list-style-type: none"> • Rental Arrears: includes associated late fees and is not time limited. Rental arrears is any missed rent payment currently owed (full or partial), including the current month or past months. Must align with policy in 7.3.3.4. <ul style="list-style-type: none"> ○ Rental arrears for HEN households can be paid for a time period when the household was not HEN enrolled. • Lot Rent: for RV or manufactured home • Utilities, which are included in rent • Other fees that are included in rent, including landlord administrative fees • Landlord Incentives: paid to landlords, including reimbursement for damages • Hotel/Motel Expenses: if no suitable shelter bed is available during housing search • Parking Spaces: when connected to a unit • Security Deposits: for households moving into new units • Last Month's Rent: Paid to the owner of housing at the time security deposit and first month's rent are paid
Other Costs Associated with Rent
<ul style="list-style-type: none"> • Credit Check: if necessary/required for rental housing • Housing Application Fees: when charged to all applicants, also includes background checks and costs of urinalyses for drug testing of household members if necessary/required for rental unit • Moving Costs: Costs associated with moving, if required to obtain/maintain permanent housing, including NW Furniture Bank fee • Storage Costs: Up to one month of storage fees, if required to obtain/maintain permanent housing • Utility Assistance: payments for households also receiving Rental Assistance • Utility Deposits: for a household moving into a new unit • Utility Arrears: for up to three months, if the payment enables the household to obtain or maintain permanent housing. If funds are used to pay utility arrears, arrears must be included in determining the total period of the household's financial assistance. Must align with policy in 7.3.3.4. <ul style="list-style-type: none"> ○ Utility-Only Assistance (including arrears): can be provided when no other utility assistance, such as LIHEAP, is available to prevent a shut-off, and documented using the CHG Utility-Only Assistance Form (See Appendix C-14). • Other costs: as approved by the County and Commerce <ul style="list-style-type: none"> ○ Renter's Insurance: Only if it is required in the lease
Operations
Costs Associated with Payroll
<ul style="list-style-type: none"> • Housing Search and Placement Services: services or activities designed to assist households in locating, obtaining, and retaining suitable housing, tenant counseling, assisting households to understand leases, inspections, securing utilities, making moving arrangements, and representative payee services concerning rent and utilities. <ul style="list-style-type: none"> ○ Includes intake and assessment (time spent assessing a household), whether or not the household is determined eligible ○ Includes mediation and outreach to property owners/landlords related to locating or retaining housing • Housing Stability Case Management: This includes developing an individualized housing and service plan, monitoring and evaluating household progress, identifying creative and immediate

<p>housing solutions outside of the traditional homeless service system (Diversion), SSI/SSDI Outreach, Access, and Recovery (SOAR), and assuring that households' rights are protected.</p> <ul style="list-style-type: none"> • HMIS Data Collection and Entry: staff and benefits for activity; must be directly attributable to project • Staff Issuance of Rental Assistance: staff and benefits for staff costs directly attributable to the project • Sub-Contracted Services: includes temporary employees contracted through an agency or third-party providers paid by the service provide to provide direct service. • Other costs: as approved in advance by the County and Commerce
Supportive Service Costs
<ul style="list-style-type: none"> • Transportation
Other Program Costs
<ul style="list-style-type: none"> • General Liability Insurance: also includes automobile insurance • Office Internet, Space, Supplies, Utilities, and Phone: when directly attributable to the project <ul style="list-style-type: none"> ○ Office supplies are items that aid in the short-term operation of your organization. These items usually need to be refilled or replaced. These include items such as printer ink, paper clips, paper, pens, staples, record keeping supplies, janitorial supplies, break room supplies, etc. • Training or Conferences: related to service delivery, including travel and per diem
HEN ONLY
<ul style="list-style-type: none"> • Flexible Funding for Essential Needs: the provision of goods or payments of expenses not included in other allowable expense categories, which directly help a household to obtain or maintain permanent housing or meet essential household needs. Verification of housing status is not required for households with a HEN Referral and does not need to be documented in housing stability plans. Flexible Funding payments must be paid directly to a third party on behalf of the household and noted in a household's housing stability plan. Essential household needs means: <ul style="list-style-type: none"> ○ Personal health and hygiene items ○ Cleaning supplies ○ Transportation passes ○ Other personal need items

7.5.2.4 DRF-FUNDED RRH ELIGIBLE EXPENSES

Eligible DRF-funded RRH activities are summarized in the table below. Other costs may be approved by the County on a case-by-case basis. Please contact PCHS Homeless Programs for further information.

DRF-Funded Program Eligible Costs
Rental Assistance
Rent Payments
<ul style="list-style-type: none"> • Rental Assistance: monthly rental assistance payments, not to exceed 24 months. Must align with policy in 7.3.3.4. <ul style="list-style-type: none"> ○ <i>Temporary absence:</i> If a household must be temporarily away from the unit but is expected to return (such as temporary incarceration, hospitalization, or residential treatment), service providers may pay for the household's rent for up to 60 days and charge the grant for eligible costs. While a household is temporarily absent, he or she may continue to receive case management. Any temporary absence must be documented in the participant file.

<ul style="list-style-type: none"> ○ <i>Subsidized Housing</i>: rent/utility assistance may be used for move-in costs (security deposits, first and last month's rent) for subsidized housing (where household's rent is adjusted based on income), including project- or tenant-based housing. Rental arrears or utility arrears assistance may be used for subsidized housing. ● Rental Arrears: includes associated late fees and may be for up to three months. Rental arrears may be paid if the payment enables the household to obtain or maintain permanent housing. Lot rent for RV or manufactured home. Must align with policy in 7.3.3.4. ● Utilities, which are included in rent ● Other fees that are included in rent may be eligible; please check with County staff for pre-approval ● Landlord Incentives: paid to landlords, including: <ul style="list-style-type: none"> ○ Reimbursement for damages ○ Additional deposits ● Hotel/Motel Expenses: when used as shelter or waiting for an HQS inspection on a unit ● Parking Spaces: when connected to a unit ● Security Deposits: for moving into new units (not limited to one) ● Last Month's Rent: Paid to the owner of housing at the time security deposit and first month's rent are paid ● Other costs: as approved in advance by the County
Other Costs Associated with Rent
<ul style="list-style-type: none"> ● Credit Check: if necessary/required for rental housing ● Housing Application Fees: when charged to all applicants, also includes background checks and costs of urinalyses for drug testing of household members if necessary/required for rental unit ● Legal fees and fines, if necessary to obtain or maintain permanent housing ● Moving Costs: assistance includes cost of renting a truck, moving supplies ● Temporary Storage: for 90 days or less, if necessary to obtain or maintain permanent housing ● Utility Assistance: Up to 24 months of utility payments per participant per service, including up to six months of Utility Arrears, per service. Must align with policy in 7.3.3.4. ● Utility Deposits: Standard utility deposit required by the utility company for all customers ● Utility Arrears: for up to six months, if the payment enables the household to obtain or maintain permanent housing. Must align with policy in 7.3.3.4. <ul style="list-style-type: none"> ○ Utility-Only Assistance (including arrears): can be provided when no other utility assistance, such as LIHEAP, is available to prevent a shut-off, and documented using the CHG Utility-Only Assistance Form (See Appendix C-14). ● Other costs: as approved by the County
Operations
Costs Associated with Payroll
<ul style="list-style-type: none"> ● Housing Search and Placement Services: services or activities designed to assist households in locating, obtaining, and retaining suitable housing, tenant counseling, assisting households to understand leases, inspections, securing utilities, making moving arrangements, and representative payee services concerning rent and utilities. <ul style="list-style-type: none"> ○ Includes intake and assessment (time spent assessing a household), whether or not the household is determined eligible ○ Includes mediation and outreach to property owners/landlords related to locating or retaining housing

- **Housing Stability Services:** This includes developing an individualized housing and service plan, monitoring and evaluating household progress, identifying creative and immediate housing solutions outside of the traditional homeless service system (Diversion), SSI/SSDI Outreach, Access, and Recovery (SOAR), and assuring that households' rights are protected.
- **HMIS Data Collection and Entry:** staff and benefits for activity; must be directly attributable to project
- **Staff Issuance of Rental Assistance:** staff and benefits for staff costs directly attributable to the project
- **Sub-Contracted Services:** includes temporary employees contracted through an agency or third-party providers paid by the service provide to provide direct service.
- **Other costs:** as approved in advance by the County

Supportive Service Costs – All activities below MUST be directly related to a household's ability to obtain or maintain permanent housing.

- **Child Care:** The costs of establishing and operating childcare, and providing childcare vouchers, for children from families experiencing homelessness, including providing meals and snacks, and comprehensive and coordinated developmental activities, are eligible.
 - The childcare center must be licensed by the jurisdiction in which it operates in order for its costs to be eligible.
 - Children must be under the age of 13, unless they are disabled children. Disabled children must be under the age of 18.
- **Credit Repair:** including budgeting or money management
- **Education Services:** The costs of improving knowledge and basic educational skills are eligible. Services may include instruction or training in consumer education, health education, substance abuse prevention, literacy, English as a Second Language, and General Educational Development (GED).
 - Component services or activities are screening, assessment and testing; individual or group instruction; tutoring; provision of books, supplies, and instructional material; counseling; and referral to community resources.
- **Employment Assistance:** The costs of establishing and operating employment assistance and job training programs are eligible, including classroom, online and/or computer instruction, on-the-job instruction, services that assist individuals in securing employment, acquiring learning skills, and/or increasing earning potential. The cost of providing reasonable stipends to participants in employment assistance and job training programs is also an eligible cost.
 - Learning skills include those skills that can be used to secure and retain a job, including the acquisition of vocational licenses and/or certificates. Services that assist individuals in securing employment consist of:
 - Employment screening, assessment, or testing
 - Structured job skills and job-seeking skills
 - Special training and tutoring, including literacy training and pre-vocational training
 - Books and instructional material
 - Counseling or job coaching
 - Referral to community resources
- **Legal Services:** Eligible costs are the fees charged by licensed attorneys and by person(s) under the supervision of licensed attorneys, for advice and representation in matters that interfere with the homeless individual or family's ability to obtain and retain housing.
- **Life Skills**

- **Mediation**
- **Mental Health Services:** Eligible costs are the direct outpatient treatment of mental health conditions that are provided by licensed professionals. Component services are crisis interventions; counseling; individual, family, or group therapy sessions; the prescription of psychotropic medications or explanations about the use and management of medications; and combinations of therapeutic approaches to address multiple problems.
- **Outpatient Health Services:** Eligible costs are the direct outpatient treatment of medical conditions when provided by licensed medical professionals including:
 - Providing an analysis or assessment of an individual's health problems and the development of a treatment plan
 - Assisting individuals to understand their health needs
 - Providing directly or assisting individuals to obtain and utilize appropriate medical treatment
 - Preventive medical care and health maintenance services, including in-home health services and emergency medical services
 - Provision of appropriate medication
 - Providing follow-up services
 - Preventive and non-cosmetic dental care
- **Substance Abuse Treatment Services:** The costs of participant intake and assessment, outpatient treatment, group and individual counseling, and drug testing are eligible. Inpatient detoxification and other inpatient drug or alcohol treatment are ineligible.
- **Transportation** – includes costs for client transportation, reimbursement for staff travel to meet with or assist a client
 - Bus tickets/token or pass
 - Reimbursement or direct payment for gas (client)
 - Reimbursement for mileage (staff)
 - Gas cards are NOT eligible
 - **Other costs:** as approved in advance by the County

Other Program Costs

- **General Liability Insurance:** also includes automobile insurance
- **Office Internet, Space, Supplies, Utilities, and Phone:** when directly attributable to the project
 - Office supplies are items that aid in the short-term operation of your organization. These items usually need to be refilled or replaced. These include items such as printer ink, paper clips, paper, pens, staples, record keeping supplies, janitorial supplies, break room supplies, etc.
- **Training or Conferences:** related to service delivery, including travel and per diem
- **Other costs** as approved by the County.

Administrative Expenses

Administrative Expense are costs an organization incurs that are not directly charged to a specific function or program but are related to the organization as a whole. Administrative Expenses may not exceed 10% of the Direct Program costs (Rental Assistance + Program Operations). Costs may include:

- **Advertising**
- **Communications**
- **Facilities Maintenance & Repairs**
- **Insurance**
- **IT Support, Software, Computer Equipment**
- **Machinery & Equipment**
- **Office & Operating Supplies**

- Office supplies are items that aid in the short-term operation of your organization. These items usually need to be refilled or replaced. These include items such as printer ink, paper clips, paper, pens, staples, record keeping supplies, janitorial supplies, break room supplies, etc.
- **Personnel Salaries & Benefits**, including:
 - Executive Staff
 - Human Resources
 - Accounting
 - Legal
- **Professional Services**
- **Public Utilities**
- **Small Tools & Minor Equipment**
- **Other costs:** as approved in advance by the County

7.5.3 INDIRECT COSTS

Indirect costs eligibility varies by funding source. Indirect costs are eligible within Emergency Solutions Grant (ESG), Document Recording Fee (DRF), and Tacoma Housing Authority (THA) funding awards. Indirect costs are not eligible expenses under CHG funding.

Service providers with an approved federally negotiated indirect cost rate may charge Indirect Costs to their awards. Indirect costs are defined at [2 CFR 200.413](#) and [200.414](#). Service providers that do not have an approved federally negotiated indirect cost rate may charge an Indirect Costs rate of 10% of modified total direct costs, per [2 CFR 200.414\(f\)](#). Projects may not apply indirect costs to rental assistance or leasing costs.

7.5.4 SUBMITTING FOR COST REIMBURSEMENT

Pierce County administers its grants on a cost reimbursement basis only. Service providers may only request reimbursement for eligible costs (as defined in this section, by fund source) and for which they have included in their contract budget. Requests for reimbursement must be submitted on the County-provided invoice document, called a Contract Payment Request form (CPR). CPRs must be submitted to PCCCHMLSInv@piercecountywa.gov within 21 working days following the month in which the expenditures were incurred. The submission of incomplete or inaccurate information may delay the reimbursement process.

The expectation for supporting documentation for reimbursement of costs will be determined by the service provider's fiscal and accounting infrastructure:

- **For service providers that have an accounting system or software** that produces expense reports, the expectation would be an expense report with all costs easily identified, where costs requested for reimbursement are clearly classified from other agency costs, is required. Attach this report to the reimbursement request. The Provider will retain documents and actual receipts reflected in the expense report and be available for monitoring from Pierce County Human Services Contract Monitors, State Auditors and Federal Reviews as applicable.
- **For Providers that do not have an accounting system or software** that produces expense reports, the expectation is copies of receipts, and paid invoices will be provided with each payment request. The Provider will retain the original documents and actual receipts to be

available for monitoring from Pierce County Human Services Contract Monitors, State Auditors and Federal Reviews as applicable.

All service providers are to complete the Salaries and Benefits Tab in the invoice template to clearly identify the portion of employee costs being requested. Proof that employees worked for the agency during the time period of the reimbursement request is required, so pay stubs (redact personal information) or a payroll report is required in addition to completing the Salaries and Benefits tab.

7.6 ADDITIONAL RESOURCES

7.6.1 RELATED MANUALS AND RESOURCES

Resource	Link
Washington State Department of Commerce 2019 Consolidated Homeless Grant Guidelines	https://www.commerce.wa.gov/serving-communities/homelessness/consolidated-homeless-grant/
Emergency Solutions Grant (ESG) Regulations	https://www.hudexchange.info/resource/1927/hearth-esg-program-and-consolidated-plan-conforming-amendments/
Rent Reasonableness & FMR Guide	https://files.hudexchange.info/resources/documents/CoC-Rent-Reasonableness-and-FMR.pdf
Additional Guidance on Rental Assistance Agreements	https://www.hudexchange.info/news/snaps-shots-requirements-for-rental-assistance-agreements-and-leases-under-the-emergency-solutions-grants-esg-program/

7.6.2 REQUIRED FORMS

Form	Appendix Item
ALL PROGRAMS	
Pierce County RRH Extension Form	C-10
Rent Reasonableness Checklist and Certification Form	B-3
CHG-FUNDED PROGRAMS	
Where appropriate, CHG forms may be utilized with other funding sources.	
CHG Verification of Household Eligibility and Income Recertification Form	C-2
CHG Income Eligibility Worksheet	C-3
CHG Self-Declaration of Housing Status or No Income Form	C-5
CHG Certification of Payment Obligation/Potential Eviction from Friend/Family Form	C-8
CHG Utility-Only Assistance Form	C-14
ESG--FUNDED PROGRAMS	
ESG Rental Assistance Agreement Sample	B-5
ESG Verification of Eligibility – RRH Form	C-12
ESG Verification of Eligibility for Re-Certification Form	C-13
ESG Utility-Only Assistance Form	C-15

7.6.3 REFERENCED APPENDICES

Item	Appendix Item
HUD Homeless Definition & Documentation Resource	A-2
HQS Pre-Inspection Checklist	B-2