



# **HOMELESS HOUSING PROGRAM POLICY AND OPERATIONS MANUAL**

## **CHAPTER 9: LANDLORD LIAISON SERVICES**

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# CHAPTER 9: LANDLORD LIAISON SERVICES

## 9.1 OVERVIEW OF LANDLORD LIAISON SERVICES

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### 9.1.1 DEFINITION

The primary function of Landlord Liaison Services (LLS) is to engage, recruit and establish partnerships with landlords and property management companies countywide to improve access to rental housing for homeless households. Landlord Liaison Services establishes formal business agreements with landlords willing to work with and/or reduce screening criteria for households with rental barriers. Similarly, LLS also establishes formal business agreements with social service agencies providing housing services and supports to homeless households.

### 9.1.2 GOALS AND OBJECTIVES

Landlord Liaison Services are characterized by partnerships among landlords, property managers, participating social service agencies, and people who are homeless with barriers to accessing permanent housing. The goal of the program is to increase the availability of rental housing for persons who face barriers to moving from homelessness to permanent housing.

Landlord Liaison Services do not provide funding for direct capital projects to construct new rental units. Instead, services are focused on increasing access to existing housing. Expanding access to private market rental housing, both market rate and affordable (defined as offering being below-market rents) is a key strategy for ending homelessness.

Landlord Liaison Services are beneficial for both landlords and tenants. They provides support services for landlords that allow them to replace or relax their screening requirements (i.e. apply secondary screening criteria) for homeless people with barriers to accessing permanent housing. Landlords benefit by having a pool of qualified tenants who are provided with support services to improve housing retention; a Risk Mitigation Fund (RMF) (described in Section 9.3) to cover damages that exceed security deposits; and the availability of LLS staff to help resolve issues that may arise. This, in turn, results in reduced unit turnover, shorter unit vacancies, and fewer evictions in the long-term. Through ongoing support, tenants also benefit by increasing their ability to obtain and maintain stable permanent housing, thus reducing the likelihood of subsequent episodes of homelessness.

### 9.1.3 LANDLORD LIAISON SERVICE RELATIONSHIPS

The primary purpose of LLS are to benefit households experiencing homelessness through increased access to available rental housing. Landlord Liaison Service projects work to broker relationships between landlords and social service agencies for the benefit of households experiencing homelessness. As such, the program's primary responsibility is to identify and recruit landlords to participate in the program.

The participating landlord's experience in the program will directly influence their decision to remain in the program. Therefore, the landlord is the primary customer of an LLS project. Landlord Liaison Service projects will ensure that the landlord's experience is satisfactory and support ongoing participation.

Social service agencies focused on ending homelessness are a natural and fundamental partner in this effort. Social service agencies will develop a pool of tenants that are prepared to move into housing quickly. It is the responsibility of the social service agencies to ensure that tenant needs are met and that tenants are equipped for success in their new housing environment. Landlord Liaison Service projects will work with social service agencies to facilitate tenant access to LLS participating landlords and their available units. Landlord Liaison Service projects may also provide stability support or eviction prevention services for tenants that have escalated conflicts with landlords. In some cases, this may include access to the Risk Mitigation Fund.

As a benefit to participating landlords, LLS also offers landlord/tenant issue resolution. This service is offered as a means of quickly resolving conflicts between landlords and tenants and continued participation in the program.

#### **9.1.4 FUNDING SOURCES REFERENCED IN THIS CHAPTER**

Fund sources referenced in this chapter of the Manual include:

- 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.

## 9.2 SERVICE PARTNERS

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### 9.2.1 LANDLORDS

Landlords are a critical partner and play a necessary and essential role in the effort to end homelessness. Recruiting and maintaining relationships with landlords is one of the primary functions of LLS projects.

#### 9.2.1.1 DEFINITION

For this document, the term “landlord” is intended to include property owners, property managers/management companies, affordable housing agencies/programs or any entity with the legal right to rent a habitable dwelling.

#### 9.2.1.2 OUTREACH TO LANDLORDS

Landlord Liaison Service projects are responsible for conducting regular outreach to for-profit and non-profit landlords, no less than quarterly. Outreach includes both providing information to landlords about opportunities to provide rental housing to people experiencing homelessness and recruiting entities to participate in LLS. Outreach efforts should seek to recruit various landlords throughout the County to provide as much geographic and demographic diversity as possible<sup>1</sup>. Outreach efforts should be documented in order to satisfy the requirements of RCW 43.185c.240 and for auditing purposes.

#### 9.2.1.3 PARTNERING WITH LANDLORDS

Landlords willing to partner with a LLS project shall sign a Memorandum of Understanding (MOU). The MOU shall detail the services provided by the project to the landlord in exchange for applying secondary screening criteria to prospective tenants provided by the LLS project. Landlords shall make available units for potential tenants referred by LLS projects. The MOU shall align with all LLS policies. All MOUs shall be kept on file as documentation. If landlord partners are unwilling to sign an MOU, they may still list units with a LLS project, but such units will not be eligible for reimbursement from the Risk Mitigation Fund.

#### 9.2.1.4 INTERESTED LANDLORD LIST

Landlord Liaison Service projects are responsible for maintaining a list of landlords interested in renting to people experiencing homelessness. The list must include information on rental properties (including buildings with fewer than 50 units). The list must be updated regularly, but no less than quarterly, and made available to service agencies providing housing services and/or households offered rental assistance, including voucher holders<sup>1</sup>. Dissemination/availability of the list should be documented in order to satisfy the requirements of RCW 43.185c.240 and for auditing purposes.

#### 9.2.1.5 LANDLORD LIAISON SERVICES ADVISORY COMMITTEE

Landlord Liaison Service projects shall recruit an LLS Advisory Committee (AC) to review consumer feedback and provide recommended policy changes or process improvements to the program. The AC shall include Pierce County Human Services (PCHS), the City of Tacoma, Pierce County Housing Authority, Tacoma Housing Authority, Coordinated Entry, a social service agency providing homeless housing and services, an affordable housing provider, a for-profit rental property owner, a for-profit property manager, and a non-profit property manager. The LLS project shall record minutes at AC

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<sup>1</sup> This policy is intended to align with and satisfy the requirements of the Department of Commerce’s Consolidated Homeless Grant Guidelines.

meetings and make them publicly available. Recommended policy changes and process improvements shall be submitted to PCHS for review and approval prior to being incorporated into the program.

#### **9.2.1.6 LANDLORD HOTLINE**

The LLS project shall provide a twenty-four-hour phone line wherein participating landlords can contact the LLS project with any issues or concerns. The LLS project shall ensure that all calls received on this phone line will be responded to within one business day.

#### **9.2.1.7 LANDLORD RECOGNITION EVENTS**

The LLS project shall hold regular landlord recognition events to acknowledge and appreciate the good partnership of landlords in the community. These events may serve as both recruitment opportunities as well as opportunities to building relationships with existing landlords and the community.

### **9.2.2 SOCIAL SERVICE AGENCIES**

Social service agencies work tirelessly with people experiencing homelessness to end their housing crisis. Their role is to support the household to quickly return the household to housing, and to provide short-term support that helps the household retain housing. Support may include rental assistance, housing location assistance, housing stability planning, connection to mainstream benefits, or connection to other supports such as employment, mental health, substance abuse, or any other service identified by the household as necessary to regain housing stability.

#### **9.2.2.1 DEFINITION**

For this document, the term “social service agency” is intended to include any entity providing housing-related service supports.

#### **9.2.2.2 PARTNERING WITH SOCIAL SERVICE AGENCIES**

Social service agencies willing to partner with LLS projects shall sign an MOU. The MOU shall detail the services provided by the LLS project to the social service agencies and prospective tenants as well as the requirements of participation for the social service agency and prospective tenants to ensure accountability by both partners. Social service agencies shall ensure prospective tenants are screened prior to requesting available units through the LLS project. The LLS project will provide a mechanism and procedures for tracking available units and soliciting interested tenants. The MOU shall align with all LLS policies.

#### **9.2.2.3 ELIGIBILITY**

Social service agencies participating in the Homeless Crisis Response System are eligible to access LLS projects. Additionally, the Pierce County Housing Authority may also access LLS projects. However, all prospective tenants must have a social service agency or housing authority representative in order to access the program.

## 9.3 POLICIES

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### 9.3.1 RISK MITIGATION FUNDS

As a part of LLS, PCHS has made funds available for a Risk Mitigation Fund (RMF). The intent of these funds is to ensure participating landlords do not incur additional and unreasonable costs for renting to LLS participants. Participating landlords may only access these funds for costs in excess of LLS tenant's security deposit and for costs which are not eligible under the State's Landlord Mitigation Program, as established by Engrossed Second Substitute House Bill 2578. The participating landlord/agency must have a signed MOU in place with LLS to be eligible to request RMF reimbursement. Costs will only be reimbursed for tenants whom LLS has placed into the landlord's unit after the MOU effective date. Reimbursement shall be limited to the tenant's initial lease term. If the initial lease is a month-to-month agreement, then reimbursement is limited to three months.

Many costs associated with tenant placement and/or removal can be paid through other program resources, like Rapid Re-Housing Programs and the State's Landlord Mitigation Program. It is PCHS's expectation that LLS projects will provide guidance to participating landlords to utilize other resources first, whenever possible. When no other resource can be utilized, the RMF may be requested for the following costs: excessive damage, landlord/tenant issue resolution, rent payments resulting from tenant-initiated broken lease (vacancy loss), emergency rent payments and coverage of legal or eviction fees. Only costs in excess of the security deposit may be requested for reimbursement.

#### 9.3.1.1 EMERGENCY RENT REQUESTS

Emergency Rent Requests are considered financial help available to LLS-placed tenants. Such help is available upon request and on a limited and case-by-case basis in situations wherein no other community or personal resources are available. The LLS project can pay up to two months emergency rent for households who are in danger of losing their housing due to financial hardship within the tenant's first year of tenancy after exiting a housing program. Emergency rent should be accessed only when all other community resources have been explored and utilized.

#### 9.3.1.2 VACANCY LOSS

Vacancy Loss occurs when the tenant prematurely terminates the lease early either through notification or unit abandonment. Landlord must provide timely notification (within 24 hours) of either tenant notification to terminate the lease early or unit abandonment to the LLS provider in order to be eligible for reimbursement. Vacancy loss is only available for landlords who fill the empty unit with another tenant through the LLS project. The LLS project must include documentation that the unit was filled by the project with the reimbursement request. Any action by the landlord (either positively or negatively) incentivizing the tenant to terminate the lease early will disqualify the unit for vacancy loss reimbursement.

In the event that an LLS tenant gives notice to terminate a lease early or abandons the unit, then the LLS project shall first support the landlord to seek the final month's rent with the tenant's program provider. If the tenant is no longer enrolled in the program or the program does not have funds available, then the final month's rent is an eligible reimbursement expense, less the deposit amount.

The following month's rent is not eligible for reimbursement when timely notice is given or the unit is discovered to have been abandoned with at least 20 days remaining in the month. If timely notice is not otherwise defined within the lease terms, it shall be considered 20 days.



If timely notice is not given, or the unit is discovered to have been abandoned with less than 20 days remaining in the month, then the landlord may request reimbursement for the current month and up to one additional month, not to exceed the actual length of time of vacancy. If the unit is not filled with a tenant referred through the LLS project, then no vacancy loss can be claimed.

#### **9.3.1.3 EXCESSIVE DAMAGE**

Excessive Damage is considered property damage to a single unit in which the costs to repair the unit to its previous state exceed the security deposit amount. Excessive Damage requests will only be considered after requests have been submitted considered by the State's Risk Mitigation Fund Requests (if eligible). Such requests shall not exceed \$2,000 for a studio or one-bedroom unit, and \$3,000 for a multi-bedroom unit.

Costs will only be paid as a reimbursement and shall not be issued prior to completion of work. Requests must be made within 30 days of the completion of work, unless the landlord can demonstrate that reasonable steps were taken to access other funds first and that effort was incomplete or unsuccessful. Documentation of completed work and eligibility of damage costs must be provided at the time of request for reimbursement. Failure to provide satisfactory documentation may result in the denial of reimbursement. Reimbursement may not be requested to upgrade or improve a unit or its contents; all costs must be like for like replacement. Costs to bring a unit up to the HUD HQS are not eligible for reimbursement.

#### **9.3.1.4 LANDLORD/TENANT ISSUE RESOLUTION**

Landlord/Tenant Issue Resolution services are available for LLS tenants placed into participating landlord units. Issues should first be brought to the LLS provider for resolution. If a resolution cannot be reached and additional mediation is required, funds may be requested for formal mediation. Requests shall be for reimbursement only and shall not exceed \$1,000 per LLS household.

Documentation of attempts to resolve the issue prior to formal mediation, timely notification of the issue to the LLS project and attempt(s) to resolve the issue with support of LLS staff must be provided prior to reimbursement of mediation costs.

#### **9.3.1.5 LEGAL OR EVICTION COSTS**

Despite all parties' best efforts, sometimes complications arise and legal action may be necessary. Prior to filing for eviction and/or taking legal action, landlords shall reach out to the LLS project to seek resolution. The LLS project will seek to resolve the issue between the landlord and tenant, with the support and coordination of the social service agency, as appropriate. In the event that legal or eviction fees are incurred by a participating landlord, such costs are only reimbursable upon demonstration that effort was made with the LLS project to resolve the issue and avoid an eviction/legal action, and that the LLS project was given an opportunity to place a new tenant in the unit. Legal and eviction fees will be limited to \$1,000 per LLS household.

### **9.3.2 DUE PROCESS**

Landlord Liaison Service projects are responsible for providing due process in the event of termination or denial of services or the appeal of decisions relating to the termination or denial of services.

### 9.3.2.1 TERMINATION/DENIAL OF SERVICES

MOUs between LLS projects, landlords and social service agency partners shall include terms to dissolve the agreements with all parties and a process by which such terminations shall be made. Boilerplate MOU language shall be reviewed and approved by PCHS prior to execution.

### 9.3.2.2 APPEALS

Should a tenant or program partner have an unsatisfactory experience with LLS or a decision made by LLS, that tenant and/or partner is entitled to file an appeal. Therefore, MOUs between LLS, landlords and social service agency partners shall include a three-tiered appeals process to facilitate the review and ruling on an unsatisfactory decision. All appeals must be filed in writing and can be lodged within 14 days of the unsatisfactory decision. Boilerplate MOU language shall be reviewed and approved by PCHS prior to execution.

The three levels of appeal should include:

- *Tier 1.* Review by a Program Manager or designee from LLS provider agency who was not involved in the original decision-making process within two business days;
- *Tier 2.* Review by an Executive Director or designee of LLS provider agency within three business days; and
- *Tier 3.* Review completed by a designated representative from PCHS within three business days.

## 9.3.3 TRAINING

### 9.3.3.1 LANDLORD AND SOCIAL SERVICE AGENCY TRAINING

The LLS project shall make available orientation training for all landlord and social service agency partners upon agreement to participate in the program. As new partners join the program, the LLS project shall ensure that they are fully trained and equipped to successfully participate. As partners demonstrate additional training needs, the LLS project should work with the partner to receive further training, either from the LLS project or from other entities specializing in related subject matter.

### 9.3.3.2 TENANT TRAINING

Additionally, the LLS project will provide regular Renter's Readiness classes for prospective tenants. The curriculum for these classes is intended to help prepare prospective tenants to be good neighbors and lease compliant. This training is not required for tenants to access units through LLS, however, if issues around tenancy arise, it may be a tool to help resolve the tenancy issue.

## 9.3.4 PRIVACY & CONFIDENTIALITY

Landlord Liaison Service projects are responsible for faithfully protecting the confidentiality of prospective tenant information. Landlord Liaison Service projects are prohibited from sharing prospective tenant information with others not directly associated with the program. Landlord Liaison Service projects will not use prospective tenant information for any violation of any law, to defraud any entity or to conduct any illegal activity. Additionally, such information will not be accessed without a clear and direct cause to do so. Information shall not be accessed in the presence of a person(s) who are not directly affiliated with the LLS project.

A privacy agreement must be signed by each agency who will handle prospective tenant data. The privacy agreement shall list the privacy and confidentiality provisions by which all parties shall abide. Privacy agreements shall be kept on file for all partners. Additionally, all prospective tenants must sign a

Release of Information (ROI) consenting for their information to be made available for a period of seven years to the LLS project and the landlord to work with the social service agency with regard to housing placement. An ROI shall be kept on file for all prospective tenants.

## **9.4 DOCUMENTATION AND EVALUATION STANDARDS**

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### **9.4.1 RECORD KEEPING**

The LLS project must have policies and procedures in place to ensure all program requirements are met. Additionally, LLS projects are responsible for maintaining accurate records to demonstrate compliance with program regulations. Updates to partner agreements, unit availability, or prospective tenant information shall be made in a timely manner. Reasonable requests for information by PCHS shall be provided in no more than five business days. Requests for information from other entities shall only be granted upon approval by PCHS. Pierce County Human Services shall monitor LLS projects annually.

### **9.4.2 RECORD MAINTENANCE AND DESTRUCTION**

All records shall be retained for six years from the completion of the initial lease period.

### **9.4.3 CONSUMER SATISFACTION SURVEY**

Landlord Liaison Service projects shall provide its consumers with a Consumer Satisfaction Survey. For the purpose of the survey, its consumers shall include participating landlords, property management firms, social service agencies, and prospective tenants. Survey results shall be compiled and provided to the AC and PCHS regularly.

## 9.5 ELIGIBLE ACTIVITIES

### 9.5.1 MATCH FUNDING

Landlord Liaison Service projects are responsible for bringing in match funds to the total program budget with other, non-County resources. Match funds should primarily be used to pay for non-eligible items that are necessary to successfully run the program, but may be used to supplement the budget for eligible items. Other funds are only eligible for match insofar as they support the activities described in LLS policies.

### 9.5.2 ELIGIBLE ACTIVITIES OVERVIEW

Eligible costs for LLS projects include: Risk Mitigation Funds, Project Operations and Administrative Expenses. The tables below provide detail regarding eligible activities under each of these categories.

Landlord Liaison Services		DRF
ELIGIBLE ACTIVITIES		
Risk Mitigation Funds		
Rent Payments		
Emergency Rent Requests		X
Vacancy Loss		X
Other Costs Associated with Rent		
Excessive Damage		X
Service Costs		
Landlord/Tenant Issue Resolution		X
Legal or Eviction Costs		X
Project Operations		
Costs Associated with Payroll		
Housing Search and Placement		X
Housing Stability Case Management		X
HMIS Data Collection and Entry		X
Program Management		X
Sub-Contracted Services		X
Other Program Costs		
Advertising		X
General Liability Insurance		X
Landlord Appreciation		X
Office Internet		X
Office Space		X
Office Supplies		X
Office Utilities		X
Training or Conferences		X
Telephone		X
Administrative Expenses		

Landlord Liaison Services		DRF
Communications		X
Facility 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

### 9.5.3 DETAILED ELIGIBLE ACTIVITIES

#### 9.5.3.1 DRF-FUNDED LANDLORD LIAISON SERVICES ELIGIBLE EXPENSES

Eligible DRF-funded Landlord Liaison 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
<b>Risk Mitigation Funds</b>
<b>Rent Payments</b>
<ul style="list-style-type: none"> <li>• <b>Emergency Rent Requests:</b> Up to two months emergency rent for households who are in danger of losing their housing due to financial hardship within the resident's first year of tenancy after exiting a housing program. Annual costs in this category may not exceed \$49,000. See Section 9.3.1.1 for more details.</li> <li>• <b>Vacancy Loss:</b> When the tenant prematurely terminates the lease either through notification or unit abandonment. Vacancy loss is available for landlords who commit to filling the empty unit with another tenant through the LLS project and provide timely notification of the vacancy.</li> <li>• <b>Other costs:</b> as approved in advance by the County</li> </ul>
<b>Other Costs Associated with Rent</b>
<ul style="list-style-type: none"> <li>• <b>Excessive Damage:</b> Property damage to a single unit in which the costs to repair the unit to its previous state exceed the security deposit amount. Requests shall not exceed \$2,000 for a studio or one-bedroom unit, and \$3,000 for a multi-bedroom unit.</li> <li>• <b>Other costs:</b> as approved by the County</li> </ul>
<b>Service Costs</b>
<ul style="list-style-type: none"> <li>• <b>Landlord/Tenant Issue Resolution:</b> Cost of services provided by the LLS provider for tenants placed into participating landlord units. If a resolution cannot be reached and additional mediation is required, funds may be requested for formal mediation. Requests shall be for reimbursement only and shall not exceed \$1,000 per LLS household.</li> <li>• <b>Legal or Eviction Costs:</b> In the event that legal or eviction fees are incurred by a participating landlord, such costs are only reimbursable upon demonstration that effort was made with the LLS project to resolve the issue and avoid an eviction, and that the LLS project was given an opportunity to place a new tenant in the unit. Legal and eviction fees will be limited to \$1,000 per LLS household.</li> </ul>

<ul style="list-style-type: none"> <li>• <b>Other costs:</b> as approved in advance by the County</li> </ul>
<b>Operations</b>
<b>Costs Associated with Payroll</b>
<ul style="list-style-type: none"> <li>• <b>Housing Search and Placement Services:</b> 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"> <li>○ Includes intake and assessment (time spent assessing a household), whether or not the household is determined eligible</li> <li>○ Includes mediation and outreach to property owners/landlords related to locating or retaining housing</li> </ul> </li> <li>• <b>Housing Stability Services:</b> 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.</li> <li>• <b>HMIS Data Collection and Entry:</b> staff and benefits for activity; must be directly attributable to project</li> <li>• <b>Program Management:</b> Time and benefits for supervisor/program manager directly attributable to the project</li> <li>• <b>Sub-Contracted Services:</b> includes temporary employees contracted through an agency or third-party providers paid by the service provide to provide direct service.</li> <li>• <b>Other costs:</b> as approved in advance by the County</li> </ul>
<b>Other Program Costs</b>
<ul style="list-style-type: none"> <li>• <b>Advertising:</b> Any media or communication costs directly associated with the recruitment of landlords to participate in the project.</li> <li>• <b>General Liability Insurance:</b> also includes automobile insurance</li> <li>• <b>Landlord Appreciation:</b> cost of events to recognize landlord. Does not include gift cards.</li> <li>• <b>Office Internet, Space, Supplies, Utilities, and Phone:</b> when directly attributable to the project <ul style="list-style-type: none"> <li>○ 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.</li> </ul> </li> <li>• <b>Training or Conferences:</b> related to service delivery, including travel and per diem</li> <li>• <b>Other costs</b> as approved by the County</li> </ul>
<b>Administrative Expenses</b>
<p>Administrative Expenses 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:</p> <ul style="list-style-type: none"> <li>• <b>Communications</b></li> <li>• <b>Facilities Maintenance &amp; Repairs</b></li> <li>• <b>Insurance</b></li> <li>• <b>IT Support, Software, Computer Equipment</b></li> <li>• <b>Machinery &amp; Equipment</b></li> <li>• <b>Office &amp; Operating Supplies</b> <ul style="list-style-type: none"> <li>○ 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.</li> </ul> </li> </ul>

- **Personnel Salaries & Benefits**, including:
  - Executive Staff
  - Human Resources
  - Accounting
  - Legal
- **Professional Services**
- **Public Utilities**
- **Other costs:** as approved in advance by the County

#### 9.5.4 INDIRECT COSTS

Indirect costs eligibility varies by funding source. Indirect costs are eligible within Document Recording Fee (DRF) awards. Indirect costs are not eligible expenses under Consolidated Homeless Grant (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\(f\)](#). Service providers may not apply indirect costs to rental assistance or leasing costs.

#### 9.5.5 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 [PCCCHMLSIInv@piercecounitywa.gov](mailto:PCCCHMLSIInv@piercecounitywa.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.