



Eastern PA Continuum of Care

# *Making Connections:* Getting the Right Resources to the People Who Need them Most

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# Training Outline

- Homeless definition under HEARTH Act
  - Categories 1-4
  - Chronic homelessness
- Homeless Assistance Programs – Description & Eligibility
  - Emergency Shelter
  - Domestic Violence Shelter
  - Transitional/Bridge Housing
  - Rapid Re-Housing: ESG vs. CoC
  - TH/RRH Joint Component
  - Permanent Supportive Housing
- Prioritization of Assistance
- Documentation for program entry (review of handouts)
- Program Referral Exercise
- Next Steps

# HEARTH Act

- Stewart B. McKinney Homeless Assistance Act was signed into law on July 22, 1987 by President Reagan.
- On October 30, 2000 President Clinton renamed the legislation the McKinney-Vento Homeless Assistance Act.
- On May 20, 2009, President Obama signed the reauthorized McKinney-Vento Homeless Assistance Act, now named The Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act.

# HUD Homeless Definition (HEARTH Act)

# HUD Homeless Definition Under HEARTH

## 4 Categories:

- Category 1: Literally homeless
- Category 2: Imminent Risk of Homelessness
- Category 3: Homeless under Other Federal Statutes – N/A in Eastern PA CoC
- Category 4: Fleeing or Attempting to Flee Domestic Violence

## Homeless Definition Under HEARTH

### Category 1: Literally Homeless

Individual or household who lacks a fixed, regular, and adequate nighttime residence:

- Public or private place not meant for human habitation
- Living in shelter
- Exiting institution where (s)he has resided for **90** days or less and who resided in one of the above immediately prior to entering the institution

Homeless  
Definition  
Under  
HEARTH

**Category 2: Imminent Risk of  
Homelessness**

- Individuals/families who will lose their primary nighttime residence within **14** days; AND
- Have no subsequent residence identified; AND
- Lack the resources or support networks needed to obtain other permanent housing.

Homeless  
Definition  
Under  
HEARTH

**Category 3: Homeless Under Other  
Federal Statutes**

- Not eligible for CoC Programs in Eastern PA CoC.
- To be eligible, a CoC must document that it no longer has a need for programs that serve individuals under Categories 1, 2 and 4



## Homeless Definition Under HEARTH

### **Category 4: Fleeing or Attempting to Flee Domestic Violence**

Any individual or family who:

- Is fleeing, or is attempting to flee domestic violence, dating violence, sexual assault, stalking, or other dangerous or life threatening conditions,
  - Persons who are fleeing or attempting to flee human trafficking may also qualify as homeless under Category 1.
- Has no other residence, AND
- Lacks the resources or support networks to obtain other permanent housing

## What does “fleeing” mean?

- The concept of “fleeing” will look different for every survivor because every survivor’s situation is different. With the domestic violence advocate’s or housing provider’s guidance, survivors can decide if their situation makes them eligible for housing resources under Category 4.
- Some of the questions a provider can ask to work through this process are:
  - Did someone do something that made them feel unsafe?
  - Do they feel like they need to leave the current living situation in order to stay safe?
  - Did someone make them or ask them to do something that made them feel unsafe or uncomfortable in order to continue to stay in a home?
  - Do they feel unsafe to return to the home that they left? Are they worried about the safety of any children, dependents or pets?

What does  
“fleeing”  
mean?

## HUD Exchange Ask A Question # 129735 (response dated 1/31/19)

A household would meet Category 4 of the definition of homeless if they are fleeing or attempting to flee from domestic violence and meet all other requirements, **regardless of where they are residing** (including staying with friends and family).

\*Also, see handout with AAQ # 129902\*

What does  
“dangerous  
or life  
threatening  
conditions”  
mean?

- HUD clarifies that the level of danger experienced by a survivor should not dictate eligibility under Category 4.
- Specifically, the phrase “dangerous or life-threatening”, as stated in the definition, should not be construed to describe the level of violence needed for a survivor to be considered homeless.
- HUD identifies that interpersonal violence inherently is dangerous and life-threatening and should be considered as such when considering Category 4 eligibility.

# Definition of Chronic Homelessness

## Background: Chronic Homeless Definition

- Concept introduced in FY2002 CoC NOFA
  - Initially just single individuals
  - FY2010 expanded to include families
- Intent: To ensure that Permanent Supportive Housing (PSH) be available to those with the most severe needs and longest histories of homelessness

## Chronic Homeless Definition

An individual/family experiencing homelessness who:

- Lives in a place not meant for human habitation or in an emergency shelter

AND

- Has a disabling condition
  - While a child's disability can qualify a family for PSH, the Head of Household must have the disability within the chronic homeless definition.

AND

## Chronic Homeless Definition

- Has experienced 12 months of homelessness:
  - **Continuously** homeless for at least 12 months; OR
  - Homeless on at least 4 separate occasions in the last 3 years where the combined occasions must total at least 12 **cumulative** months
- **NOTE**: this is limited to experiencing homelessness in emergency shelter, safe haven, or unsheltered (location not meant for human habitation). While “homeless” in Transitional Housing, this time does not count towards the 12 months of continuous or cumulative homelessness.



## Chronic Homeless Definition (continued)

In addition...

An individual who has been residing in an institutional care facility for fewer than 90 days and met all of the criteria in paragraph (1) before entering that facility will maintain their chronic status.

When determining chronic status...

Stays in an institution of 90 days or less count towards the 12 months of homelessness, if homeless upon entry.

- Stays in an institution for more than 90 days constitute a break

## Special Circumstances

- Time living in Transitional Housing does not count towards chronic homelessness. If the stay in TH is greater than 7 nights it is a break.
- If a chronically homeless individual is enrolled in a PSH program but is still looking/waiting for a unit, he/she may stay in a TH program as a Bridge until a unit is ready for occupancy. The TH program cannot impose any program restrictions on the individual.

## Special Circumstances

- If a household enters Rapid Rehousing as chronic, they remain eligible to transfer to PSH for Chronic even though they are no longer homeless.
- An individual who is chronically homeless when entering a VA Grant and Per Diem Program maintains their chronic status.

# Emergency Shelter Programs

## Emergency Shelter

*Emergency Shelter* means any facility for which the primary purpose is to provide a temporary shelter for households experiencing homelessness in general or for specific subpopulations and which does not require occupants to sign leases or occupancy agreements.

This includes:

- Emergency shelters
- Domestic Violence shelters
- Seasonal shelters
- Extreme Weather/ Code Blue shelters
- Hotel/Motel Vouchers (paid by gov/ charitable org)
- Other examples

## Emergency Shelter Eligibility

- Eligibility for Emergency Shelter largely varies from shelter to shelter, depending on funding source.
- Primary funding sources for ES include:
  - Emergency Solutions Grant (ESG)
  - Domestic Violence funding (FVPSA)
  - PA Homeless Assistance Program (HAP)\*
  - Private Philanthropy\*
  - Faith-Based Organizations\*

\*Not being discussed today, listed as FYI

## Emergency Shelter Rules

- Like eligibility, shelter rules vary based on funding sources and local discretion.
- Shelters vary on stay limitations:
  - 30 days
  - 90 days
  - Other
- Residency requirements
- Rules around shelter access:
  - Some funding sources prohibit shelters from denying admission for reasons such as:
    - sobriety
    - active mental health symptoms
    - accessibility, etc.
    - household composition
    - gender
  - Some privately funded shelters may have tighter rules and expectations

Shelter  
funded  
through  
HUD/DCED's  
Emergency  
Solutions  
Grant (ESG)

- Eligibility: HOMELESS
- Shelter Type: site-based, scattered, day, and/or cold-weather.
- Access: shelter must be provided to anyone identifying as homeless without limitations, discrimination, or restrictions. i.e. marital status, sexual orientation, drug addiction, or residency requirements.
- Shelters must be ADA accessible – meaning they meet the standards under Section 504 of the Rehabilitation Act of 1973. If not, must have policies in place to to serve clients who meet ADA.



Shelter  
funded  
through  
HUD/DCED's  
Emergency  
Solutions  
Grant (ESG)

- Prohibition Against Involuntary Family Separation: the age of a child under 18 must not be used as a basis for denying a family's admission to an emergency shelter; if the shelter provides services to families with children under the age of 18.
- Single sex shelters: only allowable under certain conditions -
  - Serving individuals only
  - Single structure with shared bedrooms or bathing facilities

Shelter  
funded  
through  
HUD/DCED's  
Emergency  
Solutions  
Grant (ESG)

Written Standards Required:

- Agencies must follow the written standards for admission, diversion, referral, and discharge by emergency shelters including length of stay.
- Agencies must follow the written standards for assessing, prioritizing, and reassessing individuals and families needs for essential services.

## Shelter funded through HUD/DCED's Emergency Solutions Grant (ESG)

- The Housing First approach to providing services is essential to ending homelessness. ESG funded shelters must use the Housing First approach to providing services and ensure there are no barriers to getting a person housed as quickly as possible. i.e. mental health treatment, sobriety, lack of income, criminal record, etc.
- Emergency shelter services should be provided for 30 days. If the individual/family is unable to move into permanent housing within 30 days, the agency must document the reason.
- Limitations on hotel/motel use and must receive DCED's approval prior to using for this purpose.

Shelter  
funded  
through  
HUD/DCED's  
Emergency  
Solutions  
Grant (ESG)

## Other Requirements:

- Must participate in Coordinated Entry
- Must participate in the Point-in-Time count

## Domestic Violence Shelters

- DV shelters are part of a critical response to both the safety and temporary housing needs of survivors. While the majority of homeless shelters serve survivors, we know that often specialized services are needed, due to the complex nature of domestic violence.
- DV shelters are different from homeless shelters
  - unique, tailored services are provided to survivors by staff who are experts in DV dynamics and safety planning, and all services are voluntary
  - confidential location and confidentiality of the individual
- While in DV shelter, a survivor can choose to participate in one-on-one counseling, support group and services for children. All DV shelters should be working with survivors to obtain a permanent housing solution that is safe and sustainable.

## DV Shelter Prioritization

According to PCADV Standards, emergency shelter is provided in a safe, protective environment for domestic violence/interpersonal violence survivors and their children and those who are in immediate danger or in a potentially lethal situation. Requests for emergency shelter will be prioritized as follows:

- Persons with children in immediate danger with no resources or support system;
- Persons in immediate danger with no support system;
- Persons involved in a physically abusive relationship, and who are seeking relief from the abuse; and
- Persons emotionally abused with potential threat of physical abuse.

## DV Shelter Length of Stay Policy

According to PCADV Standards, a domestic violence shelter shall establish a written length-of-stay policy that is flexible and that balances the needs of domestic violence victims with the program's ability to meet those needs.

- Shelter stays should be based on the needs of the survivor, and tailored to each household
- Each DV shelter should have a policy in place to reflect this survivor driven, trauma informed approach to services
- Shelters should work for short stays (2-3 months) to both move survivors quickly out of homelessness, and to serve additional households

## THE FIVE KEYS TO EFFECTIVE EMERGENCY SHELTER



### HOUSING FIRST APPROACH

Align shelter eligibility criteria, policies, and practices with a Housing First approach so that anyone experiencing homelessness can access shelter without prerequisites, make services voluntary, and assist people to access permanent housing options as quickly as possible.



### SAFE & APPROPRIATE DIVERSION

Provide diversion services to find safe and appropriate housing alternatives to entering shelter through problem-solving conversations, identifying community supports, and offering lighter touch solutions.



### IMMEDIATE & LOW-BARRIER ACCESS

Ensure immediate and easy access to shelter by lowering barriers to entry and staying open 24/7. Eliminate sobriety and income requirements and other policies that make it difficult to enter shelter, stay in shelter, or access housing and income opportunities.



### HOUSING-FOCUSED, RAPID EXIT SERVICES

Focus services in shelter on assisting people to access permanent housing options as quickly as possible.



### DATA TO MEASURE PERFORMANCE

Measure data on percentage of exits to housing, average length of stay in shelter, and returns to homelessness to evaluate the effectiveness of shelter and improve outcomes.





# Transitional Housing Programs

## Transitional Housing Programs

### Transitional Housing Funding Sources:

- HUD – CoC
- HUD/DCED – ESG
- PA HAP\*
- Private\*
- VAWA and other domestic violence funding\*

\*Not being discussed today, listed as FYI

## Transitional Housing Programs

- GOAL: Transitional housing (TH) is designed to provide individuals and families experiencing homelessness with the interim stability and support to successfully move to and maintain permanent housing.



- Enrollment in Transitional Housing will impact a household's eligibility for other homeless assistance programs.
  - No longer eligible for CoC-funded RRH
  - Only eligible for PSH if literally homeless prior to TH entry (and has a disability)

## HUD/CoC Transitional Housing

- Transitional housing may be used to cover the costs of up to 24 months of housing with accompanying supportive services.
  - Projects may limit the number of months assistance can be provided.
- Program participants must have a lease (or sublease) or occupancy agreement in place when residing in transitional housing.

## HUD/CoC- funded Transitional Housing

### HUD/CoC Program Eligibility

- Category 1: Literally Homeless
- Category 2: Imminent Risk of Homeless
- Category 4:  
Fleeing/Attempting to Flee DV

## ESG-funded Transitional Housing

### Emergency Solutions Grant:

- In limited circumstances, a Transitional Housing program may receive ESG funding through DCED.
- Per the ESG Program Guidelines: Any project funded as a transitional shelter under a Fiscal Year 2010 Emergency Shelter Grant may continue to be funded under ESG.
- TH projects that did not receive funding every year have been phased out. DCED will not fund new TH projects.
- Eligible projects are funded for 18 months per the contract year.

# Rapid Re-Housing

## Rapid Re-Housing

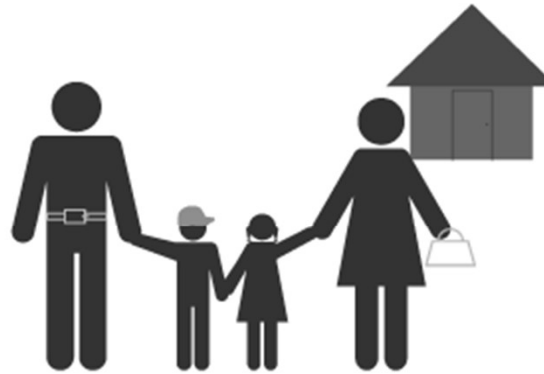
- Rapid Re-Housing (RRH) is defined as permanent housing.
  - Community-based
  - Without a designated length of stay
  - Households live as independently as possible
- RRH includes up to 24 months of assistance with:
  - Housing identification
  - Rent and move-in assistance
  - Housing-focused Case management



# HOUSING IDENTIFICATION



Build relationships with landlords to have access to as many housing units as possible.



Find and secure housing as quickly as possible after a person or family becomes homeless.



Limit the time a family or individual spends homeless. Move people into housing within 30 days or less.

The **goal of housing identification** is to find housing for people quickly. Programs should recruit landlords continuously, even before you have people who need housing. The more partnerships you create now, the greater the opportunity you will have later to rapidly house those that need it.

Housing should be decent, safe, and affordable after financial assistance ends. One critical aspect of this step is choice: make sure the individual or household has a choice in their housing.

## RENT AND MOVE-IN ASSISTANCE



Pay for security deposits,  
move-in expenses...



... and/or rent and utilities.



Length of assistance varies  
but often 4 to 6 months.

The **goal of rent and move-in assistance** is to help with the costs associated with getting into housing. The amount and duration of this assistance varies, but at a minimum, it should be enough to help people secure a place to live. This assistance shouldn't be a standard "package" but flexible in order to meet unique needs. This is particularly important when financial circumstances or housing costs change.

# CASE MANAGEMENT

The goal of **rapid re-housing case management** is to help stabilize people once housed, by connecting them to services and supports if needed. It should focus on helping people navigate barriers that may stand in the way of securing and maintaining housing, and should also strive to build a support system by connecting them with people and programs in the community.

Rapid re-housing **assistance should end** and the case closed when the individual or family is no longer facing the threat of homelessness, but **case management may continue** if appropriate or requested.





Initially, rapid re-housing case management is primarily focused on assisting a participant in obtaining and moving into a new housing unit. Case managers should help participants resolve or mitigate tenant screening barriers like rental and utility arrears or multiple evictions; obtain necessary identification if needed; support other move-in activities such as providing furniture; and prepare participants for successful tenancy by reviewing lease provisions.



After moving in, rapid re-housing case management should be home-based and help participants stabilize in housing. Based upon their needs and requests, it should help them identify and access supports including: family and friend networks; mainstream and community services; and employment and income. Case managers should resolve issues or conflicts that may lead to tenancy problems, such as disputes with landlords or neighbors while also helping participants develop and test skills they will use to retain housing once they are no longer in the program.



Rapid re-housing assistance should end and the case should be closed when the participant is no longer going to be imminently homeless. In some instances, case management may continue after financial assistance ends if appropriate or requested by the household. For those that will require ongoing support after exiting the rapid re-housing program, case managers should provide participants with warm handoffs to mainstream and community-based services that will continue to assist them.

## Principles of Rapid Re-Housing (from National Alliance to End Homelessness )

Rapid re-housing case management should:

- Be client-driven
- Be flexible in intensity—offering only essential assistance until or unless the participant demonstrates the need for or requests additional help. The intensity and duration of case management is based on the needs of individual households and may lessen or increase over time.
- Use a strengths-based approach to empower clients. Case managers identify the inherent strengths of a person or family instead of diagnoses or deficits, then build on those strengths to empower the household to succeed.

## Principles of Rapid Re-Housing, continued (from National Alliance to End Homelessness )

- Case managers should actively engage participants in voluntary case management and service participation by creating an environment in which the participant is driving the case planning and goal-setting based on what they want from the program and services, rather than on what the case manager decides they need to do to be successful.
- Rapid re-housing program case management reflects the short-term nature of the rapid rehousing assistance. It focuses on housing retention and helping a household build a support network outside of the program, that continue beyond participation in the rapid re-housing program.

## CoC-funded Rapid Re-Housing

### Program Eligibility Under HEARTH

- Category 1: Literally Homeless
  - RRH projects originally funded through FY2013 and FY2014 CoC NOFA are limited to serving Category 1 only
    - NOTE: awaiting HUD clarification if projects funded in FY2013+2014 are required to only serve Category 1.
- Category 4: Fleeing/Attempting to Flee DV (eligible beginning with FY2015 NOFA)
  - Expanded to include Human Trafficking through FY2015 NOFA

## Additional Eligibility for CoC-funded Rapid Re-Housing (2018 NOFA)

Rapid re-housing projects may serve individuals and families, including unaccompanied youth, who meet the following criteria:

- (i) residing in a place not meant for human habitation;
- (ii) residing in an emergency shelter or coming directly from the streets;
- (iii) persons who qualify under paragraph (4) of the definition of homelessness, including persons fleeing or attempting to flee domestic violence situations
- (iv) residing in a transitional housing project that was eliminated;**
- (v) residing in transitional housing funded by a Joint TH and PH-RRH component project (See Section III.C.3.I of this NOFA); or**
- (vi) receiving services through a VA-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system.**



## ESG-funded Rapid Re-Housing

### Program Eligibility under HEARTH

- Category 1: Literally Homeless
- Category 4: Fleeing or attempting to flee DV (and live in an emergency shelter or other place not meant for human habitation).
  - NOTE: This is different than the eligibility rules for CoC funding.

## ESG-funded Rapid Re-Housing

Rapid Re-Housing projects funded by ESG, shall serve all families who meet the Homeless Definition under Category 1 and Category 4 (if literally homeless).

Funds may be used for:

- Housing relocation and stabilization services
- Short and medium term rental assistance to help a family move quickly into permanent housing and achieve stability in that housing.
- Programs must adhere to the Written Standards for Rapid Rehousing.

## Transitional Housing/ Rapid Re-Housing Joint Component

A Joint TH and PH-RRH Component project is a new project type that includes two existing program components - TH and RRH - in a single project to serve individuals and families experiencing homelessness.

- New project type that began with the 2017 CoC NOFA

# Permanent Supportive Housing

## CoC-funded Permanent Supportive Housing

- Permanent supportive housing is permanent housing with non-time-limited leasing or rental assistance paired with supportive services to assist persons experiencing homelessness to achieve housing stability.
  - Adult or child in family must have a disability

## Permanent Supportive Housing

- Program Eligibility Under HEARTH
  - Category 1: Literally Homeless
  - Category 4: Fleeing/Attempting to Flee DV
- PSH has the following additional eligibility requirements:
  - Must have a family member with a disability
- Note: 100% of CoC-funded PSH beds are chronic dedicated, which have additional requirements

## Program Eligibility Permanent Supportive Housing

### CoC-funded Eligible Prior Residences

- Emergency Shelter = **Yes**
- Transitional Housing = **Yes if Category 1 prior to TH project entry; but will not meet the chronic definition**
- Place Not Meant For Human Habitation = **Yes**
- Institution: If there 90 days or less and came from one of the above prior to entry = **Yes**
- PSH for homeless persons = **Yes**
- Rapid Rehousing for homeless = **Yes**
- Residence owned by client = No
- Residence rented by client = No
- Hotel/Motel ***paid by client*** = No
- Staying/Living with family = No
- Staying/Living with friend = No

## Program Eligibility Under HEARTH

### SUMMARY

- **Emergency Shelter:**
  - All categories of Homelessness, depending on funding source
- **Transitional Housing:**
  - Category 1: Literally Homeless
  - Category 2: Imminent Risk of Homeless
  - Category 4: Fleeing/Attempting to Flee DV
- **Rapid Rehousing:**
  - Category 1: Literally Homeless (CoC & ESG)
  - Category 4: Fleeing/Attempting to Flee DV (CoC)
- **Permanent Supportive Housing:**
  - Category 1: Literally Homeless
  - Category 4: Fleeing/Attempting to Flee DV



# Prioritization of Assistance

## Prioritization of Assistance

- Coordinated Entry Policies and Procedures include the CoC's Prioritization of ESG and CoC-funded resources.
- Please note: These priorities may change once the CoC's Written Standards are finalized and take effect.

## Prioritization of Assistance: Rapid Re-Housing

- Rapid Re-Housing prioritization is first based on the household's VI-SPDAT Score
- RRH recommended VI-SPDAT score for singles/ unaccompanied youth is 4-7 and for families with children is 4-8.
- Please note that you can enroll someone higher than the recommended range.
  - e.g. household is unsheltered and eligible for PSH, but there are no available beds
  - e.g. household scores above 7 or 8, but is not eligible for PSH

## Prioritization of Assistance: Rapid Re-Housing

If multiple households have the same VI-SPDAT score, the following prioritization will be used:

1. Literal homelessness (HUD Cat. 1)
2. HUD Category 4
3. People with the longest history of homelessness
4. Veterans, if ineligible for veterans-specific services
5. Date of last contact with a CES Operator or Referral Partner (which means the most recent date)
6. Families with children

## Prioritization of Assistance: Permanent Supportive Housing

- Chronically Homeless
  - If multiple chronic on the CQ, prioritize households with the longest length of time homeless & highest severity of need, per VI-SPDAT score
- If tie still exists, prioritize by:
  1. Veterans, if ineligible for veterans-specific services
  2. Date of last contact with a CES Operator or Referral Partner, meaning most recent date
  3. Families with children

## Prioritization of Assistance: Permanent Supportive Housing

- If no chronic can be identified, follow the below priority order:

Order of Priority for Non-Chronic Households in PSH	Four or more episodes of homelessness?	12+ months of homelessness?	Has Severe Service Needs?
1	No	Yes	Yes
2	No	No, but still considered	Yes
3	No	No, but still considered	No
4	No	No	No

## Prioritization of Assistance: Permanent Supportive Housing

If no chronic can be identified:

- PRIORITY 1:
  - In shelter or unsheltered location
  - Within the last three years has experienced 12+ months cumulative homelessness, but less than 4 episodes
  - Severe service needs, as identified by the VI-SPDAT Score

## Prioritization of Assistance: Permanent Supportive Housing

If no chronic can be identified:

- PRIORITY 2:
  - In shelter or unsheltered location
  - Severe service needs, as identified by the VI-SPDAT Score
  - If non-chronic households identified with the same VI-SPDAT score, open unit should be offered to the household with the greatest cumulative time homeless within the last three years



## Prioritization of Assistance: Permanent Supportive Housing

If no chronic can be identified:

- PRIORITY 3:
  - In shelter or unsheltered location
  - The greatest cumulative time homeless within the last three years
  - If tie, next prioritize severe service needs, as identified by the VI-SPDAT score

## Prioritization of Assistance: Permanent Supportive Housing

If no chronic can be identified:

- PRIORITY 4:
  - In Transitional Housing, where prior to residing in TH lived in shelter or unsheltered location
  - If tie, next prioritize severe service needs, as identified by the VI-SPDAT score

Prioritization  
of Assistance:  
Permanent  
Supportive  
Housing

If no chronic can be identified:

- Within any of these priorities, if tie-breaker needed:
  1. Veterans, if ineligible for veterans-specific services
  2. Date of last contact with a CES Operator or Referral Partner, meaning most recent date
  3. Families with children

## Emergency Transfer Plan

- The VAWA 2013 reauthorization provided housing protections to survivors and ensured that survivors have a right to safe and stable housing.
- VAWA gives survivors the ability to request an emergency transfer from Public Housing Authorities, Continuum of Care (CoC) and Emergency Solutions Grant (ESG) funded programs.
- Emergency Transfer Policies allow for survivors to prevent homelessness due to domestic violence or sexual assault. Under VAWA, all ESG/CoC funded programs are required to have emergency transfer policies in place.

## Eastern PA CoC Emergency Transfer Plan (ETP)

- The Eastern PA CoC developed an ETP so participants in homeless assistance projects who are victims of domestic violence, dating violence, sexual assault, stalking, and/or human trafficking can be safe and have access to stable housing.
- In accordance with VAWA, Eastern PA CoC homeless assistance programs, providing housing assistance, must allow participants who are victims of domestic violence, dating violence, sexual assault, stalking, and/or human trafficking to request an emergency transfer from the participant's current unit to another unit, either within the program or externally.

## Eastern PA CoC ETP timing and availability

- The housing provider must accept/reject the ET request within 5 business days. If the request is accepted, providers have 10 business days to complete the transfer. If a housing provider accepts the Emergency Transfer Request, but is not able to provide an internal transfer (through any housing resources operated by the organization), an external transfer will be facilitated through *Connect to Home*.
- In this case, the housing provider will need to contact their regional Coordinated Entry Manager. The Coordinated Entry Manager will work quickly, following the protocol outlined in the Coordinated Entry Policies and Procedures manual in order to assist the housing provider to identify an alternate safe unit.

## Eastern PA CoC ETP timing and availability

- Households awaiting an external transfer through *Connect to Home* are to be prioritized for the next available unit for which they are eligible. Due to the emergency situation, these households should not be added to a waiting list and left to wait until they are reprioritized.
  - Eligible based on situation at the time of entry into the program they now need to flee
- If a participant reasonably believes a proposed transfer would not be safe, the participant may request a transfer to a different unit. If a unit is available, the transferred participant must agree to abide by the terms and conditions that govern occupancy in the unit to which the participant has been transferred. Neither the provider, nor the *Connect to Home* Managers may be able to transfer a participant to a particular unit if the participant has not or cannot establish eligibility for that unit.

# Documentation of Homelessness



**"I have some paperwork to catch up. If I'm not back in two days, organize a search and rescue team!"**



Documentation  
of Homelessness  
Under HEARTH

HUD Standards: Range of  
Documentation Types, in order of  
preference:

1<sup>st</sup>: Third party documentation

2<sup>nd</sup>: Intake worker observations

3<sup>rd</sup>: Certification from the  
person seeking assistance

## Documentation of Homelessness Under HEARTH

- **Recording and Documenting Homeless Status:** This online training module is intended to help staff understand HUD requirements for documenting the homeless status of households seeking assistance in projects funded through the Continuum of Care (CoC) and Emergency Solutions Grants (ESG) Programs.
- **Training Objectives**
  - Identify the three main categories of documentation that intake staff can collect to record and document homeless status
  - List HUD's preferred order of documentation
  - Name three requirements that all types of documentation should meet (the general standards for documentation)
  - Recognize specific documentation standards by homeless status category
  - Apply documentation standards to case-based scenarios
- <https://www.hudexchange.info/trainings/courses/recording-and-documenting-homeless-status/>

Documentation  
of Homelessness  
Under HEARTH

**Category 1: Literally Homeless**

1<sup>st</sup>: Written referral by another housing or service provider; or

2<sup>nd</sup>: Written observation by the outreach worker; or

3<sup>rd</sup>: Certification by the individual or head of household seeking assistance stating that (s)he is living on the streets or in shelter;

Documentation  
of Homelessness  
Under HEARTH

**Category 1: Literally Homeless** (continued)

- ***For individuals exiting an institution*** – one of the forms of evidence above to document **prior** homelessness AND:
  - Needs documentation to specify duration of stay, which must be 90 days or less
  - Must document stay in ES or in a place not meant for human habitation immediately prior to entering institution by following HUD's preferred order of documentation

Which of the following show adequate documentation of homelessness for **Category 1**?

- Allison has a letter from an Emergency Shelter in Meadville saying she is staying there but cannot remain more than 30 days.

Yes

- Sam is living in a 30 day substance abuse recovery program in Bradford. In preparation for discharge he applied for PSH. He has provided his discharge paperwork and a self-certification that he was living in his car prior to entry to the institution.

Yes

Documentation  
of Homelessness  
Under HEARTH

## **Category 2: Imminent Risk of Homelessness**

- Court order resulting from an eviction action notifying the individual or family that they must leave; OR
- For household leaving a hotel or motel, evidence that they lack the financial resources to stay; OR
- Documented and verified oral statement; AND

Documentation  
of Homelessness  
Under HEARTH

**Category 2:** Imminent Risk of  
Homelessness (continued)

- Certification that no subsequent residence has been identified; AND
- Self-certification or other written documentation that the individual lacks the financial resources and support necessary to obtain permanent housing

Which of the following show adequate documentation of homelessness for **Category 2**?

- Drew reports that his landlord came to his apartment and told him that he has to vacate within the week for nonpayment of rent.

Yes – if this is verified and he provides a self-certification he has no subsequent residence, and that he lacks resources to obtain PH

- Kelly has received an Eviction Notice in the mail from the Court.

Yes – if they will lose their residence within 14 days and she also provides certification of no subsequent residence and that she lacks resources to obtain PH

- Sarah and her baby are living in a hotel that charges \$49/night. She brought her TANF statement to the Transitional Housing Program intake worker showing that she can only afford to stay one more night.

Yes



Documentation  
of Homelessness  
Under HEARTH

## Category 4: Fleeing/Attempting to Flee DV

- For Victim Service Providers:
  - Oral statement by the individual or head of household seeking assistance which states: they are fleeing; they have no subsequent residence; and they lack resources.
  - The statement must be documented by a self-certification or a certification by the intake worker

Documentation  
of Homelessness  
Under HEARTH

## Category 4: Fleeing/Attempting to Flee DV (continued)

- For **NON**-Victim Service Providers:
  - Oral statement by the individual or head of household seeking assistance that they are fleeing. This statement is documented by self-certification or by the caseworker. Where the safety of the household is NOT jeopardized the oral statement must be verified; AND

Documentation  
of Homelessness  
Under HEARTH

## Category 4: Fleeing/Attempting to Flee DV (continued)

- For **NON**-Victim Service Providers:
  - Certification by the individual or head of household that no subsequent residence has been identified; AND
  - Self-certification, or other written documentation, that the individual or family lacks the financial resources and support networks to obtain other permanent housing.

Which of the following show adequate documentation of homelessness for Category 4?

- Sandy and her 2 children are applying for Transitional Housing from a DV provider in Armstrong County. She stated that her husband hit her and one of her children, she has no money and nowhere safe to go. They both had significant bruises on their arms.

Yes – however, self-certification or case-worker documentation are needed.

- Rochelle came to a Transitional Housing Program in Mercer County stating that her husband hit her and she does not feel safe remaining at home. she has no money and no where safe to go.

Yes – however, self-certification or case-worker certification is needed if safety is not jeopardized.

## What Needs to be Documented

- Homeless status
- Disability
- Length of time homeless
  - 12 Months Continuous
  - 12 Months Cumulative:
    - Episodes/breaks in homelessness
  - Stays in institutional care facilities

## Recordkeeping Requirements

- Per the Final Rule: “Failure to maintain appropriate documentation of a household’s eligibility is the monitoring finding that most often requires recipients of HUD funds to repay grant funds”

## Recordkeeping Requirements

PSH programs with chronic dedicated or prioritized beds must follow written intake procedures that:

- Require documentation at intake of the evidence relied upon to establish and verify chronically homeless status
- Establish order of priority of obtaining evidence:
  - 1<sup>st</sup>: Third-party documentation
  - 2<sup>nd</sup>: Intake worker observations
  - 3<sup>rd</sup>: Certification from the person seeking assistance

## Family Documentation

### Reminder:

- For families the adult head of household (or if there is no adult in the family, a minor head of household) must meet all criteria to be considered chronically homeless.
- For non-chronically homeless families, the child may be the individual with a disability.



## Documentation of Institutional Stays

- Discharge paperwork or written or oral referral from a social worker, case manager, or other appropriate official stating the beginning and end dates of the time the individual was residing in the facility.
- If this is not obtainable:
  - Written record of intake worker's due diligence to obtain it AND
  - Individual's self-certification that he/she is exiting an institutional care facility where he/she resided less than 90 days

# Documentation of Disability

## Documentation of Disability

- Disability documentation is only *required* when documenting eligibility for PSH.

### **NOTE:**

- Emergency Shelter, Transitional Housing, or RRH programs that refer to PSH must have this documentation to provide eligibility for intake.
- This will speed up the PSH intake process.

## Definition of Disability Under HEARTH

An individual with one or more of the following conditions:

- A. Physical, mental or emotional impairment, including an impairment caused by alcohol or drug abuse, post-traumatic stress disorder or brain injury that:
  - 1) Is expected to be long-continuing or of indefinite duration;
  - 2) Substantially impedes the individual's ability to live independently; and
  - 3) Could be improved by the provision of more suitable housing conditions.

## Definition of Disability Under HEARTH

### B. Developmental Disability:

Defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 USC 15002); or

### C. Disease of acquired immunodeficiency syndrome (AIDS) or any condition arising from the etiologic agency for acquired immunodeficiency syndrome (HIV)

## Documentation of Disability

2 levels in order of preference:

1<sup>st</sup>: Third party WRITTEN  
documentation

2<sup>nd</sup>: Intake worker observations

### **NOT:**

- Oral third-party
- Self-certification

## Documentation of Disability

### Third party documentation:

- Written verification of the disability from a professional licensed by the state to diagnose and treat the disability and his or her certification that the disability is expected to be long-continuing or of indefinite duration and substantially impedes the individual's ability to live independently; OR

## Documentation of Disability

- Written verification from the Social Security Administration; OR
- The receipt of a disability check; OR
- In the absence of 3<sup>rd</sup> party documentation:
  - Intake staff recorded observation of a disability
  - Written 3<sup>rd</sup> party verification within 45 days of the application for assistance



## Documentation of Disability

- PA State Licensed Professionals Include:
  - Medical Doctor (MD)
  - Doctor of Osteopathy (DO)
  - Licensed Clinical Professional Counselor (LCPC)
  - Licensed Clinical Social Worker (LCSW)
  - Advanced Practice Registered Nurse, Board Certified (APRN-BC)
  - Nurse Practitioner (NP)
  - Physician Assistant (PA)

## Who has Proper Documentation of Disability?

- Blanche has an appointment card from a chiropractor showing she has an appointment the next week

No

- Gerald told the intake worker that he receives disability income but threw away all of the check stubs

No – must obtain the actual documentation

- The intake worker found Ken to be disoriented and he has poor personal hygiene. Ken presented with no paperwork about having a disability.

Yes – and written 3<sup>rd</sup> party verification within 45 days



Leigh Howard <leigh@dma-housing.com>

## Question Response for CoC Question ID 129902 - HUD Exchange Ask A Question

1 message

aaq@hudexchange.info <aaq@hudexchange.info>  
To: leigh@dma-housing.com

Wed, May 1, 2019 at 2:09 PM

**Question Status: Answered**

Thank you for submitting a question via the HUD Exchange. The response to your question is listed below.

**Requestor Name:** Leigh Howard

**Requestor Email:** [leigh@dma-housing.com](mailto:leigh@dma-housing.com)

**Question Related To:** Continuum of Care Program

**Question ID:** 129902

**Question Subject:**

Eligibility re: DV Category 4

**Question Text:**

Hi - I am wondering if you could further describe part ii within part 4 of the HUD homeless definition - "has no other residence". For example, if an individual flees and is on the couch of a sibling for 2 days, but is not permitted to stay beyond one week, is that individual eligible for CoC-funded RRH assistance without entering an emergency or DV shelter? Any additional information provided would be helpful. Thank you, Leigh

**Response:**

*Thank you for your question. We regret the delay in responding to your inquiry. It is likely that you resolved the issue or no longer need the information. If you still need this issue resolved, please follow the instructions to reopen your ticket, and we will provide a response. We apologize for any inconvenience.*

In order to be considered Category 4 of the **HEARTH: Defining "Homeless" Final Rule**, an individual or family must meet the following criteria:

- (i) Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence;
- (ii) Has no other residence; and
- (iii) Lacks the resources or support networks, e.g., family, friends, and faith-based or other social networks, to obtain other permanent housing.

HUD would like to clarify that a household can meet this criteria for Category 4, **regardless of where they are residing (including staying with friends and family)**.

Please note that persons self-identify as victims of domestic violence, so that status is valid as long as the individual chooses to identify themselves as such. Therefore, if a household identifies as fleeing or attempting to flee DV that would make them eligible under Category 4 of the homeless definition, so long as they also meet the additional eligibility criteria of having no other residence **and** lacking the resources or support networks to obtain other permanent housing.

To help determine if the household meets the additional eligibility criteria of having no other residence and lacking the resources or support networks to obtain other permanent housing, intake workers should identify whether the individual or family has another safe and viable residence. A housing situation that is unsafe due to putting the individual or family in imminent danger of further abuse is not considered a resource or support network. Furthermore, a housing situation in which

the household is at imminent risk of being removed from the location is also not considered a viable residence. In both scenarios providers must not disqualify an individual or family from being considered Category 4 of the homeless definition based on these situations.

Recipients and subrecipients must document a client's homelessness status **at intake** into the project, and should follow HUD's stated preferred order for documentation. Below are the Category 4 documentation requirements, as found in the [HEARTH: Defining "Homeless" Final Rule](#). Please note that the documentation standards for Category 4 are different for victim service providers and non-victim service providers.

- The following applies to **victim service providers**:
  - An oral statement by the individual or head of household seeking assistance which states: they are fleeing; they have no subsequent residence; and they lack resources. The statement must be documented by a self-certification or a certification by the intake worker.
- The following applies to **non-victim service providers**:
  - Oral statement by the individual or head of household seeking assistance that they are fleeing. This statement is documented by a self-certification or by the caseworker. Where the safety of the individual or family is not jeopardized, the oral statement must be verified; and
  - Certification by the individual or head of household that no subsequent residence has been identified; and
  - Self-certification, or other written documentation, that the individual or family lacks the financial resources and support networks to obtain other permanent housing

Finally, HUD would like to clarify that self-certification by the individual or head of household would be acceptable by HUD if the individual considers him or herself as having no other residence and lacking the resources or support networks to obtain other permanent housing based on the criteria above. HUD expects intake workers to use their professional judgment to determine that the documentation collected is sufficient based on HUD's recordkeeping standards outlined above while also ensuring the safety of the individual or family is not jeopardized during the intake process.

**RRH:** Eligibility requirements under recent CoC Program NOFAs are provided below.

The [CoC Program interim rule](#) states that to be eligible for CoC Program-funded RRH, the household must be a homeless individual or family (see section [578.37\(a\)\(1\)\(ii\)](#) for more information). Additional eligibility criteria is set forth in the Fiscal Year NOFA under which the project was funded and the grant agreement currently in effect.

- RRH projects created through reallocation and funded as new projects under the [FY 2013 - FY 2014 CoC Program Notice of Funding Availability \(NOFA\)](#), must serve households with children living on the streets or in emergency shelter. RRH projects that were originally funded to serve individuals and families coming from streets or emergency shelters may be renewed under the FY 2013 - FY 2014 CoC Program Competition and may continue to serve individuals and families coming from the streets or emergency shelters.
- RRH projects created through reallocation and funded as new projects under the [FY 2015 CoC Program NOFA](#), [FY 2016 CoC Program NOFA](#), [FY 2017 CoC Program NOFA](#) must serve homeless individuals and families who enter directly from the streets or emergency shelters and persons who meet the criteria of paragraph (4) of the definition of homeless. Please note:
  - There is no requirement that individuals and families who meet the criteria of paragraph (4) of HUD's definition also be currently living on the streets or in emergency shelters in order to be eligible for RRH assistance funded through a new FY 2015, FY 2016, or FY 2017 CoC Program RRH project.
  - New RRH projects funded through the FY 2017 CoC Program NOFA may also serve individuals and families who meet one the following criteria:
    - Residing in a transitional housing project that was eliminated in the FY 2017 CoC Program Competition;
    - Residing in a transitional housing funded by a Joint TH and PH-RRH component project as defined in Section III.A.3.h. of the FY 2017 CoC Program NOFA); or
    - Receiving services from a VA-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system.

*Please note: the response provided in this email is specific to the question you submitted and may not apply to similar questions. Therefore, please use discretion in providing the response to others, as the answer may not apply to their particular situations.*

Please click on the [\[View Question\]](#) button below to perform the following actions:

- [View your question](#), answer, and any applicable attachments
  - [Ask a new, unrelated question](#) using the same requestor information
  - [Reopen this question](#) if you need more assistance with the same question
-



# Homeless Definition

Updated for CoC-funded projects, 3-3-19

<b>COC PROGRAM ELIGIBILITY, BY COMPONENT</b>	<b>Supportive Services Only</b>	<p>Individuals and Families defined as Homeless under the following categories are eligible for assistance in SSO projects:</p> <ul style="list-style-type: none"> <li>• Category 1 – Literally Homeless</li> <li>• Category 2 – Imminent Risk of Homeless</li> <li>• Category 4 – Fleeing/Attempting to Flee DV</li> </ul>
	<b>Transitional Housing</b>	<p>Individuals and Families defined as Homeless under the following categories are eligible for assistance in TH projects:</p> <ul style="list-style-type: none"> <li>• Category 1 – Literally Homeless</li> <li>• Category 2 – Imminent Risk of Homeless</li> <li>• Category 4 – Fleeing/Attempting to Flee DV</li> </ul>
	<b>Rapid Re-Housing (CoC)</b>	<p>Individuals defined as Homeless under the following categories are eligible for assistance in RRH projects:</p> <ul style="list-style-type: none"> <li>• Category 1 – Literally Homeless</li> <li>• Category 4 – Fleeing/Attempting to Flee DV (except if originally funded under FY 2013 NOFA)</li> </ul> <p>In addition to the above, Rapid Re-Housing projects may serve individuals and families, including unaccompanied youth, who meet the following criteria:</p> <ol style="list-style-type: none"> <li>residing in a transitional housing project that was de-funded by CoC or HUD;</li> <li>residing in transitional housing funded by a Joint TH and PH-RRH component project (See Section III.C.3.I of this NOFA); or</li> <li>receiving services through a VA-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system.</li> </ol>
	<b>Permanent Supportive Housing</b>	<p>Individuals and families defined as Homeless under the following categories are eligible for assistance in PSH projects:</p> <ul style="list-style-type: none"> <li>• Category 1 – Literally Homeless</li> <li>• Category 4 – Fleeing/Attempting to Flee DV</li> </ul> <p>PSH projects have the following additional NOFA limitations on eligibility within Category 1:</p> <ul style="list-style-type: none"> <li>• Individuals and Families coming from TH must have originally come from the streets or emergency shelter</li> <li>• Individuals and Families must also have an individual family member with a disability</li> </ul> <p>All PSH projects are dedicated to serve households that meet the definition of chronic homelessness. As such, all available beds must seek to house a household that is chronically homeless. If a chronic household cannot be identified, prioritization order of eligible households must follow the below:</p> <ol style="list-style-type: none"> <li>1) First Priority—Households with Long Periods of Episodic Homelessness and Severe Service Needs.</li> <li>2) Second Priority—Households with Severe Service Needs.</li> <li>3) Third Priority—Households experiencing literal homelessness without Severe Service Needs.</li> <li>4) Fourth Priority—Household Coming from Transitional Housing.</li> </ol>



# Homeless Definition

CRITERIA FOR DEFINING HOMELESS	Category 1	Literally Homeless	<p>(1) Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:</p> <ul style="list-style-type: none"> <li>(i) Has a primary nighttime residence that is a public or private place not meant for human habitation;</li> <li>(ii) Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); <u>or</u></li> <li>(iii) Is exiting an institution where (s)he has resided for 90 days or less <u>and</u> who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution</li> </ul>
	Category 2	Imminent Risk of Homelessness	<p>(2) Individual or family who will imminently lose their primary nighttime residence, provided that:</p> <ul style="list-style-type: none"> <li>(i) Residence will be lost within 14 days of the date of application for homeless assistance;</li> <li>(ii) No subsequent residence has been identified; <u>and</u></li> <li>(iii) The individual or family lacks the resources or support networks needed to obtain other permanent housing</li> </ul>
	Category 3	Homeless under other Federal statutes	<p>(3) Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:</p> <ul style="list-style-type: none"> <li>(i) Are defined as homeless under the other listed federal statutes;</li> <li>(ii) Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance application;</li> <li>(iii) Have experienced persistent instability as measured by two moves or more during in the preceding 60 days; <u>and</u></li> <li>(iv) Can be expected to continue in such status for an extended period of time due to special needs or barriers</li> </ul>
	Category 4	Fleeing/ Attempting to Flee DV	<p>(4) Any individual or family who:</p> <ul style="list-style-type: none"> <li>(i) Is fleeing, or is attempting to flee, domestic violence;</li> <li>(ii) Has no other residence; <u>and</u></li> <li>(iii) Lacks the resources or support networks to obtain other permanent housing</li> </ul>

Self-Paced Online Training

HUD

HUD SPONSORED

# Recording and Documenting Homeless Status

This online training module is intended to help staff understand HUD requirements for documenting the homeless status of households seeking assistance in projects funded through the Continuum of Care (CoC) and Emergency Solutions Grants (ESG) Programs.

## Training Objectives

- Identify the three main categories of documentation that intake staff can collect to record and document homeless status
- List HUD's preferred order of documentation
- Name three requirements that all types of documentation should meet (the general standards for documentation)
- Recognize specific documentation standards by homeless status category
- Apply documentation standards to case-based scenarios

## Instructions to Access the Training

[View instructions to access the training.](#)

## Related Materials and Resources

- [CoC Program Page](#)
- [ESG Program Page](#)

## Hosted By:

U.S. Department of Housing and Urban Development (HUD)



## Emergency Solutions Grant Instructions for Documenting Homelessness

HUD Standards:

Range of Documentation Types in order of preference:

1. Third party documentation
2. Intake worker observations
3. Certification from the person seeking assistance

### **Category 1: Literally Homeless**

- ✓ Written referral by another housing or service provider; or
- ✓ Written observation by the outreach worker; or
- ✓ Certification by the individual or head of household seeking assistance stating that (s)he was living on the streets or in shelter;

*For individuals exiting an institution - one of the forms of evidence above to document prior homelessness AND:*

- ✓ Discharge paperwork or written/oral referral; or
- ✓ Written record of intake worker's due diligence to obtain above evidence AND certification by the individual that they exited the institution

### **Category 2: Imminent Risk of Homelessness**

- ✓ Court order resulting from an eviction action notifying the individual or family that they must leave with 14 days; OR
- ✓ For household leaving a hotel or motel, evidence that they lack the financial resources to stay; OR
- ✓ Documented and verified oral statement; AND
- ✓ Certification that no subsequent residence has been identified; AND
- ✓ Self-certification or other written documentation that the individual lacks the financial resources and support necessary to obtain permanent housing

### **Category 4: Fleeing/Attempting to Flee DV**

*For Victim Service Providers:*

- ✓ Oral statement by the individual or head of household seeking assistance which states: they are fleeing; they have no subsequent residence; and they lack resources.
- ✓ The statement must be documented by a self-certification or a certification by the intake worker

*For NON-Victim Service Providers:*

- ✓ Oral statement by the individual or head of household seeking assistance that they are fleeing. This statement is documented by self-certification or by the caseworker. Where the safety of the household is NOT jeopardized the oral statement must be verified; AND
- ✓ Certification by the individual or head of household that no subsequent residence has been identified; AND
- ✓ Self-certification or other written documentation, that the individual or family lacks the financial resources and support networks to obtain other permanent housing.
- ✓

### **At - Risk of Homelessness**

- ✓ Court order resulting from an eviction action notifying the individual or family that they must leave between 14 – 21 days; OR
- ✓ For household leaving a hotel or motel, evidence that they lack the financial resources to stay; OR
- ✓ Documented and verified oral statement; AND
- ✓ Certification that no subsequent residence has been identified; AND
- ✓ Self-certification or other written documentation that the individual lacks the financial resources and support necessary to obtain permanent housing



**CATEGORY 1: LITERALLY HOMELESS**

<input type="checkbox"/>	Written referral by another housing or service provider	
<input type="checkbox"/>	Written observation by the outreach worker	
<input type="checkbox"/>	Certification by the individual or head of household seeking assistance stating that (s)he was living on the streets or in shelter;	
<input type="checkbox"/>	Discharge paperwork or written/oral referral	For individuals exiting an institution
<input type="checkbox"/>	Written record of intake worker's due diligence to obtain above evidence	For individuals exiting an institution
<input type="checkbox"/>	certification by the individual that they exited the institution	For individuals exiting an institution

**CATEGORY 2: IMMINENT RISK OF HOMELESSNESS**

<input type="checkbox"/>	Court order resulting from an eviction action notifying the individual or family that they must leave; OR
<input type="checkbox"/>	For household leaving a hotel or motel, evidence that they lack the financial resources to stay; OR
<input type="checkbox"/>	Documented and verified oral statement; AND
<input type="checkbox"/>	Certification that no subsequent residence has been identified; AND
<input type="checkbox"/>	Self-certification or other written documentation that the individual lacks the financial resources and support necessary to obtain permanent housing

**CATEGORY 4: FLEEING/ATTEMPTING TO FLEE DV**

*For Victim Service Providers:*

<input type="checkbox"/>	Oral statement by the individual or head of household seeking assistance which states: they are fleeing; they have no subsequent residence; and they lack resources.
<input type="checkbox"/>	The statement must be documented by a self-certification or a certification by the intake worker

*For NON-Victim Service Providers:*

<input type="checkbox"/>	Oral statement by the individual or head of household seeking assistance that they are fleeing. This statement is documented by self-certification or by the caseworker. Where the safety of the household is NOT jeopardized the oral statement must be verified; AND
<input type="checkbox"/>	Certification by the individual or head of household that no subsequent residence has been identified; AND
<input type="checkbox"/>	Self-certification or other written documentation, that the individual or family lacks the financial resources and support networks to obtain other permanent housing.

**AT-RISK OF HOMELESSNESS**

<input type="checkbox"/>	Court order resulting from an eviction action notifying the individual or family that they must leave between 14 – 21 days; OR
<input type="checkbox"/>	For household leaving a hotel or motel, evidence that they lack the financial resources to stay; OR
<input type="checkbox"/>	Documented and verified oral statement; AND
<input type="checkbox"/>	Certification that no subsequent residence has been identified; AND
<input type="checkbox"/>	Self-certification or other written documentation stating that the individual lacks the financial resources and support necessary to obtain permanent housing

**PARTICIPANT'S INFORMATION / SIGNATURES**

Agency Participant Name:		Agency Caseworker Signature:	
Agency Name:		Program Name:	
DCED Monitor's Name		DCED Monitor's Signature	

**I hereby declare that the information furnished above and attached is true to the best of my knowledge and belief.**

**\*\*\*Documentation of homelessness must be provided with each applicable selection and attached to checklist within each program participant's intake file. \*\*\***



# Homeless Definition

## RECORDKEEPING REQUIREMENTS

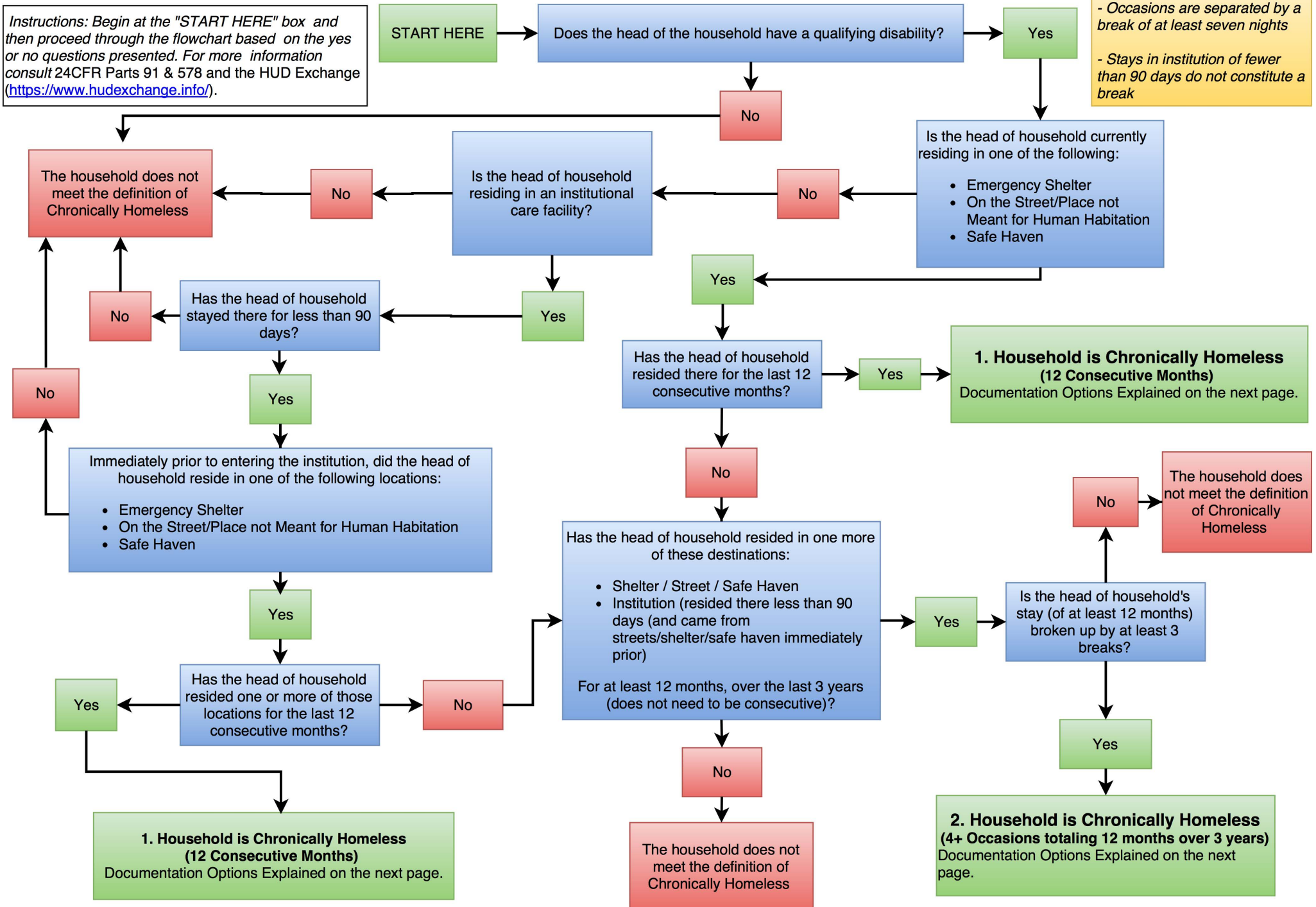


RECORDKEEPING REQUIREMENTS	Category 1	Literally Homeless	<ul style="list-style-type: none"> <li>Written observation by the outreach worker; <u>or</u></li> <li>Written referral by another housing or service provider; <u>or</u></li> <li>Certification by the individual or head of household seeking assistance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

# Flowchart of HUD's Definition of Chronic Homelessness

Instructions: Begin at the "START HERE" box and then proceed through the flowchart based on the yes or no questions presented. For more information consult 24CFR Parts 91 & 578 and the HUD Exchange (<https://www.hudexchange.info/>).

**Remember:**  
- Occasions are separated by a break of at least seven nights  
- Stays in institution of fewer than 90 days do not constitute a break





# Documentation Standards for Chronic Homelessness

**Instructions:** Based on your navigation of the flowchart on the previous page, locate the appropriate numbered situation on this page and follow the documentation standards noted. This tool summarizes the criteria for the new Chronically Homeless Definition. To review the exact language, please refer to 24 CFR Parts 91 & 578 and the HUD Exchange (<https://www.hudexchange.info/homelessness-assistance/resources-for-chronic-homelessness/>)

Situation	Documentation of Homelessness	Documentation of Disability
<b>1. Household is Chronically Homeless</b>  (12 Consecutive Months)	<input type="checkbox"/> HMIS record or record from a comparable database; or <input type="checkbox"/> Written observation by an outreach worker of the conditions where the individual was living; or <input type="checkbox"/> Written referral by another housing or service provider; or <input type="checkbox"/> Where the evidence above is unavailable, there must be a certification by the individual seeking assistance, accompanied by the intake worker's documentation of the living situation and the steps taken to obtain the evidence listed above.  If the head of household is currently staying in an institution where they have been for less than 90 days (and were in a shelter/street/safe haven immediately prior) their Institutional Stay can be documented by: <input type="checkbox"/> Discharge paperwork or written/oral referral from a social worker or appropriate official of the institutional facility, with start/end dates of client's residence, or <input type="checkbox"/> Where the evidence above is unavailable, there must be a certification by the individual seeking assistance, accompanied by the intake worker's documentation of the living situation and the steps taken to obtain the evidence listed above.	Documentation of the head of household's disability, including: <input type="checkbox"/> Written verification of the disability from a licensed professional; <input type="checkbox"/> Written verification from the Social Security Administration; <input type="checkbox"/> The receipt of a disability check; or <input type="checkbox"/> Intake staff-recorded observation of disability that, no later than 45 days from the application for assistance, accompanied by supporting evidence.
<b>2. Household is Chronically Homeless</b>  (4+ Occasions totaling 12 months over 3 years)*  <i>*May include institution stays of &lt;90 days</i>	<input type="checkbox"/> HMIS record or record from a comparable database; or <input type="checkbox"/> Written observation by an outreach worker of the conditions where the individual was living; or <input type="checkbox"/> Written referral by another housing or service provider; or <input type="checkbox"/> Discharge paperwork or written/oral referral from a social worker or appropriate official of the institutional facility, with start/end dates of client's residence (for institutional stays of less than 90 days) <input type="checkbox"/> Where the evidence above is unavailable, there must be a certification by the individual seeking assistance, accompanied by the intake worker's documentation of the living situation and the steps taken to obtain the evidence listed above.  <i>* Each separate occasion MUST be documented (minimum of 3 breaks). 100% of the breaks can be documented by self- report.</i>	Documentation of the head of household's disability, including: <input type="checkbox"/> Written verification of the disability from a licensed professional; <input type="checkbox"/> Written verification from the Social Security Administration; <input type="checkbox"/> The receipt of a disability check; or <input type="checkbox"/> Intake staff-recorded observation of disability that, no later than 45 days from the application for assistance, accompanied by supporting evidence.

## Important Notes:

- Each individual occasion needs to be fully documented.
- Breaks can be documented by self-report.
- For each Project:
  - 100% of households served can use self-certification for 3 months of their 12 months,
  - 75% of households served need to use 3<sup>rd</sup> Party documentation for 9 months of their 12 months, and
  - 25% of households served can use self-certification as documentation for any and all months.