



**Department of Commerce**

Innovation is in our nature.

# **Commerce Compliance with RCW 43.185C.240: Document Recording Surcharge Funds**

February 3, 2014



## Commerce Compliance under 43.185C.240

---

FEBRUARY, 3, 2014

During testimony related to HB 2368 and SB 6313 last week Terry Kohl asserted, on behalf of the Washington Apartment Association, that Commerce is not in compliance with 43.185C.240.

**Commerce has met our responsibilities under 43.185C.240**, and we have also made efforts to ensure that counties are in compliance with their responsibilities under that RCW as well.

**The following is an annotated version of RCW 43.185C.240 detailing the department's compliance efforts.** Supporting documents follow the numbered annotations.

**For more information:**

Dan McConnon

Deputy Director

[dan.mcconnon@commerce.wa.gov](mailto:dan.mcconnon@commerce.wa.gov)

(360) 725-2910

Tedd Kelleher

Managing Director for Housing Assistance

[tedd.kelleher@commerce.wa.gov](mailto:tedd.kelleher@commerce.wa.gov)

(360) 725-2930

## **RCW 43.185C.240**

Document recording surcharge funds — Use — Local government obligations — Washington state quality award program — Department's duties — Definitions. (Expires June 30, 2017.)

(1) As a means of efficiently and cost-effectively providing housing assistance to very-low income and homeless households:

(a) Any local government that has the authority to issue housing vouchers, directly or through a contractor, using document recording surcharge funds collected pursuant to RCW 36.22.178, 36.22.179, or 36.22.1791 must:

(i)(A) Maintain an interested landlord list, which at a minimum, includes information on rental properties in buildings with fewer than fifty units;

*Commerce assisted local governments with the responsibility to fulfill the requirements under subsection (1) to county governments via the following methods:*

*A September 6, 2012 email to the Association of Washington Counties describing the requirements, and asking the Association to invite their members to a September 27 web meeting (Attachment 1).*

*During a September 27, 2012 web meeting that county governments, landlord association representatives, landlords, housing providers, and tenant advocates were invited. The invitation list was created by asking Terry Kohl and Terri Hotvedt, who agreed to forward the invitation to landlord representatives and other landlords (Attachment 2: August 28, 2012 and September 25, 2012 emails).*

*In a May 1, 2013 email to county contacts with an attached table describing local government responsibilities under this section (Attachment 3).*

*In April 2013 Commerce asked each county to affirm the methods they were using to implement the interested landlord list and provide a contact (the results are included in Attachment 4).*

*Commerce launched [housingsearchnw.org](http://housingsearchnw.org) in the spring of 2013 as a mechanism to aid counties in fulfilling the county interested landlord list requirement. Over 10,000 beds are registered in the system as of January 2014. The system allows landlords to list properties for free, or just register their contact information on an interested parties list.*

*In cooperation with landlords created a crosswalk by county of landlord associations, housing providers, and local government contacts, completed February 2012 and distributed to everyone on the list (Attachment 5).*

(B) Update the list at least once per quarter;

(C) Distribute the list to agencies providing services to individuals and households receiving

housing vouchers;

(D) Ensure that a copy of the list or information for accessing the list online is provided with voucher paperwork; and

(E) Use reasonable best efforts to communicate and interact with landlord and tenant associations located within its jurisdiction to facilitate development, maintenance, and distribution of the list;

(ii) Using cost-effective methods of communication, convene, on a semiannual or more frequent basis, landlords represented on the interested landlord list and agencies providing services to individuals and households receiving housing vouchers to identify successes, barriers, and process improvements. The local government is not required to reimburse any participants for expenses related to attendance;

(iii) Produce data, limited to document recording fee uses and expenditures, on a calendar year basis in consultation with landlords represented on the interested landlord list and agencies providing services to individuals and households receiving housing vouchers, that include the following: Total amount expended from document recording fees; amount expended on, number of households that received, and number of housing vouchers issued in each of the private, public, and nonprofit markets; amount expended on, number of households that received, and number of housing placement payments provided in each of the private, public, and nonprofit markets; amount expended on and number of eviction prevention services provided in the private market; and amount expended on and number of other tenant-based rent assistance services provided in the private market. If these data elements are not readily available, the reporting government may request the department to use the sampling methodology established pursuant to (c)(iii) of this subsection to obtain the data; and

(iv) Annually submit the calendar year data to the department by October 1st, with preliminary data submitted by October 1, 2012, and full calendar year data submitted beginning October 1, 2013.

*Counties submitted the data to Commerce in a required annual report in both 2012 and 2013 (Attachments 9 and 10). State funding to a community is held if complete and accurate reports are not submitted.*

(b) Any local government receiving more than three million five hundred thousand dollars during the previous calendar year from document recording surcharge funds collected pursuant to RCW [36.22.178](#), [36.22.179](#), and [36.22.1791](#), must apply to the Washington state quality award program, or similar Baldrige assessment organization, for an independent assessment of its quality management, accountability, and performance system. The first assessment may be a lite assessment. After submitting an application, a local government is required to reapply at least every two years.

(c) The department must:

(i) Require contractors that provide housing vouchers to distribute the interested landlord list



created by the appropriate local government to individuals and households receiving the housing vouchers;

*Commerce requires providers to fulfill this requirement within the Commerce Consolidated Homeless Grant contract guidelines (Attachment 6, page 29).*

(ii) Using cost-effective methods of communication, annually convene local governments issuing housing vouchers, landlord association representatives, and agencies providing services to individuals and households receiving housing vouchers to identify successes, barriers, and process improvements. The department is not required to reimburse any participants for expenses related to attendance;

*Meetings convened September 27, 2012, and February 21, 2013 (Attachment 7 for registered attendees and registration list).*

(iii) Develop a sampling methodology to obtain data required under this section when a local government or contractor does not have such information readily available. The process for developing the sampling methodology must include providing notification to and the opportunity for public comment by local governments issuing housing vouchers, landlord association representatives, and agencies providing services to individuals and households receiving housing vouchers;

*A description of the methodology was presented and comments were solicited during the September 27 meeting attended by landlord representatives, landlords, local governments, and housing providers (see slides in Attachment 8). A 2012 report based on the methodology was discussed during February 21 meeting. The 2013 report used the same methodology.*

(iv) Develop a report, limited to document recording fee uses and expenditures, on a calendar year basis in consultation with local governments, landlord association representatives, and agencies providing services to individuals and households receiving housing vouchers, that includes the following: Total amount expended from document recording fees; amount expended on, number of households that received, and number of housing vouchers issued in each of the private, public, and nonprofit markets; amount expended on, number of households that received, and number of housing placement payments provided in each of the private, public, and nonprofit markets; amount expended on and number of eviction prevention services provided in the private market; and amount expended on and number of other tenant-based rent assistance services provided in the private market. The information in the report must include data submitted by local governments and data on all additional document recording fee activities for which the department contracted that were not otherwise reported;

*2012 Report: Attachment 9, pages 5-8.*

*2013 Report: Attachment 10, pages 13-16.*

(v) Annually submit the calendar year report to the legislature by December 15th, with a preliminary report submitted by December 15, 2012, and full calendar year reports submitted beginning December 15, 2013; and

*The 2012 and 2013 reports are both available on the Legislature's [Reports to the Legislature webpage](#).*

(vi) Work with the Washington state quality award program, local governments, and any other organizations to ensure the appropriate scheduling of assessments for all local governments meeting the criteria described in subsection (1)(b) of this section.

*Commerce has collaborated with WSQA to compile lists and notify organizations that meet this criteria so that they can comply with this RCW.*

(2) For purposes of this section:

(a) "Housing placement payments" means one-time payments, such as first and last month's rent and move-in costs, funded by document recording surcharges collected pursuant to RCW [36.22.178](#), [36.22.179](#), or [36.22.1791](#) that are made to secure a unit on behalf of a tenant.

(b) "Housing vouchers" means payments funded by document recording surcharges collected pursuant to RCW [36.22.178](#), [36.22.179](#), or [36.22.1791](#) that are made by a local government or contractor to secure: (i) A rental unit on behalf of an individual tenant; or (ii) a block of units on behalf of multiple tenants.

(c) "Interested landlord list" means a list of landlords who have indicated to a local government or contractor interest in renting to individuals or households receiving a housing voucher funded by document recording surcharges.

(3) This section expires June 30, 2017.

(4) If section 1, chapter 90, Laws of 2012 is not enacted into law by July 31, 2012, this section is null and void.

**From:** Kelleher, Tedd (COM)  
**Sent:** Thursday, September 06, 2012 4:49 PM  
**To:** Abby Murphy  
**Subject:** FW: Implementing Interested Landlord Lists - New Requirement of HB 2048

Below is an invitation we are sending to county government representatives we have worked with on homeless programs. Feel free to forward it to anyone else who you might think is interested in this issue.

\*\*\*\*\*

You are invited to a web meeting at 3 p.m. on Thursday, September 27 to discuss the requirement that local governments maintain "interested landlords lists."

Under [HB 2048](#) local governments receiving homeless and affordable housing document recording fees must:

1. Maintain an "interested landlord list" that shared with people receiving rent assistance; and
2. Twice annually convene meetings with interested landlords and organizations using recording fees used for rent assistance.

The Washington State Department of Commerce is convening this meeting of representatives from local governments, landlords, tenant unions, and housing providers to share ideas, challenges and next steps connected to fulfilling this new requirement.

A primary focus of the meeting will be sharing examples of local communities that already maintain interested landlord lists and are actively working with landlords to maintain the lists.

**To participate in this web meeting, please register here:**

<https://www1.gotomeeting.com/register/866754625>

If you'd like to participate in the meeting in person, please RSVP to Kathryn Stayrook - [Kathryn.Stayrook@commerce.wa.gov](mailto:Kathryn.Stayrook@commerce.wa.gov).

Thank you for your help implementing this requirement. If you have any questions about the meeting, requirement, or HB 2048 don't hesitate to contact Tedd Kelleher (360.725.2930; [tedd.kelleher@commerce.wa.gov](mailto:tedd.kelleher@commerce.wa.gov)).

Tedd Kelleher  
WA Department of Commerce  
360.725.2930  
[tedd.kelleher@commerce.wa.gov](mailto:tedd.kelleher@commerce.wa.gov)

\*\*\*\*\*

Draft Agenda:

Introductions
Requirements of HB 2048: <ul style="list-style-type: none"><li>• Interested Landlord List</li><li>• Annual Reporting</li></ul>
Examples of Interested Landlord Lists – <ul style="list-style-type: none"><li>• Up to three short presentations from</li></ul>

local governments and participating landlords
Discussion of Next Steps

## Attachment 2.1

---

**From:** Kelleher, Tedd (COM)  
**Sent:** Tuesday, August 28, 2012 12:14 PM  
**To:** 'Terri Hotvedt'  
**Subject:** RE: Conference call on Proposed Trust Fund statute changes  
**Attachments:** photo 1.jpg; photo 2.jpg

As you requested, attached are scans of the brochure for the online housing search system used in King and Snohomish counties.

---

**From:** Terry Kohl [<mailto:tkohl@comcast.net>]  
**Sent:** Tuesday, August 28, 2012 11:48 AM  
**To:** Retlin, Cary (COM); Masella, Janet (COM); [nickfederici@gmail.com](mailto:nickfederici@gmail.com); Kelleher, Tedd (COM); Terri Hotvedt  
**Subject:** RE: Conference call on Proposed Trust Fund statute changes

Attached is the county list taken from Kyle Woodring's list and a county list from a county email list for implementation of 2048. Terry

---

**From:** Terry Kohl [<mailto:tkohl@comcast.net>]  
**Sent:** Wednesday, August 15, 2012 7:50 PM  
**To:** 'Retlin, Cary (COM)'; 'Masella, Janet (COM)'; '[nickfederici@gmail.com](mailto:nickfederici@gmail.com)'  
**Cc:** Terri Hotvedt ([Hotvedt9@gmail.com](mailto:Hotvedt9@gmail.com))  
**Subject:** RE: Conference call on Proposed Trust Fund statute changes

Janet/Cary/Nick,

Thank you for the meeting/conference call today.

I understand you will email to us (a) DOC's project application forms for new projects that show requirements for surveys and (b) sample vacancy surveys showing availability of private rental housing units, or lack of such, units for the targeted population. The interesting part to discover is whether they've contacted the small unit apartments.

I also want to clarify that I mentioned the old wars between DOC/HA and WAA/RHA only because I do not want it to occur again and because, from my experience with our members, anything that they read as resistance to their inclusion in the process ends up with a negative response. As they believe that a requirement that local associations be informed of a potential project by the developers, and that the project report to DOC of such vacancy survey results, requires very little of the project developer and would be helpful information for them and DOC.

So be it and we move on and look forward to receiving these documents.

Thanks again for your time and consideration.

Best regards, Terry

**Terry Kohl** | 206.850.6030 | [tkohl@comcast.net](mailto:tkohl@comcast.net)

---

**From:** Retlin, Cary (COM) [<mailto:cary.retlin@commerce.wa.gov>]  
**Sent:** Tuesday, August 14, 2012 10:37 AM  
**To:** Masella, Janet (COM); McConnon, Dan (COM); [hotvedt9@gmail.com](mailto:hotvedt9@gmail.com); [michele@wliha.org](mailto:michele@wliha.org); [nickfederici@gmail.com](mailto:nickfederici@gmail.com);

[Sethdawson@att.net](mailto:Sethdawson@att.net); [tkohl@comcast.net](mailto:tkohl@comcast.net); [kylewoodring@gmail.com](mailto:kylewoodring@gmail.com); COM FA Bldg 5 3rd Floor CSHD Employee of Quarter Room 307; [phoenixassocpa@aol.com](mailto:phoenixassocpa@aol.com)

**Subject:** Conference call on Proposed Trust Fund statute changes

Terry Kohl asked that I schedule a meeting before the last Trust Fund cost-effectiveness report meeting (next week) to review the changes he and Teri proposed to the Trust Fund statute.

Hopefully tomorrow at 4:30 works for you all. We would love to see you here at the office, but a phone call works too.

The call in number for the conference bridge is: **(360) 407-3780**

**PIN Code: 590528 #**

I will also send an updated outlook appointment for those of you who can use that to automatically update your calendar.

Thank you,

C

Attached: Draft Housing Trust Fund statute changes from WAA and RHAPS.

<<HB 2640 WAA RHA Position Paper for Cost Effective HTF legislation.docx>>

Cary Retlin  
Policy & Performance Manager  
State of Washington Department of Commerce  
Community Services & Housing Division

360-725-2836  
[www.commerce.wa.gov](http://www.commerce.wa.gov)

**From:** Kelleher, Tedd (COM)  
**Sent:** Tuesday, September 25, 2012 5:52 PM  
**To:** 'Terry Kohl'; 'Terri Hotvedt'; 'Michele Thomas'  
**Cc:** Retlin, Cary (COM); Kinard, Kathy (COM)  
**Subject:** RE: Implementing Interested Landlord Lists - New Requirement of HB 2048  
**Attachments:** G2WRegistration\_xls-1.xlsx

So far 36 people have registered (registration list attached). Don't hesitate to keep soliciting people to register if you don't see them on the attached registration list and you are interested in them attending.

Terry: I have not heard from you regarding presenters from Clark County who could speak about their efforts to put together interested landlord lists. I have a representative from King so it is OK if we don't get anyone else, but there is still time to add others to the agenda.

I look forward to our meeting on Thursday.

Tedd Kelleher  
WA Department of Commerce  
360.725.2930  
[tedd.kelleher@commerce.wa.gov](mailto:tedd.kelleher@commerce.wa.gov)

---

**From:** Kelleher, Tedd (COM)  
**Sent:** Thursday, September 06, 2012 4:20 PM  
**To:** 'Terry Kohl'; 'Terri Hotvedt'; 'Michele Thomas'  
**Cc:** Retlin, Cary (COM); Kinard, Kathy (COM)  
**Subject:** Implementing Interested Landlord Lists - New Requirement of HB 2048

I will be forwarding a version of the following invitation to local governments (primarily counties), housing providers we work with directly, and Jonathan Grant at the Tenants Union.

As we discussed Terry and Terri will forward the invitation below to potentially interested landlords and landlord representatives.

Terry Kohl will pursue finding people from Clark County that can talk about their efforts to put together interested landlord lists work together on the use of fee funds for rental assistance.

Thank you for your help putting this meeting together.

\*\*\*\*\*

You are invited to a web meeting at 3 p.m. on Thursday, September 27 to discuss the requirement that local governments maintain "interested landlords lists."

Under [HB 2048](#) local governments receiving homeless and affordable housing document recording fees must:

1. Maintain an "interested landlord list" that shared with people receiving rent assistance; and
2. Twice annually convene meetings with interested landlords and organizations using recording fees used for rent assistance.

The Washington State Department of Commerce is convening this meeting of representatives from local governments, landlords, tenant unions, and housing providers to share ideas, challenges and next steps connected to fulfilling this new requirement.

A primary focus of the meeting will be sharing examples of local communities that already maintain interested landlord lists and are actively working with landlords to maintain the lists.

**To participate in this web meeting, please register here:**

<https://www1.gotomeeting.com/register/866754625>

If you'd like to participate in the meeting in person, please RSVP to Kathryn Stayrook - [Kathryn.Stayrook@commerce.wa.gov](mailto:Kathryn.Stayrook@commerce.wa.gov).

Thank you for your help implementing this requirement. If you have any questions about the meeting, requirement, or HB 2048 don't hesitate to contact Tedd Kelleher (360.725.2930; [tedd.kelleher@commerce.wa.gov](mailto:tedd.kelleher@commerce.wa.gov)).

Tedd Kelleher  
WA Department of Commerce  
360.725.2930  
[tedd.kelleher@commerce.wa.gov](mailto:tedd.kelleher@commerce.wa.gov)

\*\*\*\*\*

Draft Agenda:

Introductions
Requirements of HB 2048: <ul style="list-style-type: none"><li>• Interested Landlord List</li><li>• Annual Reporting</li></ul>
Examples of Interested Landlord Lists – <ul style="list-style-type: none"><li>• Up to three short presentations from local governments and participating landlords</li></ul>
Discussion of Next Steps



### Attachment 3.1

---

**From:** Kinard, Kathy (COM)  
**Sent:** Thursday, January 30, 2014 3:55 PM  
**To:** Kelleher, Tedd (COM)  
**Subject:** FW: Compliance with maintaining an Interested Landlord List  
**Attachments:** RCW Matrix of Roles and Responsibilities.docx

**Importance:** High

---

**From:** Kinard, Kathy (COM)  
**Sent:** Wednesday, May 01, 2013 3:05 PM  
**To:** [skern@qbhs.org](mailto:skern@qbhs.org); [Tammie.Washburn@co.benton.wa.us](mailto:Tammie.Washburn@co.benton.wa.us); [svanosten@wenatcheewa.gov](mailto:svanosten@wenatcheewa.gov); [smorley@spokanecity.org](mailto:smorley@spokanecity.org); [KKENNEDY@spokanecounty.org](mailto:KKENNEDY@spokanecounty.org); [cindybserenity@yahoo.com](mailto:cindybserenity@yahoo.com); [kate.budd@clark.wa.gov](mailto:kate.budd@clark.wa.gov); [jdieter@longviewha.org](mailto:jdieter@longviewha.org); [JBrucklier@co.ferry.wa.us](mailto:JBrucklier@co.ferry.wa.us); [jstrickler@co.grant.wa.us](mailto:jstrickler@co.grant.wa.us); [sbonwell@hagc.net](mailto:sbonwell@hagc.net); [vickip@coastalcap.org](mailto:vickip@coastalcap.org); [j.pelant@co.island.wa.us](mailto:j.pelant@co.island.wa.us); [kmorgan@olycap.org](mailto:kmorgan@olycap.org); [mbernhard@kcr.org](mailto:mbernhard@kcr.org); [jraymond@hopesource.us](mailto:jraymond@hopesource.us); [linda@wgap.ws](mailto:linda@wgap.ws); [staci@frcoflincolncounty.org](mailto:staci@frcoflincolncounty.org); [psells@hctc.com](mailto:psells@hctc.com); Guse, Vicki (DOHi) ([vickig@co.adams.wa.us](mailto:vickig@co.adams.wa.us)); Kirkpatrick, Vicki (DOHi) ([vickik@co.mason.wa.us](mailto:vickik@co.mason.wa.us)); [RonW@occac.com](mailto:RonW@occac.com); [nadine\\_csn@centurytel.net](mailto:nadine_csn@centurytel.net); [ashley\\_csn@centurytel.net](mailto:ashley_csn@centurytel.net); [cody@pofcn.org](mailto:cody@pofcn.org); [melanier@sanjuanico.com](mailto:melanier@sanjuanico.com); [lucyk@communityactionskagit.org](mailto:lucyk@communityactionskagit.org); [JackieM.Anderson@SnoCo.org](mailto:JackieM.Anderson@SnoCo.org); [Nathan.Marti@co.snohomish.wa.us](mailto:Nathan.Marti@co.snohomish.wa.us); [Leila.Copeland@co.snohomish.wa.us](mailto:Leila.Copeland@co.snohomish.wa.us); [jjones@ruralresources.org](mailto:jjones@ruralresources.org); [adeng@co.thurston.wa.us](mailto:adeng@co.thurston.wa.us); [howellt@co.wahkiakum.wa.us](mailto:howellt@co.wahkiakum.wa.us); [skralman@wwchhs.org](mailto:skralman@wwchhs.org); [GdeHoog@co.whatcom.wa.us](mailto:GdeHoog@co.whatcom.wa.us); [greg\\_winter@whatcomhsc.org](mailto:greg_winter@whatcomhsc.org); [amyr@cacwhitman.com](mailto:amyr@cacwhitman.com); [Avery.Zoglman@co.yakima.wa.us](mailto:Avery.Zoglman@co.yakima.wa.us)  
**Cc:** [nina@socialserve.com](mailto:nina@socialserve.com); Schwartz, Mary (COM) ([mary.schwartz@commerce.wa.gov](mailto:mary.schwartz@commerce.wa.gov))  
**Subject:** Compliance with maintaining an Interested Landlord List  
**Importance:** High

Good Afternoon -

[HousingSearchNW.org](http://HousingSearchNW.org) is live, searchable, and full of affordable housing opportunities for the citizens of Washington State.

This email is going to contacts for each county, whether you are using the website or not, to meet the requirements in RCW 43.185C.240 requiring all entities using document recording fees for housing assistance. Please see the attached table identifying each section of the law and what Commerce and Counties need to do to comply.

If you are using the website to comply, we need you to continue to do all of the following to make this as successful as possible:

- Please go to [HousingSearchNW.org](http://HousingSearchNW.org) and continue to list properties in your area and forward the link to property managers and owners who should be on the list of interested landlords in your area.
- Please forward the [link](#) to service providers to be sure clients and case managers go to [HousingSearchNW.org](http://HousingSearchNW.org) to find affordable housing opportunities in your community.
- Please contact [Nina Miller](#) at SocialServe.com for all your marketing materials and communication tools. SocialServe.com is available to help you make connections locally to ensure you have a comprehensive housing locator tool.

- Please “link up” by including a message about [HousingSearchNW.org](http://HousingSearchNW.org) in your emails and signatures. **Icons are included in this message to “copy and paste” to your own websites and emails.**
- Please let [Nina](#) know if you want training on any of the features of [HousingSearchNW.org](http://HousingSearchNW.org).
- Please let Commerce know if we can be of further assistance.

We look forward to the continued growth of housing opportunities and clients accessing this vital service to help end homelessness in our communities.



*Kathy Kinard*

Housing Assistance Unit | Community Services and Housing Division

[Department of Commerce](#) | phone 360.725.2939 | [kathy.kinard@commerce.wa.gov](mailto:kathy.kinard@commerce.wa.gov)

1011 Plum Street | P O Box 42525 | Olympia, WA 98504-2525

*work hours: M – Th 7:00am – 5:30pm*

*Commerce office hours are Monday through Thursday, 7:00 a.m. to 6:00 p.m. Commerce offices in Olympia are closed for business Friday through Sunday.*

## Attachment 3.2

### RCW 43.185C.240 –

#### “Maintaining an Interested Landlord List and make available to clients you assist with document recording funds”

In 2012, the Washington State legislature passed a new law requiring local governments who directly, or through a contractor, assist households with document recording funds maintain an *interested landlord list* and make it available to clients. Below is a table that outlines the requirements and indicates how Commerce is helping counties meet the requirements.

<b>RCW 43.185C.240</b>	<b><i>What Commerce needs to do</i></b>	<b><i>What counties need to do</i></b>
(i)(A) Maintain an interested landlord list, which at a minimum, includes information on rental properties in buildings with fewer than fifty units;	Commerce contracted with SocialServe to use HousingSearchNW as an on-line resource for maintaining the list.  Commerce has offered each county free access to this resource as a way to comply with the requirement.	Work with SocialServe and provide landlord information and contacts.  OR  Let Commerce know how the county will comply with the requirement if you are not using HousingSearchNW through SocialServe.
(B) Update the list at least once per quarter;	Commerce has included this in the contract with SocialServe to update the list at least once per quarter.	SocialServe will contact landlords at least once per quarter on your behalf  OR  Let Commerce know how the county will comply with the requirement if you are not using HousingSearchNW through SocialServe.
(C) Distribute the list to agencies providing services to individuals and households receiving housing vouchers;	N/A	Agencies need to develop a mechanism for informing other agencies providing services to individuals and households about their <i>Interested Landlord List</i> .
(D) Ensure that a copy of the list or information for accessing the list online is provided with voucher paperwork; and	N/A	Agencies need to develop a mechanism for informing clients about their <i>Interested Landlord List</i> .
(E) Use reasonable best efforts to communicate and interact with landlord and tenant associations located within its jurisdiction to facilitate development, maintenance, and distribution of the list.	N/A	Counties need to determine how to comply.

(ii) Using cost-effective methods of communication, convene, on a semiannual or more frequent basis, landlords represented on the interested landlord list and agencies providing services to individuals and households receiving housing vouchers to identify successes, barriers, and process improvements. The local government is not required to reimburse any participants for expenses related to attendance.	N/A	Counties need to determine how to comply.
(iii) Produce data, limited to document recording fee uses and expenditures, on a calendar year basis in consultation with landlords represented on the interested landlord list and agencies providing services to individuals and households receiving housing vouchers, that include the following: Total amount expended from document recording fees; amount expended on, number of households that received, and number of housing vouchers issued in each of the private, public, and nonprofit markets; amount expended on, number of households that received, and number of housing placement payments provided in each of the private, public, and nonprofit markets; amount expended on and number of eviction prevention services provided in the private market; and amount expended on and number of other tenant-based rent assistance services provided in the private market. If these data elements are not readily available, the reporting government may request the department to use the sampling methodology established pursuant to (c)(iii) of this subsection to obtain the data; and	Commerce will report on the county's behalf using data in HMIS and other local information that may be requested by Commerce, such as landlord type on a sample of rent assistance activities recorded in HMIS.	Enter landlord information (type of landlord) along with rent amount and length of rent assistance when entering data in HMIS. This isn't 'required' but could help you respond locally to Commerce "sampling" data requests.
(iv) Annually submit the calendar year data to the department by October 1st, with preliminary data submitted by October 1, 2012, and full calendar year data submitted beginning October 1, 2013.	Commerce will report on your behalf.	You are already doing this if you are continuing to enter client data <b>and</b> rent data in HMIS as prescribed in your contracts and required by your federal and state homeless funding sources.  You won't need to submit anything extra.
(b) Any local government receiving more than three million five hundred thousand dollars during the previous calendar year from document recording surcharge funds collected pursuant to RCW <a href="#">36.22.178</a> , <a href="#">36.22.179</a> , and <a href="#">36.22.1791</a> , must apply to the Washington state quality award program, or similar Baldrige assessment organization, for an independent assessment of its quality management, accountability, and performance system. The first assessment may be a lite assessment. After submitting an application, a local government is required to reapply at least every two years.	N/A	Apply to the Washington state quality award program if you meet the criteria.

## Attachment 4

County	Entity	Contact Person	Contact Email	Yes /No to using HousingSearch NW	
Adams	Adams County	Vicki Guse	<a href="mailto:vickig@co.adams.wa.us">vickig@co.adams.wa.us</a>	unsure - will contact SS. Sent six landlord contacts and Othello HA public housing (general contact line, not contact person). Cold calling to list	Y 3/25
Asotin	Quality Behavioral Health	Layci Peer	<a href="mailto:lpeer@qbhs.org">lpeer@qbhs.org</a>	YES email 3/19	Y 3/25
Benton/Franklin	Benton Franklin Department of Human Services	Tammie Washburn 509.783.5284	<a href="mailto:Tammie.Washburn@co.benton.wa.us">Tammie.Washburn@co.benton.wa.us</a>	YES email 3/6	Y 3/25
Chelan/Douglas	City of Wenatchee	Sandra Van Osten	<a href="mailto:svanosten@wenatchee.wa.us">svanosten@wenatchee.wa.us</a>	YES email 3/18 Spoke to Sandra about doing a mailing and working with the local rental assoc. Sending mailing verbiage 3/25 KF	Y 3/25
City of Spokane	City of Spokane, Spokane County	Shelia Morley, Kate Kennedy	<a href="mailto:smorley@spokanecity.org">smorley@spokanecity.org</a>	YES 3/18	Y 3/18
Clallam	Serenity House of Clallam County	Cindy Burdine	<a href="mailto:cindybserenity@yahoo.com">cindybserenity@yahoo.com</a>	YES email 3/13	Y 3/13
Clallam	Serenity Housing of Clallam Co/Shelter	Martha Ireland	<a href="mailto:shelterprovidersnetwork@clallam.wa.us">shelterprovidersnetwork@clallam.wa.us</a>	YES 3/25 KF	Y 3/25
Clark	Clark County Rental	Lyn Ayers	<a href="mailto:layers@wa-net.com">layers@wa-net.com</a>	Nina has a contact - MS	
Clark	Clark County Rental	Roger Silver	<a href="mailto:ccra4roger@aol.com">ccra4roger@aol.com</a>	YES call 3/27	Y 3/27
Columbia					X
Cowlitz	Cowlitz County	John Dieter	<a href="mailto:jdieter@longviewha.org">jdieter@longviewha.org</a>	Yes email 3/14 Yes - CK 3/27	Y 3/25
Ferry				2nd email sent 3/19	Y 3/25
Garfield					X
Grant	Grant County	June Strickler	<a href="mailto:jstrickler@co.grant.wa.us">jstrickler@co.grant.wa.us</a>	No 3/19 alternate sent in	Not using
Grant	Housing Authority of	Steffanie Bonwell	<a href="mailto:sbonwell@hagc.net">sbonwell@hagc.net</a>	YES- doing landlord mailing. Will send contact list, mailing bring organized. Mailing date not yet confirmed 3/25 KF	Y 3/25
Grays Harbor				2nd email sent 3/20	Y 3/25
Island	Island County	Joanne Pelant		YES email 3/21 to Nina	Y 3/21
Jefferson	Olympic CAP	Kathy Morgan	<a href="mailto:kmorgan@olympiccap.org">kmorgan@olympiccap.org</a>	YES email 3/20	Y 3/20
Kitsap	of Kitsap Co	360.473.2150	<a href="mailto:mbernhard@kcr.org">mbernhard@kcr.org</a>	Nina has a contact -MS	
Kittitas	County)	<a href="mailto:jraymond@hopesource.us">jraymond@hopesource.us</a>		2nd email sent 3/20	
Klickitat				2nd email sent 3/20	Y 3/25
Lewis	Lewis County Public	Michaelle Sorlie	<a href="mailto:michaelle.sorlie@lewiscountypub.org">michaelle.sorlie@lewiscountypub.org</a>	YES 3/26 KF	Y 3/26
Lincoln				2nd email sent 3/20	Y 3/25
Mason	Mason County Public Health	Patti Sells, Vicki Kirkpatrick	<a href="mailto:psells@hctc.com">psells@hctc.com</a> ; <a href="mailto:vickik@hctc.com">vickik@hctc.com</a>	YES email 3/14 Doing landlord mailing. Will send contact list, Mailing being organized. Mailing date, not yet confirmed. 3/21/2013 CK working	Y 3/28 CK
Okanogan	Okanogan CAC	Ron Whiteside	<a href="mailto:ronw@occac.com">ronw@occac.com</a>	not sure yet, probably	Y 3/25
Pacific	Authority	360-423-0140 ex. 84		Yes 3/5 Working with us to do landlord mailing. Lots of outreach and promotion going on. Will be linking to site one their site is redesigned.	Y 3/27
Pend Oreille	Family Crisis Network	Cody Francis	<a href="mailto:cody@pofcn.org">cody@pofcn.org</a>	use newspaper listing...	No
Pierce				No thanks	
San Juan	SanJuan County	Melanie Rollins	<a href="mailto:melanier@sanjuanco.com">melanier@sanjuanco.com</a>	in discussion	Y 3/25
Skagit	Community Action of Skagit County	Lucy Kesterson	<a href="mailto:lucyk@communityactions.org">lucyk@communityactions.org</a>	Yes email 3/12 Lucy attended webinar. Sending materials to all landlords. want to be on list for agency trainings. Lucy sent newsletter blurb to	Y 3/25
Skamania				2nd email sent 3/20	Y 3/25
Snohomish	Office of Community and Homeless Services / Snohomish County	Jackie Anderson, Leila Copeland, Nate Marti	<a href="mailto:o.org:Leila.Copeland@co.snohomish.wa.us">o.org:Leila.Copeland@co.snohomish.wa.us</a> ; <a href="mailto:Nathan.Marti@co.snohomish.wa.us">Nathan.Marti@co.snohomish.wa.us</a>	YES email 3/6	Y 3/6
Spokane	City of Spokane, Spokane County	Kate Kennedy - County Shelia Morley - City	<a href="mailto:smorley@spokanecity.org">smorley@spokanecity.org</a> ; <a href="mailto:KKENNEDY@spokanecity.org">KKENNEDY@spokanecity.org</a>	YES email 3/18	Y 3/18
Stevens	Rural Resoucrs	Jenny Jones		2nd email sent 3/20	
Thurston	Thurston County	Gary Aden	<a href="mailto:adeng@co.thurston.wa.us">adeng@co.thurston.wa.us</a>	Yes email 3/20	Y 3/25
Wahkiakum	Authority	360-423-0140 ex. 84		Yes 3/5 Working with us to do landlord mailing. Lots of outreach and promotion going on. Will be linking to site one their site is redesigned.	Y 3/27
Walla Walla	Walla Walla County	Susan Kralman	<a href="mailto:skralman@wwchhs.org">skralman@wwchhs.org</a>	YES email 3/20	Y 3/25
Whatcom	Whatcom County Health Department	Gail de Hoog and Greg Winter	<a href="mailto:GdeHoog@co.whatcom.wa.us">GdeHoog@co.whatcom.wa.us</a> ; <a href="mailto:greg_winter@whatcomhsc.org">greg_winter@whatcomhsc.org</a>	YES email 3/6	Y 3/6
Whitman				2nd email sent 3/20	
Yakima	Yakima County Department of Human Services	Avery Zoglman	<a href="mailto:Avery.Zoglman@co.yakima.wa.us">Avery.Zoglman@co.yakima.wa.us</a>	undecided email 3/6	Y 3/25

Attachment 5

Crosswalk of Local Govt / Lead Homeless Housing Grantee / Landlord Representatives / Interested Parties						Lead Provider - Grant Contact						Landlord Representatives						Interested Parties					
Local Government Contacts																							
County	Agency	Name	Email	Phone	Address	County	Agency	Name	Email	Phone		County	Agency	Name	Email	Phone	Address		Agency	Name	Email		
Adams	Adams County Integrated Health Care Services	Vicki Gause	vickig@co.adams.wa.us	509-488-4074	425 East Main, Ste 600, Othello, WA 99151	Adams	Adams County Integrated Health Care Services	Vicki Gause	vickig@co.adams.wa.us	509-488-4074									WA Low Income Housing Alliance	Michelle Thomas	michele@wihls.org		
Asotin	Asotin County	Jim Jeffords	jefford@co.asotin.wa.us	509-243-2060	PO Box 250, Asotin, WA 99402-0251	Asotin	Quality Behavioral Health	Lacy Peer	lpeer@qbhhs.org	509-769-6021									Spokane Low Income Housing Consortium	Shane Taylor	shane@slhlc.org		
Benton & Franklin	Benton Franklin Dept of Human Services	Gail Brown	galb@pdx.wa.co.benton-franklin.us	509-783-5284	7207 W. Okanogan Pl., Ste 203, Kelso, WA 99601	Benton/Franklin	Benton and Franklin Counties Department of Human Services	Tracy Diaz	tracyd@pdx.wa.co.benton-franklin.us	509-783-5284		Benton-Franklin	Benton-Franklin Rental Owners Association (BR/OA)	Donna Lee Smitt	gndumitt@charter.net	509-586-2585	1034 W 37th Place, Kenewick, WA 99337		Okanagan County CAC	Leel Duncan	leeld@ocac.com		
Chelan & Douglas	City of Wenatchee	Monica Libbey	mlibbey@wenatchee.wa.gov	509-664-5861		Chelan/Douglas	City of Wenatchee	Monica Libbey	mlibbey@wenatchee.wa.gov	509-888-3252		Chelan-Douglas	Rental Assoc. of Wenatchee Valley (RA/WV)	Dawna Nelson	dawnad@charter.net	509-860-2533			Blue Mountain Action Council	Debbie Howe	debbieh@bmacwae.org		
Clallam	Clallam County	James Jones Jr.	jjones@co.clallam.wa.us	360-417-2233	223 East 4th St, Port Angeles, WA 9.8.36	City of Spokane	City of Spokane Human Services	Sheila Morley	smorley@spokaneacity.org	509-625-6052		Clallam	Olympic Peninsula Rental Association (OPRA)	Gerald G. Austin	ggautin1@gmail.com	360-452-7923	1305 East First St., Port Angeles, WA 98362		Mason County Public Health and Human Svcs	Vicki Kirkpatrick	wicki@co.mason.wa.us		
Clark	Clark County	Kate Budd	kate.budd@clark.wa.gov	360-397-2130	P.O. Box 5000 Vancouver, WA 98664	Clallam	Serenity House of Clallam County	Kathy Walto	serenity@olygen.com	360-452-7954		Clark	Clark County Rental Association (CCRA)	Blain and Cheryl Cowley	camsonic@aol.com	360-699-4900			Housing Authority of Grant County	Steffanie Bonwell	shonwell@hagc.net		
Columbia	Columbia County	Charles Reeves	commissioners@co.columbia.wa.us	509-382-4542	341 E Main Street #4, Dayton, WA 99113	Clark	Clark County Department of Community Services	Kate Budd (ESG)	kate.budd@clark.wa.gov	360-398-2110		Columbia	Columbia Cascade Housing Corp.	Lyn Ayers	layes@wa-net.com				DSH/Home and Community Services	Victoria Young	youngv2@dhc.wa.gov		
Cowlitz	Wahkiakum Council of Governments	Melissa Taylor	mtaylor@cwco.org	360-577-3041		Columbia	Blue Mountain Action Council	Kathy Convy	kathy@bmacwae.org	509-520-4980		Cowlitz	Rental Property Owners Assoc. of Cowlitz County (PROACC)	Joel Madsen	joelm@columbiacascadehousingcorp.org	360-636-7961	PO Box 723, Longview, WA 98632		Spokane Low Income Housing Consortium	Chris Algeo	chrisa@slhc.org		
Ferry	Ferry County Community Services - Connections	Kate Rowe Maloret	krowemaloret@co.ferry.wa.us	509-775-3331	PO Box 1158, Republic, WA 98166	Cowlitz	Cowlitz County	Claire Hauge	haugec@co.cowlitz.wa.us	360-577-3065								Opportunity Council	Megan Feeny	megan_feeny@opccco.org			
Garfield	Garfield County	Robert Johnson	commissioners@co.garfield.wa.us	509-843-1391	789 Main Street, Pomeroy, WA 99156	Ferry	Ferry County Connections	Kate Rowe Maloret	krowemaloret@co.ferry.wa.us	509-775-3331									DSH/Home and Community Services	Jodi Lamoreaux	lamorj@dhc.wa.gov		
Grant	Grant County	June Strickler	jstrickler@co.grant.wa.us	509-754-2011	PO Box 37, Ephrata, WA 98923	Garfield	Blue Mountain Action Council	Kathy Convy	kathy@bmacwae.org	509-520-4980									City of Spokane Urban Services	Sheila Morley	smorley@spokaneacity.org		
Grays Harbor	Grays Harbor County	Terry Willis	twillis@co.grays-harbor.wa.us	360-249-3731	100 West Broadway, Ste #1, Monticello, WA 99024	Grant	Grant County	June Strickler	jstrickler@co.grant.wa.us	509-754-2011		Grays Harbor	Coastal Rental Association (CRA)	Donna Lee Smitt	gndumitt@charter.net	509-586-2585	1034 W 37th Place, Kenewick, WA 99337		Socialserve.com	Van Gattel	vg@socialserve.com		
Island	Island County Department of Human Services	Linda Richards	L.Richards@co.island.wa.us	360-678-7996		Grays Harbor	Coastal Community Action Program	Craig Dublanko	craigd@coastalcap.org	360-500-4526									Socialserve.com	Nina Miller	nina@socialserve.com		
Island	Island County Department of Human Services	Joanne Pelant	J.Pelant@co.island.wa.us	360-678-7962		Island	Island County Human Services Department	Jackie Henderson	jackieh@co.island.wa.us	360-678-7881									DSH/Home and Community Services	Dan Ruddehl	ruddehd@dhc.wa.gov		
Jefferson	Jefferson County	Philip Morley	pmorley@co.jefferson.wa.us	360-385-9100	PO Box 1220, Port Townsend, WA 98154														Walla Walla Dept. of Human Services	Susan Kraiman	skraiman@co.walla-walla.wa.us		
King	King County Housing and Community Development	Kate Speltz	kate.speltz@kingcounty.gov	206-263-9084		Jefferson	Olympic Community Action Programs	Kathy Morgan	kmorgan@olycap.org	360-385-2571		King	WA Apartment Association	Karyn Kuever	karyn@vpmApartments.com								
King	King County	Al D'Alessandro	al.dalesandro@kingcounty.gov	206-377-4800		King	King County Department of Community and Human Services	Kathy Miller	kathy.miller@kingcounty.gov	206-263-9090		King	Grossman Services Inc	Earl Ecklund	ekclund@teleport.com	206-242-5079							
Kitsap	Kitsap Regional Coordinating Council	Kirsten Jewell	kirsten@krsapregionalcouncil.org	360-377-4800		Kitsap	Kitsap Community Resources	Darlene Cook	darlene@kccr.org	360-473-2027		Kitsap	Prost Rental Owners Association (PROA)	Kellie Tollifson	ktollifson@tsquaremanagement.com	206-783-3003							
Kittitas	Kittitas County	Alan Crankovich	alan.crankovich@co.kittitas.wa.us	509-962-7508	205 W 5th Ave Ste 10B, Ellensburg, WA 98926	Kittitas	Hopesource	Hope McMillan	hmcmliland@hopesource.us	509-924-1448				Kyle Woodring	kyewoodring@gmail.com	425-485-1800							
Klickitat	Klickitat County	Ray Thayer	boxc@co.klickitat.wa.us	509-773-4612	205 S Columbus, MS CH-4, Golden, CO 80640	Klickitat	Lewis County Public Health and Social Services	Linda Schaeider	linda@wga.wa	509-493-3954				Terry Kohl	tkohl@comcast.net	206-283-0816							
Lewis	Lewis County	Michelle Sorlie	MISorlie@co.lewis.wa.us	509-740-1434		Lewis	Washington Gorge Action Program	Linda Schneider	linda@wga.wa	509-493-3954				Terri Holvett	tholvett@gmail.com	206-384-9984							
Lincoln	Lincoln County	Rob Coffman	roffman@co.lincoln.wa.us	509-725-3031	PO Box 28, Davenport, WA 99122	Lincoln	Lewis County Public Health and Social Services	Danielle D. York	danielle.york@lewiscountywa.gov	360-740-1434				Kevin Grossman	kgrossm@bentonsman.com	360-692-5873/360-731-6619	PO Box 63197, Shoreline, WA 98155						
Mason	Mason County	Linda Ring Erickson	lyr@are@co.mason.wa.us	360-427-9670 x 419	411 North 5th Street, Shelton, WA 98154	Mason	Family Resource Center	Staci Landt	staci@ccfcolincolncountywa.gov	509-725-4358				Kevin Grossman	kgrossm@bentonsman.com	360-692-5873/360-731-6619	1729 NW Silver, Bremerton, WA 98311		Council for the Homeless	David Moore	housing@cfthc.com		
Okanagan	Okanagan County	Jim Detro	detroitj@gmail.com	509-322-6326		Okanagan	Mason County Shelter	Carolyn Malanowski	cski@hcc.net	360-427-6919				Varfowercenter@aol.com	Varfowercenter@aol.com	360-692-5873/360-731-6619			Washington State Association of Counties	Abby Murphy	amurphy@wacounties.org		
Pacific	Pacific County	Lisa Ayers	lnoyend@co.pacific.wa.us	360-875-9337		Okanagan	Okanagan County Community Action Council	Linda Record	lindar@ocac.com	509-422-4041				Robert McConnell	info@pari.com				Pierce County Community Connections	Troy Christensen	tcristi@co.pierce.wa.us		
Pend Oreille	Pend Oreille County	Kathy Spoor	kspoosr@co.pacific.wa.us	360-887-2532		Pacific	Crisis Support Network	Kris Canamund	csn1@centurytel.net	360-875-6702													
Pierce	Pierce County Dept of Human Services	Laura Merrill	lmerill@pendoreille.org	509-447-4119	PO Box 5025, Newport, WA 99156	Pend Oreille	Pierce County Crime Victim Services/Family Crisis Network	Cody Francis	cody@pvcn.org	509-447-2274													
San Juan	San Juan County	Rae Anne Giron	rgiron@co.pierce.wa.us	253-798-6931	PO Box 607, Friday Harbor, WA 98253	Pend Oreille	Pierce County Community Connections, Homeless Program	Jeff Rodgers	jrodder@co.pierce.wa.us	253-798-6139													
Skagit	Skagit County	Kenneth Dahlstedt	commissioners@co.skagit.wa.us	360-336-9300	3800 Continental Place, Suite 100, Mount Vernon, WA 98273	San Juan	Opportunity Council	Debbie Paton	debbie_paton@opppco.org	360-734-5121													
Skagit	Skagit County Community Services	Bob Hicks	bobhicks@co.skagit.wa.us			Skagit	Skagit County Community Action Agency	Melissa Self	melissa@skagicap.org	360-416-7585													
Skamania	Skamania County	Heidi Penner	penner@co.skamania.wa.us		240 NW Vancouver, Stevenson, WA 99481	Skamania	Washington Gorge Action Program	Linda Schneider	linda@wga.wa	509-493-3954													
Snohomish	Snohomish County	Nase Mart	nate.mart@co.snohomish.wa.us	425-388-3268		Snohomish	Snohomish County Human Services Department	Nate Mart	nate.mart@co.snohomish.wa.us	425-388-3268													
Spokane	City of Spokane	Jerrie Alard	jalar@spokaneacity.org	509-625-6130		Spokane	Spokane County Community Services, Housing, and Community	Suzie McDaniel	smcdaniel@spokanecounty.org														
Stevens	Stevens County	Malcolm Friedman	commissioners@co.stevens.wa.us	509-684-3751	230 E. Birch Street, Colville, WA 99116	Stevens	Rural Resources Community Action/Community Services	Jenny Jones	jpjones@ruralresources.org	509-685-6072													
Thurston	Thurston County Public Health and Social Services	Gary Aden	aden@gco.thurston.wa.us	360-887-2532		Thurston	Thurston County Public Health and Social Services/Housing	Mark Friedman	freedm@co.thurston.wa.us	360-887-2558													
Wahkiakum	Wahkiakum County Health & Human Services	Chris Holmes	holmes@co.wahkiakum.wa.us	360-795-8630		Wahkiakum	Wahkiakum County Health and Human Services	Chris Holmes	holmes@co.wahkiakum.wa.us	360-795-8630													
Walla Walla	Walla Walla County Department of Human Services	Debbie Dumont	ddumont@co.walla-walla.wa.us	509-524-2920		Walla Walla	Walla Walla County Department of Human Services	Debbie Dumont	ddumont@co.walla-walla.wa.us	509-524-2920													
Whatcom	Whatcom County Health Department	Gail DeHog	gdehog@co.whatcom.wa.us	509-676-6724	400 N Main Street, Colfax, WA 99111	Whatcom	Whatcom County Health Department	Gail DeHog	gdehog@co.whatcom.wa.us	509-676-6724													
Whitman	Whitman County	Greg Patch	commissioners@co.whitman.wa.us	509-397-6200		Whitman	Community Action Center	Amy Robbins	amyr@acwhitman.com	509-334-9147		Walla Walla	Walla Walla Rental Properties Association (WWRPA)	Leo (Judith) Violette	ljev@bmi.net	509-525-6914/509-520-7432	145 Newell St., Walla Walla, WA 99362						
Yakima	Yakima County Department of Human Services	Avery Zogelman	avery.zogelman@co.yakima.wa.us	509-574-1529		Yakima	Yakima County Department of Human Services	Michelle Fox	michelle.fox@co.yakima.wa.us	509-574-1089		Whitman	WAA and WWRPA	Gina deWeber	ginad@shewallawalla.com								
	changes made											Whitman	Whitman County Landlord-Tenant Association	Eileen Macoli	drantaki@pullman.com	509-332-2255	125 SE High St., Pullman, WA 99163						
												Whitman	Whitman County Landlord-Tenant Association	Jeannette Gordon	jeannette@pullman.com		126 SE High St., Pullman, WA 99163						
												Whitman	Whitman County Landlord-Tenant Association	Anita Hornback	Anita.Hornback@gmail.com								



**Department of Commerce**  
Innovation is in our nature.

**Guidelines**

FOR THE

**Consolidated Homeless Grant**

***January 1, 2014 - December 31, 2015***

Funded through the  
Housing Assistance Unit  
Community Services and Housing Division  
Department of Commerce  
January 2014  
[www.commerce.wa.gov/CHG](http://www.commerce.wa.gov/CHG)

## Table of Contents

1	Overview .....	1
1.1	Fund Sources .....	1
1.2	Grant Activities .....	1
1.3	Purpose.....	1
2	Required homeless management information system (HMIS) Entry .....	3
3	Lead Grantee Monitoring by Commerce .....	4
4	Sub Grantee Selection and Monitoring .....	5
4.1	Sub Grantee Administration.....	5
4.2	Sub Grantee Monitoring .....	6
4.2.1	Risk Assessment .....	6
4.2.2	On-site or Remote Review .....	6
5	Billing Procedures and Financial Records .....	7
5.1	Back-up Documentation.....	7
5.2	Budget Revisions .....	7
6	Annual Homeless Housing Inventory and Point-in-Time Counts .....	9
7	Local Share .....	10
7.1	Base Funding .....	10
7.2	Ending Family Homelessness Funding .....	10
8	Confidentiality, Grievance, and Fraud .....	11
8.1	Confidentiality of Client Records.....	11
8.2	Termination of Participation, Applicant Denial, and Grievance .....	11
8.2.1	Termination of Participation and Grievance.....	11
8.2.2	Denial and Grievance .....	11
8.3	Client Fraud .....	11
9	Overview of Required Documentation.....	12
10	Overview of Eligible Expenses .....	13
11	Household Eligibility.....	14
11.1	Housing Status Eligibility .....	14
11.1.1	At Risk of Becoming Homeless.....	14
11.1.2	Homeless.....	14
11.2	Income Eligibility .....	15
11.3	Recertification of Eligibility .....	16
11.4	Overview of HEN Eligibility Determination at Enrollment and Recertification .....	17



11.5	Eligibility for Households with Minor Children .....	18
11.6	Eligibility for EFH Funding .....	18
12	Documentation of Eligibility .....	19
12.1	Documentation of Housing Status .....	19
12.2	Documentation of Income .....	19
12.2.1	Income Definition.....	19
12.2.2	Annualizing Wages and Periodic Payments.....	19
12.3	Age Documentation for Minor Children .....	20
13	Program Operations for Rent Assistance and Facility Support .....	21
13.1	Coordinated Entry .....	21
13.2	Progressive Engagement Approach to Services.....	21
13.3	Requirements for TANF-Eligible Households.....	22
13.4	Allowable Expenses.....	22
14	Rent Assistance .....	24
14.1	Rapid Rehousing.....	24
14.2	Targeted Prevention.....	24
14.3	Assessment and Housing Stability Plan.....	24
14.4	Determining a Household’s Share of Rent and Utilities .....	25
14.5	Rent Policies and/or Procedures.....	25
14.6	Rent Subsidies Paid to a Landlord – Lease Requirements .....	26
14.7	Rent Subsidies Paid to a Friend or Family Member - Certification of Payment Obligation Requirements.....	26
14.8	Rent Reasonableness .....	26
14.9	Rent Limit/Payment Standard.....	26
14.10	Unit Habitability for Rent Assistance .....	27
14.10.1	Landlord Habitability Standards Certification.....	27
14.10.2	Inspections .....	28
14.10.3	Lead-Based Paint Visual Assessments.....	28
14.10.4	Exceptions to the Lead-Based Paint Visual Assessment Requirement .....	28
14.10.5	Interested Landlord List .....	29
14.10.6	Washington Residential Landlord-Tenant Act .....	29
14.11	Allowable Expenses.....	29
15	Facility Support .....	32
15.1	Assessment and Housing Stability Plan.....	32
15.1.1	Housing 90 days or less (congregate living) .....	32

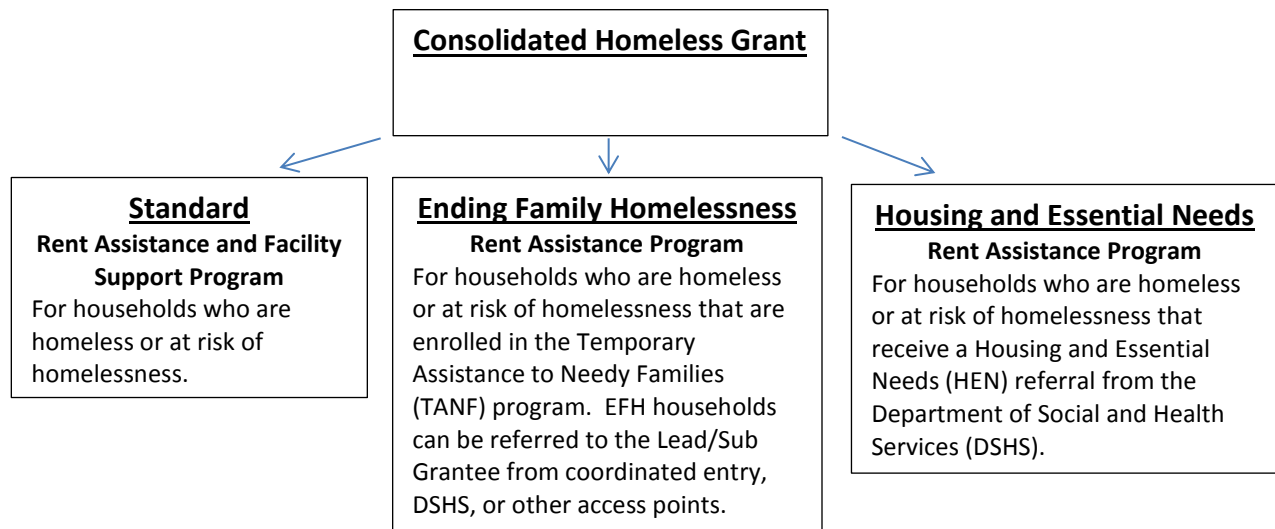
15.1.2	Housing 90 days or less (single household units) .....	32
15.1.3	Housing 90 days to 24 months (any unit type) .....	32
15.2	Unit Habitability for Facilities .....	32
15.2.1	Housing Inspections .....	32
15.2.2	Lead-Based Paint Visual Assessments.....	33
15.2.3	Exceptions to the Lead-Based Paint Visual Assessment Requirements .....	33
15.3	Allowable Expenses .....	34
15.4	Maintenance Activities vs. Building Rehabilitation.....	35
16	Essential Needs for HEN Households Only .....	36
16.1	Allowable Expenses .....	36
17	Data Collection, Evaluation and Planning.....	37
17.1	Allowable Expenses .....	37
18	Performance Funding Strategies .....	39
18.1	Strategy 1. Reduce length of stay in temporary housing programs .....	39
18.2	Strategy 2. Reduce returns to homeless housing programs.....	39
18.3	Strategy 3. Housing persons exiting systems of care .....	40
18.4	Strategy 4. Permanent Supportive Housing.....	40
19	Administration .....	42
19.1	Allowable Expenses .....	42
20	Required CHG Policies and Procedures .....	43
21	Changes to Guidelines .....	44
22	Appendix A: Agency Partner HMIS Agreement .....	45
23	Appendix B: Data Collection Directives .....	53
24	Appendix C: Benefits Verification System and eJAS Data Security Requirements .....	56
25	Appendix D: Housing Status Documentation Standards .....	60
26	Appendix E: Income Eligibility Documentation Standards .....	61
27	Appendix F: Income Inclusions and Exclusions.....	65
28	Appendix G: Consolidated Homeless Grant Required Forms .....	68
28.1	Consolidated Homeless Grant Client File Checklist .....	69
28.2	Consolidated Homeless Grant Verification of Household Eligibility and Income Recertification Instructions.....	70
28.3	Consolidated Homeless Grant Verification Household Eligibility and Income Recertification .....	71
28.4	CHG Documentation of Third Party Oral Verification .....	76
28.5	CHG Self-Declaration .....	77

28.6	CHG Income Eligibility Worksheet Instructions .....	78
28.7	Landlord Habitability Standards Certification Form .....	79
28.8	Housing Habitability Standards (HHS) Form (Including Lead-based Paint Visual Assessment) .....	82
28.9	Certification of Payment Obligation / Potential Eviction from Friend/Family.....	84
28.10	Utility Assistance to Prevent Homelessness .....	85
29	Appendix H: Coordinated Entry in Washington State .....	86
30	Appendix I: Overview of Needs Assessment and Stability Plan Elements.....	91
31	Appendix J: Rent Reasonableness Documentation Standards .....	92
32	Appendix K: Lead Based Paint Visual Assessment Requirements .....	97
33	Appendix L: Permanent Supportive Housing and Disability Definitions .....	100

## 1 Overview

The Consolidated Homeless Grant (CHG) combines state homeless resources into a single grant opportunity for county governments and other designated entities under the administration of the Washington State Department of Commerce (Commerce). The CHG is designed to support an integrated system of housing assistance to prevent homelessness and secure permanent housing for households who are unsheltered or in temporary housing. This grant provides resources to address the housing needs of people who are homeless or at-risk of homelessness, as described in local plans to end homelessness.

There are three programs within the CHG that operate under these guidelines:



### 1.1 Fund Sources

Washington State Home Security Fund, Affordable Housing for All Fund, Transitional Housing Operating and Rent Account, Homeless Housing Program authorized by [RCW 43.185C](#)

### 1.2 Grant Activities

CHG funds support a variety of activities, including operation of time-limited housing units, rental assistance, and data collection and reporting. Administrative and system requirements for Lead Grantees and Sub Grantees, coordinated entry, reporting, legislatively established priorities, and requirements for local homeless plans are also described.

### 1.3 Purpose

The purpose of the *Guidelines* is to:

- ✓ Establish the administrative and system requirements for Lead Grantees and Sub Grantees.

- ✓ Serve as a reference to local administrators on topics to include (but not limited to) requirements for local homeless plans, Sub Grantee monitoring, and data directives.
- ✓ Provide detail on household eligibility;
- ✓ Outline the allowable activities for Lead Grantees and Sub Grantees; and
- ✓ Provide standards for documenting services and ensuring compliance.

## **2 Required homeless management information system (HMIS) Entry**

All Lead/Sub Grantees must use HMIS for data collection and reporting purposes. Data must be collected in accordance with the Agency Partner HMIS Agreement (see [Appendix A: Agency Partner HMIS Agreement](#)).

Additionally, where the CHG Lead Grantee for a county is a local government, programs funded with local document recording fees (RCW 36.22.178, .179, .1791), whether in the form of direct service to clients OR as pass-through to Sub Grantees, must use HMIS to capture client data.

### **3 Lead Grantee Monitoring by Commerce**

Commerce will monitor Lead Grantees CHG grant activities. Lead Grantees will be given a minimum of 30 days' notice unless there are special circumstances that require immediate attention. Specific details of what will be reviewed and what materials the Lead Grantee will be required to submit will be outlined in the 30-day notice.

## **4 Sub Grantee Selection and Monitoring**

### **4.1 Sub Grantee Administration**

Lead Grantees applying for CHG funds may enter into an agreement with any other local government, Council of Governments, Housing Authority, Community Action Agency, Regional Support Network (under 71.24 RCW), nonprofit community or neighborhood-based organization, federally recognized Indian tribe in the state of Washington, or regional or statewide nonprofit housing assistance organizations who execute programs to end homelessness within a defined service area. These entities shall be known as Sub Grantees.

All Sub Grantee agreements must be time limited and pass on all contracted obligations and requirements mandated by Commerce, have defined roles and responsibilities for each party covered by the agreement, detailed budgets and performance terms. The *CHG General Terms & Conditions* identify minimum sub-contracting requirements. (Commerce reserves the right to directly contact Sub Grantees at any time for data quality, monitoring, fiscal and other issues.)

Lead Grantees must have Sub Grantee policies and/or procedures that at a minimum address the following:

- ✓ Sub Grantee solicitation and selection
- ✓ Contract development (amendments)
- ✓ Reimbursement (due dates, frequency, HMIS reports, documentation required)
- ✓ Monitoring (notice, type, frequency, report format and content, consequences)
- ✓ Termination (notice)

Suggestions for determining a Sub Grantee's qualifications:

- ✓ Applicant has experience operating rental assistance programs or shelter programs for homeless or at risk populations.
- ✓ Applicant is in good standing with all of its grantors, funders.
- ✓ Applicant has experience as a subcontractor.
- ✓ Applicant has experience contracting with the state Department of Commerce.
- ✓ Applicant has had no audit findings or exceptions during the last 5 years.
- ✓ Applicant has no pending litigation.
- ✓ Applicant uses HMIS for data management.
- ✓ Applicant has the capacity to operate the program on a cost-reimbursement basis.



- ✓ Applicant is willing to contract with a local government agency.
- ✓ Applicant is able to comply with the insurance requirements of the contract.
- ✓ Applicant has developed working partnerships with their local homeless service providers.
- ✓ Applicant has the capacity to successfully deliver the services required by the Lead Grantee.
- ✓ Applicant has the capacity to provide appropriate case management.
- ✓ Applicant has had experience with measuring and documenting reductions in homelessness.
- ✓ Applicant has stability in its senior managements, accounting, key staff and board membership as evidenced by infrequent turnover in staff and either infrequent or prescribed (term limits) turnover in board membership.
- ✓ Applicant demonstrates good financial practices.
- ✓ Applicant has been in business for at least 5 years.
- ✓ Applicant is part of the local continuum, local ten year planning process, local homeless network, etc.

## **4.2 Sub Grantee Monitoring**

### **4.2.1 Risk Assessment**

The Lead Grantee shall conduct a risk assessment of Sub Grantees at a minimum of once every two years. Based on the risk assessment, the Lead Grantee must submit a monitoring plan for each of its Sub Grantees to Commerce by June 30, 2014. Risk assessments must be included in the submission.

### **4.2.2 On-site or Remote Review**

Monitoring of Sub Grantees may consist of on-site or remote techniques and can be individualized based on the results of the risk assessment, or the number of Sub Grantees within the defined service area according to the Lead Grantee's monitoring policies and/or procedures. Commerce reserves the right to require Lead Grantees to undertake special reviews when an audit or other emerging issue demands prompt intervention and/or investigation.

If the Lead Grantee passes through CHG funds to a Sub Grantee to administer the grant, the Lead Grantee must still monitor the Sub Grantee. The Lead Grantee must have a written agreement with the Sub Grantee that addresses the roles and responsibilities of monitoring.

## **5 Billing Procedures and Financial Records**

Lead Grantees must bill Commerce on a monthly or quarterly basis for reimbursement of allowable costs including performance funds. Exceptions can be made by Commerce on a case-by-case basis. Invoices are due on the 20<sup>th</sup> of the month following the provision of services. Final invoices for a biennium may be due sooner than the 20<sup>th</sup>. Exceptions to the invoice due date (except for the final invoice) may be negotiated with Commerce. If the Lead Grantee fails to file an invoice within a three-month period, without a reasonable explanation, Commerce will suspend payments, notify the Lead Grantee and take follow-up action that may include terminating the grant agreement.

Invoices can be submitting in the following ways (in order of preference):

- ✓ Online. For instructions refer to the Commerce Online A19 User Manual for External Users. Required expenditure detail and HMIS reports can be attached.
- ✓ Electronically. Invoices and required HMIS reports can be emailed PDF documents or faxed if no scanner is available.
- ✓ Mailed.

All submitted invoices must include the required HMIS reports. There is no specific deadline for the submission of the report(s), however invoice vouchers may not be paid until the report(s) are received and verified.

### **5.1 Back-up Documentation**

Commerce may require a Lead Grantee to submit detailed source documentation on charges per the grant budget categories (Administration, Data, Program Operations for Facility-Based Housing, Facility Support, Rent Assistance and Program Operations). Commerce may also request backup information that documents use of Performance Funding. Lead Grantees must retain on file the original invoice submitted by their Sub Grantee. Lead Grantees should have a clear contractual expectation with their Sub Grantee about what additional documentation is required for reimbursement.

### **5.2 Budget Revisions**

The approved CHG budget will be identified in the Grant agreement. Budget revisions may be made as necessary as long as caps on budget categories are maintained.

Budget revisions shifting funds (in one or cumulative transfers) of 10 percent or less of the grant total across budget categories (for example Rent Assistance and Program Operations to Facility Support) do not require a contract amendment. A CHG Budget Revision Form must be submitted to Commerce for approval prior to charging against the revision.

Once revisions (in one or cumulative transfers) reach more than 10 percent of the grant total, a contract amendment between Commerce and the Lead Grantee is required. To request an amendment, the Lead Grantee must submit a CHG Budget Revision Form to Commerce. If the budget revision is approved, Commerce will prepare an amended

Grant Face Sheet that must be signed by both the Lead Grantee and Commerce before charges against the revision may occur.

## **6 Annual Homeless Housing Inventory and Point-in-Time Counts**

Each county is required to submit an annual homeless housing inventory and conduct a point in time count of homeless persons under RCW 43.185C.030.

The point in time count must be carried out in compliance with the Commerce Count Guidelines.

The results are submitted to Commerce together with the use of local homeless document and affordable housing fees collected under RCWs 36.22.178-1791 as part of the Annual County Report.

The Lead Grantee (or another designated organization) is responsible for submitting the Annual County Report to Commerce through collaboration with county and local governments and homeless service providers in the county.

## **7 Local Share**

### **7.1 Base Funding**

Lead grantees must demonstrate a dollar for dollar share (match) for every base funding dollar granted by Commerce. The match is verified through the Annual Report and includes all non-CHG funds spent on strategies to reduce homelessness, including permanent supportive housing. The match funds are not required to be spent by the lead grantee, but must be spent in the same county in which the lead grantee operates.

Local share must be in cash, not in-kind. Local share may be from local homeless document recording fees or the cash equivalent of Housing Choice Vouchers dedicated to CHG eligible activities or any other homeless activity authorized by statute including permanent supportive housing. Commerce will accept local share regardless of whether they have been used to leverage federal funds or not. Lead Grantees may set aside local share for a future use; however, an expenditure plan must be submitted to Commerce for approval. Counties in which local homeless fees are less than the amount of the CHG grant are exempt from this requirement. Lead Grantees may also request a waiver if local resources are limited or if it interferes with the matching requirements of another funding source.

Any non-local funds dedicated only to homeless programs (such as Shelter Plus Care, the Washington Families Fund, or VASH vouchers) cannot be used for local share.

### **7.2 Ending Family Homelessness Funding**

In addition to the base funding match, Ending Family Homelessness (EFH) expenditures must be matched. (These funds are allocated as “Services for TANF Households Funding” in the application.) This match can be made with any local fund sources, including CHG base funding, federal funding such as ESG, and private funds, but must be used to serve TANF families within a rapid re-housing and progressive engagement program model. The match funds are not required to be spent by the lead grantee, but must be spent in the same county in which the lead grantee operates. For details see the EFH Match Certification on the [CHG website](#).

## **8 Confidentiality, Grievance, and Fraud**

### **8.1 Confidentiality of Client Records**

Lead/Sub Grantees must have policies and/or procedures that ensure client records are maintained in a confidential manner.

### **8.2 Termination of Participation, Applicant Denial, and Grievance**

Lead/Sub Grantees must have written termination, denial, and grievance policies and/or procedures. The policies and/or procedures should be readily available to households either in written information or by posting the policy in a public place. It is important to effectively communicate these policies and/or procedures to households and ensure that they are fully understood.

#### **8.2.1 Termination of Participation and Grievance**

Causes for termination may include, but are not limited to, failure to abide by any agreed upon requirements and misrepresentation. A grievance procedure must include:

- ✓ Written notice to the household containing a clear statement of the reasons for termination;
- ✓ A review of the decision, in which the household is given the opportunity to present written or oral objections before a person other than the person (or a subordinate of that person) who made or approved the termination decision. This may include the household's right to question or confront staff involved; and
- ✓ Prompt written notice of the final decision.

#### **8.2.2 Denial and Grievance**

Causes of denial of assistance include, but are not limited to, the household's ineligibility or failure to provide verifiable evidence of eligibility, etc. Established procedures should describe:

- ✓ Circumstances in which a household may not qualify or would be denied;
- ✓ Notification of denial; and
- ✓ A household's right to review a Lead/Sub Grantee's decision.

### **8.3 Client Fraud**

If CHG funds have been expended on behalf of ineligible clients or expenses due to client fraud, it is the Lead/Sub Grantee's responsibility to inform Commerce and repay the funds.

## 9 Overview of Required Documentation

The following chart summarizes the documentation required in each client file, depending on the type of service provided. Details and specific information for each requirement are explained in the following sections. CHG Required Forms are found in [Appendix G: Consolidated Homeless Grant Required Forms](#).

		Household Eligibility Verification and Income Recertification Form & Supporting Documents				Housing Stabilization Plan	Rent reasonableness	Executed Lease, or Rental Agreement (landlord) OR Certification of Payment Obligation (friend or family)	Landlord Certification or Housing inspection	Lead paint inspection
		HMIS Consent Form	Homeless Status	Income	Eligible Children					
Homeless	Congregate Living Facility up to 24 months	✓								
	Single-household units, <90 days	✓				✓				
	Single-household units, ≥ 90 days and up to 24 months	✓	✓	✓	✓	✓			✓	✓
	Rent Assistance	✓	✓	✓	✓	✓	✓	✓	✓	✓
At Risk of Homelessness	Rent Assistance	✓	✓	✓	✓	✓	✓	✓		✓

## 10 Overview of Eligible Expenses

The following chart summarizes the allowable CHG activities. Details and specific information for each activity are explained in the following sections.

	Allowable Activities				
	<a href="#">Rent Assistance*</a>	<a href="#">Facility Support*</a>	<a href="#">Program Operations*</a>	<a href="#">Data Collection</a>	<a href="#">Administration</a>
<b>Eligible Expenses:</b>	*Performance Funds may be used for these three budget categories, as well as Permanent Supportive Housing.				
Household rent (including lot for RV or manufactured housing), utilities, deposits, arrears	✓	✓ (excludes arrears)			
Housing application fees	✓	✓	✓		
Parking spaces connected to unit	✓				
Background and credit checks, urinalyses costs	✓	✓	✓		
Moving costs	✓	✓			
Lease/rent on building		✓			
Utilities for facilities		✓			
Utilities for office			✓	✓	✓
Maintenance		✓			
Security and Janitorial services		✓			
Essential facility equipment		✓			
Client transportation costs		✓			
Hotel/Motel expenses less than 90 days	✓	✓			
Site management costs		✓			
Facility-specific insurance		✓			
Housing search and placement			✓		
Essential Needs (HEN Clients only)			✓		
Housing stability			✓		
Outreach			✓		
Inspections			✓		
Program-level client data collection and entry			✓	✓	
Systems-level data analysis, evaluation, and planning				✓	
Salaries/benefits		✓	✓	✓	✓
Office space, supplies, equipment, staff travel			✓	✓	✓
General liability insurance			✓		
Point-in-time counts			✓	✓	
Housing inventory			✓	✓	
Local homeless plans			✓	✓	✓
WSQA				✓	✓
Coordinated Entry planning/implementation/operation			✓	✓	✓
General organization administrative costs not attributed to a specific program					✓



## **11 Household Eligibility**

### **11.1 Housing Status Eligibility**

Lead/Sub Grantees need to first determine the *Housing Status* (homeless or at risk of becoming homeless) of households seeking assistance. For CHG purposes, a household is defined as one or more individuals seeking to obtain or maintain housing together. The entire household is considered for eligibility determination and services. A household does not include related or unrelated individuals who may be providing temporary housing for the household requesting services.

No housing status documentation is required if providing a bed night in a congregate living facility or program with a maximum length of stay of 90 days or less.

#### **11.1.1 At Risk of Becoming Homeless**

Households are considered at risk of homelessness if they will imminently lose their primary nighttime residence within 14 days of the date of application for assistance, including people facing eviction for non-payment of rent. Rent assistance to prevent homelessness must be targeted to those households at highest risk of becoming homeless.

#### **11.1.2 Homeless**

Households are considered homeless if they are unsheltered or are living in a temporary housing situation, as described below.

- ✓ A household who lacks a fixed, regular, and adequate nighttime residence, meaning:
  - A household with a primary nighttime residence that is not designed for, or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground; or
  - A household living in a temporary living arrangement, including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or government programs.
- ✓ One or more household members who are exiting a system of care and have no available housing options after exiting:
  - Psychiatric hospital or other psychiatric facility,
  - Substance abuse treatment facility or detox center,
  - Hospital (non-psychiatric),
  - Jail, prison, or juvenile detention facility, or
  - Foster care home or foster care group home.
- ✓ One or more household members who are fleeing, or are attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the household

member(s), including children, that has either taken place within the household's primary nighttime residence or has made the household member(s) afraid to return to their primary nighttime residence.

## 11.2 Income Eligibility

The table below summarizes income limits for eligibility based on program/facility type, length of time in program, and population. Income limits are based on Area Median Income (AMI) which can be located for each county [here](#). For certain programs, there is no income eligibility requirement. Following the table is a more detailed account of income eligibility.

Program Type		Length of program	Population			
			HH w/ children	HH w/out children	HEN HH	EFH HH
Facility Support	Congregate living*	Up to 24 months	None	None	N/A	N/A
	Single-household units**	90 days or less (in a 12-month period)	None	None	N/A	N/A
	Single-household units**	More than 90 days (in a 12-month period) and up to 24 months	At or below 50% AMI	At or below 30% AMI	N/A	N/A
Rent Assistance	Homeless	Up to 24 months	At or below 50% AMI	At or below 30% AMI	<b>Enrollment:</b> DSHS HEN Referral <b>Recertification:</b> DSHS HEN Referral and at or below 30% AMI	<b>Enrollment and Recertification:</b> TANF Enrollment
	At risk of homelessness	Up to 24 months	At or below 30% AMI	At or below 30% AMI	<b>Enrollment:</b> DSHS HEN Referral <b>Recertification:</b> DSHS HEN Referral and at or below 30% AMI	<b>Enrollment and Recertification:</b> TANF Enrollment

\* Congregate living definition: a single room with multiple households.

\*\* Single –household unit definition: a house or apartment building with bedrooms for individual households and may share a kitchen, bathrooms, etc.

### **11.3 Recertification of Eligibility**

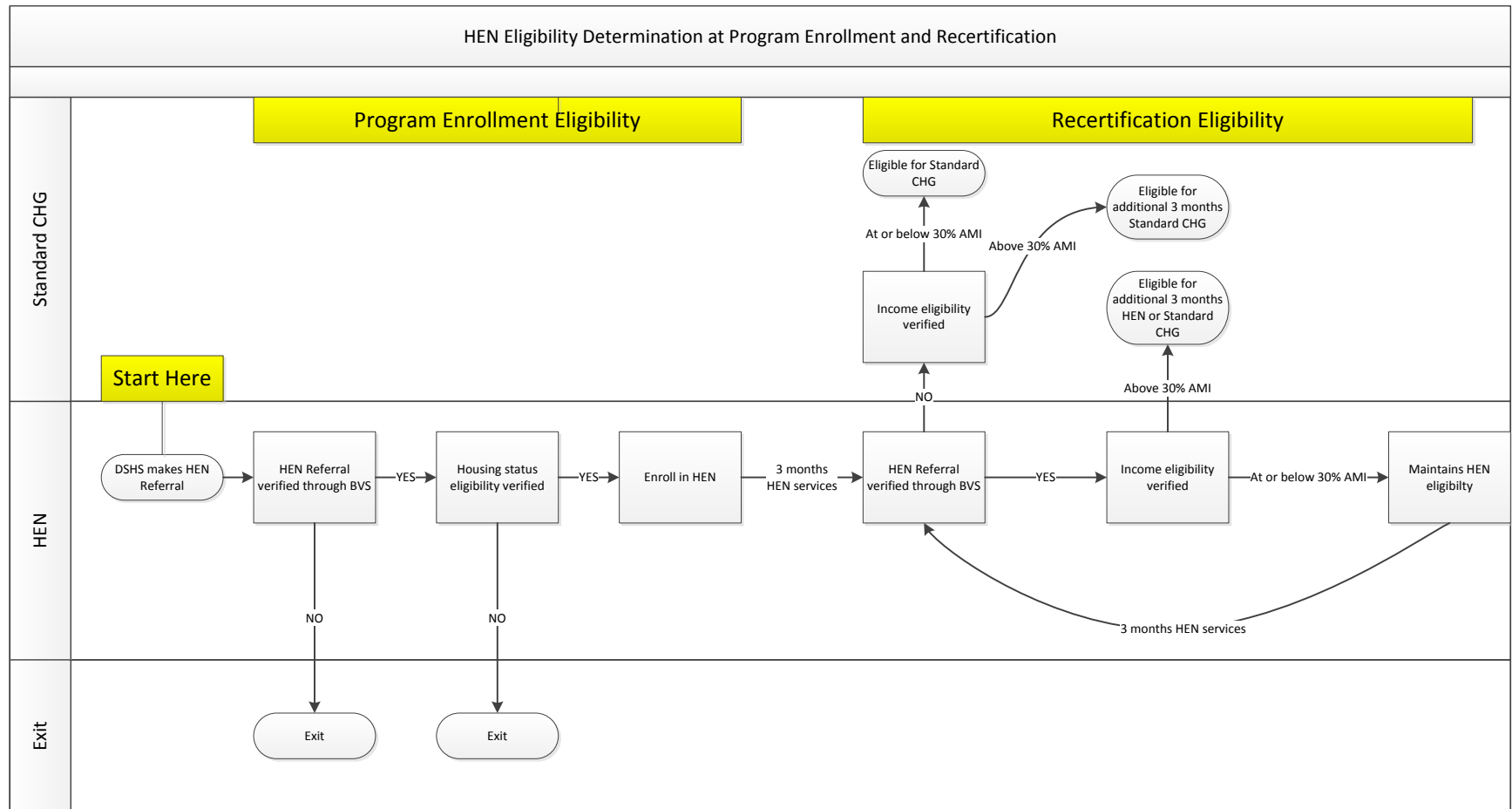
Household eligibility must be re-certified at least every three months or more frequently using the CHG Income Recertification form, which must be kept in the client file. Recertification must be addressed in the Lead/Sub Grantees CHG policies and/or procedures. Changes in income must be updated in HMIS at re-certification.

When households are determined over income, rent assistance can be extended for up to an additional 3 months and case management can continue for up to an additional 6 months to support households transition to self-sufficiency.

If the household is no longer eligible for the HEN program, the 3 additional months of rent assistance cannot be charged to HEN but may be charged to the Standard CHG program budget.

If the household is no longer eligible for the EFH program, the 3 additional months of rent assistance can be charged to the EFH or the Standard CHG program budget.

## 11.4 Overview of HEN Eligibility Determination at Enrollment and Recertification



### **11.5 Eligibility for Households with Minor Children**

Households with minor children include:

- ✓ Persons who are pregnant or have one or more children under the age of 18.
- ✓ Homeless families whose only children are at or over the age of 18 and under the age of 21 may qualify for assistance if:
  - The adult children are living with the applicant household, and
  - They can provide proof that the adult children are enrolled in high school or equivalent.
- ✓ Pregnant or parenting youth under the age of 18 may qualify as independent families if they are legally emancipated or reside in DSHS licensed or approved facilities.

Children temporarily absent from the home may be counted as household members. A household whose only children are temporarily absent from the home may participate in the program when there is a documented likelihood that a child will be returned to their custody.

### **11.6 Eligibility for EFH Funding**

Households must be enrolled in TANF at program entry.

## **12 Documentation of Eligibility**

Lead/Sub Grantees are responsible for verifying and documenting household eligibility prior to providing CHG-funded rent assistance for any length of stay, OR bed nights in a program with a maximum length of stay of greater than 90 days. The CHG Verification of Household Eligibility and Income Recertification form and associated documentation must be kept in the client file.

Commerce allows various types of documentation, ranging from third party verification to applicant self-declaration. Minimum acceptable types of documentation vary depending on the type of income or particular housing status and circumstance being documented.

### **12.1 Documentation of Housing Status**

Standards and procedures for documenting Housing Status are detailed in [Appendix D: Housing Status Documentation Standards](#).

### **12.2 Documentation of Income**

Standards and procedures for documenting Income Eligibility are detailed in [Appendix E: Income Eligibility Documentation Standards](#). Income Inclusion and Exclusions are found in [Appendix F: Income Inclusions and Exclusions](#).

#### **12.2.1 Income Definition**

Income is money that is paid to, or on behalf of, the head of household or spouse (even if temporarily absent) or to any other household member. (Victims fleeing domestic violence do not have to report the abuser's income.) Income includes the current (not projected) gross income (annualized) of all adult (18 years and older) household members and unearned income attributable to a minor.

The definition of income reflects a household's income at the time they are seeking assistance. Accordingly, documents and information collected to verify income should be recent. Documentation dated within 30 days is acceptable. However, for public assistance benefits, (e.g., SSI, food stamps), a benefits statement received any time within the twelve months prior to the time of application and reflecting current benefits received by a household is allowed.

The [Consolidated Homeless Grant Verification Household Eligibility and Income Recertification](#), income documentation, and calculations must be kept in the client file.

#### **12.2.2 Annualizing Wages and Periodic Payments**

Use the [CHG Income Eligibility Worksheet](#) (or equivalent) to calculate income based on hourly, weekly, or monthly payment information. Add the gross amount earned in each payment period that is documented and divide by the number of payment periods. See [CHG Income Eligibility Worksheet Instructions](#). This provides an average wage per payment period. Depending on pay periods used by the employer or the schedule of periodic payments, the following calculations convert the average wage into annual income:

- ✓ Hourly Wage multiplied by Hours Worked per Week multiplied by 52 weeks
- ✓ Weekly Wage multiplied by 52 weeks
- ✓ Bi-Weekly (every other week) Wage multiplied by 26 bi-weekly periods
- ✓ Semi-Monthly Wage (twice a month) multiplied by 24 semi-monthly periods
- ✓ Monthly Wage multiplied by 12 months

### **12.3 Age Documentation for Minor Children**

When CHG funds are used for facility support (90 days up to 24 months) or rent assistance for households with minor children, children's ages must be documented. Section 4, Eligible Children Verification, of the [Consolidated Homeless Grant Verification Household Eligibility and Income Recertification](#) form must be completed and kept in the client file.

## **13 Program Operations for Rent Assistance and Facility Support**

Operations are costs specifically attributed to case managers, outreach workers, and/or housing locators (and their supervisors); and other related personnel (such as shelter staff). This may include Lead Grantee staff that coordinate and work on point-in-time counts, housing inventories, local homeless planning, and coordinated entry. This section contains requirements for progressive engagement, working with TANF-eligible households, and allowable expenses for program operations.

### **13.1 Coordinated Entry**

Each Lead Grantee must actively lead, coordinate or participate in the development of coordinated entry system for homeless housing services in their community. All counties that receive CHG funding must have a system in place by December 31, 2014. At a minimum, communities must establish a coordinated entry lead agency; identify access point(s) for the coordinated entry system; develop a common intake tool; and maintain an up-to-date inventory of available housing resources, including capacity information and basic program eligibility requirements. Coordinated entry policies and procedures should address the following topics:

- ✓ Intake and assessment
- ✓ How program openings / vacancies will be identified and communicated
- ✓ Referrals and prioritization, including procedures for when there is not an immediate opening or when there are multiple applicants for single opening (may include waitlist policies/procedures)
- ✓ Program denials of households referred by the central referral agency
- ✓ Obtaining client consent to share identifying information between agencies, whether through HMIS or through other means

See [Appendix H: Coordinated Entry in Washington State](#) for more information.

### **13.2 Progressive Engagement Approach to Services**

Case managers and other staff working directly with households should employ the Progressive Engagement (PE) model. In a PE approach, client needs are met with the appropriate level of services, starting with the least intensive service and increasing service level as needed. The Initial assessment of strengths, needs and barriers to stable housing informs the development of a client-driven housing stability plan, which may include access to rent assistance and other services. However, it is not expected that the initial assessment will predict the total amount or duration of services needed. Frequent re-assessment informs updated stability plans and the provision of additional services as needed.

#### **Why Progressive Engagement?**

- It is very difficult to predict how much assistance a household will ultimately need based on the initial assessment.
- The majority of households only need a little help to end or prevent an episode of homelessness.
- Matching services with household needs is cost-effective, and reserves the most intensive services for households with highest needs.



**Examples of Progressive Services for Rent Assistance Programs**

Light services (for many households): share lists of landlords; pay a deposit; provide information on community resources.

Medium services (for few households): assist with landlord search and negotiation; make a referral to specific community resources to meet identified needs; pay one to three months' rent subsidy.

Heavy services (for very few households): provide landlord incentives and on-going risk mitigation; continue rent subsidy month by month until household is able to pay rent on their own; meet with other providers to coordinate service plans.

Once exited from the housing program, households should be allowed to return to the homeless system if they become homeless or at risk of homelessness in the future. Data shows that most households will maintain housing stability on their own but some will need additional assistance.

Services and housing options provided are tailored to household needs and priorities, as much as possible. The

household's transition to self-sufficiency is supported through connections to mainstream service providers, such as DSHS/WorkFirst, WorkSource, the Veteran's Administration, and the Social Security Administration. The core principles of PE can be applied to both facility-based and rent assistance programs, and can effectively serve a range of client needs.

**Additional Resources for Progressive Engagement**

- ✓ [Progressive Engagement](#) (United States Interagency Council on Homelessness)
- ✓ [Rapid Rehousing: A progressive engagement approach to subsidy and services](#) (Kathy Barkow, Aspire Consulting LLC)
- ✓ [Progressive Engagement](#) (Suzanne Wagner, Housing Innovations)

**13.3 Requirements for TANF-Eligible Households**

Homeless families identified in shelter that are likely to be TANF-eligible, but are not currently on TANF, should be referred to their local Community Services Office or instructed to complete an on-line application (<https://www.washingtonconnection.org/home/>) within 2 business days of shelter enrollment.

For already identified TANF families in a rent assistance program, Lead/Sub Grantees should actively participate with DSHS WorkFirst program specialists and employment partners to assist households in ending their homelessness and becoming self-sufficient.

**13.4 Allowable Expenses**

Allowable expenses include those specifically related to the CHG:

- ✓ Housing Stability. Includes activities for the arrangement, coordination, monitoring, and delivery of services related to meeting the housing needs of households and helping them obtain housing stability. Services and activities may include developing, securing, and coordinating services including:
  - SSI/SSDI through [SSI/SSDI Outreach, Access, and Recovery \(SOAR\)](#)

- [Affordable Care Act](#) activities that are specifically linked to the households stability plan;
  - Case management activities related to accessing Work Source employment services;
  - Monitoring and evaluating household progress;
  - Assuring that households' rights are protected; and
  - Developing an individualized housing and service plan, including a path to permanent housing stability subsequent to assistance.
- ✓ Housing search and placement. Includes services or activities designed to assist households in locating, obtaining, and retaining suitable housing. Services or activities may include: tenant counseling, assisting households to understand leases, securing utilities, making moving arrangements, representative payee services concerning rent and utilities, and mediation and outreach to property owners related to locating or retaining housing.
  - ✓ Outreach. Includes services or assistance designed to publicize the availability of programs to make persons who are homeless or almost homeless aware of these and other available services and programs. Not all households assessed will be eligible for assistance. Time spent assessing a household, whether or not deemed eligible, is an allowable expense under this activity.
  - ✓ Inspections (see [Unit Habitability for Rent Assistance](#))
  - ✓ Data collection and entry
  - ✓ Salaries/benefits for program staff
  - ✓ Salaries/benefits to monitor Sub Grantees (or can charge in Administration)
  - ✓ Staff costs to issue rent assistance. This cost is not for case management activities, but is associated only with the appropriate portion of salary and benefits of the bookkeeper who issues checks to landlords, utility companies or paying hotel or motel bills on behalf of a household.
  - ✓ Office space, utilities, supplies, equipment (up to \$1,000 per grant period unless approved in advance by Commerce), telephone, internet, and training/conferences/travel/per diem
  - ✓ General liability insurance and automobile insurance
  - ✓ Other costs as approved in advance by Commerce

## 14 Rent Assistance

With a progressive engagement approach to services, the following cost-effective and data-driven housing solutions should be used.

### 14.1 Rapid Rehousing

Rapid Re-housing (RRH) quickly moves households from homelessness into permanent housing by providing temporary rent subsidies and housing-focused case management services. Permanent housing is defined as a unit where the household does not have to move out of after the subsidy ends. With RRH, people experience a reduced time being homeless while being connected to resources and support in their community.

### 14.2 Targeted Prevention

Targeted Prevention is an approach where households are strategically prioritized to receive homeless prevention assistance based on a standardized, evidence-based assessment that identifies households who are at highest risk of becoming homeless. Successful targeted prevention reduces the number of households who actually become homeless.

#### Targeted Prevention

Most people do not become homeless, even if:

- They live in poverty
- They get an eviction notice
- They pay > 30% of their income toward rent

Evidence-based predictors of homelessness include:

- Past homelessness
- Head-of-household is under 30
- Pregnant or parenting at least once child 0-6 years old
- Extremely low income (at or below 15% AMI)
- High rent burden (greater than 65% of income)

Preventing Homelessness with CHG

- Rent assistance must be targeted to those at highest risk of becoming homeless
- Households must be at or below 30% AMI
- Solve the immediate housing crisis and address barriers to on-going housing stability
- Provide just enough assistance and make it easy to come back if more is needed

### 14.3 Assessment and Housing Stability Plan

An assessment must be completed for each household.

For all homeless households, initial assessment must address immediate barriers to obtaining housing (income, criminal history, credit/rental history).

For all rent assistance households (whether homeless or at risk), assessment must address barriers to maintaining housing stability (e.g. ability to pay rent, ability to follow lease).

The assessment must inform a plan which outlines the amount and duration of rent subsidy, needed services and referrals, and goals and action steps leading to housing stability. The plan should be developed collaboratively with the household. The assessment and plan, including completion dates of action steps, must be documented in the client file. See [Appendix I: Overview of Needs Assessment and Stability Plan Elements](#).

#### 14.4 Determining a Household's Share of Rent and Utilities

A household's share of rent and utilities must be based on a percentage of income or a percentage of rent. Program policies must identify the method of rent share determination and rent share calculations must be documented in each client file.

The household's share of rent and utilities should increase when the household has reached specific goals or in "steps" based upon a timeline, until in most cases, the household assumes full responsibility for monthly housing costs. If the increase is in "steps" the steps must clear, be documented in the client file and act as benchmarks for increasing household responsibility for rent.

The exact amount a household can afford should be determined collaboratively with the household as part of the assessment and planning, and may be adjusted over time as necessary. Families may pay more than the traditional 30% of income towards rent and utilities.

For HEN households, income will not increase while enrolled in the HEN program, therefore it is not expected that the rent subsidy will decrease. In addition to immediate housing stability, a stability plan should address maintaining housing when the HEN subsidy ends.

##### **Maintaining Homeless Status for Permanent Housing**

A household that is receiving Rapid Re-Housing assistance is considered homeless for purposes of remaining eligible for other permanent housing placements, during the time period that they are receiving the Rapid Re-Housing assistance. Rapid Re-Housing is a model for helping homeless individuals and families obtain and maintain permanent housing, and may be appropriate to use as a bridge to other permanent housing programs.

It is important to note that although the housing itself is still considered permanent housing; therefore, the household receiving Rapid Re-Housing assistance is not considered homeless for counting purposes and therefore must not be included in the Continuum of Care's sheltered point-in-time count.

#### 14.5 Rent Policies and/or Procedures

Lead/Sub Grantee CHG policies and/or procedures *for rent assistance* must include, at a minimum:

- ✓ A clear description of the process for determining rent subsidy and household's share of rent and utilities.
- ✓ A written policy that specifies whether utility/rent deposits should be returned to the household or to the agency. If deposits are returned to the agency a written procedure for recording the return as program income is also required.

- ✓ Any requirement for households to report changes in income prior to recertification and how changes in income will impact tenant rent share.

#### 14.6 Rent Subsidies Paid to a Landlord – Lease Requirements

A lease (or rent agreement) between the Lead/Sub Grantee and the landlord or the household and the landlord is required for rent subsidies paid to a landlord. The signed document must be kept in the client file.

At a minimum, the lease or rent agreement must contain the following:

- ✓ Name of tenant
- ✓ Name of landlord
- ✓ Address of rental property
- ✓ Occupancy (who gets to live at the rental)
- ✓ Term of agreement (lease start and end date)
- ✓ Rent rate and date due
- ✓ Deposits (if any and what for/term)
- ✓ Signature of tenant/date
- ✓ Signature of landlord/date

#### 14.7 Rent Subsidies Paid to a Friend or Family Member - Certification of Payment Obligation Requirements

A Certification of Payment Obligation is required for rent subsidies paid to a friend or family member who is not in the business of property management. The Certification of Payment Obligation form must be kept in the client file.

#### 14.8 Rent Reasonableness

"Rent reasonableness" means the total rent charged for a unit must be reasonable in relation to the rents being charged for comparable units in the private unassisted market during the same time period. A Lead/Sub Grantee must determine and document rent reasonableness for all units for which CHG assistance (including arrears) is provided. This requirement applies when households move into new units or stay in the same unit, and must be completed before the subsidy is paid.

Rent reasonableness documentation from other homeless programs is allowable and must be kept in the client file.

Lead/Sub Grantees must establish rent reasonableness policies and/or procedures which includes the methodology for determination, documentation requirements, and strategies for addressing special circumstances.

See [Appendix J: Rent Reasonableness Documentation Standards](#) for sample *forms* and specific information on how to document Rent Reasonableness.

#### 14.9 Rent Limit/Payment Standard

In conjunction with determining rent reasonableness, the Lead/Sub Grantee must set an appropriate rent limit/payment standard for their jurisdiction, and describe it in the local program policies and procedures. Rent reasonableness helps determine the market rate, and the rent limit sets a limit for what will be paid. The standard represents the rent plus utility costs of moderately priced units by unit size (number of bedrooms).

[HUD's Fair Market Rent \(FMR\)](#) is the most commonly used rent limit guideline. A Lead/Sub Grantee may set a different limit using their own knowledge of market

conditions or in consultation with the local housing authority which has valuable information about the relationship between actual market rents and the published FMRs. For example, you may set your rent limit as a percentage of FMR (100%, 110%, 120%, etc.)

Lead/Sub Grantees must establish policies and procedures for rare circumstances when exceptions may be made to the rent limit standards. Documentation in the client file must include:

- ✓ A description of the circumstances necessitating rental of the particular unit, including why a lower cost unit is unavailable to the household;
- ✓ A description of efforts to negotiate a lower rent amount with the landlord;
- ✓ Supervisor signature approving the rent amount.

## **14.10 Unit Habitability for Rent Assistance**

### **14.10.1 Landlord Habitability Standards Certification**

The [Landlord Habitability Standards Certification Form](#) references the state Landlord Tenant Act (RCW 59.18.060) and requires the landlord (as defined in RCW 59.18.030) to certify that the unit meets the safety and habitability standards detailed in the law. Failure to comply with the law may result in termination of the rent subsidy. Certification forms are required for all housing units that households will be moving into and must be kept in each client file.

- ✓ The Landlord Habitability Standards Certification must be completed before the rental subsidy is paid.
- ✓ The Certification is valid for the length of time the household is a tenant at the rental address.
- ✓ If the rental unit is provided to a different household within 12 months of the Certification being signed by the landlord, an additional Certification from the landlord is not required.

Lead/Sub Grantees must have procedures that address the following:

- ✓ Ensuring households can report concerns regarding their unit's safety and habitability and still maintain eligibility for housing assistance.
- ✓ Inspecting units when a household reports concerns about their unit's safety and habitability by using the Housing Habitability Standards (HHS) form, or Housing Quality Standards (HQS) form or documenting the specific complaint in an alternate format that includes follow-up and resolution.
- ✓ Inspecting units when renting to landlords who have had previous complaints made about their units OR inspecting a random number of units each calendar year.

#### **14.10.2 Inspections**

In lieu of (or in addition to) the above landlord certification model, a Lead/Sub Grantees may choose to inspect all housing units that households will be moving into. Inspection forms must be kept in the client file.

- ✓ The unit must pass inspection before the subsidy is paid.
- ✓ Inspections less than 12 months old performed by the same or other housing providers can be used.
- ✓ Lead/Sub Grantees may use the Housing Habitability Standards (HHS) form or the HUD Housing Quality Standards (HQS) form. If HQS is adopted, inspectors must be certified.

Lead/Sub Grantees must have procedures that address the following:

- ✓ Ensuring households can report concerns regarding their unit's safety and habitability and still maintain eligibility for housing assistance.
- ✓ Inspecting units when a household reports concerns about their unit's safety and habitability by using the Housing Habitability Standards (HHS) form, or Housing Quality Standards (HQS) form or documenting the specific complaint in an alternate format including follow-up and resolution.

#### **14.10.3 Lead-Based Paint Visual Assessments**

To prevent lead-poisoning in young children, Lead/Sub Grantees must comply with the Lead-Based Paint Poisoning Prevention Act of 1973 and its applicable regulations found at 24 CFR 35, Parts A, B, M, and R.

A lead-based paint visual assessment must be completed for all units that meet the three following conditions:

1. The household moving into or remaining in their current unit is being assisted with CHG rent/utility assistance/facility support.
2. The unit was constructed prior to 1978.
3. A child under the age of six is or pregnant woman is or will be living in the unit.

A visual assessment must be conducted prior to providing CHG rent assistance to the unit and on an annual basis thereafter (as long as assistance is provided). Visual assessments must be conducted by a HUD-Certified Visual Assessor (see [Appendix K: Lead Based Paint Visual Assessment Requirements](#)), and must be documented on the HQS or HHS and maintained in the client file.

#### **14.10.4 Exceptions to the Lead-Based Paint Visual Assessment Requirement**

There are certain exceptions to the requirement. Visual assessments are not required under the following circumstances:

- ✓ It is a zero-bedroom or SRO-sized unit;
- ✓ X-ray or laboratory testing of all painted surfaces by certified personnel has been conducted in accordance with HUD regulations and the unit is officially certified to not contain lead-based paint;
- ✓ The property has had all lead-based paint identified and removed in accordance with HUD regulations;
- ✓ The unit has already undergone a visual assessment within the past 12 months – obtain documentation that a visual assessment has been conducted; or
- ✓ It meets any of the other exemptions described in 24 CFR Part 35.115(a).

If any of the circumstances outlined above are met, Lead/Sub Grantees need to document them.

For a guide to compliance see [Appendix K: Lead Based Paint Visual Assessment Requirements](#).

#### **14.10.5 Interested Landlord List**

Clients seeking permanent housing who are offered rental assistance must be provided an interested landlord list as defined in [RCW 43.185C](#).

#### **14.10.6 Washington Residential Landlord-Tenant Act**

Households receiving rent assistance should be made aware of the Washington Residential Landlord Tenant Act, RCW 59.18 and be informed on how to use this law when problems arise.

For more information visit:

- ✓ Washington Law Help, housing page, tenant rights at [www.washingtonlawhelp.com](http://www.washingtonlawhelp.com)
- ✓ Washington State Bar Association, publications, consumer information pamphlets at <http://www.wsba.org/>

### **14.11 Allowable Expenses**

- ✓ Monthly rent and utilities, and any combination of first and last months' rent for up to 24 months. Rent may only be paid one month at a time, although rental arrears, pro-rated rent, and last month's may be included with the first month's payment.
- ✓ Rental and/or utility arrears (see utility-only assistance below) for up to three months. Rental and/or utility arrears may be paid if the payment enables the household to remain in the housing unit for which the arrears are being paid or move to another unit. If funds are used to pay rental and/or utility arrears, arrears must be included in determining the total period of the household's rental assistance, which may not exceed 24 months.



In cases where an eviction cannot be prevented, rental and/or utility arrears can still be paid if it satisfies the grievance with the evicting landlord and thereby allows the household to obtain different housing. Note that rental/utility arrears can be paid on behalf of a household receiving an on-going subsidy from another public program (e.g., Section 8) because it represents a different time period and cost type than the rental subsidy.

- ✓ Utility-only assistance (including arrears) can be provided under very limited circumstances and must be documented using the CHG Utility Assistance to Prevent Homelessness form. Lead/Sub Grantee must confirm that no other [utility assistance](#), such as [LIHEAP](#), is available to prevent the shut-off. For example, if the household is going to have to abandon the housing due to a lack of utilities and can avoid moving to a shelter by having utilities paid, then CHG funds may be used for this purpose. Under another scenario, an applicant's lease may include a provision requiring utilities be maintained for the unit by the tenant. As a result, a utility shut-off could constitute a lease violation, thus placing the household at risk for eviction. In both cases, it is the Lead/Sub Grantee's responsibility to confirm and document in the client file that the utility company will in fact shut-off the utility if the amount due is not paid.
- ✓ Security deposits and utility deposits for a household moving into a new unit.
- ✓ CHG rent assistance may be used for move-in costs including but not limited to deposits and first months' rent associated with subsidized housing (where a household's rent is adjusted based on income), including project- or tenant-based housing. Rent assistance funds cannot be used for ongoing rent/utilities. In this context tax credit units are not considered subsidized housing.
- ✓ Application fees, background and credit check fees for rental housing.
- ✓ Lot rent for RV or manufactured home (structure must meet rent assistance guidelines including necessary housing certification/inspection and lead-based paint assessment).
- ✓ Costs of parking spaces when connected to a unit.
- ✓ Landlord incentives (provided there are written policies and/or procedures explaining what constitutes landlord incentives, how they are determined, and who has approval and review responsibilities).
- ✓ Reasonable storage costs.
- ✓ Reasonable moving costs such as truck rental and hiring a moving company.
- ✓ Hotel/Motel expenses for up to 90 days if unsheltered households are actively engaged in housing search and no other shelter option is available.

- ✓ Temporary absences. If a household must be temporarily away from his or her unit, but is expected to return (e.g., participant violates conditions of their DOC supervision and is placed in confinement for 30 days), Lead/Sub Grantees may pay for the households rent for up to 60 days and charge the grant for eligible costs. While a household is temporarily absent, he or she may continue to receive case management. Any temporary absence must be fully documented in the client file.
- ✓ Other costs as approved by Commerce.

The following activities are not eligible:

- ☒ CHG rent and rent/utility assistance in combination with CHG-funded facility support.
- ☒ More than 24 months of rent and utility assistance.
- ☒ Transportation costs for household members (e.g. bus, train and airplane tickets) related to initial move-in or for any subsequent moves.
- ☒ Furniture.
- ☒ Pet Deposits. Note: It is an unfair practice for a landlord to charge a tenant with a disability using a dog guide or service animal a pet deposit in addition to any standard cleaning or damage deposit charged to all tenants. (WAC 162-38-100)
- ☒ Cable, satellite or internet deposits or services.
- ☒ Portability. Households may not transfer their rent assistance to areas outside of the Lead/Sub Grantee's jurisdiction.

## **15 Facility Support**

Facility Support includes costs directly related to the operation of temporary housing facilities for congregate living and single-household units for households staying up to 24 months.

Households expected to stay 90 days or less must not be denied housing if they are unable to pay fees, deposits, rents, or other payments. If there are charges for housing, Lead/Sub Grantees must have a policy to ensure those unable to pay are not denied housing.

### **15.1 Assessment and Housing Stability Plan**

#### **15.1.1 Housing 90 days or less (congregate living)**

Assessment and stability plans are not required for households living in short-term congregate living facilities.

#### **15.1.2 Housing 90 days or less (single household units)**

An assessment must address immediate barriers to obtaining housing (income, criminal history, credit/rental history) and barriers to maintaining housing stability (e.g. ability to pay rent, ability to follow lease) after the household leaves housing.

The assessment must inform a plan which outlines needed services, referrals, goals and action steps leading to housing stability. The plan should be developed collaboratively with the household. Both the assessment and plan, including completion dates of action steps, must be documented in the client file. If the household is currently working on a housing plan with another housing provider, the plan may be used and included in the client file.

#### **15.1.3 Housing 90 days to 24 months (any unit type)**

An assessment must address barriers to obtaining and maintaining permanent housing after the household leaves the temporary, facility-based housing. Barriers may include criminal history, credit/rental history, ability to pay rent, and/or ability to follow lease.

The assessment must inform a plan which outlines needed services, referrals, goals and action steps leading to housing stability. The plan should be developed collaboratively with the household. Both the assessment and plan, including completion dates of action steps, must be documented in the client file.

### **15.2 Unit Habitability for Facilities**

#### **15.2.1 Housing Inspections**

Lead/Sub Grantees using CHG Facility Support funds to support single-household units (not congregate living) in which households will live for greater than 90 days and up to 24 months must conduct a housing inspection at least once a year.

Lead/Sub Grantees may adopt the [HUD Housing Quality Standards \(HQS\)](#) inspection procedures or the Commerce Housing Habitability Standards (HHS) procedures. If HQS is adopted, inspectors must be certified. Documentation of housing inspections must be readily accessible for review.

### **15.2.2 Lead-Based Paint Visual Assessments**

To prevent lead-poisoning in young children, Lead/Sub Grantees must comply with the Lead-Based Paint Poisoning Prevention Act of 1973 and its applicable regulations found at 24 CFR 35, Parts A, B, M, and R.

A lead-based paint visual assessment must be completed for all units that meet the following conditions:

1. The unit was constructed prior to 1978.
2. A child under the age of six or pregnant woman is or will be living in the unit.

A visual assessment must be conducted annually. Visual assessments must be conducted by a HUD-Certified Visual Assessor ([Appendix K: Lead Based Paint Visual Assessment Requirements](#)), and must be documented on the HQS or HHS, and must be readily accessible for review.

### **15.2.3 Exceptions to the Lead-Based Paint Visual Assessment Requirements**

There are certain exceptions to the requirement. Visual assessments are not triggered under the following circumstances:

- ✓ It is a zero-bedroom or SRO-sized unit;
- ✓ X-ray or laboratory testing of all painted surfaces by certified personnel has been conducted in accordance with HUD regulations and the unit is officially certified to not contain lead-based paint;
- ✓ The property has had all lead-based paint identified and removed in accordance with HUD regulations;
- ✓ The unit has already undergone a visual assessment within the past 12 months – obtain documentation that a visual assessment has been conducted; or
- ✓ It meets any of the other exemptions described in 24 CFR Part 35.115(a).

If any of the circumstances outlined above are met, Lead/Sub Grantees need to document them.

For a guide to compliance see [Appendix K: Lead Based Paint Visual Assessment Requirements](#).

### 15.3 Allowable Expenses

- ✓ Lease or rent payment on a building. (If a Lead/Sub Grantee owns the building or has a mortgage payment on the building, they may not charge the grant “rent” and then reimburse themselves.)
- ✓ Utilities (gas /propane, land line phone, electric, internet, water and sewer, garbage removal).
- ✓ Maintenance (janitorial/cleaning supplies, pest control, fire safety, materials and contract or staff maintenance salaries and benefits associated with providing the maintenance, mileage for maintenance staff).
- ✓ Security and janitorial (salaries and benefits associated with providing security, janitorial services).
- ✓ Essential facility equipment and supplies (e.g. common-use toiletries, food served in shelters, bedding, mats, cots, towels, microwave, etc.).
- ✓ Expendable transportation costs directly related to the transportation of eligible households (bus tokens and fuel for a shelter van).
- ✓ Hotel/Motel expenses for less than 90 days when no suitable shelter bed is available.
- ✓ On-site and off-site management costs related to the building.
- ✓ Facility specific insurance (mortgage insurance is not allowable) and accounting.
- ✓ Move in costs for permanent housing including: truck rental and hiring a moving company, application fees, background check fees, credit check fees, rent/security/utility deposits and first month’s rent, and costs of urinalyses for drug testing of household members if necessary/required for housing.
- ✓ Other expenses as approved by Commerce.

The following expenses are not eligible:

- ☒ Direct services other than those described above.
- ☒ Replacement or operating reserves.
- ☒ Debt service.
- ☒ Construction or rehabilitation of shelter facilities.
- ☒ CHG facility support in combination with CHG funded rent and rent/utility assistance.
- ☒ Any costs that are the responsibility of the tenant.
- ☒ Cable television service.

## 15.4 Maintenance Activities vs. Building Rehabilitation

As listed above, maintenance activities associated with a building are allowable Facility Support expenses. Building rehabilitation and capital improvements are not.

Before billing the grant, grantees should examine rental agreements (if leasing the building), product warranties, and insurance documents to determine what can be paid for from these sources.

Building rehabilitation and capital improvements typically include those items that are done building-wide or affect a large portion of the property such as roof replacement, exterior/interior common area painting, major repairs of building components, etc.

Maintenance activities include cleaning activities; protective or preventative measures to keep a building, its systems, and its grounds in working order; and replacement of existing appliances or objects that are not fixtures or part of the building (see examples in table below). Maintenance activities should fix, but not make improvements that would add value to the building.

Maintenance activities do not include the repair or replacement of fixtures or parts of the building. A fixture is an object that is physically attached to the building and cannot be removed without damage to the building. Fixtures also include but are not limited to kitchen cabinets, built in shelves, toilets, light fixtures, staircases, crown molding, sinks and bathtubs. Maintenance activities do not include systems designed for occupant comfort and safety such as HVAC, electrical or mechanical systems, sanitation, fire suppression, and plumbing.

### Allowable Expenses

Cleaning Activities	Protective or Preventative Measures to keep a building, its systems, and its grounds in working order	Replacing Existing Appliances or Objects That are Not Fixtures or Part of the Building (See above for definition of "fixtures.")
<ul style="list-style-type: none"><li>• Cleaning gutters and downspouts</li><li>• Lawn and yard care (mowing, raking, weeding, trimming/pruning trees and shrubs)</li><li>• Cleaning a portion of interior or exterior of building, including graffiti removal</li><li>• Washing windows</li><li>• Litter pick up and trash collection</li><li>• Removing snow/ice</li><li>• Unclogging sink and toilet</li></ul>	<ul style="list-style-type: none"><li>• Fixing gutters</li><li>• Mending cracked plaster</li><li>• Patching roof</li><li>• Caulking, weather stripping, re-glazing.</li><li>• Replacing a broken window or screen</li><li>• Reapplication of protective coatings</li><li>• Fixing plumbing leaks</li><li>• Repainting previously painted surface (including limited scraping)*</li><li>• Waterproofing (sealant)</li><li>• Servicing and maintenance of mechanical systems</li><li>• Replacing a carpet square or patching carpet</li><li>• Fixing alarm systems</li><li>• Installing temporary fencing</li></ul>	<p>Replacing:</p> <ul style="list-style-type: none"><li>• Kitchen appliances where removal would not cause any damage (for example dishwashers, stoves, refrigerators)</li><li>• Light bulbs</li><li>• Washing and drying machines</li><li>• Air filters</li><li>• Furniture</li></ul>
* Non-destructive methods only (eg., no sandblasting or high pressure spraying).		

## 16 Essential Needs for HEN Households Only

### 16.1 Allowable Expenses

- ✓ Personal health and hygiene items (such as toothpaste, shampoo, toilet paper).
- ✓ Household cleaning supplies (such as laundry and dish soap), light bulbs, batteries.
- ✓ Bus passes, limited transportation.
- ✓ Grantees may use HEN funds to purchase and distribute laundry tokens (unused tokens cannot be exchanged for cash at the laundromat).
- ✓ Grantees may use HEN funds to provide automobile fuel vouchers. Grantees need to ensure that the vouchers cannot be exchanged for cash and they should be in limited/reasonable quantities.

The following expenses are not eligible:

- ☒ Retailer or merchant gift cards, vouchers or certificates for a household to purchase personal health, hygiene and household cleaning supplies.

## 17 Data Collection, Evaluation and Planning

### 17.1 Allowable Expenses

Up to five percent of the total budget over the course of the grant period may be used for data collection, evaluation and planning costs and may be shared between the Lead/Sub Grantees.

Data collection and entry (the time a case manager or program staff spend collecting and reporting data in HMIS) and staff time to plan and implement the Point-in-Time Count and Coordinated Entry and complete the Annual Homeless Housing Inventory Report, may be budgeted under *Program Operations* or *Data Collection, Evaluation and Planning*.

Allowable data collection, evaluation and planning expenses include but are not limited to salaries and benefits, office space, utilities, supplies, equipment (up to \$1,000 per grant period unless approved in advance by Commerce), telephone, internet, and training/conferences/per diem specifically associated with the following CHG activities:

- ✓ State data warehouse and homeless management information system
- ✓ Annual Report - Housing Inventory/Point-in-Time Counts
- ✓ Local Homeless Plans  
Counties must update and approve the local homeless plan ([RCW 43.185C.050](#)) at least every five years. Commerce will verify five year updates during monitoring reviews. Adopted plans must be consistent with the [Local Plan Guidelines](#) issued by Commerce at the time the plan was adopted.
- ✓ Washington State Quality Award  
According to 43.185C.210 (5) [\(a\)](#) – Beginning in 2011, each eligible organization receiving over five hundred thousand dollars during the previous calendar year from the transitional housing operating and rent program and from sources including: (a) State housing-related funding sources; (b) the affordable housing for all surcharge in RCW [36.22.178](#); (c) the home security fund surcharges in RCW [36.22.179](#) and [36.22.1791](#); and (d) any other surcharge imposed under chapter [36.22](#) or [43.185C](#) RCW to fund homelessness programs or other housing programs, shall apply to the Washington State quality award program for an independent assessment of its quality management, accountability, and performance system, once every three years.

***Cities and counties are exempt from these requirements until 2018 unless they are receiving more than \$3.5 million annually from the sources cited above.***

[See 43.185C.210 (5) [\(a\)](#) and RCW 43.185C.240(1)(b).]

Commerce will verify the Lead Grantee's WSQA Notice of Intent, Application, Reviews and Reports during monitoring. Lead Grantees must conduct a similar



verification process for all Sub Grantees meeting the criteria for WSQA evaluation.

For more information about WSQA visit their website at [www.wsqa.net](http://www.wsqa.net).

- ✓ Coordinated Entry Planning/Implementation  
See also [Coordinated Entry](#) and [Appendix H: Coordinated Entry in Washington State](#).

## 18 Performance Funding Strategies

In addition to CHG base funding, each Lead Grantee will receive 50 percent of the total Performance Funding allocation (the full first year of Performance Funding) at the time grants are executed.

The remaining 50 percent of Performance Funding will be awarded by an amendment prior to the second year of the grant based on performance during the date ranges described below. The Performance Funding Calculator on the [CHG website](#) can be used as a planning and targeting tool. Overall, the second year's Performance Funding will be earned by a combination of any of the following strategies. While a Lead Grantee's earnings may exceed their second year Performance Fund allocation, no more than the allocation total will be granted.

The strategies are summarized in the table below; a detailed description follows.

Strategies	Mechanism for Earning	Potential Second Year Earning	Source of County-wide Data	Baseline Date Range	Performance Date Range
Reduce Length of Stay	Average length of stay compared to baseline	Up to 50%	HMIS	July 1, 2012 – June 30, 2013	July 1, 2013 – June 30, 2014
Reduce Returns	Percent returning to homeless system compared to baseline	Up to 50%	HMIS	July 1, 2012 – June 30, 2013	July 1, 2013 – June 30, 2014
Housing Persons Exiting Systems of Care	Number of persons housed	Up to 50%	HMIS	N/A	July 1, 2013 – June 30, 2014
Permanent Supportive Housing	Proportion of local fees spent on PSH	Up to 50%	Annual Report	N/A	Jan. 1, 2013 – Dec. 31, 2013

### 18.1 Strategy 1. Reduce length of stay in temporary housing programs

Performance Funding for your county can be earned through reducing the mean length of stay in temporary housing programs across your community of housing providers participating in HMIS (HMIS type codes 2.8.1 Emergency Shelter and 2.8.2 Transitional Housing).

The mean length of stay will be measured on the Commerce-generated Homeless Performance Measures report. Mean length of stay from July 1, 2013 to June 30, 2014, will be compared to a baseline established between July 1, 2012 and June 30, 2013. Counties that demonstrate at least a 5 percent reduction will earn 25 percent of their second year Performance Funding allocation. A 10 percent reduction or mean length of stay of 20 days or less will earn 50 percent of the allocation.

### 18.2 Strategy 2. Reduce returns to homeless housing programs

Performance Funding for your county can be earned through the percent of people exiting homeless housing programs (ES, TH, or RR) to permanent destinations as

recorded in the client-level HMIS data (elements 4.1.3, 4.10.10-11, 4.10.19-23) who returns to a homeless housing program.

Returns to homeless housing programs will be measured on the Commerce-generated Homeless Performance Measures report. Percentage of returns to homeless programs between July 1, 2013 and June 30, 2014, will be compared to a baseline established between July 1, 2012 and June 30, 2013. Counties that demonstrate at least a 5 percent reduction will earn 25 percent of their second year Performance Funding allocation. A 10 percent reduction or returns rate of 5 percent or less will earn 50 percent of the allocation.

### **18.3 Strategy 3. Housing persons exiting systems of care**

Second year Performance Funding for housing persons exiting systems of care from July 1, 2013 – June 30, 2014, will be calculated based on the following criteria:

Two-hundred dollars for each person who is homeless or at imminent risk of homelessness enrolled in a housing program after exiting a system of care. Performance Funding-qualifying clients will be determined from client-level data recorded under “Residence Prior to Program Entry” in the HMIS (elements 3.9.4-7 and 3.9.15).

An additional \$400 will be made to the grantee for the same client(s) above that have enrolled in a housing program and within 90 days are either:

1. Enrolled in any housing program where the client doesn’t have to vacate the unit after the subsidy ends, OR
2. Have exited to any permanent destinations as recorded in the client-level HMIS data (elements 4.1.3, 4.10.10-11, 4.10.19-23).

### **18.4 Strategy 4. Permanent Supportive Housing**

Second year Performance Funding will be earned as documented in the 2013 Annual Report.

Performance Funding will be available for communities that spent between 10 percent and 25 percent of their overall homeless housing assistance budget on permanent supportive housing. Specifically, local homeless fee (RCW 36.22.178, .179, .1791) and Section 8 funds dedicated for permanent supportive housing. Additionally, the following two conditions must be met:

1. The housing provided must be permanent. (“Maximum Length of Time Subsidized Housing is Provided” from the drop down option must be “Permanent – housing subsidy does not end.”)
2. Comprehensive services for the disabled must be provided or available. (“Level of Service” from the drop down option must be “required comprehensive for

disabled” or “optional comprehensive for disabled.”) See [Appendix L: Permanent Supportive Housing and Disability Definitions](#).

Commerce staff will review the Annual Report/Housing Inventory Chart to confirm eligibility.

## **19 Administration**

### **19.1 Allowable Expenses**

Up to 15 percent of total reimbursed costs over the course of the grant period may be used for administration and must be shared between the Lead Grantee and any Sub Grantees. This limit must be reconciled before the end of the grant period.

Allowable administrative costs are those costs that benefit the organization as a whole. They may include the following: executive director/accounting/human resources/IT salaries, benefits, office supplies and equipment (up to \$1,000 per grant period unless approved in advance by Commerce); general organization insurance; organization wide audits; board expenses; organization-wide membership fees and dues. This list is not all-inclusive.

General agency facilities costs are also allowable administrative expenses. They include the following: rent, building use allowances, and operations and maintenance costs such as janitorial and utilities. This list is not all-inclusive.

Facility costs directly attributable to the program may be charged to Program Operations.

Administrative and facilities expenses cannot be billed by equal monthly distributions of the budget amount. These costs must be charged to grant cost centers by one of the following three methods:

1. Billed directly such as IT services that are billed by the hour.
2. Allocated by means of a cost allocation plan.
3. Charged by use of an indirect cost rate which has been appropriately negotiated and approved.

## **20 Required CHG Policies and Procedures**

In order to ensure that households assisted with CHG funds are served fairly and consistently, Lead and Sub Grantees must have written policies and/or procedures for the following topics. Commerce will review these as part of grant monitoring.

- ✓ Sub Grantee (see section 4.1)
- ✓ Confidentiality of Client records (see section 8.1)
- ✓ Termination of Participation and Grievance (see section 8.2.1)
- ✓ Applicant Denial and Grievance (see section 8.2.2)
- ✓ Recertification of Income Eligibility (see section 11.3)
- ✓ Rent Assistance (see section 14.5)
- ✓ Rent Reasonableness Determination (see section 14.8)
- ✓ Rent Limit/Payment Standard (see section 14.9)
- ✓ Landlord Certification and/or Inspections and Lead-Based Paint Visual Assessments for Rent Assistance (see section 14.10)
- ✓ Policy to ensure those unable to pay are not denied housing less than 90 days for Facility Support (see section 15)
- ✓ Inspections and Lead-Based Paint Visual Assessments for Facility Support (non-congregate living) >90 Days (see section 15.2)
- ✓ Record Retention (see grant agreement and section 22 Appendix A)

## **21 Changes to Guidelines**

Commerce may issue revised or new Guidelines at any time. All Lead Grantees will be sent revised copies as they are published. It is the Lead Grantee's responsibility to pass on the revisions to Sub Grantees in a timely manner.

The Homeless Management Information System (“HMIS”) is a client management system that maintains information regarding the characteristics and service needs of Clients for a variety of reasons, including the provision of more effective and streamlined services to Clients and the creation of information that communities can use to determine the use and effectiveness of services.

Ultimately, when used correctly and faithfully by all involved parties, the HMIS is designed to benefit multiple stakeholders, including provider agencies, persons who are homeless, funders and the community through improved knowledge about people who are homeless, their services and service needs and a more effective and efficient service delivery system.

The Homeless Housing and Assistance Act of 2005 requires the Department of Commerce to collect HMIS data in the form of a data warehouse. Each homeless service provider will submit HMIS data to Commerce.

Agency and the Department of Commerce agree as follows:

#### 1. General Understandings:

- ✓ In this Agreement, the following terms will have the following meanings:
  - “Client” refers to a consumer of services.
  - “Partner Agency” refers generally to any Agency participating in HMIS.
  - “Agency staff” refers to both paid employees and volunteers.
  - “HMIS” refers to the HMIS system administered by Commerce.
  - “Enter(ing)” or “entry” refers to the entry of any Client information into HMIS.
  - “Shar(e)(ing),” or “Information Shar(e)(ing)” refers to the sharing of information which has been entered in HMIS with another Partner Agency.
  - “The Balance of State Continuum of Care Steering Committee” or “Steering Committee” refers to a Commerce advisory body that serves in a consultative and counseling capacity to Commerce as the system administrator. The Steering Committee is comprised of representatives from the State, the Balance of State Continuum of Care regions and at large members.
  - “Identified Information” refers to Client data that can be used to identify a specific Client. Also referred to as “Confidential” data or information.
  - “De-identified Information” refers to data that has specific Client demographic information removed, allowing use of the data **without identifying** a specific Client. Also referred to as “non-identifying” information.
- ✓ Agency understands that when it enters information into HMIS, such information will be available to Commerce staff who may review the data to administer HMIS; to conduct analysis in partnership with the Research and Data Analysis (RDA) division at the Department of Social and Health Services (DSHS); and to prepare reports that



may be submitted to others in de-identified form **without** individual identifying Client information.

- ✓ Agency understands that Agency will have the ability to indicate whether information Agency entered into HMIS may be shared with and accessible to Partner Agencies in HMIS system. Agency is responsible for determining and designating in HMIS whether information may or may not be shared.

**Confidentiality:**

- ✓ Agency will not:
  - enter information into HMIS which it is not authorized to enter; and
  - will not designate information for sharing which Agency is not authorized to share, under any relevant federal, state, or local confidentiality laws, regulations or other restrictions applicable to Client information. By entering information into HMIS or designating it for sharing, Agency represents that it has the authority to enter such information or designate it for sharing.
- ✓ If Agency is a “covered entity” whose disclosures are restricted under HIPAA (45 CFR 160 and 164) or is subject to Federal Drug and Alcohol Confidentiality Regulations (42 CFR Part 2), a fully executed Business Associate or Business Associate/Qualified Service Organization Agreement must be attached to this agreement before information may be entered. Sharing of information will not be permitted otherwise. More information about “covered entities” can be found here: <http://www.hhs.gov/ocr/privacy/hipaa/understanding/coveredentities/index.html>.
- ✓ If Agency is subject to any laws or requirements which restrict Agency’s ability to either enter or authorize sharing of information, Agency will ensure that any entry it makes and all designations for sharing fully comply with all applicable laws or other restrictions.
- ✓ Agency shall comply with the Violence Against Women and Department of Justice Reauthorization Act of 2005 (VAWA) and Washington State RCW 43.185C.030. No Identified Information may be entered into HMIS for Clients in licensed domestic violence programs or for Clients fleeing domestic violence situations.
- ✓ To the extent that information entered by Agency into HMIS is or becomes subject to additional restrictions, Agency will immediately inform Commerce in writing of such restrictions.

**Information Collection, Release and Sharing Consent:**

- ✓ **Collection of Client Identified information:** An agency shall collect client identified information only when appropriate to the purposes for which the information is

obtained or when required by law. An Agency must collect client information by lawful and fair means and, where appropriate, with the knowledge or consent of the individual.

- ✓ **Obtaining Client Consent:** In obtaining Client consent, each adult Client in the household must sign the **HMIS Client Release of Information** (or a Commerce-approved equivalent release document) to indicate consent to enter Client identified information into HMIS. If minors are present in the household, at least one adult in the household must consent minors by writing their names on the **HMIS Client Release of Information**. If any adult member of a household does not provide written consent, identifying information may not be entered into HMIS for *anyone* in the household. An unaccompanied youth may sign the consent form for themselves.
  - Do not enter personally identifying information into HMIS for clients who are in licensed domestic violence agencies or currently fleeing or in danger from a domestic violence, dating violence, sexual assault or stalking situation.
  - Telephonic consent from the individual may temporarily substitute written consent provided that written consent is obtained at the first time the individual is physically present at Agency.
  - A Client may withdraw or revoke consent for Client identified information collection by signing the **HMIS Revocation of Consent**. If a Client revokes their consent, Agency is responsible for immediately contacting Commerce and making appropriate data modifications in HMIS to ensure that Client's personal identified information will not be shared with other Partner Agencies or visible to the Agency staff within the system.
  - This information is being gathered for the collection and maintenance of a research database and data repository. The consent is in effect until the client revokes the consent in writing.
  - **No Conditioning of Services:** Agency will not condition any services upon or decline to provide any services to a Client based upon a Client's refusal to allow entry of identified information into HMIS.
  - **Re-release Prohibited:** Agency agrees not to release any Client identifying information received from HMIS to any other person or organization without written informed Client consent, or as required by law.
  - **Client Inspection/Correction:** Agency will allow a Client to inspect and obtain a copy of his/her own personal information except for information compiled in reasonable anticipation of, or for use in, a civil, criminal, or administrative action or proceeding. Agency will also allow a Client to correct information that is inaccurate. Corrections may be made by way of a new entry that is in addition to, but is not a replacement for, an older entry.

- ✓ **Security:** Agency will maintain security and confidentiality of HMIS information and is responsible for the actions of its users and for their training and supervision. Among the steps Agency will take to maintain security and confidentiality are:
- **Access:** Agency will permit access to HMIS or information obtained from it only to authorized Agency staff who need access to HMIS for legitimate business purposes (such as to provide services to the Client, to conduct evaluation or research, to administer the program, or to comply with regulatory requirements). Agency will limit the access of such staff to only those records that are immediately relevant to their work assignments.
  - **User Policy:** Prior to permitting any user to access HMIS, Agency will require the user to sign a **User Policy, Responsibility Statement & Code of Ethics** ("User Policy"), which is found on the Commerce web page ([www.commerce.wa.gov/hmiswa](http://www.commerce.wa.gov/hmiswa)) and is incorporated into this agreement and may be amended from time to time by Commerce. Agency will comply with, and enforce the User Policy and will inform Commerce immediately in writing of any breaches of the User Policy
  - **Computers:** Security for data maintained in HMIS depends on a secure computing environment. Computer security is adapted from relevant provisions of the Department of Housing and Urban Development's (HUD) "Homeless Management Information Systems (HMIS) Data and Technical Standards Notice" (Docket No. FR 4848-N-01; see <http://www.hud.gov/offices/cpd/homeless/hmis/standards/index.cfm>). Agencies are encouraged to directly consult that document for complete documentation of HUD's standards relating to HMIS.
- ✓ Agency agrees to allow access to HMIS only from computers which are:
- owned by Agency or approved by Agency for the purpose of accessing and working with HMIS.
  - protected from viruses by commercially available virus protection software.
  - protected with a software or hardware firewall.
  - maintained to insure that the computer operating system running the computer used for the HMIS is kept up to date in terms of security and other operating system patches, updates, and fixes.
  - accessed through web browsers with 128-bit encryption (e.g., Internet Explorer, version 6.0). Some browsers have the capacity to remember passwords, so that the user does not need to type in the password when returning to password-protected sites. This default shall **not** be used with respect to Commerce' HMIS; the end-user is expected to physically enter the password each time he or she logs on to the system.



- staffed at all times when in public areas. When computers are not in use and staff is not present, steps should be taken to ensure that the computers and data are secure and not publicly accessible. These steps should minimally include: logging off the data entry system, physically locking the computer in a secure area, or shutting down the computer entirely.
- ✓ **Passwords:** Agency will permit access to HMIS only with use of a User ID and password, which the user may not share with others. Written information pertaining to user access (e.g. username and password) shall not be stored or displayed in any publicly accessible location.

Passwords shall be at least eight characters long and meet industry standard complexity requirements, including, but not limited to, the use of at least one of each of the following kinds of characters in the passwords: Upper and lower-case letters, and numbers and symbols. Passwords shall not be, or include, the username, or the HMIS name. In addition, passwords should not consist entirely of any word found in the common dictionary or any of the above spelled backwards. The use of default passwords on initial entry into the HMIS application is allowed so long as the .default password is changed on first use. Passwords and user names shall be consistent with guidelines issued from time to time by HUD and/or Commerce.

- ✓ **Training/Assistance:** Agency will permit access to HMIS only after the authorized user receives appropriate confidentiality training including that provided by Commerce. Agency will also conduct ongoing basic confidentiality training for all persons with access to HMIS and will train all persons who may receive information produced from HMIS on the confidentiality of such information. Agency will participate in such training as is provided from time to time by Commerce. Commerce will be reasonably available during Commerce defined weekday business hours for technical assistance (i.e. troubleshooting and report generation).
- ✓ **Records:** Agency and Commerce will maintain records of any disclosures of Client identifying information either of them makes of HMIS information for a period of **seven** years after such disclosure. On written request of a Client, Agency and Commerce will provide an accounting of all such disclosures within the prior **seven**-year period. Commerce will have access to an audit trail from HMIS so as to produce an accounting of disclosures made from one Agency to another by way of sharing of information from HMIS.
- ✓ **Destruction of paper copies of personally identifying information:** Agencies must develop and adopt policies governing the destruction of paper records containing personally identifying information derived from a Homeless Management Information system. Such records must be retained for a period of six years following the date of final payment and destroyed at the end of the period. The

policy must define the process that will be used to destroy the records to prevent the release of personally identifying information.

**4. Information Entry Standards:**

- ✓ Information entered into HMIS by Agency will be truthful, accurate and complete to the best of Agency's knowledge.
- ✓ Agency will **not** solicit from Clients or enter information about Clients into the HMIS database unless the information is required for a legitimate business purpose such as to provide services to the Client, to conduct evaluation or research, to administer the program, or to comply with regulatory requirements.
- ✓ Agency will only enter information into HMIS database with respect to individuals that it serves or intends to serve, including through referral.
- ✓ Agency will enter all data for a particular month into HMIS database by the 5<sup>th</sup> business day of the following month. Additionally, Agency will make every attempt enter all data for a particular week by the end of that week.
- ✓ Agency will not alter or over-write information entered by another Agency.

**5. Use of HMIS:**

- ✓ Agency will not access identifying information for any individual for whom services are neither sought nor provided by the Agency. Agency may access identifying information of the Clients it serves and may request via writing access to statistical, non-identifying information on both the Clients it serves and Clients served by other HMIS participating agencies.
- ✓ Agency may report non-identifying information to other entities for funding or planning purposes. Such non-identifying information shall not directly identify individual Clients.
- ✓ Agency and Commerce will report only non-identifying information in response to requests for information from HMIS unless otherwise required by law.
- ✓ Agency will use HMIS database for legitimate business purposes only.
- ✓ Agency will not use HMIS in violation of any federal or state law, including, but not limited to, copyright, trademark and trade secret laws, and laws prohibiting the transmission of material, which is threatening, harassing, or obscene.
- ✓ Agency will not use the HMIS database to defraud federal, state or local governments, individuals or entities, or conduct any illegal activity.

**6. Proprietary Rights of the HMIS:**

- ✓ Agency shall not give or share assigned passwords and access codes for HMIS with any other Agency, business, or individual. Each user shall request their own login and password.
- ✓ Agency shall take due diligence not to cause in any manner, or way, corruption of the HMIS database, and Agency agrees to be responsible for any damage it may cause.
- ✓ **Steering Committee:** Commerce will consult with the Steering Committee from time to time regarding issues such as revision to the form of this Agreement. Written Agency complaints that are not resolved may be forwarded to the Steering Committee, which will try to reach a voluntary resolution of the complaint.
- ✓ **Limitation of Liability and Indemnification:** No party to this Agreement shall assume any additional liability of any kind due to its execution of this agreement of participation in the HMIS. It is the intent of the parties that each party shall remain liable, to the extent provided by law, regarding its own acts and omissions; but that no party shall assume additional liability on its own behalf or liability for the acts of any other person or entity except for the acts and omissions of their own employees, volunteers, agents or contractors through participation in HMIS. The parties specifically agree that this agreement is for the benefit of the parties only and this agreement creates no rights in any third party.
- ✓ **Limitation of Liability.** Commerce shall not be held liable to any member Agency for any cessation, delay or interruption of services, nor for any malfunction of hardware, software or equipment.
- ✓ **Disclaimer of Warranties.** Commerce makes no warranties, express or implied, including the warranties or merchandise ability and fitness for a particular purpose, to any Agency or any other person or entity as to the services of the HMIS to any other matter.

**7. Additional Terms and Conditions:**

- ✓ Agency will abide by such guidelines as are promulgated by HUD and/or Commerce from time to time regarding administration of the HMIS.
- ✓ Agency and Commerce intend to abide by applicable law. Should any term of this agreement be inconsistent with applicable law, or should additional terms be required by applicable law, Agency and Commerce agree to modify the terms of this agreement so as to comply with applicable law.
- ✓ Neither Commerce nor Agency will transfer or assign any rights or obligations regarding HMIS without the written consent of either party.
- ✓ Agency agrees to indemnify and hold Commerce and its agents and staffs harmless from all claims, damages, costs, and expenses, including legal fees and

disbursements paid or incurred, arising from any breach of this Agreement or any of Agency's obligations under this Agreement.

- ✓ This Agreement will be in force until terminated by either party. Either party may terminate this agreement at will with 20 days written notice. Either party may terminate this agreement immediately upon a material breach of this Agreement by the other party, including but not limited to the breach of the Commerce Security Policy by Agency.
- ✓ If this Agreement is terminated, Agency will no longer have access to HMIS. Commerce and the remaining Partner Agencies will maintain their right to use all of the Client information previously entered by Agency except to the extent a restriction is imposed by Client or law.
- ✓ Copies of Agency data will be provided to the Agency upon written request of termination of this agreement. Data will be provided on CDs or media. Unless otherwise specified in writing, copies of data will be delivered other mutually agreed upon to Agency within fourteen (14) calendar days of receipt of written requests for data copies.

**Client Records and Record Retention**

Lead and Sub Grantees must enter a record for every client served with CHG funds in the state homeless data warehouse (usually referred to as “HMIS”) or in a local data collection system that meets HUD/HMIS data standards. The client record may contain personally identifying data or it may not, depending on whether the client provided informed, written consent to have their identifiers stored in HMIS. As a general rule, Commerce does not want personal identifiers for any client who identifies themselves as a victim of domestic violence, sexual assault, dating violence or stalking.

Agencies must develop and adopt policies governing the retention of paper records containing personally identifying information derived from a Homeless Management Information System. The policy must define how long paper records are retained after they are no longer being actively utilized, and the process that will be used to destroy the records to prevent the release of personally identifying information. The policy must require the destruction of the paper records derived from an HMIS no longer than seven years after the last day the person was served by the organization.

**Funding Decisions & Data Collection**

Lead Grantees must not make funding or resource allocation decisions of CHG funds based on whether a Sub Grantee enters *personal identifiers* for victims of domestic violence, sexual assault, dating violence or stalking or other clients who have not provided informed, written consent. The intent of this guideline is to ensure that clients do not feel coerced into providing consent to share data at any time in any local jurisdiction receiving CHG funds and participating in HMIS.

Data quality is of high concern for purposes of accurate reporting out of HMIS. Commerce recommends that local jurisdictions continue to strive for increased data quality including 1) monitoring completeness of required data elements and 2) monitoring responsible use of HMIS at local agencies. Some suggestions for how to appropriately include data quality in HMIS as a part of local funding decisions include, but are not limited to:

## ✓ Completeness of required data elements:

- Exclude clients who “refused consent” from the equation  
e.g.: Instead of  $\frac{\# \text{ NULL values}}{\text{All client records}} = \%$  use  $\frac{\# \text{ NULL values}}{\text{Clients who DIDN'T refuse consent}} = \%$

## ✓ Responsible use of HMIS at local agencies:

- Develop a “baseline” rate of “refused consent” locally using HMIS data
- Determine each agency’s rate of “refused consent” as a percent deviation from the standard



- Add or subtract points for less or more deviation from the standard rate, depending on reasonableness
- Further training, technical assistance, or other guidance may be more appropriate in this situation instead of, or in addition to, penalties assessed during funding competitions

All local jurisdictions interested in including a measure of HMIS data quality as part of a local funding decision for CHG funding are required to submit a proposal to Commerce for final approval prior to being used in local applications/competitions for funding.

**Informed Consent** – According to RCW 43.185C.180, personally identifying information about homeless individuals for the Washington homeless client management information system may only be collected after having obtained informed, reasonably time limited, (i) written consent from the homeless individual to whom the information relates, or (ii) telephonic consent from the homeless individual, provided that written consent is obtained at the first time the individual is physically present at an organization with access to the Washington homeless client management information system. Safeguards consistent with federal requirements on data collection must be in place to protect homeless individuals' rights regarding their personally identifying information. Data collection under this subsection shall be done in a manner consistent with federally informed consent guidelines regarding human research which, at a minimum, require that individuals receive: (i) information about the expected duration of their participation in the Washington homeless client management information system; (ii) an explanation of whom to contact for answers to pertinent questions about the data collection and their rights regarding their personal identifying information; (iii) an explanation regarding whom to contact in the event of injury to the individual related to the Washington homeless client management information system; (iv) a description of any reasonably foreseeable risks to the homeless individual; and (v) a statement describing the extent to which confidentiality of records identifying the individual will be maintained.

**Personal Identifiers – “Personally Identifying Data”**

Individually identifying information for or about an individual including information likely to disclose the location of a victim of domestic violence, dating violence, sexual assault, or stalking, could include:

- ✓ A first and last name;
- ✓ A home or other physical address;
- ✓ Contact information (including a postal, e-mail or Internet protocol address, or telephone or facsimile number);
- ✓ A social security number; and

- ✓ Any other information, including date of birth, racial or ethnic background, or religious affiliation that, in combination with any other non-personally identifying information, would serve to identify any individual collecting “non-identified” client records.

#### Data Entry for “Non-identified” Client Records

- ✓ Leave the “Name” fields NULL (blank). Do not write in names *such as “Anonymous” or “Refused” as that will compromise data quality at the state level.*
- ✓ *If there are no personal identifiers* for a client record, there needs to be an “Agency Unique ID” of some sort created and stored in the system that can be used by the agency to access the record at a later time (and should not be an algorithm of elements that can lead to the client’s identification).
- ✓ Enter an approximate year of birth – subtract or add one to three years to the actual year of birth.
- ✓ Enter “Refused” for gender, race, and ethnicity when the real answers to those questions, in combination with other data, can potentially lead to identification of the client.
- ✓ Enter any additional answer to the universal, program-specific and optional data elements (from the March 2010 HMIS Data Standards) only if the answers to those questions, in combination with other data, will not lead to the identification of the client.
- ✓ Program Entry Date, Program Exit Date and Service Date are generally required unless those elements can be used in combination with other elements to identify the client. If this is the case, please enter an approximate Program Entry Date, Program Exit Date and Service Date by adding one to three months to the actual dates and keeping the “Length of Stay” (the number of days between program entry and program exit) consistent with reality. Keeping the approximate service date, if used, within the actual service date’s reporting period is also recommended.

Submitting data to the state data warehouse – If a Lead or Sub Grantee is not entering data directly into the state data warehouse, the data being entered into the local HMIS must be submitted on a quarterly basis no later than the 10<sup>th</sup> day following the end of each quarter to the state data warehouse via the HUD Standard 3.0 XML schema.

1. **Definitions.** The words and phrases listed below, as used in this Exhibit, shall each have the following definitions:
  - a. “Authorized User(s)” means an individual or individuals with an authorized business requirement to access DSHS Confidential Information.
  - b. “Hardened Password” means a string of at least eight characters containing at least one alphabetic character, at least one number and at least one special character such as an asterisk, ampersand or exclamation point.
  - c. “Unique User ID” means a string of characters that identifies a specific user and which, in conjunction with a password, passphrase or other mechanism, authenticates a user to an information system.
2. **Data Transport.** When transporting DSHS Confidential Information electronically, including via email, the Data will be protected by:
  - a. Transporting the Data within the (State Governmental Network) SGN or Contractor’s internal network, or;
  - b. Encrypting any Data that will be in transit outside the SGN or Contractor’s internal network. This includes transit over the public Internet.
3. **Protection of Data.** The Contractor agrees to store Data on one or more of the following media and protect the Data as described:
  - a. **Hard disk drives.** Data stored on local workstation hard disks. Access to the Data will be restricted to Authorized User(s) by requiring logon to the local workstation using a Unique User ID and Hardened Password or other authentication mechanisms which provide equal or greater security, such as biometrics or smart cards.
  - b. **Network server disks.** Data stored on hard disks mounted on network servers and made available through shared folders. Access to the Data will be restricted to Authorized Users through the use of access control lists which will grant access only after the Authorized User has authenticated to the network using a Unique User ID and Hardened Password or other authentication mechanisms which provide equal or greater security, such as biometrics or smart cards. Data on disks mounted to such servers must be located in an area which is accessible only to authorized personnel, with access controlled through use of a key, card key, combination lock, or comparable mechanism.

For DSHS Confidential Information stored on these disks, deleting unneeded Data is sufficient as long as the disks remain in a Secured Area and otherwise meet the requirements listed in the above paragraph. Destruction of the Data as outlined in Section 5. Data Disposition may be deferred until the disks are retired, replaced, or otherwise taken out of the Secured Area.

- c. **Optical discs (CDs or DVDs) in local workstation optical disc drives.** Data provided by DSHS on optical discs which will be used in local workstation optical disc drives and which will not be transported out of a Secured Area. When not in use for the contracted purpose, such discs must be locked in a drawer, cabinet or other container to which only Authorized Users have the key, combination or mechanism

required to access the contents of the container. Workstations which access DSHS Data on optical discs must be located in an area which is accessible only to authorized personnel, with access controlled through use of a key, card key, combination lock, or comparable mechanism.

d. **Optical discs (CDs or DVDs) in drives or jukeboxes attached to servers.** Data provided by DSHS on optical discs which will be attached to network servers and which will not be transported out of a Secured Area. Access to Data on these discs will be restricted to Authorized Users through the use of access control lists which will grant access only after the Authorized User has authenticated to the network using a Unique User ID and Hardened Password or other authentication mechanisms which provide equal or greater security, such as biometrics or smart cards. Data on discs attached to such servers must be located in an area which is accessible only to authorized personnel, with access controlled through use of a key, card key, combination lock, or comparable mechanism.

e. **Paper documents.** Any paper records must be protected by storing the records in a Secured Area which is only accessible to authorized personnel. When not in use, such records must be stored in a locked container, such as a file cabinet, locking drawer, or safe, to which only authorized persons have access.

f. **Remote Access.** Access to and use of the Data over the State Governmental Network (SGN) or Secure Access Washington (SAW) will be controlled by DSHS staff who will issue authentication credentials (e.g. a Unique User ID and Hardened Password) to Authorized Users on Contractor staff. Contractor will notify DSHS staff immediately whenever an Authorized User in possession of such credentials is terminated or otherwise leaves the employ of the Contractor, and whenever an Authorized User's duties change such that the Authorized User no longer requires access to perform work for this Contract

g. **Data storage on portable devices or media.**

(1) Except where otherwise specified herein, DSHS Data shall not be stored by the Contractor on portable devices or media unless specifically authorized within the terms and conditions of the Contract. If so authorized, the Data shall be given the following protections:

- (a) Encrypt the Data with a key length of at least 128 bits
- (b) Control access to devices with a Unique User ID and Hardened Password or stronger authentication method such as a physical token or biometrics.
- (c) Manually lock devices whenever they are left unattended and set devices to lock automatically after a period of inactivity, if this feature is available. Maximum period of inactivity is 20 minutes.

Physically Secure the portable device(s) and/or media by

- (d) Keeping them in locked storage when not in use
- (e) Using check-in/check-out procedures when they are shared, and
- (f) Taking frequent inventories

(2) When being transported outside of a Secured Area, portable devices and media with DSHS Confidential Information must be under the physical control of Contractor staff with authorization to access the Data.

(3) Portable devices include, but are not limited to; smart phones, tablets, flash memory devices (e.g. USB flash drives, personal media players), portable hard

disks, and laptop/notebook/netbook computers if those computers may be transported outside of a Secured Area.

(4) Portable media includes, but is not limited to; optical media (e.g. CDs, DVDs), magnetic media (e.g. floppy disks, tape), or flash media (e.g. CompactFlash, SD, MMC).

**h. Data stored for backup purposes.**

(1) DSHS data may be stored on portable media as part of a Contractor's existing, documented backup process for business continuity or disaster recovery purposes. Such storage is authorized until such time as that media would be reused during the course of normal backup operations. If backup media is retired while DSHS Confidential Information still exists upon it, such media will be destroyed at that time in accordance with the disposition requirements in Section 5. Data Disposition

(2) DSHS Data may be stored on non-portable media (e.g. Storage Area Network drives, virtual media, etc.) as part of a Contractor's existing, documented backup process for business continuity or disaster recovery purposes. If so, such media will be protected as otherwise described in this exhibit. If this media is retired while DSHS Confidential Information still exists upon it, the data will be destroyed at that time in accordance with the disposition requirements in Section 5. Data Disposition.

**4. Data Segregation.**

- a. DSHS Data must be segregated or otherwise distinguishable from non-DSHS data. This is to ensure that when no longer needed by the Contractor, all DSHS Data can be identified for return or destruction. It also aids in determining whether DSHS Data has or may have been compromised in the event of a security breach. As such, one or more of the following methods will be used for data segregation.
- b. DSHS Data will be kept on media (e.g. hard disk, optical disc, tape, etc.) which will contain no non-DSHS data. And/or,
- c. DSHS Data will be stored in a logical container on electronic media, such as a partition or folder dedicated to DSHS Data. And/or,
- d. DSHS Data will be stored in a database which will contain no non-DSHS data. And/or,
- e. DSHS Data will be stored within a database and will be distinguishable from non-DSHS data by the value of a specific field or fields within database records.
- f. When stored as physical paper documents, DSHS Data will be physically segregated from non-DSHS data in a drawer, folder, or other container.
- g. When it is not feasible or practical to segregate DSHS Data from non-DSHS data, then both the DSHS Data and the non-DSHS data with which it is commingled must be protected as described in this exhibit.

**5. Data Disposition.** When the contracted work has been completed or when no longer needed, except as noted in Section 3. Protection of Data b. Network Server Disks above, Data shall be returned to DSHS or destroyed. Media on which Data may be stored and associated acceptable methods of destruction are as follows:

<b>Data stored on:</b>	<b>Will be destroyed by:</b>
Server or workstation hard disks, or  Removable media (e.g. floppies, USB flash drives, portable hard disks) excluding optical discs	Using a “wipe” utility which will overwrite the Data at least three (3) times using either random or single character data, or  Degaussing sufficiently to ensure that the Data cannot be reconstructed, or  Physically destroying the disk
Paper documents with sensitive or Confidential Information	Recycling through a contracted firm provided the contract with the recycler assures that the confidentiality of Data will be protected.
Paper documents containing Confidential Information requiring special handling (e.g. protected health information)	On-site shredding, pulping, or incineration
Optical discs (e.g. CDs or DVDs)	Incineration, shredding, or completely defacing the readable surface with a coarse abrasive
Magnetic tape	Degaussing, incinerating or crosscut shredding

- 6. Notification of Compromise or Potential Compromise.** The compromise or potential compromise of DSHS shared Data must be reported to the Department of Commerce Contact designated in the Grant Agreement within one (1) business day of discovery.
- 7. Data shared with Subcontractors.** If DSHS Data access provided under this Contract is to be shared with a subcontractor, the Contract with the subcontractor must include all of the data security provisions within this Contract and within any amendments, attachments, or exhibits within this Contract.

## 25 Appendix D: Housing Status Documentation Standards

Homeless				At Risk of Becoming Homeless		
Unsheltered (place not meant for human habitation)	Residing in a temporary housing program	Exiting a system of care	Fleeing domestic violence, dating violence, sexual assault, stalking, etc.	Losing housing within 14 days	Nonpayment of rent	Nonpayment of utilities (see program guidelines for eligibility)
<p>Third party verification</p> <p>OR</p> <p>Self-declaration signed and dated by applicant stating where they are residing. <u>Self-declaration of housing status should be used very rarely and only when written third-party verification cannot be obtained.</u></p>	<p>Letter signed and dated from the provider of the temporary housing.</p> <p>OR</p> <p>A telephone call to the provider of temporary housing that is documented, signed, and dated by the case manager making the call</p> <p>OR</p> <p>Current HMIS record from homeless housing program, including dates of stay</p> <p>OR</p> <p>Self-declaration signed and dated by applicant stating where they are residing. <u>Self-declaration of housing status should be used very rarely and only when written third-party verification cannot be obtained.</u></p>	<p>Letter signed and dated by system of care representative. Letter must include:</p> <p>a. Statement verifying current stay of household member(s), and</p> <p>b. Indicate household member(s) have no available housing option after exiting</p>	<p>Signed and dated self-declaration by applicant.</p>	<p>Letter signed and dated from the provider of the temporary residence (e.g. homeowner, landlord, motel owner/manager). Letter must include:</p> <p>a. Statement verifying the applicant's current living situation, and</p> <p>b. Date when the household must vacate the temporary housing</p> <p>OR</p> <p>A telephone call to the provider of temporary housing that is documented, signed, and dated by the case manager making the call</p> <p>OR</p> <p>Self-declaration signed and dated by applicant stating where they are residing. <u>Self-declaration of housing status should be used very rarely and only when written third-party verification cannot be obtained.</u></p>	<p>Copy of lease naming household member as lease holder or other written occupancy agreement identifying them as legal tenant of unit.</p> <p>AND</p> <p>"Pay or Vacate" notice or eviction notice</p>	<p>Copy of lease naming household member as lease holder or other written occupancy agreement identifying them as legal tenant of unit</p> <p>AND</p> <p>Utility Shutoff Notice that:</p> <p>a. Identifies the household member, and</p> <p>b. Indicates that utility will be shut off or disconnected if payment not received, and</p> <p>c. Is signed and dated by utility company representative and/or includes utility company contact information</p> <p>AND</p> <p>A statement from the provider that without CHG assistance, the household will lose their housing and become homeless. Staff must first check that LIHEAP or other utility assistance is not available.</p>

While Commerce has established standards for various types of income, Commerce recognizes that in some instances only applicant self-declaration may be possible. This method should be used only as a *last resort* when all other verification methods are not possible or reasonable. When using applicant self-declaration, Lead/Sub Grantees must document why a higher verification standard was not used. Be sure to include this in the case file.

**Gross Income** is the amount of income earned before any deductions (such as taxes and health insurance premiums) are made.

**Current Income** is the income that the household is currently receiving. Income recently terminated should not be included.

#### Type of Income

Type of Income	Acceptable Types of Documentation
Wages and Salary	<p>Obtain copy of most recent pay stub(s). Copy kept in client file.</p> <p><i>OR Written 3<sup>rd</sup> Party Verification</i></p> <p>Mail, fax or email verification of income request to employer. At a minimum, written verification must include: names of employer and employee, pay amount and frequency, average hours worked per week, amount of any additional compensation. Copy kept in client file.</p> <p><i>OR Oral 3<sup>rd</sup> Party Verification</i></p> <p>Contact the employer by phone or in person. At a minimum, oral verification must include: names of employer and employee, pay amount and frequency, average hours worked per week, amount of any additional compensation and be signed and dated by staff who obtained the information. Copy kept in client file.</p> <p><i>OR Self-Declaration</i></p> <p>Obtain signed and dated self-declaration from the household member. At a minimum must include source of income, income amount and frequency, and be signed. Copy kept in client file. Case manager must document attempts to obtain written and oral verification.</p> <p>Self-declaration for HEN households can be obtained through telephone or email.</p>



<b>Self-Employment and Business Income</b>	<p>Obtain copy of most recent federal and state tax return from the applicant and keep copy in client file.</p> <p><i>OR Self Declaration</i></p> <p>Obtain signed and dated self-declaration from the household member. At a minimum must include source of income, income amount and frequency and be signed. Copy kept in client file. Case manager must document attempts to obtain written and oral verification.</p> <p>Self-declaration for HEN households can be obtained through telephone or email.</p>
<b>Interest and Dividend Income</b>	<p>Obtain copy of most recent interest or dividend income statement from the household member and keep copy in client file.</p> <p><i>OR</i></p> <p>Obtain copy of most recent federal and state tax return from the applicant and keep copy in client file.</p> <p><i>OR Self Declaration</i></p> <p>Obtain signed and dated self-declaration from the household member. At a minimum must include source of income, income amount and frequency and be signed. Copy kept in client file. Case manager must document attempts to obtain written and oral verification.</p> <p>Self-declaration for HEN households can be obtained through telephone or email.</p>
<b>Pension/Retirement Income</b>	<p>Obtain copy of most recent payment statement, benefit notice from Social Security, pension provider or other source. Copy kept in client file.</p> <p><i>OR Written 3<sup>rd</sup> Party Verification</i></p> <p>Mail, fax or email verification of income request to Social Security, pension provider or other source. At a minimum, written verification must include: name of income source, income amount. Copy kept in client file.</p> <p><i>OR Oral 3<sup>rd</sup> Party Verification</i></p> <p>Contact the source by phone or in person. At a minimum, oral verification must include: Name of income source, income amount and be signed and dated by income source representative. Copy kept in client file.</p> <p><i>OR Self Declaration</i></p> <p>Obtain signed and dated self-declaration from the household member. At a minimum must include source of income, income amount and frequency and be signed. Copy kept in client file. Case manager must document attempts to</p>

	<p>obtain written and oral verification. Self-declaration for HEN households can be obtained through telephone or email.</p>
<b>Unemployment and Disability Income</b>	<p>Obtain copy of most recent payment statement or benefit notice. Copy kept in client file.</p> <p><i>OR Written 3<sup>rd</sup> Party Verification</i></p> <p>Mail, fax or email verification of income request to unemployment administrator, workers compensation administrator of former employer. At a minimum, written verification must include: name of income source, income amount. Copy kept in client file.</p> <p><i>OR Oral 3<sup>rd</sup> Party Verification</i></p> <p>Contact the source by phone or in person. At a minimum, oral verification must include: Name of income source, income amount and be signed and dated by income source representative. Copy kept in client file.</p> <p><i>OR Self Declaration</i></p> <p>Obtain signed and dated self-declaration from the household member. At a minimum must include source of income, income amount and frequency and be signed. Copy kept in client file. Case manager must document attempts to obtain written and oral verification.</p> <p>Self-declaration for HEN households can be obtained through telephone or email.</p>
<b>TANF/Public Assistance</b>	<p>Obtain copy of most recent payment statement, benefit notice, or Department of Social and Health Services (DSHS) Benefits Verification System (BVS) print out. Copy kept in client file.</p> <p><i>OR Written 3<sup>rd</sup> Party Verification</i></p> <p>Mail, fax or email verification of income request to welfare administrator. At a minimum, written verification must include: name of income source, income amount. Copy kept in client file.</p> <p><i>OR Oral 3<sup>rd</sup> Party Verification</i></p> <p>Contact the source by phone or in person. At a minimum, oral verification must include: name of income source, income amount and be signed and dated by income source representative. Copy kept in client file.</p>

<b>Alimony, Child Support, Foster Care Payments</b>	<p>Obtain copy of most recent payment statement, notices, or orders. Copy kept in client file.</p> <p><i>OR Written 3<sup>rd</sup> Party Verification</i></p> <p>Mail, fax or email verification of income request to child support enforcement agency, court liaison or other source. At a minimum, written verification must include: name of income source, income. Copy kept in client file.</p> <p><i>OR Oral 3<sup>rd</sup> Party Verification</i></p> <p>Contact the source by phone or in person. At a minimum, oral verification must include: name of income source, income amount and be signed and dated by income source representative. Copy kept in client file.</p> <p><i>OR Self Declaration</i></p> <p>Obtain signed and dated self-declaration from the household member. At a minimum must include source of income, income amount and frequency and be signed. Copy kept in client file. Case manager must document attempts to obtain written and oral verification.</p> <p>Self-declaration for HEN households can be obtained through telephone or email.</p>
<b>Armed Forces Income</b>	<p>Copy of pay stubs, payment statement, or other government issued statement indicating income amount.</p> <p><i>OR Written 3<sup>rd</sup> Party Verification</i></p> <p>Mail, fax or email verification of income request directly from the appropriate armed services representative. At a minimum, written verification must include: name of income source, income. Copy kept in client file.</p> <p><i>OR Oral 3<sup>rd</sup> Party Verification</i></p> <p>Contact the source by phone or in person. At a minimum, oral verification must include: name of income source, income amount and be signed and dated by income source representative. Copy kept in client file.</p> <p><i>OR Self Declaration</i></p> <p>Obtain signed and dated self-declaration from the household member. At a minimum must include source of income, income amount and frequency and be signed. Copy kept in client file. Case manager must document attempts to obtain written and oral verification.</p> <p>Self-declaration for HEN households can be obtained through telephone or email.</p>

### Income Inclusions

This table presents CHG income inclusions. The following types of income must be counted when calculating gross income for purposes of determining CHG eligibility.

General Category	Description
1. Earned Income	The full amount of gross income earned before taxes and deductions.
2. Self-Employment/Business Income	The net income earned from the operation of a business, i.e., total revenue minus business operating expenses. This also includes any withdrawals of cash from the business or profession for your personal use.
3. Interest & Dividend Income	Monthly interest and dividend income credited to an applicant's bank account and available for use.
4. Pension/Retirement Income	The monthly payment amount received from Social Security, annuities, retirement funds, pensions, disability and other similar types of periodic payments.
5. Unemployment & Disability Income	Any monthly payments in lieu of earnings, such as unemployment, disability compensation, SSI, SSDI, and worker's compensation.
6. TANF/Public Assistance	Monthly income from government agencies excluding amounts designated for shelter, and utilities, WIC, food stamps, and childcare.
7. Alimony, Child Support and Foster Care Income	Alimony, child support and foster care payments received from organizations or from persons not residing in the dwelling.
8. Armed Forces Income	All basic pay, special day and allowances of a member of the Armed Forces excluding special pay for exposure to hostile fire.

### Income Exclusions

This table presents CHG income exclusions. The following types of income are not counted when calculating gross income for purposes of determining CHG eligibility:

General Category	Description
1. Income of Children	Income from employment of children (including foster children) under the age of 18 years.
2. Inheritance and Insurance Income	Lump-sum additions to household assets, such as inheritances, insurance payments (including payments under health and accident insurance and worker's compensation), capital gains and settlement for personal or property losses (except as provided in number 5 of Income Inclusions).
3. Medical Expense Reimbursements	Amounts received by the household that are specifically for, or in reimbursement of, the cost of medical expenses for any household member.
4. Income of Live-in Aides	Income of a live-in aide (as defined in 24 CFR 5.403).
5. Disabled Persons	Certain increases in income of a disabled member of qualified households residing in HOME-assisted housing or receiving HOME tenant-based rental assistance (24 CFR 5.671(a)).
6. Student Financial Aid	The full amount of student financial assistance paid directly to the student or to the educational institution.
7. Armed Forces Hostile Fire	The special pay to a household member serving in the Armed Forces

Pay	who is exposed to hostile fire.
8. Self-Sufficiency Program Income	a) Amounts received under training programs funded by HUD. b) Amounts received by a person with a disability that are disregarded for a limited time for purposes of Supplemental Security Income eligibility and benefits because they are set aside for use under a Plan to Attain Self-Sufficiency (PASS). c) Amounts received by a participant in other publicly assisted programs that are specifically for, or in reimbursement of, out-of-pocket expenses incurred (special equipment, clothing, transportation, childcare, etc.) and which are made solely to allow participation in a specific program. d) Amounts received under a resident service stipend. A resident service stipend is a modest amount (not to exceed \$200 per month) received by a resident for performing a service for the PHA or owner, on a part-time basis, that enhances the quality of life in the development. Such services may include, but are not limited to, fire patrol, hall monitoring, lawn maintenance, resident initiatives coordination, and serving as a member of the PHA's governing board. No resident may receive more than one such stipend during the same period of time. e) Incremental earnings and benefits resulting to any household member from participation in qualifying state or local employment training programs (including training not affiliated with a local government) and training of a household member as resident management staff. Amounts excluded by this provision must be received under employment training programs with clearly defined goals and objectives, and are excluded only for the period during which the household member participates in the employment training program.
9. Other Non-Recurring Income	Temporary, nonrecurring, or sporadic income (including gifts).
10. Reparations	Reparation payments paid by a foreign government pursuant to claims filed under the laws of that government by persons who were persecuted during the Nazi era.
11. Income from Full-time Students	Annual earnings in excess of \$480 for each full-time student 18 years old or older (excluding the head of household or spouse).
12. Adoption Assistance Payments	Adoption assistance payments in excess of \$480 annually per adopted child.
13. Social Security & SSI Income	Deferred periodic amounts from SSI and Social Security benefits that are received in a lump sum amount or in prospective monthly amounts.
14. Income Tax and Property Tax Refunds	Amounts received by the household in the form of refunds or rebates under state or local law for property taxes paid on the dwelling unit.
15. Home Care Assistance	Amounts paid by a state agency to a household with a member who has a developmental disability and is living at home to offset the cost of services and equipment needed to keep this developmentally disabled household member at home.
16. Other Federal Exclusions	Amounts specifically excluded by any other federal statute from consideration as income for purposes of determining eligibility or benefits under a category of assistance programs that includes assistance under any program to which the exclusions of 24 CFR 5.609(c) apply, including: The value of the allotment made under the Food Stamp Act of 1977; Payments received under the Domestic Volunteer Service Act of 1973 (employment through VISTA, Retired Senior Volunteer Program, Foster Grandparents Program, youthful offender incarceration alternatives, senior companions); Payments

	<p>received under the Alaskan Native Claims Settlement Act; Income derived from the disposition of funds to the Grand River Band of Ottawa Indians; Income derived from certain sub-marginal land of the United States that is held in trust for certain Indian tribes; Payments or allowances made under the Department of Health and Human Services' Low-Income Home Energy Assistance Program; Payments received under the Maine Indian Claims Settlement Act of 1980 ( 25 U.S.C. 1721); The first \$2,000 of per capita shares received from judgment funds awarded by the Indian Claims Commission or the U.S. Claims Court and the interests of individual Indians in trust or restricted lands, including the first \$2,000 per year of income received by individual Indians from funds derived from interests held in such trust or restricted lands; Amounts of scholarships funded under Title IV of the Higher Education Act of 1965, including awards under the Federal work study program or under the Bureau of Indian Affairs student assistance programs; Payments received from programs funded under Title V of the Older Americans Act of 1985 (Green Thumb, Senior Aides, Older American Community Service Employment Program); Payments received on or after January 1, 1989, from the Agent Orange Settlement Fund or any other fund established pursuant to the settlement in the In Re Agent Orange product liability litigation, M.D.L. No. 381 (E.D.N.Y.); Earned income tax credit refund payments received on or after January 1, 1991, including advanced earned income credit payments; The value of any child care provided or arranged (or any amount received as payment for such care or reimbursement for costs incurred for such care) under the Child Care and Development Block Grant Act of 1990; Payments received under programs funded in whole or in part under the Job Training Partnership Act (employment and training programs for Native Americans and migrant and seasonal farm workers, Job Corps, state job training programs and career intern programs, AmeriCorps); Payments by the Indian Claims Commission to the Confederated Tribes and Bands of Yakima Indian Nation or the Apache Tribe of Mescalero Reservation; Allowances, earnings, and payments to AmeriCorps participants under the National and Community Service Act of 1990; Any allowance paid under the provisions of 38 U.S.C. 1805 to a child suffering from spina bifida who is the child of a Vietnam veteran; Any amount of crime victim compensation (under the Victims of Crime Act) received through crime victim assistance (or payment or reimbursement of the cost of such assistance) as determined under the Victims of Crime Act because of the commission of a crime against the applicant under the Victims of Crime Act; and Allowances, earnings, and payments to individuals participating in programs under the Workforce Investment Act of 1998.</p>
--	---

## **28      Appendix G: Consolidated Homeless Grant Required Forms**

CHG forms that are in Word format are included below. CHG forms that are in Excel format are included on the Commerce CHG [website](#).

## 28.1 Consolidated Homeless Grant Client File Checklist

Use of a client file checklist is required to record the contents of each client file and ensure file consistency overall. Programs may choose to create their own checklist but the components of this checklist must be included. Documentation must be thorough and accompany each form as needed. The following forms must be included in each client file unless otherwise noted:

- ☐ Client File Checklist
- ☐ HMIS Consent Form (See



[Appendix B: Data Collection](#) Directives). If the form is kept in another file or central location, this should be noted on the client file checklist.

- ☐ CHG Verification of Household Eligibility and Income Recertification form with backup documentation
- ☐ CHG Income Eligibility Worksheet or equivalent, if applicable
- ☐ Landlord Habitability Standard Certification Form for Rent Assistance  
AND/OR
- ☐ HSS or HQS Inspection Checklist. If the form is kept in another file or central location, this should be noted on the client file checklist.
- ☐ Utility Assistance to Prevent Homelessness Form, if applicable
- ☐ Executed Lease (or rent agreement) for rent subsidies paid to a landlord.  
OR
- ☐ Certification of Payment Obligation for rent subsidies paid to a friend or family member.
- ☐ Rent Reasonableness form or a certification of rent reasonableness based on documentation requirements specified in your program policies/procedures.
- ☐ Exception to rent limit standard documentation, if applicable
- ☐ Lead Based Paint Assessment form, if applicable
- ☐ Assessment and Housing Stability Plan
- ☐ Temporary Absence, if applicable
- ☐ Household rent share/rent subsidy calculations for rent assistance

## 28.2 Consolidated Homeless Grant Verification of Household Eligibility and Income Recertification Instructions

This form is required **ONLY** when providing:

- Rent/utility assistance for any length of stay, **OR**
- Facility Support with a length of stay greater than 90 days.

This form is **NOT** required when providing:

- Bed nights in a congregate living facility for any length of stay, **OR**
- Facility Support with a length of stay 90 days or less.

<b>Section 1</b>	<b>Client Identification</b>	Enter client name and HMIS Client Identifier. (FYI for non-data integration grantees/sub grantees - the client identifier is the number located in the yellow Active Client Record box.)
<b>Section 2</b>	<b>Housing Status Verification</b>	Complete the section by checking the appropriate box(es). The documentation should be clearly evident in the client file and preferably filed directly after this form.
<b>Section 3</b>	<b>Income Verification and Recertification</b>	Complete the section by checking the appropriate box(es). The documentation should be clearly evident in the client file and preferably filed directly after this form. For recertification enter the date and check the appropriate box(es).
<b>Section 4</b>	<b>Eligible Children Verification</b>	Complete the section by checking the appropriate box. The documentation should be clearly evident in the client file and preferably filed directly after this form.
<b>Section 5</b>	<b>Signature</b>	Sign and date the form.

## 28.3 Consolidated Homeless Grant Verification Household Eligibility and Income Recertification

This form is required **ONLY** when providing rent/utility assistance for any length of stay **OR** Facility Support with a length of stay greater than 90 days. This form is **NOT** required when providing bed nights in a congregate living facility for any length of stay **OR** Facility Support with a length of stay 90 days or less.

### Section 1- Client Identification:

Client Name	
HMIS Client Identifier	

### Section 2 – Housing Status Verification:

Situation		Required Documentation
Homeless	Unsheltered (place not meant for human habitation)	<input type="checkbox"/> Third party verification  <b>OR</b>  <input type="checkbox"/> Self-declaration signed and dated by applicant stating where they are residing. <u>Self-declaration of housing status should be used very rarely and only when written third-party verification cannot be obtained.</u>
	Residing in a temporary housing program	<input type="checkbox"/> Letter signed and dated from the provider of the temporary housing.  <b>OR</b>  <input type="checkbox"/> A telephone call to the provider of temporary housing that is documented, signed, and dated by the case manager making the call  <b>OR</b>  <input type="checkbox"/> Current HMIS record from homeless housing program, including dates of stay  <b>OR</b>  <input type="checkbox"/> Self-declaration signed and dated by applicant stating where they are residing. <u>Self-declaration of housing status should be used very rarely and only when written third-party verification cannot be obtained.</u>
	Exiting a system of care	<input type="checkbox"/> Letter signed and dated by system of care representative. Letter must include: <ol style="list-style-type: none"> <li>Statement verifying current stay of household member(s), and</li> <li>Indicate household member(s) have no available housing option after exiting</li> </ol>

	Fleeing domestic violence, sexual assault, stalking, etc.	<input type="checkbox"/> Signed and dated self-declaration from individual (complete Self-Declaration form).
At Risk of Becoming Homeless	Losing housing within 14 days	<input type="checkbox"/> Letter signed and dated from the provider of the temporary residence (e.g. homeowner, landlord, motel owner/manager). Letter must include: <ul style="list-style-type: none"> <li>a. Statement verifying the applicant's current living situation, and</li> <li>b. Date when the household must vacate the temporary housing</li> </ul> <b>OR</b> <input type="checkbox"/> A telephone call to the provider of temporary housing that is documented, signed, and dated by the case manager making the call <b>OR</b> <input type="checkbox"/> Self-declaration signed and dated by applicant stating where they are residing. <u>Self-declaration of housing status should be used very rarely and only when written third-party verification cannot be obtained.</u>
	Nonpayment of rent or other lease violation	<input type="checkbox"/> Pay or vacate notice or eviction notice. <b>AND</b> <input type="checkbox"/> Copy of lease naming household member as lease holder or other written occupancy agreement identifying them as legal tenant of unit.
	Nonpayment of utilities (see program guidelines for eligibility)	Copy of lease naming household member as lease holder or other written occupancy agreement identifying them as legal tenant of unit <b>AND</b> Utility Shutoff Notice that: <ul style="list-style-type: none"> <li>a. Identifies the household member, and</li> <li>b. Indicates that utility will be shut off or disconnected if payment not received, and</li> <li>c. Is signed and dated by utility company representative and/or includes utility company contact information</li> </ul> <b>AND</b> A statement from the provider that without CHG assistance, the household will lose their housing and become homeless. Staff must first check that LIHEAP or other utility assistance is not available.

**Section 3 - Income Verification and Recertification** (all adult household members). Check the box for appropriate documentation at entry and recertification. Enter recertification date as applicable.

Type of Income	Entry	Recert Date:	Recert Date:	Recert Date:	Required Documentation
Wages and Salary Income					Copy of most recent pay stub(s). <b>OR</b>
					Dated mail, fax, or email verification from employer that includes name of employer, client name, pay amount and frequency, average hours worked per week, amount of any additional compensation. <b>OR</b>
					Oral verification from employer that includes name of employer, client name, pay amount and frequency, average hours worked per week, amount of any additional compensation (complete Third Party Oral Verification form. Equivalent case notes may be substituted.). <b>OR</b>
					Self-declaration signed and dated by applicant that includes source of income, income amount, and frequency of income (complete Self-Declaration form). Case manager must document attempts to obtain written and oral verification.  Self-declaration for HEN households can be obtained through telephone or email.
Self Employment and Business Income					Copy of most recent federal and state tax return. <b>OR</b>
					Self-declaration that includes source of income, income amount and frequency of income (complete Self-Declaration form). Case manager must document attempts to obtain written and oral verification.  Self-declaration for HEN households can be obtained through telephone or email.
Interest and Dividend Income					Copy of most recent interest or dividend income statement. <b>OR</b>
					Copy of most recent federal and state tax return. <b>OR</b>
					Self-declaration that includes source of income, income amount and frequency of income (complete Self-Declaration form). Case manager must document attempts to obtain written and oral verification.  Self-declaration for HEN households can be obtained through telephone or email.
Pension/ Retirement Income					Copy of most recent payment statement, benefit notice from Social Security, pension provider or other source. <b>OR</b>
					Dated mail, fax, or email verification from Social Security, pension provider, or other source that includes name of income source and income amount.

					<b>OR</b> Oral verification from source that includes name of income source and income amount (complete Third Party Oral Verification form. Equivalent case notes may be substituted.).
					<b>OR</b> Self-declaration signed and dated by applicant that includes source of income, income amount, and frequency of income (complete Self-Declaration form). Case manager must document attempts to obtain written and oral verification.  Self-declaration for HEN households can be obtained through telephone or email.
Unemployment and Disability Income					Copy of most recent payment statement or benefit notice.  <b>OR</b> Dated mail, fax, or email verification from unemployment administrator or workers compensation administrator of former employer that includes name of income source and income amount.  <b>OR</b> Oral verification from source that includes name of income source and income amount (complete Third Party Oral Verification form. Equivalent case notes may be substituted.).  <b>OR</b> Self-declaration signed and dated by applicant that includes source of income, income amount, and frequency of income (complete Self-Declaration form). Case manager must document attempts to obtain written and oral verification.  Self-declaration for HEN households can be obtained through telephone or email.
TANF/ Public Assistance					Copy of most recent payment statement, benefit notice, or Department of Social and Health Services (DSHS) Benefits Verification System (BVS).  <b>OR</b> Oral verification from source that includes name of income source and income amount (complete Third Party Oral Verification form. Equivalent case notes may be substituted.).  <b>OR</b> Self-declaration signed and dated by applicant that includes source of income, income amount, and frequency of income (complete Self-Declaration form). Case manager must document attempts to obtain written and oral verification.
Alimony, Child Support, Foster Care Payments					Copy of most recent payment statement, notices, or orders.  <b>OR</b> Dated mail, fax, or email verification from child support enforcement agency, court liaison, or other source that includes name of income source and income amount.  <b>OR</b> Oral verification from source that includes name of income source and income amount (complete Third Party Oral Verification form).  <b>OR</b>

					<p>Self-declaration signed and dated by applicant that includes source of income, income amount, and frequency of income (complete Self-Declaration form). Case manager must document attempts to obtain written and oral verification.</p> <p>Self-declaration for HEN households can be obtained through telephone or email.</p>
Armed Forces Income					<p>Copy of pay stubs, payment statement, or other government issued statement indicating income amount.</p> <p><b>OR</b></p> <p>Dated mail, fax, or email verification from child support enforcement agency, court liaison, or other source that includes name of income source and income amount.</p> <p><b>OR</b></p> <p>Oral verification from source that includes name of income source and income amount (complete Third Party Oral Verification form).</p> <p><b>OR</b></p> <p>Self-declaration signed and dated by applicant that includes source of income, income amount, and frequency of income (complete Self-Declaration form). Case manager must document attempts to obtain written and oral verification.</p> <p>Self-declaration for HEN households can be obtained through telephone or email.</p>
No Income					<p>Self-declaration signed and dated by applicant that includes source of income, income amount, and frequency of income (complete Self-Declaration form).</p> <p>Self-declaration for HEN households can be obtained through telephone or email.</p>

#### Section 4 - Eligible Children Verification:

Eligible Children Status	Visual Verification	Oral Verification (Complete Third Party Oral Verification form)	Written Verification Attach written documentation produced by third- party or document such as legal proof of emancipation, birth certificate, D.O.L. ID card, court document, high school documentation, etc. <i>(Note: Social Security cards are not acceptable documentation since they do not indicate age.)</i>
Children under 18 or pregnancy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult children ages 18-20 living at home		<input type="checkbox"/>	<input type="checkbox"/>
Temporarily absent youth		<input type="checkbox"/>	<input type="checkbox"/>
Emancipated Youth		<input type="checkbox"/>	<input type="checkbox"/>

#### Section 5 – Signature:

Name of person completing form	
Date form completed	

## 28.4 CHG Documentation of Third Party Oral Verification

☐ Homelessness

☐ Income (need name of employer, client name, pay amount and frequency, average hours worked per week, amount of any additional compensation)

Client Name	
HMIS Client Identifier	
Date	
Discussion	
Name of Third Party Verifier	
Position/Title	
Telephone	
Organization/Agency	



28.5    CHG Self-Declaration

- ☐ Homelessness
- ☐ Income (need source of income, income amount, and frequency of income)

Client Name	
HMIS Client Identifier	
Date	
Client Narrative	
Client Signature	

## 28.6 CHG Income Eligibility Worksheet Instructions

1. Enter client name, source of income, gross amount and annualization factor in shaded area of form (one income source per line). See page 6 of the CHG Guidelines for detail on annualization of income different income sources.

2. Using the dropdown menu (cell B42), select the HUD AMI Range for the household (50% AMI for homeless household with children; 30% AMI for homeless households without children; 30% AMI for at risk households with or without children)

3. Enter the HUD Income Limits based on location, AMI range, and family size from the HUD website (click link to the right)

4. Household eligibility will be displayed here.

CHG Income Eligibility Worksheet				
Department of Social and Health Services (DSHS) Benefits Verification System (BVS) print out is acceptable for any form of income <u>in lieu of</u> other income documentation. IF BVS documentation is not available, follow the income definition and documentation standards below.				
<b>What is counted as income?</b> Income includes the current (not projected) gross <u>annualized</u> income of all adult (18 years and older) household members and unearned income attributable to a minor.				
The definition of income reflects a household's income at the time they are seeking assistance. Accordingly, documents and information collected to verify income should be recent. Documentation dated within 30 days is acceptable. However, for public assistance benefits (e.g. SSI, food stamps, etc), a benefits statement received any time within the twelve months prior to the time of application and reflecting current benefits received by a household is allowed. The following types of inclusions must be counted when calculating current gross income:				
<ul style="list-style-type: none"> <li>Earned income</li> <li>Self-employment/business income</li> <li>Interest &amp; dividend income</li> <li>Pension / retirement income</li> <li>Unemployment and disability income</li> <li>TANF / public assistance</li> <li>Alimony</li> <li>Child Support</li> <li>Foster care</li> <li>Armed forces</li> </ul>				
<b>Annualized Wages and Periodic Payments</b> When calculating income based on hourly, weekly, or monthly payment information, add the gross amount earned in each payment period that is documented and divide by the number of payment periods; this provides an average wage per payment period. Annualize the income using the following methods:				
<ul style="list-style-type: none"> <li>Hourly wage multiplied by hours worked per week multiplied by 52 weeks</li> <li>Weekly wage multiplied by 52 weeks</li> <li>Bi-weekly wage (every other week) multiplied by 26 bi-weekly periods</li> <li>Semi-monthly wage (twice a month) multiplied by 24 semi-monthly periods</li> <li>Monthly wage multiplied by 12 months</li> </ul>				
Household member name	Source of Income	Gross amount	Annualization Factor	Annual Income
Example John Smith	TANF	\$339	12	\$ 4,068.00
1				\$ -
2				\$ -
3				\$ -
4				\$ -
5				\$ -
6				\$ -
7				\$ -
8				\$ -
Choose income limit (use dropdown menu)		Total Annual Household Gross Income: \$ -		
		Enter HUD Limits		
<b>Eligibility not determined</b>				
Attach BVS or Income Documentation to this Worksheet				

**Important!** To use the form for the next household, delete the AMI range selection and the HUD Income Limit BEFORE adding new household income data!

## 28.7 Landlord Habitability Standards Certification Form

Rental Address \_\_\_\_\_

Client/Tenant Name \_\_\_\_\_

I, as landlord /owner/lessor/sub lessor or designated representative, of the above address, certify that the above unit meets the provisions outlined in Landlord Tenant Act (RCW 59.18.060) attached. Failure to comply with state law may result in termination of rental assistance payments.

Landlord / Owner Signature \_\_\_\_\_

Landlord / Owner Name Printed \_\_\_\_\_

Phone \_\_\_\_\_

Date \_\_\_\_\_

**(Insert your agency name here)** *reserves the right to visually inspect any unit receiving rental assistance payments to review compliance with this certification and a lead based paint inspection if the household composition changes and a child 6 or under occupies the home.*

Definitions

"Landlord" means the owner, lessor, or sub lessor of the dwelling unit or the property of which it is a part, and in addition means any person designated as representative of the owner, lessor, or sub lessor including, but not limited to, an agent, a resident manager, or a designated property manager.

RCW 59.18.060

Landlord — Duties

The landlord will at all times during the tenancy keep the premises fit for human habitation, and shall in particular:

- (1) Maintain the premises to substantially comply with any applicable code, statute, ordinance, or regulation governing their maintenance or operation, which the legislative body enacting the applicable code, statute, ordinance or regulation could enforce as to the premises rented if such condition endangers or impairs the health or safety of the tenant;
- (2) Maintain the structural components including, but not limited to, the roofs, floors, walls, chimneys, fireplaces, foundations, and all other structural components, in reasonably good repair so as to be usable;
- (3) Keep any shared or common areas reasonably clean, sanitary, and safe from defects increasing the hazards of fire or accident;
- (4) Provide a reasonable program for the control of infestation by insects, rodents, and other pests at the initiation of the tenancy and, except in the case of a single-family residence, control infestation during tenancy except where such infestation is caused by the tenant;
- (5) Except where the condition is attributable to normal wear and tear, make repairs and arrangements necessary to put and keep the premises in as good condition as it by law or rental agreement should have been, at the commencement of the tenancy;
- (6) Provide reasonably adequate locks and furnish keys to the tenant; maintain and safeguard with reasonable care any master key or duplicate keys.
- (7) Maintain all electrical, plumbing, heating, and other facilities and appliances supplied by him or her in reasonably good working order;
- (8) Maintain the dwelling unit in reasonably weather tight condition;
- (9) Except in the case of a single-family residence, provide and maintain appropriate receptacles in common areas for the removal of ashes, rubbish, and garbage, incidental to the occupancy and arrange for the reasonable and regular removal of such waste;
- (10) Provide facilities adequate to supply heat and water and hot water as reasonably required by the tenant;
- (11)(a) Provide a written notice to all tenants disclosing fire safety and protection information. The landlord or his or her authorized agent must provide a written notice to the tenant that the dwelling unit is equipped with a smoke detection device as required in RCW 43.44.110. The notice shall inform the tenant of the tenant's responsibility to maintain the smoke detection device in proper operating condition and of penalties for failure to comply with the provisions of RCW 43.44.110(3). The notice must be signed by the landlord or the landlord's authorized agent and tenant with copies provided to both parties. Further, except with respect to a single-family residence, the written notice must also disclose the following:
  - (i) Whether the smoke detection device is hard-wired or battery operated;
  - (ii) Whether the building has a fire sprinkler system;
  - (iii) Whether the building has a fire alarm system;
  - (iv) Whether the building has a smoking policy, and what that policy is;
  - (v) Whether the building has an emergency notification plan for the occupants and, if so, provide a copy to the occupants;
  - (vi) Whether the building has an emergency relocation plan for the occupants and, if so, provide a copy to the occupants; and
  - (vii) Whether the building has an emergency evacuation plan for the occupants and, if so, provide a copy to the occupants.
- (b) The information required under this subsection may be provided to a tenant in a multifamily residential building either as a written notice or as a checklist that discloses whether the building has fire safety and protection devices and systems. The checklist shall include a diagram showing the emergency evacuation routes for the occupants.

(c) The written notice or checklist must be provided to new tenants at the time the lease or rental agreement is signed;

(12) Provide tenants with information provided or approved by the department of health about the health hazards associated with exposure to indoor mold. Information may be provided in written format individually to each tenant, or may be posted in a visible, public location at the dwelling unit property. The information must detail how tenants can control mold growth in their dwelling units to minimize the health risks associated with indoor mold. Landlords may obtain the information from the department's web site or, if requested by the landlord, the department must mail the information to the landlord in a printed format. When developing or changing the information, the department of health must include representatives of landlords in the development process. The information must be provided by the landlord to new tenants at the time the lease or rental agreement is signed;

(13) The landlord and his or her agents and employees are immune from civil liability for failure to comply with subsection (12) of this section except where the landlord and his or her agents and employees knowingly and intentionally do not comply with subsection (12) of this section; and

(14) Designate to the tenant the name and address of the person who is the landlord by a statement on the rental agreement or by a notice conspicuously posted on the premises. The tenant shall be notified immediately of any changes in writing, which must be either (a) delivered personally to the tenant or (b) mailed to the tenant and conspicuously posted on the premises. If the person designated in this section does not reside in the state where the premises are located, there shall also be designated a person who resides in the county who is authorized to act as an agent for the purposes of service of notices and process, and if no designation is made of a person to act as agent, then the person to whom rental payments are to be made shall be considered such agent. Regardless of such designation, any owner who resides outside the state and who violates a provision of this chapter is deemed to have submitted himself or herself to the jurisdiction of the courts of this state and personal service of any process may be made on the owner outside the state with the same force and effect as personal service within the state. Any summons or process served out-of-state must contain the same information and be served in the same manner as personal service of summons or process served within the state, except the summons or process must require the party to appear and answer within sixty days after such personal service out of the state. In an action for a violation of this chapter that is filed under chapter 12.40 RCW, service of the notice of claim outside the state must contain the same information and be served in the same manner as required under chapter 12.40 RCW, except the date on which the party is required to appear must not be less than sixty days from the date of service of the notice of claim.

No duty shall devolve upon the landlord to repair a defective condition under this section, nor shall any defense or remedy be available to the tenant under this chapter, where the defective condition complained of was caused by the conduct of such tenant, his or her family, invitee, or other person acting under his or her control, or where a tenant unreasonably fails to allow the landlord access to the property for purposes of repair. When the duty imposed by subsection (1) of this section is incompatible with and greater than the duty imposed by any other provisions of this section, the landlord's duty shall be determined pursuant to subsection (1) of this section.

Eligible Client/Household Name: \_\_\_\_\_

Housing unit address inspected: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

Number of bedrooms: \_\_\_\_\_

Was the unit built before 1978: \_\_\_\_\_

Will there be a child under the age of six or a pregnant woman living in the unit? \_\_\_\_\_

If the unit was built before 1978 and a child under age six or a pregnant woman is, or will be, living in the unit, then a lead-based paint visual assessment is required. See question # 11.

Unit Type:

- ☐ Single Family
 ☐ Duplex
 ☐ Mobile Home
 ☐ Multi-Family Apartment
 ☐ Single Room Occupancy
 ☐ Condo

Inspection Date: \_\_\_\_\_

Inspector Name: \_\_\_\_\_

Inspector Signature: \_\_\_\_\_

**Instructions:** The property must meet all elements in order to pass.

Inspector Initials	Element
	1. <i>Structure and materials:</i> The structure is structurally sound and protects residents from the elements and does not pose any threat to the health and safety of the residents.
	2. <i>Space and security:</i> Each resident is provided adequate space and security for themselves and their belongings. Each resident is provided an acceptable place to sleep.
	3. <i>Interior air quality:</i> Each room or space has a natural or mechanical means of ventilation. The interior air is free of pollutants at a level that might threaten or harm the health of residents.
	4. <i>Water supply:</i> The water supply is free from contamination.
	5. <i>Sanitary facilities:</i> Residents have access to sufficient sanitary facilities that are in proper operating condition, are private, and are adequate for personal cleanliness and the disposal of human waste.

	6. <i>Thermal environment</i> : The housing has necessary heating/cooling facilities in proper operating condition.
	7. <i>Illumination and electricity</i> : The structure has adequate natural or artificial illumination to permit normal indoor activities and support health and safety. There are sufficient electrical sources to permit the safe use of electrical appliances in the structure.
	8. <i>Food preparation</i> : All food preparation areas contain suitable space and equipment to store, prepare, and serve food in a safe and sanitary manner.
	9. <i>Sanitary conditions</i> : The housing is maintained in a sanitary condition.
	<p>10. <i>Fire and Carbon Monoxide safety</i>:</p> <ul style="list-style-type: none"> <li>• There is a second means of exiting the building in the event of fire or other emergency.</li> <li>• Each has at least one battery-operated or hard-wired smoke detector and a carbon monoxide (CO) alarm in proper working condition, on each occupied level of the unit. Smoke detectors are located, to the extent practicable, in a hallway adjacent to a bedroom. If the unit is occupied by hearing-impaired persons, smoke detectors have an alarm system designed for hearing-impaired persons in each bedroom occupied by a hearing-impaired person.</li> <li>• The public areas of all housing are equipped with a sufficient number, but not less than one for each area, of battery-operated or hard-wired smoke detectors. Public areas include, but are not limited to, laundry rooms, community rooms, day care centers, hallways, stairwells, and other common areas.</li> </ul>
	11. <i>Lead-based paint visual assessment (if applicable)</i> : Unit contains no deteriorated paint. If the unit contains deteriorated paint it has been properly stabilized and repaired. <b>(If not applicable, indicate N/A.)</b>

## 28.9 Certification of Payment Obligation / Potential Eviction from Friend/Family

### Applicant Information

Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Address where applicant is staying, or will stay if applicant is homeless and moving in with friend/family:

Street/Apt # \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip code \_\_\_\_\_

### Certification by Applicant

☐ Applicant already lives with friend/family ☐ Applicant is moving in with friend/family

I confirm my payment obligation is/will be \$\_\_\_\_\_ each ☐ week ☐ month to friend/family shown below.

\_\_\_\_\_  
*Applicant / Client Signature* *Date*

### Friend/Family Information

Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Rent amount paid each ☐ week ☐ month by applicant: \_\_\_\_\_

If currently living with friend/family, beginning date Applicant has been living at this address: \_\_\_\_\_

Type of Agreement: ☐ Lease/sub lease ☐ Month-to-Month / Length of Agreement \_\_\_\_\_

Complete address where payment should be sent: \_\_\_\_\_

\_\_\_\_\_  
Street Apt. #

City \_\_\_\_\_ State \_\_\_\_\_ Zip code \_\_\_\_\_

**Depending on Applicant's current housing status, complete # 1 OR # 2 below**

#### 1. Certification by Friend / Family that they will evict applicant who is currently living with them

I certify that I am currently accepting a ☐ weekly ☐ monthly rent payment of \$\_\_\_\_\_ from \_\_\_\_\_ (applicant). I certify that I will evict \_\_\_\_\_ (applicant) within 14 days if I do not receive the following payment(s):

☐ back rent for the months of \_\_\_\_\_

and/or

☐ future monthly payments.

I certify that I provide safe and habitable housing to applicant as a friend/family. I am not in the business of rental real-estate.

\_\_\_\_\_  
*Friend/Family Signature* *Date*

#### 2. Certification by Friend/Family that homeless applicant will move in with them

I certify that I will accept payment of \$\_\_\_\_\_ to provide housing for \_\_\_\_\_ (applicant). I certify that I will provide safe and habitable housing to applicant as a friend/family. I am not in the business of rental real-estate.

\_\_\_\_\_  
*Friend/Family Signature* *Date*



## 28.10 Utility Assistance to Prevent Homelessness

If you are supporting an eligible client with CHG utility assistance, the following is required:

☐ Copy of lease naming client as lease holder or other written occupancy agreement identifying them as legal tenant of unit

**AND**

☐ Utility shut off notice identifying the client, indicating that utility will be shut off or disconnected if payment is not received, and is signed and dated by utility company representative and/or included utility company contact information

**AND**

☐ Statement from case manager indicating that without CHG assistance the client will lose their housing and become homeless

**Use the space below to explain how CHG utility assistance is necessary to keep the client from becoming homeless. What are the client's support networks (friends/family/church), other housing options or resources that are not available? Why isn't LIHEAP or another utility assistance program supporting the client's utility needs?**

Client Name and HMIS Client Identifier	

*\*Reference to Appendix A Housing Status Documentation Standards*

Communities seeking to end or reduce homelessness can realize substantial gains by creating and maintaining a CE system to serve homeless individuals.

There is a wealth of published information regarding coordinated entry (CE) available on the internet. The National Alliance to End Homelessness ([www.endhomelessness.org](http://www.endhomelessness.org)), Building Changes ([www.buildingchanges.org](http://www.buildingchanges.org)), and countless communities have published thorough papers on the subject. This document is intended to be a summary of the available information. There is no one correct way to design such a system, but all contain basic ingredients that are described below.

### **What is Coordinated Entry?**

In a coordinated system, each system entry point uses a common assessment tool that enables intake staff to determine which program best meets the housing needs for a particular family, based on an understanding of family conditions and circumstances as well as knowledge of each program's specific requirements and bed availability. Communities with few, or even just one, homeless service provider have less to "coordinate", but can still apply basic principles of CE.

### **Why Do Coordinated Entry?**

By coordinating homeless client intake and assessment, a CE process makes it more likely that households will receive the appropriate services more quickly.

Uncoordinated intake systems cause problems for providers and consumers. Families with housing crises may end up going to multiple agencies that cannot serve them before they get to the one most appropriate for their needs. Each agency may have separate and duplicative intake forms or requirements, slowing down families' receipt of assistance, and each interaction with an agency opens up a need for data entry into a Homeless Management Information System (HMIS) or a similar system. Extra staff, time, and money are spent doing intake and assessment, taking time away from other, more housing-focused, tasks such as case management, housing location, and landlord negotiation.<sup>1</sup> Research suggests that, in many systems, resources are being focused on a small subset of families whose needs may primarily be economic, while those with more significant challenges (co-occurring disorders, complete lack of a social support system, etc.) are falling through the cracks. Centralized intake makes it easier for communities to match families to the services they need, no matter how difficult their barriers are to address.<sup>2</sup>

### **Designing a CE System**

Perhaps the most difficult part of the planning process is compelling the local stakeholders to engage in systems change. Instead of operating on individual turf with individual protocols, CE requires service providers to collaborate and thoughtfully design a community-wide system that not only serves homeless clients in the best way possible, but makes the most efficient use of scarce funds.

You may also find that not every homeless housing provider in your community is ready to participate in CE. As long as you have a group of agencies ready to participate, you do not need to wait until everyone is on board to begin implementation. Some reluctant providers will be interested in joining once they see how the system is working, others may never join. However, the more housing providers

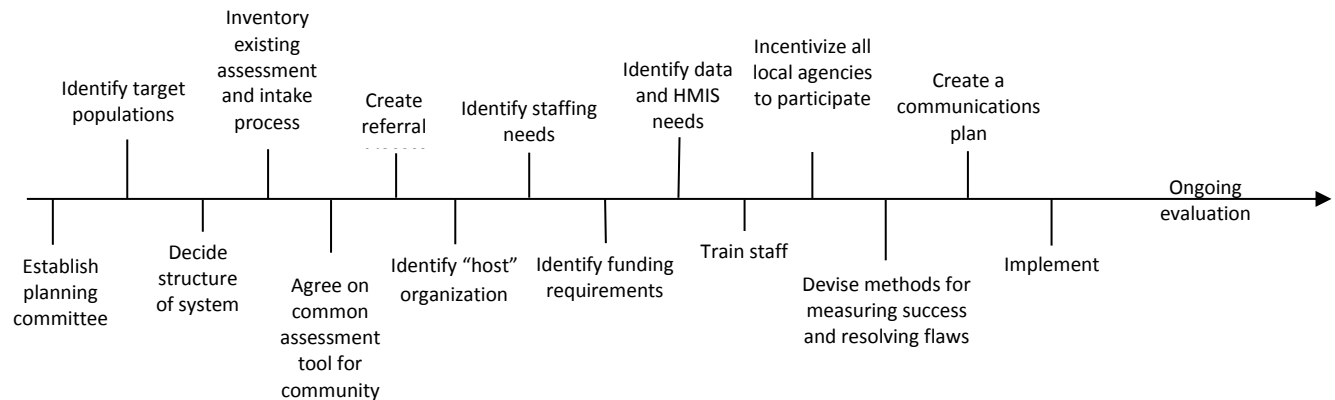
---

<sup>1</sup> National Alliance to End Homelessness One Way In: The Advantages of Introducing System-Wide CE for Homeless Families <http://www.endhomelessness.org/library/entry/one-way-in-the-advantages-of-introducing-system-wide-coordinated-entry-for->

<sup>2</sup> Ibid.

that are involved from the start, the more likely you will develop tools, policies, and procedures that meet their needs.

Designing a CE system can be complex and time-consuming. National examples of these systems have pointed to a general pattern of key milestones spanning from conception to implementation and maintenance, outlined in the following timeline. While most communities will likely have to address each of these milestones, they may not necessarily occur in this order.



*Milestones encountered in the conception, design, implementation, and maintenance of a coordinated entry system.*

### **Components of a CE System**

Generally, the core components of a community CE system are:

- ✓ Intake/Assessment by host agency (a.k.a. "intake center", "front door", "lead agency")
- ✓ Data entry
- ✓ Referral to service provider
- ✓ Enrollment in program

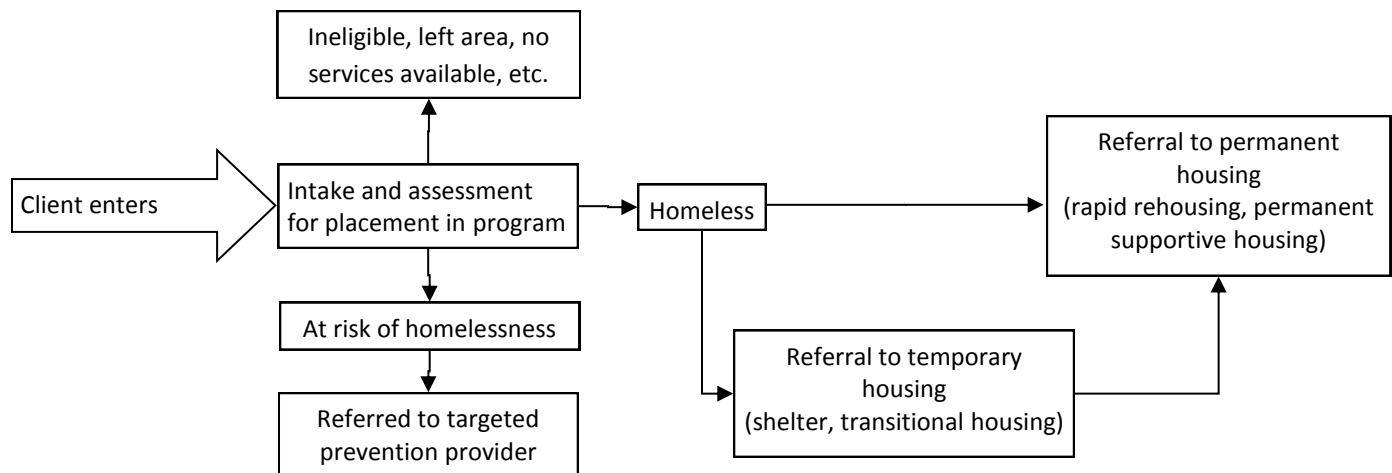
The variability of design in a CE system lies within these core components. Answers to the questions below will help guide system design<sup>3</sup>:

- ✓ How will clients access the homeless service provision system in a community?
- ✓ What is the most efficient intake process? Which assessment questions are common to all service providers and ensure the basic responses for data entry purposes?
- ✓ How will the CE system assure an accurate client referral is made to an appropriate service provider?
- ✓ How will providers decline a referral?
- ✓ How will the system ensure that clients are treated fairly and that the most vulnerable are not left behind?
- ✓ How will the system be overseen and evaluated?

The diagram below shows the general flow of client progression through a CE system. Systems can vary widely depending on factors such as population distribution, availability of service providers, community preference, geographic constraints, funding availability, etc. The level of sophistication can range from simple to highly complex.

---

<sup>3</sup> Building Changes Where to Begin [www.buildingchanges.org/coordinated-entry-toolkit/where-to-begin](http://www.buildingchanges.org/coordinated-entry-toolkit/where-to-begin)



*Typical client flow through a coordinated system.*

### **Centralized vs. Decentralized Intake Models**

Intake and assessment of client needs and barriers to obtaining or maintaining housing falls into either a **centralized model** or a **decentralized model**.

*Centralized* models employ a single virtual or physical point of first contact with the client seeking assistance. Community-wide messaging and advertising point persons seeking homeless assistance to the designated site, where intake and referrals are conducted.

*Decentralized* models employ multiple sites or locations that clients can approach for services. The sites can be operated by one or more entities. A common assessment tool and procedures are used at each location.

	Options	Pros	Cons
<b>Centralized</b>	<ul style="list-style-type: none"> <li>centralized phone line or web-based service</li> <li>single physical point of assessment</li> </ul>	<ul style="list-style-type: none"> <li>can utilize existing system (i.e. 211, etc.)</li> <li>higher degree of consistent data collection and entry</li> <li>less space and staff required</li> <li>less training time for staff</li> </ul>	<ul style="list-style-type: none"> <li>high call or visit volume for host entity staff</li> <li>some clients may face access barriers to the central location, such as transportation, language/cultural appropriate services, or safety.</li> </ul>
<b>Decentralized</b>	<ul style="list-style-type: none"> <li>one agency does all intakes, assessments, and referrals at different locations</li> <li>different agencies perform intakes at different locations</li> </ul>	<ul style="list-style-type: none"> <li>capacity to serve large numbers of clients</li> <li>greater accessibility for clients in large geographic regions</li> <li>ability to provide tailored services to special populations, such as veterans, youth, domestic violence victims, and non-English speakers.</li> </ul>	<ul style="list-style-type: none"> <li>can cost more in staff time and additional space requirements</li> <li>more agencies involved in intake and assessment compromise data quality</li> </ul>

*The pros and cons of centralized and decentralized systems<sup>4</sup>.*

<sup>4</sup> [www.buildingchanges.org](http://www.buildingchanges.org) CE Models

## Host Agency

Typically, CE systems have at their core a “hosting” entity that operates *one or more* sites (or virtual sites, i.e. web-based or phone-based) where clients initially seek assistance. Minimal client information is collected at this point using a common assessment tool developed for the local CE system. This is the point at which enough client information is collected to allow the intake staff to determine the best program and service provider for the client. Clients can be referred to rapid rehousing, prevention, diversion, shelter, transitional, or permanent supportive housing programs.

## Client Assessment, Data Collection and Entry

### **Assessment**

CE systems employ a common assessment form. Ideally, this form collects all of the data elements that are *common to each agency*. A well-developed assessment tool helps communities determine the best program match for each homeless household seeking assistance. Assessments at the intake center do not need to probe into client histories very deeply; they simply need to gather enough information to determine which intervention and program are the best fit. When developing an assessment form, communities should take cues from local agencies, other communities’ forms, examine required data elements from HMIS, and funders’ data collection requirements, and gather information on:

- ✓ Where the family slept last night;
- ✓ Barriers to obtaining or maintaining housing (i.e. employment, disabilities, etc.);
- ✓ The last time/place the family was in permanent housing; and
- ✓ The family’s income, including public assistance and other forms of income.

Additional client information needed for program placement or case management may be collected through a second level screening, either by the host agency or by housing provider.

A standardized assessment ensures more consistent assessment and referral, matching client needs to available services.

### **Data Sharing**

Communities using the state-administered HMIS for CE data collection have all implemented data-sharing agreements between all participating homeless service providers. Data-sharing breaks down the barriers to viewing client records that exist outside any given agency, allowing client records to be “shared” amongst service providers. Data sharing decreases redundant data entry and enables a better understanding of the household’s pathways through the homeless housing system, improving ability to meet the household’s needs and informing system improvements.

### **Referrals to Service Providers**

After a basic assessment is conducted and the appropriate housing pathway has been determined for a household, a referral to a housing service provider should be made. Referrals can be made by phone, mobile texts, in person, physical handoff of assessment, or any other dependable form of communication. Some communities have adopted a system that utilizes HMIS capacity to track referrals (and acceptance or denial of a referral). Some communities have utilized a custom website to track availability of slots at various service providers, while others have simply kept a daily spreadsheet tally of available beds (this requires daily contact with service providers to obtain vacancy information). Referral protocols, regardless of the mechanism used, will need the following considerations:

- ✓ Ability to gauge availability of vacancies.

- ✓ A process for managing intakes when there is no program opening available, which may include keeping a waitlist or pool of clients seeking housing services.
- ✓ A procedure for prioritizing services.
- ✓ A mechanism for the intake center to notify a particular service provider of a referral.
- ✓ Ability for the service provider to “accept” or “deny” a referral and communicate the decision to the intake center.

### **Additional Partners and Participating Agencies**

In addition to housing providers, you may want to include other partners in your CE that encounter homeless and at risk populations. Law enforcement, hospitals and other health care providers, mental health providers, and workforce development agencies can be part of a more interconnected community approach to dealing with homelessness. Agreements and MOUs with these types of agencies can optimize scarce funding available to serve homeless families. For example, a hospital social worker could be trained to use the common intake form to help patients’ access housing services. Or, law enforcement personnel could be on homeless task forces or boards. Often, issues that these types of peripheral agencies deal with are the causes of homelessness in the first place.

### **Turnaways**

Communities may wish to track clients who are not served by housing providers. HMIS programs can be created for host agencies to track a client for whom there is either no available slot or who is denied services. This information can be useful for community planners and funders, and can allow for the development of alternate strategies for providing services to such clients.

		Needs Assessment		Stability Plan			
		Identify barriers to obtaining permanent housing	Identify barriers to maintaining permanent housing	Rent subsidy schedule	Services and referrals addressing barriers identified in assessment	Housing and self-sufficiency goals	Action steps and completion dates
Homeless	Congregate Living Facility up to 24 months						
	Single-household units, <90 days	✓	✓		✓	✓	✓
	Single-household units, ≥ 90 days and up to 24 months	✓	✓		✓	✓	✓
	Rent Assistance	✓	✓	✓	✓	✓	✓
At Risk	Rent Assistance		✓	✓	✓	✓	✓

## **31 Appendix J: Rent Reasonableness Documentation Standards** **(Adapted from HUD’s Homeless Prevention Rapid Re-Housing Grant Guidelines)**

### **Determining and Documenting Rent Reasonableness**

Determining and documenting rent reasonableness is required under CHG. It is up to the Lead/Sub Grantees to determine exactly what documentation is required in order to ensure the rent reasonableness standard is met.

Lead/Sub Grantees should determine rent reasonableness by considering: “(a) the location, quality, size, type, and age of the unit; and (b) any amenities, housing services, maintenance and utilities to be provided by the owner.

Comparable rents can be checked by using a market study, by reviewing comparable units advertised for rent, or with a note from the property owner verifying the comparability of the rent charged to other units owned.”

### **Rent Reasonableness Forms and/or Data Sources**

Lead/Sub Grantees must outline requirements for documenting comparable rents and may include specific forms and/or required data sources that must be included in the client file. A common form to collect data on program units will make the data collection process easier. Examples of forms and data resources include:

- ✓ The Rent Reasonableness Checklist and Certification, available at [www.hud.gov/offices/cpd/affordablehousing/library/forms/rentreasonablechecklist.doc](http://www.hud.gov/offices/cpd/affordablehousing/library/forms/rentreasonablechecklist.doc), or other similar forms developed locally;
- ✓ Other documentation, such as copies of newspaper advertisements, internet listings, or published rental data sources; and

Printouts of records from the Lead/Sub Grantees rental housing database (including [www.housingsearchnw.org](http://www.housingsearchnw.org)).

Tip: The Rent Reasonable Checklist is a sample form that is used across different housing programs, and as such, includes some concepts and terms that are not applicable to CHG.

### **Components of an Effective Policy**

CHG expects that the Lead/Sub Grantee have established a rent reasonableness policy to ensure that rent reasonableness determinations and documentations are defensible, transparent and consistent across their program. At a minimum, an effective policy includes a methodology, documentation requirements, staffing, and strategies for addressing special circumstances.

Policies should provide step-by-step guidance on how comparisons should be made and what documentation should be included in the case file, including any notes from the



staff person making the determination. For example, Lead/Sub Grantees could create a policy where a provider must consider three units, but the rent paid must be within \$50 of the average comparable rents. In this example, a rent paid could actually be slightly higher than any of the individual comparable units, which would be fine according to the Lead/Sub Grantee policy.

### **Methodology**

Methodologies for obtaining comparable rents include (but are not limited to):

- ✓ Using a market analysis or other published data to determine the appropriate rent ranges for units of different sizes, types, locations, and amenities;
- ✓ Obtaining documentation from property owners/managers on current rents charged in comparable unassisted units;
- ✓ Obtaining comparable rents on a unit-by-unit basis and requiring a check of, for example, at least 3 other units; or
- ✓ A combination of these methodologies.

### **Strategy for Addressing Special Cases**

There will be instances where the methodology and process adopted by Lead/Sub Grantee is not sufficient to establish rent reasonableness for a particular unit. For example, staff may find that the rental housing database they are required to use does not have comparables for units with 6+ bedrooms. Similarly, rural areas may only find 1 or 2 comparable units instead of the 3 units specified by their protocols. The Lead/Sub Grantee policies should outline how to address these situations and the documentation required in these cases. For example, the policy could allow staff to analyze the impact of an extra bedroom on rent for a particular area and calculate a reasonable rent based on their analysis.

Similarly, staff in rural areas may need to either expand the geographic area used to search for comparables and/or establish rent reasonableness on the basis of fewer comparable units.

Again, the documentation in the case files should contain complete documentation, and should outline staff steps, analysis, and conclusions so that an auditor or supervisor can understand the factors that contributed to the determination.

### **Sources of Rental Housing Data**

Regardless of the methodology used to determine rent reasonableness, Lead/Sub Grantees should already be aware of sources of rental housing data to use in establishing comparable rents.

### **Public Sources of Data**

There may be organizations within the grantee state, county, or city that collect and aggregate data on the rental housing stock, such as a State or local Public Housing Authority (PHA) or the local Chamber of Commerce.

### **Real Estate Advertisements and Contacts**

Ads in newspapers or online are simple ways to find comparable rents. The following are potential sources of information:

- ✓ Newspaper ads (including internet versions of newspaper ads);
- ✓ Weekly or monthly neighborhood or shopper newspapers that have rental listings;
- ✓ “For Rent” signs in windows or on lawns;
- ✓ Real estate agents; and
- ✓ Property management companies that handle rental property.
- ✓ Rental Listing websites including [www.housingsearchnw.org](http://www.housingsearchnw.org), [www.apartmentguide.com](http://www.apartmentguide.com), [www.apartments.com](http://www.apartments.com), [www.forrentmag.com](http://www.forrentmag.com), <http://www.move.com/apartments/main.aspx>, and [www.apartmentlist.com](http://www.apartmentlist.com)

### **Rental Market Studies and Surveys**

- ✓ A *Rental Market Study* is an in-depth analysis of a particular rental market. These are often prepared by independent organizations for specific communities. Also, commercial firms will frequently conduct these studies before developing rental housing in a particular location. Rental market studies can provide a good source of data upon which to base a rent reasonableness policy. Appraisals of particular properties and market studies for these properties are also useful in establishing comparable rents, but they are generally prepared by certified real estate appraisers or researchers and are both time-consuming and expensive.
- ✓ A *Rental Market Survey* is a survey of various landlords and property management companies in the area. Some local governments conduct surveys to assist with planning activities. Additionally, local associations of rental owners and managers may survey their members periodically and publish the results. Many of these surveys report average rents and/or rent ranges by bedroom category and submarket location. However, such surveys frequently do not have all the detailed information required for rent reasonableness comparisons.

When deciding whether to use a study or a survey, it is important to note that many rental market surveys are designed to show the overall picture of the rental market and may not be very useful in evaluating the rent for a particular unit type. On the other hand, a rental market study may be narrowly focused on a particular type of rental housing and might be useful only for certain housing units assisted.

Tip: When using either a market study or a market survey, it is very important to understand what is and is not included in the rent reported. Some surveys/studies report rents with all utilities included, some without utilities included, and others with only the most typical set of utilities included. When comparing unassisted units with CHG-assisted units, it is important to consider whether utilities and other amenities are included.

### **Rental Database**

Some Lead/Sub Grantees have found it useful to build a rental database for CHG, in order to search for comparable rents more efficiently. Building a rental database allows the majority of work to be completed on the front end, which eases the rent reasonableness determination and allows assistance to be provided more quickly. The Housing Search NW database is available to all communities in Washington State. In any given community, there may or may not be sufficient data in the system to provide accurate comparisons. Contact Commerce for more information about Housing Search NW, including access to the Rent Comparison Tool.

### **Data in Rural Areas**

While there may be fewer rental units in rural areas than in urban and suburban areas, it is possible to find comparable rents or establish rent payment standards for different unit types located in these areas.

- ✓ One source of rental housing data for rural areas may be the US Department of Agriculture's Rural Development Agency. USDA provides direct and guaranteed loans for single and multi-family housing development in rural areas as well as for farm laborers. Contact information for Rural Development State and Local Offices or USDA Service Centers is available at [http://www.rurdev.usda.gov/recd\\_map.html](http://www.rurdev.usda.gov/recd_map.html). Each Rural Development Office, if it has a Rural Housing component, should have information on the types of rental housing available in various communities throughout the state, as well as unit sizes and rents.
- ✓ Some rural communities are also under the jurisdiction of Public Housing Authorities (PHAs). In these cases, the PHA may be a source of comparable rent data.
- ✓ Another potential source of comparable rent data are real estate agents. Local real estate agents are not only knowledgeable about real estate prices but often are a source of information on rental housing in the area. They may be able to

extrapolate rent comparables based on the general cost of housing in the area. To find real estate agents active in particular communities, Lead/Sub Grantees can consult the National Association of Realtors on the web at <http://www.realtor.org/>. For demographic information on the housing stock, market trends, etc., Grantees should access <http://www.realtor.org/research>.

Childhood lead poisoning is a major environmental health problem in the United States, especially for low-income families in poor living conditions. If not detected early, children with high levels of lead in their bodies can suffer from damage to the brain and nervous system, behavioral and learning problems (such as hyperactivity), slowed growth, hearing problems, and headaches. To prevent lead-poisoning in young children, Lead/Sub Grantees must comply with the Lead-Based Paint Poisoning Prevention Act of 1973 and its applicable regulations found at 24 CFR 35, Parts A, B, M, and R.

**Disclosure Requirements**

Disclosure requirements are triggered for ALL properties constructed prior to 1978. These requirements require that lessors (property owners or managers) provide tenants with:

- ✓ Disclosure form for rental properties disclosing the presence of known and unknown lead-based paint;
- ✓ A copy of the “Protect Your Family from Lead in the Home” pamphlet.

Both the disclosure form and pamphlet are available at:

<http://www.hud.gov/offices/lead/enforcement/disclosure.cfm>

While this actually relates to property owners/managers, sharing this information with their tenants (or ensuring they have received it) is an easy thing to do. This is an important opportunity to educate households about the potential hazards related to lead and their rights as tenants. Informed tenants are more likely to watch for potential problems in their home and proactively work with landlords to address any issues.

**Determining the Age of the Unit**

Lead/Sub Grantees should use formal public records, such as tax assessment records, to establish the age of a unit. These records are typically maintained by the state or county and will include the year built or age of the property. In most areas, these records are available online. If you are uncertain where to find this information, a quick internet search should help you locate the data you need. In the search field, try combining your county name with one of the following phrases:

- ✓ “property tax records”
- ✓ “property tax database”
- ✓ “real property sales”

Remember to print out a copy of the screenshot for the case file. If you have trouble finding this information online, contact your local Office of Tax and Revenue for assistance. If not available online, the information is public and can be requested from the local authorities. (Note, the taxing authority and the assessment entity may be separate governmental entities and office names vary by locality).

### **Conducting a Visual Assessment**

Visual assessments are only triggered under certain circumstances:

- ✓ The leased property was constructed before 1978;
- AND*
- ✓ A child under the age of six will be living in the unit occupied by the household receiving CHG rent assistance.

A visual assessment must be conducted prior to providing CHG rent assistance to the unit and on an annual basis thereafter (as long as assistance is provided). Visual assessments must be conducted by a HUD-Certified Visual Assessor. It is important to note that a HUD-Certified Visual Assessor is not equivalent to a Certified Clearance Examiner. Anyone may become a HUD-Certified Visual Assessor by successfully completing a 20-minute online training on HUD's website at:

<http://www.hud.gov/offices/lead/training/visualassessment/h00101.htm>

The training teaches individuals how to identify deteriorated paint and how deteriorated paint must be treated. Lead/Sub Grantees may choose to have their program staff complete the visual assessments or they may procure services from a contractor.

If a visual assessment reveals problems with paint surfaces, Lead/Sub Grantees cannot approve the unit for CHG assistance until the deteriorating paint has been repaired. At this point, Lead/Sub Grantees must make a decision: work with the property owner/manager to complete needed paint stabilization activities and clearance, work with the household to locate a different (lead-safe) unit, or refer the household to a different program if CHG assistance cannot be provided.

### **Locating a Certified Lead Professional and Further Training**

To locate a certified lead professional in your area:

- ✓ Call your state government (health department, lead poison prevention program, or housing authority).
- ✓ Call the National Lead Information Center at 1-800-424-LEAD (5323).

- ✓ Go to the US Environmental Protection Agency website at <http://cfpub.epa.gov/flpp/> and click on "certified abatement/inspection firms."

Lead professionals, training providers, and HUD-sponsored Lead Safe Work Practices training listings can be accessed at [www.leadlisting.org](http://www.leadlisting.org) or 1-888-LEADLIST.

For more information on the Federal training and certification program for lead professionals, contact the National Lead Information Center (NLIC) at <http://www.epa.gov/lead/pubs/nlic.htm> or 1-800-424-LEAD to speak with an information specialist.

The Lead Safe Housing Rule as well as a HUD training module to help recipients of funds effectively implement the requirements of the Lead Safe Housing Rule in their programs can be accessed at <http://www.hud.gov/offices/cpd/affordablehousing/training/web/leadsafe/>

**Permanent Supportive Housing**

Long-term housing that provides supportive services for homeless persons with disabilities. This type of supportive housing enables special needs populations to live as independently as possible in a permanent setting. The supportive services may be provided directly by the Lead Grantee or Sub Grantee. The supportive services provided in connection with a project shall address the special needs of individuals (such as homeless persons with disabilities and homeless families with children) intended to be served by a project. To require or not to require resident participation is within the discretion of the Lead/Sub Grantees. Permanent housing can be provided in one structure or several structures at one site or in multiple structures at scattered sites (see the HUD SHP desk guide - [Program Component 2: Permanent Housing for Homeless Persons with Disabilities.](#))

**Disability**

Person with disabilities means a household composed of one or more persons at least one of whom is an adult who has a disability.

- ✓ A person shall be considered to have a disability if he or she has a disability that:
  - Is expected to be long-continuing or of indefinite duration;
  - Substantially impedes the individual's ability to live independently;
  - Could be improved by the provision of more suitable housing conditions; and
  - Is a physical, mental, or emotional impairment, including an impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury.
- ✓ A person will also be considered to have a disability if he or she has a developmental disability, as defined in this section.
- ✓ A person will also be considered to have a disability if he or she has acquired Immunodeficiency syndrome (AIDS) or any conditions arising from the etiologic agent for 86 acquired immunodeficiency syndrome, including infection with the human immunodeficiency virus (HIV).
- ✓ Notwithstanding the preceding provisions of this definition, the term person with disabilities includes, except in the case of the SRO component, two or more persons with disabilities living together, one or more such persons living with another person who is determined to be important to their care or well-being, and



the surviving member or members of any household described in the first sentence of this definition who were living, in a unit assisted under this part, with the deceased member of the household at the time of his or her death. (In any event, with respect to the surviving member or members of a household, the right to rental assistance under this part will terminate at the end of the grant period under which the deceased member was a participant.)

**Developmental Disability** [as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C. 15002)]

- ✓ A severe, chronic disability of an individual that—
  - Is attributable to a mental or physical impairment or combination of mental and physical impairments;
  - Is manifested before the individual attains age 22;
  - Is likely to continue indefinitely;
  - Results in substantial functional limitations in three or more of the following areas of major life activity (self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency); and
  - Reflects the individual's need for a combination and sequence of special, interdisciplinary, or generic services, individualized supports, or other forms of assistance that are of lifelong or extended duration and are individually planned and coordinated.
- ✓ An individual from birth to age 9, inclusive, who has a substantial developmental delay or specific congenital or acquired condition, may be considered to have a developmental disability without meeting three or more of the criteria described in paragraphs (1)(i) through (v) of the definition of “developmental disability” in this section if the individual, without services and supports, has a high probability of meeting those criteria later in life.

(See **Homeless Emergency Assistance and Rapid Transition to Housing: Defining “Homeless” – Final Rule.**)

## Attachment 7 Attendee Report

GoToWebinar

### Generated

Jan 31, 2014 09:26 AM PST

### General Information

#### Webinar Name

Call to Action: Statewide Affordable Housing

#### Actual Start Date/Time

Feb 21, 2013 01:46 PM PST

#### Clicked Registration Link

246

#### Total Attended

120

### Session Details

Attended	First Name	Last Name	City	State	Organization	Job Title	Questions Asked by Attendee	How Did You Hear About This
Yes	Fred	Buckles	Sookane	WA	Spokane County RSN	MH Program Planner/Evaluator		email
Yes	Jeannette	Gordon	Pullman	WA	Summit Realty	Owner	Q: How do I find out if there is someone in my county working on this? (Whitman County) A: --unanswered-- Q: What is the official definition of affordable housing? A: King County uses the limit of 150% AMI or FMR (I'll check on the right one) and we'll be using the same until further notice.	commerce.wa.gov
Yes	Cammy	Hart-Anderson	Everett	WA	Snoholmish County Human Services	Division Administrator		email list
Yes	Penny	Lamping	Bainbridge Island	WA	Housing Resources Board	Property Manager	Q: What about Kitsap County? A: --unanswered--	Dept. of Commerce
Yes	patti	sells	shelton	WA	mason county housing coalition	coordinator		commerce email
Yes	Mark	Smith	Everett	WA	Housing Consortium of Everett & Snohomish County	Executive Director	Q: I'm here if you want me to say anything. A: Yes. Q: Ok. A: --unanswered-- Q: Mark Smith - Housing Consortium of Everett & Snohomish County A: --unanswered--	email
Yes	Suzanne	Larson	Silverlake	WA	Suzanne Larson	Owner		DVR
Yes	Karen	Hull	Tacoma	WA	Pierce county Housing Authority	Director		email

Attended	First Name	Last Name	City	State	Organization	Job Title	Questions Asked by Attendee	How Did You Hear About This
Yes	Jodi	Lamoreaux	Lacey	WA	ADSA-HCS	Housing PM		Email
Yes	Suzanne	Bensinger	Seattle	WA	The Salvation Army - Community Advocacy Program	DV Advocate		Email
Yes	Debbi	Tesch	Port Angeles	WA	Peninsula Housing Authority	Rental Assistance Director	Q: I came on to the webinar late (sorry) - this sounds fantastic but is there a cost to a Housing Authority to use it? A: --unanswered--	Dept. of Commerce
Yes	Lowe	Krueger	Yakima	WA	Yakima Housing Authority	Executive Director		email
Yes	jeff	spring	Olympia	WA	Commerce	CHG Manager		colleague
Yes	Paul	Fitzgerald	Seattle	WA	WSHFC	Dir., Asset Management		Mary
Yes	Julia	Sopalski	Oak Harbor	WA	Opportunity Council Island Co.	Homeless Housing Manager	Q: In Island Co we already have strong working relationships with landlords so this would be easy for us at Opp Co. A: --unanswered-- Q: Wow! Your search tools, accompanying renter tools and analytical tools for landlords are amazing! I'm impressed and can't wait to have our county included. A: --unanswered-- Q: This is Julia Sopalski at the Opportunity Council in Island Co and I would be willing to connect with the landlords, property managers, etc in our area for this. A: --unanswered--	supervisor
Yes	Sheila	King	Tacoma	WA	aptfinder.org	director		email
Yes	Gail	de Hoog	Bellingham	WA	Whatcom County Health Dept.	Housing Specialist	Q: Did I hear Nina say that we should send out letters at the local level as a first step? Or do we give them a list of landlords/providers for Socialserve to send the mailer A: And they can send, too. SocialServe.com would need your contact lists. Q: Did I hear Nina say that we should send out letters at the local level as a first step? Or do we give them a list of landlords/providers for Socialserve to send the mailer A: We will send out mailers for you to use.	Invitation
Yes	Lynn	Beckwith	Bremerton	WA	Housing Solutions Center	Navigator		Kitsap Community Resources
Yes	Kimberley Mc	McCollim	Seattle	WA	HUD	Senior Management Analyst		emails

Attended	First Name	Last Name	City	State	Organization	Job Title	Questions Asked by Attendee	How Did You Hear About This
Yes	Lyn	Ayers	Vancouver	WA	Clark County Rental Assoc.	President	Q: WA requires our criteria to be provided to the applicant prior to collecting any information. Can this accommodate a 1-2 page criteria form? A: You and I will have to discuss this offline. Please send me an email: mary.schwartz@commerce.wa.gov Q: Will do. Tlx. A: --unanswered--	Email invite
Yes	Sandy	Robertson	Lacey	WA	DSHS	AFH Policy Program Manager		colleagues
Yes	Terrie	Howell	Cathlamet	WA	Wahkiakum Health & Human services	Community Outreach Coordinator		email
Yes	Smitha	Mallya	Seattle	WA	Salvation Army	DV Housing Advocate	Q: How to search for landlords that mark that they are willing to work with special needs populations A: I believe that demo is next.	From my Director
Yes	Shawna	Kiliz	Rochester	WA	Rochester School District	District Homeless Liaison		OSPI
Yes	Eurdice	Haggard	Everett	WA	Volunteers of America	Program Manager		Peer
Yes	Marty	Harris	Vancouver	WA	DSHS	Social Worker II		supervisor-Kirby Juhola
Yes	ken	olson	spokane	WA	commerce	field monitor		email
Yes	Tim	Sullivan	Yakima	WA	Yakima County Human Services	Senior Manager, Housing and Homeless Programs	Q: Our local landlord's Association will allow paid advertising to be inserted in their newsletter which goes out to over 500 landlords. A: What is that Association? Email me so I know it is on the contact lists. Thanks Tim! Q: Can you come to Yakima and make presentations to our CoC, Affordable Housing Committee and Landlords Association? A: Or more gotomeetings. But "YES" is the answer. Q: Can you add services to the Search by distance section, such as public transportation, schools, etc? A: Good question. I'll ask. Q: www.yakimalandlords.org. The Association does have their own search feature. A: --unanswered--	E-mail
Yes	Dan	Ruddell	Spokane	WA	DSHS / Aging and Disability Services Administration	Housing Program Manager - Region 1		have been working with Commerce on this initiative
Yes	Megan	Feeny	Bellingham	WA	Opportunity Council	Homeless Housing Leasing Specialist		email

Attended	First Name	Last Name	City	State	Organization	Job Title	Questions Asked by Attendee	How Did You Hear About This
Yes	Jonathan	Utrera	Seattle	WA	State of WA Dept. Services for the Blind	Vocational Rehabilitation Counselor	Q: Great thank you! A: --unanswered-- Q: Is the site accessible to utilize for people who are blind/visually impaired and depend on assistive technology software to read or magnify the contents on the website? Thanks. A: --unanswered--	Colleague referred
Yes	Tammie	Washburn	Kennewick	WA	Benton and Franklin Counties Department of Human Services	Housing Program Specialist		BFDHS deputy administrator
Yes	Evon	McDaniel	Everett	WA	Volunteers Of America Western Washington	Information & Referral Specialist		EMAIL
Yes	Lynda	Richards	Coupeville	WA	Island Co. Human Services	Housing Grants & Contracts Coord.		invite
Yes	Wendy	Westby	Everett	WA	Everett Housing Authority	Section 8 Supervisor		e-mail
Yes	Dana	Yamauchi	Spokane	WA	NATIVE Project	case manager		supervisor
Yes	Lan	Totten	Bellingham	WA	Cascade Vocational Services	program coordinator		DVR email to IL vendors
Yes	Kris	Hanson	Vancouver	WA	Vancouver Housing Authority	Director of Affordable Housing		email
Yes	Cat	Douglas	Olympia	WA	WA State Dept of Commerce	Homeless Data Coordinator		Mary Schwartz
Yes	Frances	Wellsbury	Olympia	WA	RCS/DSHS	QA/Performance Accountability Program Manager		Through my supervisor
Yes	Ariel	Holcomb-Hockin	Spokane	WA	Spokane AIDS Network	Medical Case Manager		From the Spokane Homeless Coalition
Yes	Gina	deWeber	Walla Walla	WA	Walla Walla Rental Property Asos/ WAA	Treasurer		Terry Kohl
Yes	Robin	Perches	Yakima	WA	YWCA of Yakima	WFF Housing Case Manager	Q: This is Robin from Yakima just an FYI Joann Garcia is with me A: --unanswered--	Management at YWCA

Attended	First Name	Last Name	City	State	Organization	Job Title	Questions Asked by Attendee	How Did You Hear About This
Yes	Jacob	Heitzman	Yakima	WA	ORFH	Housing Development Specialist		My Executive Director
Yes	Tanya	Mercier	Olympia	WA	Department of Commerce	Asset manager		Invitation
Yes	Hannah	Newton	Seattle	WA	King County 2-1-1	Resource Specialist	Q: what are you doing or going to do to make your website show up high on google searches? (otherwise, people won't know about your website) A: I will ask Nina to speak to that if we have time. King County has a lot of experience with this already and there are some things can be done. Also, the housing providers in your community are required by law to hand the "list" out to clients (i.e.: give them the url to this site so that they know how to access affordable housing). Q: I just did a test search for "find seattle apartment" and housing search northwest didn't show up until half way through page 2. I would think you would want it higher. A: Yes, SocialServe.com is aware and they have been working with King County folks to help get a higher result on the search results. We expect to follow suit and do	forwarded email
Yes	Tim	Crowley	Spokane	WA	Spokane County CSHCD	Division Manager	Q: Does socialserve.com have a promotional flyer already crafted for housingsearchnw.org? If not, do they have an electronic copy of their banner on their webpage they could share for our crafting of a promotional flyer locally?	email
Yes	Mary Ann	DeFrees	Bellevue	WA	Alliance of People with disAbilities	IL Specialist II		email
Yes	Patty	Jordan	Ellensburg	WA	Central WA Disability Resources	IL Specialist/Youth Coordinator		Email
Yes	krystyna	simm	everett	WA	Hope Options	Lead Case Manager		Email from NSMHA
Yes	TOM	YOST	Mount Vernon	WA	North Sound Mental Health Administration	planner		e-mail
Yes	Jason	Hahn	Walla Walla	WA	Walla Walla Housing Authority	Housing Director		From executive director
Yes	Linda	Scheider	Bingen	WA	WGAP	Ex.Director		email,
Yes	Victoria	Young	Mount Vernon	WA	DSHS	Housing Program Manager		invite

Attended	First Name	Last Name	City	State	Organization	Job Title	Questions Asked by Attendee	How Did You Hear About This
Yes	Shane	Taylor	Spokane	WA	Spokane Housing Authority	Software Specialist		A group email from the Spokane Homeless Coalition
Yes	Terry	Kohl	Seattle	WA	WA Apartment Association	Contract Lobbyist		email
Yes	Jana	Finkbonner	Bellingham	WA	Stillaguamish Tribe	NIVRP Director		email
Yes	Jean	Jenkins	Bellingham	WA	Whatcom County Health Department	Public Health Nurse		Community partner
Yes	Trinh	Tran	Seattle	WA	Salvation Army	DV Advocate		Email
Yes	Naomi	Goodman	Seattle	WA	Seattle Housing Authority	Sr Policy Analyst		Mary Schwartz invite
Yes	troy	hammond	portland	OR	211info	COO		i have it on my calendar
Yes	Sean	Martin	Seattle	WA	Rental Housing Association of Washington	Director of External Affairs		Invite from Mary Schwartz
Yes	Karen	Evans	Yakima	WA	Greater Columbia 211	Database Manager, I & R specialist		Corey Derenburger
Yes	Melodie	Pazolt	Olympia	WA	DSHS - DBHR	SE/SH Prog. Admin	Q: What if there is another housing locator service in the area? A: --unanswered--	Mary Schwartz
Yes	Debbie	Dumont	Walla Walla	WA	Walla Walla County Dept. of Human Services	Contracts/Program Manager		email from Mary Schwartz
Yes	Traci	Schenk	Vancouver	WA	Sea Mar Behavioral Health	Case Manager		Email
Yes	Diane	Perron	Longview	WA	CCHFH	Executive Director		CWCOG
Yes	Roger	Capron	Mount Vernon	WA	Skagit County Community Services	Care Coordinator		email distribution

Attended	First Name	Last Name	City	State	Organization	Job Title	Questions Asked by Attendee	How Did You Hear About This
Yes	Glenna	Awbrey	Walla Walla	WA	STAR Project	Director		Washington Dept of Commerce
Yes	Sue	Tracy	Everett	WA	Snohomish County	Human Services Specialist II		E-mail
Yes	Tina	Fish	Everett	WA	North Sound 2-1-1	I&R Specialist		Email
Yes	Marilee	Hill-Anderson	Sumner	WA	Sumner School District	STARR Project Director		email
Yes	patty	mcdonald	Olympia	WA	ADSA/DSHS	program manager		email
Yes	Beulah	Kingsolver	Port Townsend	WA	Dove House Advocacy	Executive Director		city hall
Yes	Marci	Chavez	Kennewick	WA	Kennewick School District	Advocate for Students in Transition		email
Yes	Clare	Bantog	Lacey	WA	DSHS	Communications Manager		Invite
Yes	Mia	Wells	Tacoma	WA	Pierce County Community Connections	Program Specialist 2		A colleague
Yes	Jim	Wiard	Tukwila	WA	Washington Multi-Family Housing Association	Executive Director		e-mail
Yes	Barbara	Bratle	bellingham	WA	DSHS/ALSA	Program manager		e-mail
Yes	Tom	Day	Bellingham	WA	Opportunity Council	Leasing Specialist		Co Worker
Yes	vera	kalkwarf	Aberdeen	WA	Grays Harbor Public Health & Social Services	Social Services Manager		email from DBHR
Yes	Lisa	Wheeler	Seattle	WA	Dept. of Services for the Blind	VRC4		Email from colleague



Attended	First Name	Last Name	City	State	Organization	Job Title	Questions Asked by Attendee	How Did You Hear About This
Yes	Kathy	Morgan	Port Townsend	WA	OlyCAP	Housing Manager		email
Yes	Cynthia	Swendsen	Tacoma	WA	BRWE, LLC	Owner/Executive Director		DVR
Yes	Jennifer	Garrett	Olympia	WA	Dept of Commerce	Technical Assistance/Data Compliance		Supervisor
Yes	Robin	Hood	Everett	WA	Snohomish County Humand Services	Community Services Counselor		e-mail from Washington State Dept of Commerce
Yes	Katherine	Podvin	Seattle	WA	Salvation Army	DV Legal Advocate		Program Director
Yes	Bobbi	McCracken	Ocean City	WA	North Beach School Dist	Finance Assistant		Superindent email
Yes	Cheryl	Chikalla	Redmond	WA	Lake Washington School District	McKinney Vento Liaison		email from OSPi
Yes	Klaas	Nijhuis	Redmond	WA	ARCH	Sr Planner		e-mail invite Dept of Commerce
Yes	Jeri	Epperson	Ellensburg	WA	HopeSource	HR & Asset Manager		PAT
Yes	Sarah	Achaoui	Spokane	WA	HUD	Management Analyst		Spokane Homeless Coalition
Yes	Justin	Bombara	Olympia	WA	Department of Commerce	Housing Data and Policy Analyst		Through Mary Schwartz invite.
Yes	roy	johnson	vancouver	WA	vha	ed		email
Yes	Stacy	Kellogg	Yakima	WA	People For People	211 Operations Manager		host
Yes	Susan	Kralman	Walla Walla	WA	Dept of Human Services	Homeless Coordinator		email

Attended	First Name	Last Name	City	State	Organization	Job Title	Questions Asked by Attendee	How Did You Hear About This
Yes	Monica	Libbey	Wenatchee	WA	City of Wenatchee	Planning Manager		Commerce email
Yes	pete	munroe	Vancouver	WA	Clark County	Program manager		e-mail
Yes	Kelly	Schwab	Bremerton	WA	KMHS	Program Manager		email
Yes	Matt	Mazur-Hart	Olympia	WA	Dept of Commerce	Homeless Grant Coordinator		Co-Worker
Yes	Cory	Derenburger	Bremerton	WA	Peninsulas' 2-1-1	Datamanager		King County 2-1-1 / WA Dept Commerce
Yes	Tamara	Layton	Tacoma	WA	UW Parent-Child Assistance Program	OAlll?Temp. Case Mngr.		E-mail
Yes	Jason	Person	Federal Way	WA	Orion	Vocational Counselor		Email
Yes	Diane	Hutton	Spokane	WA	Union Gospel Mission Crisis Shelter	House Manager		My Director Rich Schaus
Yes	Gina	Anderson	Lake Stevens	WA	Lake Stevens School District	Ex. Dir. of Assessment & Student Learning		email
Yes	Marie	Vila	Bremerton	WA	City of Bremerton / Kitsap Housing Coalition	Block Grant Programs Administrator / Board Officer		forwarded by a colleague at Community Frameworks
Yes	LANA	WILEY	PORT ANGELES	WA	PORT ANGELES SCHOOL DISTRTIC	SPECIAL SERVICES		EMAIL
Yes	Misty	Cozzitorto	Tacoma	WA	Cambridge Management	Assistant Operations Manager		Forwarded email
Yes	Jill	Watson	Seattle	WA	City of Seattle	Emergency Mgmt Planner		Invite
Yes	Brucwe	Yasutake	Olympia	WA	Commerce	Program Manager		Email

Attended	First Name	Last Name	City	State	Organization	Job Title	Questions Asked by Attendee	How Did You Hear About This
Yes	Catherine	Youngbuck	Mount Vernon	WA	North Sound Mental Health Administration	Adult Care Coordinator		my place of work
Yes	Cindy	Algeo	Spokane	WA	Spokane Low Income Housing Consortium	Executive Director		I was invited by Commerce.
Yes	Mike	Delay	Vancouver	WA	Community Services Northwest	PATH Housing Case Manager		Forwarded email from manager.
Yes	Liz	Porter	Moses Lake	WA	Service Alternatives	Employment Specialist/Independant Living		DSHS/DVR
Yes	Frank	Sullivan	Port Orchard	WA	South Kitsap School District	Director, Office of School & Family Support		email notification from state liaison
Yes	Wanda	Smith	Yakima	WA	People For People	WIN211 Communications Coordinator		Stacy Kellogg
Yes	Karen	Holland	Amanda Park	WA	Lake Quinault School	Homeless Liaison		Email
Yes	Amanda	Gaudet	Seattle	WA	Mercy Housing	Area Director		email
Yes	Laura	Smith	Spokane	WA	ADSA	ProgramManager		email
Yes	stephanie	reinauer	Olympia	WA	WA State Dept. of Commerce	program manager		Mary Schwartz
No	Sharon	Holmes	Fife	WA	Recovery Innovation	Recovery Educator		Email from Pazolt, Melodie J. (DSHS/DBHR) [pazolmj@dshs.wa.gov] Work
No	ELIZABETH	REKOW	Granite Falls	WA	Granite Falls School District	McKinney Vento Success Coordinator		
No	Erin	Woods	Tacoma	WA	Franklin Pierce Schools	K-12 Executive Manager		McKinney-Vento liaison
No	Monica	Bernhard	Bremerton	WA	Kitsap Community Resources	Manager		Supervisor

Attended	First Name	Last Name	City	State	Organization	Job Title	Questions Asked by Attendee	How Did You Hear About This
No	Susan	Kralman	Walla Walla	WA	Walla Walla County Dept of Human Services	Homelessness/Poverty Response Coordinator		email from Commerce
No	Keith	James	Olympia	WA	Dept. of Social and Health Services	Program Administrator		Information shared by my supervisor
No	Molly	McCoid	Tacoma	WA	Recovery Innovations	PRC Team lead		Recovery Innovations
No	Marilee	Hertig	Longview	WA	work Opportunity Center	Program Manager		Housing First! coalition
No	Antonio	Lewis	Burien	WA	Highline Public Schools	McKinney-Vento Family Support Worker		OSPI
No	Heather	Cantamessa	Spokane	WA	New Horizon Care Centers	PCAP Advocate		Email from Homeless Colition
No	Melissa	Self	Mount Vernon	WA	Community Action of Skagit	Housing Program Manger		email from Department of Commerce
No	Kristin	Hill	Bellingham	WA	Whatcom Homeless Service Center	Housing Retention Manager		DSHS
No	Bill	Hinkle	Seattle	WA	RHA	Exec. Director		Email
No	Stacy	Sanders	Olympia	WA	Behavioral Health Resources	Housing		email from Thurston Mason RSN
No	Gretchen	Thatcher	Ellensburg	WA	CWDR	IL Specialist		E-mail
No	Trinh	Tran	Seattle	WA	Salvation Army	Women's Advocate		Email
No	Kelly	Nielsen	Yakima	WA	Yakima Housing Authority	Housing Manager		from a colleage
No	Joann	Garcia	Yakima	WA	YWCA YAKIMA	Housing Manager		County

Attended	First Name	Last Name	City	State	Organization	Job Title	Questions Asked by Attendee	How Did You Hear About This
No	Nina	Miller	Charlotte	NC	Socialserve.com	Director of Operations		Assisted with organization
No	fff	fff	fff	AK	dfdf	dfdfd		sdfdf dfdf
No	Nate	Marti	Everett	WA	Snohomish County	HSSII		Invite
No	Alicia	Roberts	Ferndale	WA	Ferndale School District	Family Community Coordinator		email
No	Gloria	Ramirez	Granger	WA	Granger School District #204	Homeless liason		e-mail
No	Joanne	Pelant	Coupeville	WA	Island County Dept of Human Services	Housing Resource Coordinator		Recieved e-mail
No	Mary Jane	Brell Vujovic	Everett	WA	Workforce Development Council Snohomish County	Director of Strategic Initiatives		Email
No	Shawn	Paton	Tacoma	WA	United Way of Pierce County	Community Programs Director		email
No	Michelle	Showalter	Federal Way,	WA	NAVOS mental health	Peer Support Specialist		Supervisor
No	Patricia	Hoff	Bellingham	WA	Bellingham School District	Homeless Program Coordinator		OSPI Homeless Office Email
No	Kristine	Williams	Spokane	WA	City of Spokane	Assistant Planner		email
No	Traci	Harsin Young	Colville	WA	N.E.W. Alliance Counseling	Peer Support Specialist		Supervisor/Bill Fode
No	Jo Ellen	Woodrow	Vancouver	WA	Other - am on council	consumer advocate		Dept. of Behavioral Health Announcement
No	Lucy	Kesterson	Mount Vernon	WA	Community Action of Skagit County	Landlord Liaison		email from supervisor

Attended	First Name	Last Name	City	State	Organization	Job Title	Questions Asked by Attendee	How Did You Hear About This
No	Clare	Bantog	Lacey	WA	DSHS/ADSA	Comm Mgr		Email invite
No	miles	Nowlin	Shelton	WA	Shelton School Dostroct	Homeless Liaison		OSPI
No	Raul	Estrada	Yakima	WA	YWCA Yakima	Bilingual Advocate		my supervisor
No	Melody	Wilson	Davenport	WA	NEW Alliance Counseling Services	Case Manager		Email from Supervisor
No	Jamie	Gier	Kennewick	WA	Greater Columbia Behavioral Health RSN	Auditor		DSHS email notifications signed up for
No	Beth	Dannhardt	Yakima	WA	Triumph Treatment Services	CEO		DBHR

\*If an attendee left and rejoined the session, the In Session Duration column only includes their first visit.

## Washington State Department of Commerce

# Identifying Barriers to Successfully Using Private Market Housing –

**Convening Local Governments, Landlords and Housing  
Providers**

RCW 43.185C.240 – HB 2048

Contact: Tedd Kelleher, 360.725.2930, [tedd.kelleher@commerce.wa.gov](mailto:tedd.kelleher@commerce.wa.gov)

**September 27, 2012**



**Department of Commerce**  
Innovation is in our nature.

# Agenda

- Introductions
- Overview of requirements of HB 2048
- Review of process to prepare report on use of document recording fees
- Potential of offering a statewide tool to fulfill the “Interested Landlord List” requirement
- Next steps





# Introductions

First Name	Last Name	Organization
Cindy	Algeo	Spokane Low Income Housing Consortium
Lyn	Ayers	Ccra
Eric	Besett	Madison Real Estate
Justin	Bombara	Wa Dept. Of Commerce
Steffanie	Bonwell	Housing Authority Of Grant County
Gail	Brown	Benton & Franklin Department Of Human Services
Kate	Budd	Clark County
Darlene	Cook	Kitsap Community Resources
Cheryl	Cowley	Ccra/Waa
Al	D'alessandro	King County
Gail	De Hoog	Whatcom County Health Dept.
Gina	Deweber	Waa And Wwrpa
Tracy	Diaz	Bfdhs
Debbie	Dumont	Walla Walla County Dept. Of Human Services
Lael	Duncan	Occcac
Megan	Feeny	Opportunity Council
Jeannette	Gordon	Whitman County Landlord-Tenant Assn
Van	Gottel	Socialserve.Com
Claire	Hauge	Cowlitz County
Bob	Hicks	Skagit County Community Services
Anita	Hornback	Whitman County Landlord-Tenant Association
Terri	Hotvedt	Rha
Debbie	Huwe	Blue Mountain Action Council
Kathryn	Kennedy	Spokane County
Terry	Kohl	Wa Apartment Association
Susan	Kralman	Department Of Human Services
Monica	Libbey	City Of Wenatchee
Joel	Madsen	Columbia Cascade Housing Corporation
Carolyn	Malanowski	Mason County Shelter
Nate	Marti	Snohomish County
Robert	Mcconnell	Rm Pro
Frank	Mckeehan	Northwest Rental Owners
Nina	Miller	Socialserve.Com

Katy	Miller	King County Homeless Housing Program
David	Moore	Council For The Homeless
Kathy	Morgan	Olycap
Sheila	Morley	City Of Spokane Human Services
Abby	Murphy	Washington State Association Of Counties
Dawna	Nelson	Waa
Joanne	Pelant	Island County-Human Services
Heidi	Penner	Skamania County Auditor
Ron	Power	Northwest Rental Owners Assn.
Melanie	Rollins	San Juan County Health & Community Services
Dan	Ruddell	Wa State Dept. Of Social And Health Services
Linda	Schneider	Wgap
Melissa	Self	Skagit County Community Action
Donna	Smitt	Waa
Sheila	Soto	Rpoa
Kathy	Spoor	Pacific County
June	Strickler	Grant County
Shane	Taylor	Spokane Low Income Housing Consortium
Michele	Thomas	Wa Low Income Housing Alliance
Rob	Trickler	Waa
Judith	Violette	Wwrpa
Kyle	Woodring	Rental Housing Association
Victoria	Young	Home And Community Services



**Department of Commerce**  
Innovation is in our nature.

# Local Government Responsibilities

Maintain interested landlord list, updated quarterly.

Distribute list to agencies receiving recording fees.

Distribute list to people receiving rental assistance.

Communicate and interact with landlord and tenant associations regarding the development and maintenance of the list.

Semiannually convening landlords, housing providers, and rent assistance recipients regarding list.

Produce annual report on how document fees were spent in calendar year, submit to Commerce by October 1



# Department of Commerce Responsibilities

Annually convene local governments, housing agencies, and landlords to identify successes, barriers, and process improvements.

Require contractors issuing rent assistance to share the list with households receiving assistance.

Develop a sampling methodology to determine how local rent assistance funds are used.

Produce report to Legislature by December 15 on use of recording fees.



# Review of rent assistance sampling methodology

Goal: Determine the split of document recording fee funded rent assistance between private, non-profit, and government housing

19,929 instances of “Rental Assistance” in calendar year 2011 HMIS data;  
12,484 were prevention, 7,445 re-housing

Sample size of 422 records = +/- 4.7% accuracy (confidence interval for statewide data)

Results broken out by funding sources, county, and prevention/re-housing, as indicated in Housing Inventory Chart for sampled projects



# Clark County experience

-



**Department of Commerce**  
Innovation is in our nature.

# Potential of statewide “interested landlord list” tool offered to local governments to fulfill requirement

Web-based housing locators can fulfill the “interested landlord list” requirement, and offer additional capabilities

Presentation of an example of a web-based housing locator system:  
Nina Miller - Social Serve



**Department of Commerce**  
Innovation is in our nature.

## Next steps

- Sampled data returned to Commerce – September
- Analysis of data and review of preliminary results by local governments and providers - October
- Further discuss potential procurement of a web-based system offered statewide to fulfill interested landlord list requirement





**Department of Commerce**  
Innovation is in our nature.

# Ten-Year Homeless Plan: 2012 Annual Report

---

Annual Update on the *Ten-Year Plan to End Homelessness*  
Annual Report on the Transitional Housing, Operating and Rent (THOR) Program  
Report on the Independent Youth Housing Program

**February 2013**  
Report to the Legislature  
Brian Bonlender, Director



## Acknowledgements

### **Washington State Department of Commerce**

Dan McConnon, Deputy Director, Community Services and Housing

Tedd Kelleher, Managing Director, Housing Assistance Unit (author)

Washington State Department of Commerce  
Community Services and Housing Division  
1011 Plum Street SE  
P.O. Box 42525  
Olympia, Washington 98504-2525  
[www.commerce.wa.gov](http://www.commerce.wa.gov)

For people with disabilities, this report is available on request in other formats. To submit a request, please call 360-725-4000 (TTY 360-586-0772).

## Table of Contents

<b>Executive Summary.....</b>	<b>1</b>
Background .....	1
The Number of People at Risk of Becoming Homeless is Growing .....	1
Homelessness is Declining by Every Measure .....	2
The Point In Time Count: An Annual Count of State Homelessness .....	4
<b>Investments in Homeless Housing through Document Recording Surcharges .....</b>	<b>5</b>
<b>Measuring Effectiveness.....</b>	<b>9</b>
Why is Homelessness Decreasing? .....	10
Next Steps .....	11
<b>Appendix A: Report on the Transitional Housing, Operating, and Rent (THOR) Program.....</b>	<b>12</b>
<b>Appendix B: Report on the Independent Youth Housing Program .....</b>	<b>21</b>
DSHS Analysis of Youth Aging Out Who Are Eligible for State Assistance .....	31
<b>Glossary .....</b>	<b>34</b>

# Executive Summary

## Background

This annual report is part of a systematic effort to understand the problem of homelessness and implement strategies to end it, as required by the 2005 Homelessness Housing and Assistance Act ([RCW 43.185C](#)).

Specifically, [RCW 43.185C.040\(3\)](#) calls for the Department of Commerce (Commerce) to “report biennially to the governor and the appropriate committees of the legislature an assessment of the state’s performance in furthering the goals of the state ten-year homeless housing strategic plan and the performance of each participating local government in creating and executing a local homeless housing plan.” In addition, [RCW 43.185C.240](#) requires Commerce to report on the use of document recording surcharge funds.

In 2006, the state and local governments developed plans to reduce homelessness by at least 50 percent, and used new state and local funding to implement the plans and measure performance.

Since then, data-directed investments in homeless housing have reduced the incidence of homelessness by 16.4 percent despite increases in unemployment, declining incomes, cuts in social services, and increasing rents. Although these gains are notable given the environment in which they were achieved, the improvement lags the pace necessary to fulfill the legislatively mandated goal of a 50 percent reduction by 2015.

## The Number of People at Risk of Becoming Homeless is Growing

The pool of people at risk of becoming homeless in 2012 has grown in Washington State since the plan’s inception in 2006 due to:

- Increased unemployment – up 64 percent (from 5 percent to 8.2 percent).<sup>1</sup>
- Increased percentage of workers unemployed, underemployed, or who have stopped looking for employment – up 64 percent (from 10.4 percent to 17.1 percent).<sup>2</sup>
- Declining percentage of working-age people with jobs – down 7.6 percent (264,000 fewer people employed).<sup>3</sup>
- Declining earned income – down 6.9 percent.<sup>4</sup>
- Increased rents – up 10 percent.<sup>5</sup>
- Declining rental vacancies – down 8 percent (from 6.1 percent to 5.6 percent).<sup>6</sup>
- Reductions in need-based cash assistance – down 29 percent.<sup>7</sup>

---

<sup>1</sup> Bureau of Labor Statistics U-3 measure

<sup>2</sup> Bureau of Labor Statistics U-6 measure

<sup>3</sup> Bureau of Labor Statistics Employment-Population Ratio

<sup>4</sup> U.S. Census Bureau Annual Social and Economic Supplement Median Household Income by State – Single-Year Estimates, inflation adjusted using 2011 dollars

<sup>5</sup> U.S. Census Bureau, American Community Survey 1-Year Estimates

<sup>6</sup> U.S. Census Bureau, American Community Survey 1-Year Estimates

Those primary drivers of need have resulted in increases in the following secondary measures of need:

- Increased poverty – up 18.1 percent (from 11.8 percent, 736,963 people to 13.9 percent, 943,197 people).<sup>8</sup>
- Increased incidence of extremely low-income households with severe rent burdens – up 14 percent (from 4.9 percent, 121,708 households to 5.2 percent, 139,666 households).<sup>9</sup>

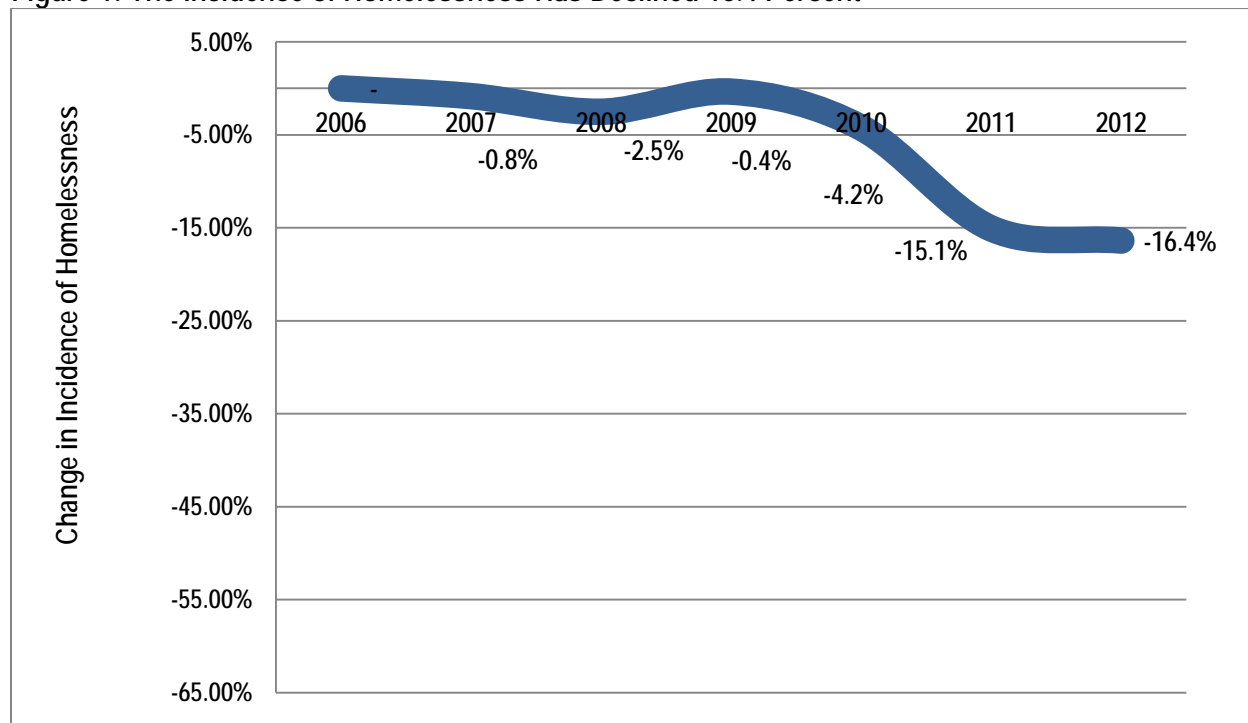
The incidences of other factors that influence homelessness have not significantly changed since 2006:

- Substance dependence and abuse.
- Mental illness.
- Number of single-parent households.
- Educational attainment.

## Homelessness is Declining by Every Measure

Despite countervailing forces, data-driven state and local investments have reduced the overall incidence of homelessness by 16.4 percent.

Figure 1: The Incidence of Homelessness Has Declined 16.4 Percent



<sup>7</sup> Per-capita, inflation adjusted TANF and GAU/DL cash assistance payments

<sup>8</sup> U.S. Census Bureau, American Community Survey 1-Year Estimates

<sup>9</sup> U.S. Department of Housing and Urban Development, Comprehensive Housing Affordability Strategy (CHAS) Data. Table ID S10708, Order 76. 2011 estimate derived from 2008 CHAS data increased proportional to population growth. Stated another way, these are households earning less than \$16,689 each year paying at least half of their income on housing.

Figure 2: The Incidence of Unsheltered Family Homelessness Has Declined 62.4 Percent

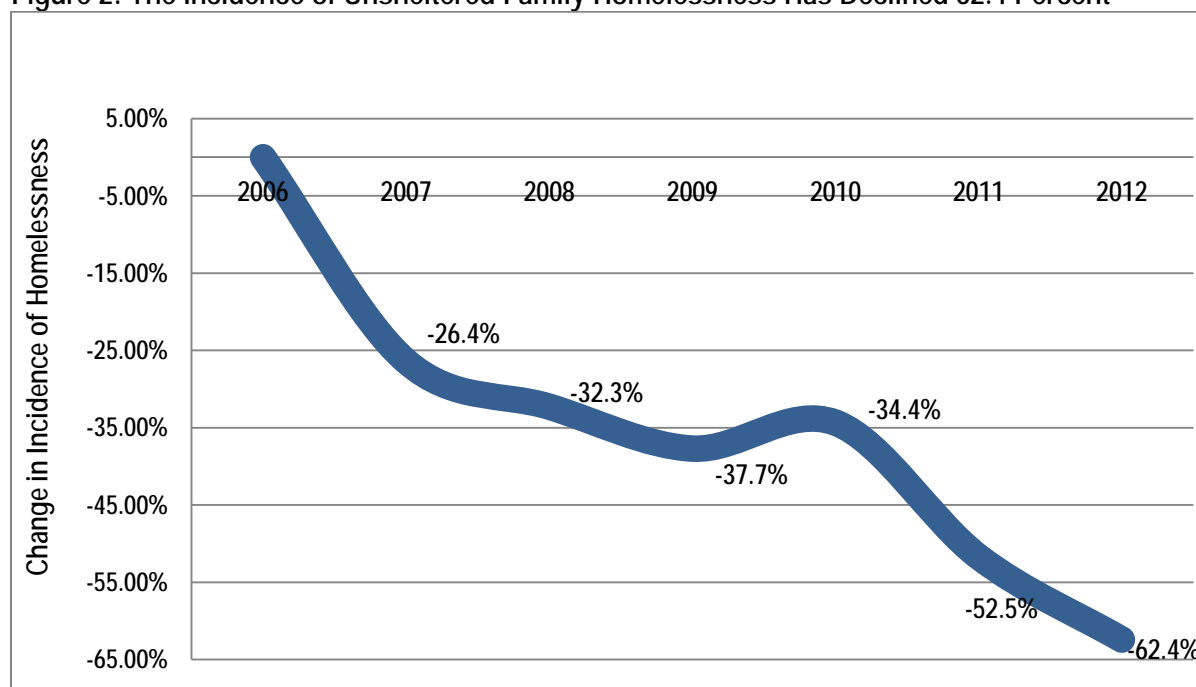
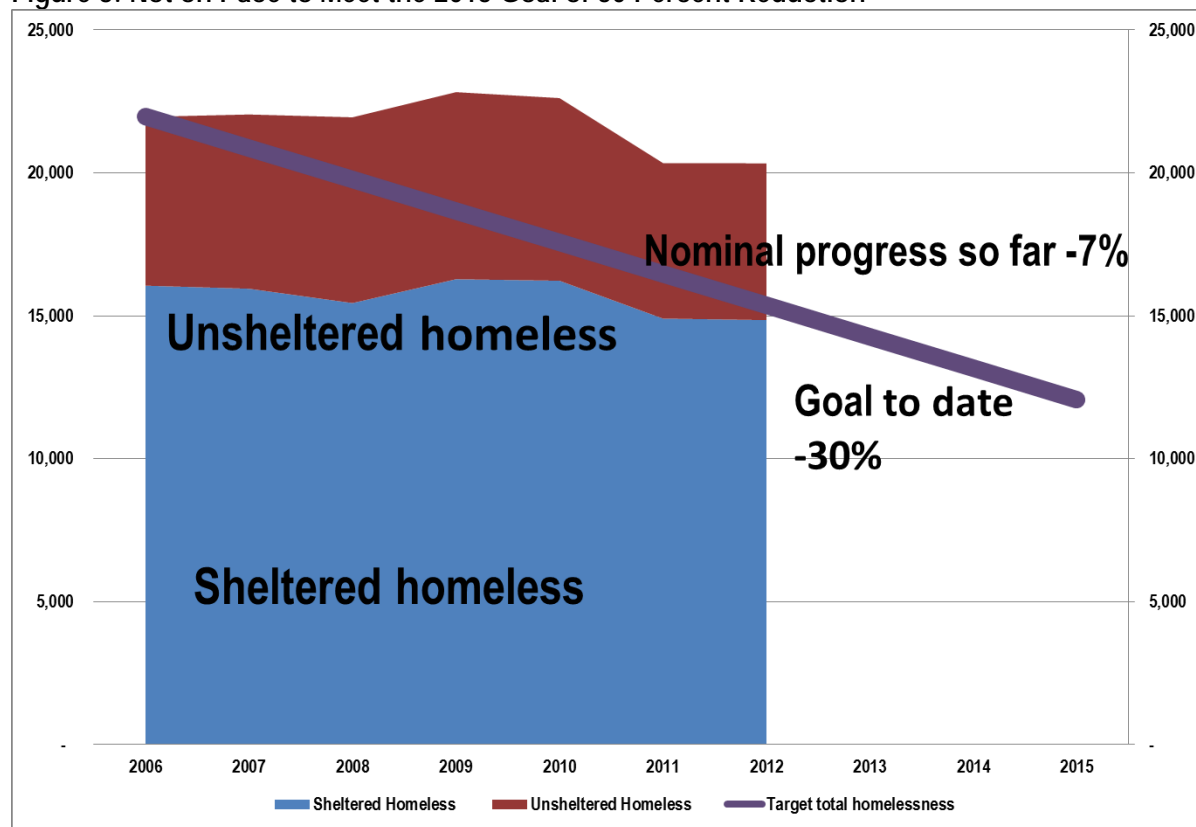


Figure 3: Not on Pace to Meet the 2015 Goal of 50 Percent Reduction



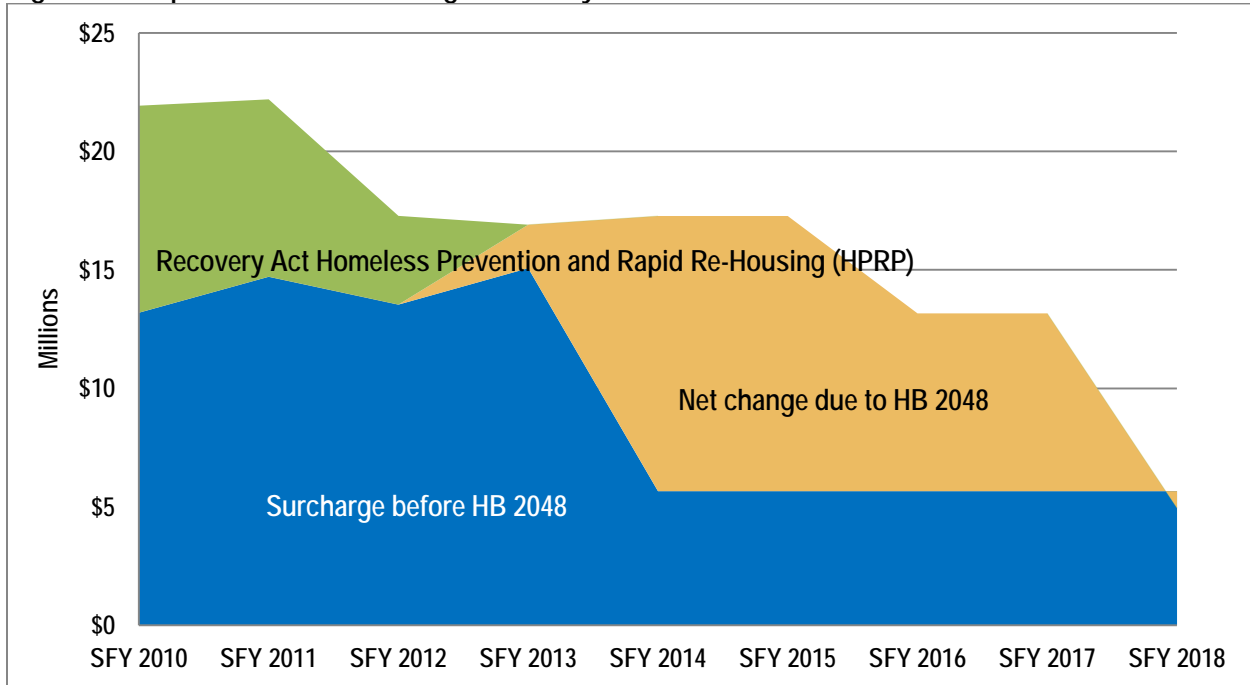
## The Point In Time Count: An Annual Count of State Homelessness

Each January, every county is required to conduct a point in time count of sheltered and unsheltered homeless individuals in accordance with state and federal requirements. Commerce provides some tools and guidelines; counties can gather additional information as long as their count meets state and federal guidelines. The 2013 count took place January 24, and results will be posted on the Commerce website ([commerce.wa.gov/pit](http://commerce.wa.gov/pit)) in mid-March.

## Investments in Homeless Housing through Document Recording Surcharges

Local and state investments of document recording surcharges are central to the effort to reduce homelessness. In 2012, the Legislature passed HB 2048, which extended the document recording fees that pay for homeless services. This section meets the reporting requirements from HB 2048.

Figure 4: Drop in Homeless Funding Slowed by HB 2048



For calendar year 2012, surcharge funds were budgeted as follows:

Table 1: State and Local Document Surcharges by Activity Type (RCW 36.22.178, .179, .1791)

			All budgeted funding 1/2012- 12/2013	Portion of Funding to projects renting Private For-profit Housing	% of funding to Projects renting private for-profit housing	People Served 1/2012 - 12/2012
		Emergency Shelter	\$12,881,076	\$5,442,687	42%	20,951
		Transitional Housing Facility	\$8,286,836	\$3,028,416	37%	6,479
		Temporary Rent assistance	\$16,842,574	\$14,659,123	87%	12,823
		Permanent Supportive Housing for Disabled People	\$15,072,253	\$9,675,198	64%	2,928
		Permanent Housing	\$6,216,801	\$2,619,926	42%	1,972
		Services Only(no housing)	\$8,834,285	n/a	n/a	n/a
		Performance Data Collection and Administration	\$4,010,305	n/a	n/a	n/a
		TOTAL	\$72,144,130	\$35,425,350	49%	45,152

Figure 5: Use of Local and State Homeless and Affordable Housing Document Surcharges 1/2012 – 12/2013 (RCW 36.22.178, .179, 1791)

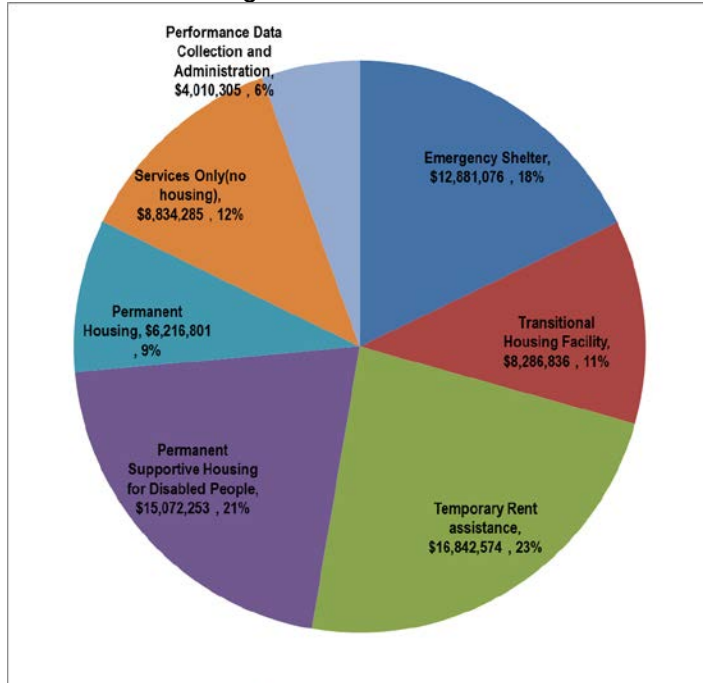
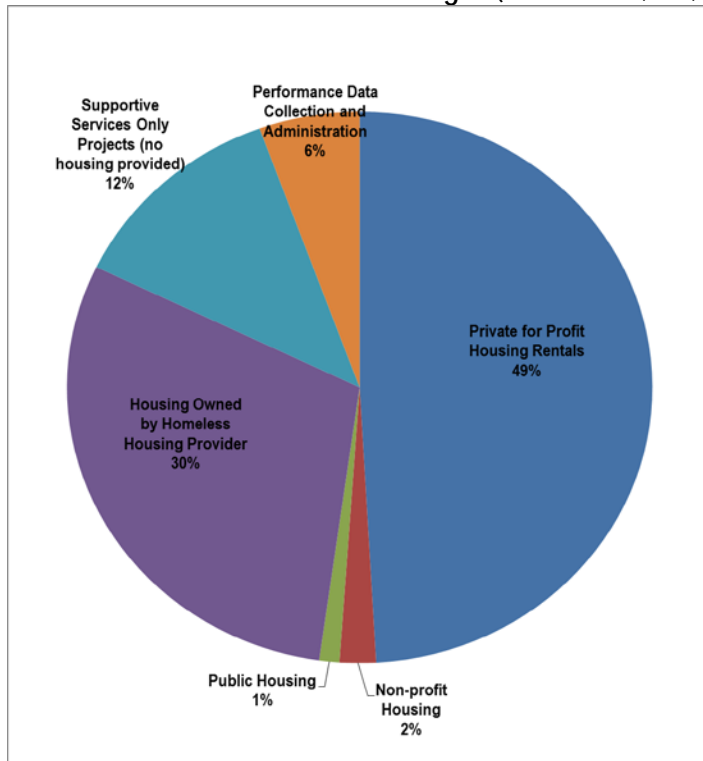


Figure 6: Use of Funds by Landlord Type 1/2012 – 12/2013 State and Local Document Surcharges (RCW 36.22.178, .179, 1791)





**Table 2: Total Budgeted Homeless Surcharges, 1/2012 – 12/2013**

County	Private for Profit Housing Rentals	Non-profit Housing	Public Housing	Housing Owned by Homeless Housing Provider	Supportive Services Only Projects (no housing provided)	Performance Data Collection and Administration	TOTAL Budgeted
Adams	121,797	-	-	-	-	-	121,797
Asotin	133,937	-	-	57,400	-	51,933	243,270
Benton-Franklin	2,307,599	-	-	1,360,541	130,800	84,460	3,883,400
Chelan-Douglas	626,310	18,905	-	453,712	44,100	60,479	1,203,505
Clallam	469,179	-	74,420	318,325	75,000	-	936,924
Clark	2,889,777	172,236	-	1,133,325	1,992,560	70,080	6,257,978
Columbia-Garfield	81,384	-	-	16,299	-	13,639	111,322
Cowlitz	941,722	-	-	256,592	446,000	35,813	1,680,127
Ferry	32,369	-	6,554	121,797	-	4,000	164,720
Grant	306,000	18,000	36,000	265,896	-	102,250	728,146
Grays Harbor	264,612	-	31,810	198,976	-	90,312	585,710
Island	642,439	44,177	-	110,000	100,500	10,608	907,724
Jefferson	170,000	-	-	478,759	-	19,138	667,897
King	10,309,102	195,771	97,886	5,959,988	250,000	703,824	17,516,570
Kitsap	700,021	21,848	109,238	1,497,843	92,093	8,035	2,429,077
Kittitas	385,779	-	-	76,000	-	24,841	486,620
Klickitat	112,410	-	-	129,710	-	27,972	270,092
Skamania	143,880	-	-	-	-	17,846	161,726
Lewis	550,699	-	43,483	57,388	25,250	102,000	778,820
Lincoln	143,862	17,983	17,983	93,000	-	-	272,827
Mason	198,000	-	22,000	358,167	117,000	-	695,167
Okanogan	304,629	-	-	283,600	-	56,556	644,785
Pacific	139,972	-	-	15,854	-	-	155,826
Pend Oreille	106,096	-	26,524	117,402	56,000	22,504	328,526
Pierce	2,640,634	-	-	2,058,781	2,789,766	340,350	7,829,531
San Juan	241,062	-	-	114,400	-	6,257	361,719
Skagit	672,709	51,701	-	557,941	-	57,888	1,340,239
Snohomish	3,839,543	-	-	1,269,424	913,648	203,936	6,226,551
Spokane County	1,458,805	729,402	243,134	386,613	-	-	2,817,954
Spokane City	218,425	81,088	27,029	631,061	156,568	934,202	2,048,374
Stevens	110,667	-	-	346,459	77,870	27,250	562,246
Thurston	752,408	38,145	-	710,238	215,534	263,390	1,979,715
Wahkiakum	68,150	-	-	-	-	28,299	96,449
Walla Walla	444,060	-	-	210,950	-	128,734	783,744
Whatcom	1,693,000	-	-	1,008,613	481,564	94,007	3,277,184
Whitman	243,703	54,471	-	45,000	36,480	254,729	634,383
Yakima	960,611	-	64,002	930,346	833,552	164,973	2,953,484
TOTAL	35,425,350	1,443,727	800,062	21,630,400	8,834,285	4,010,305	72,144,130

**Table 3: Total People Served with Homeless Surcharge Funds 1/2012 – 12/2012**

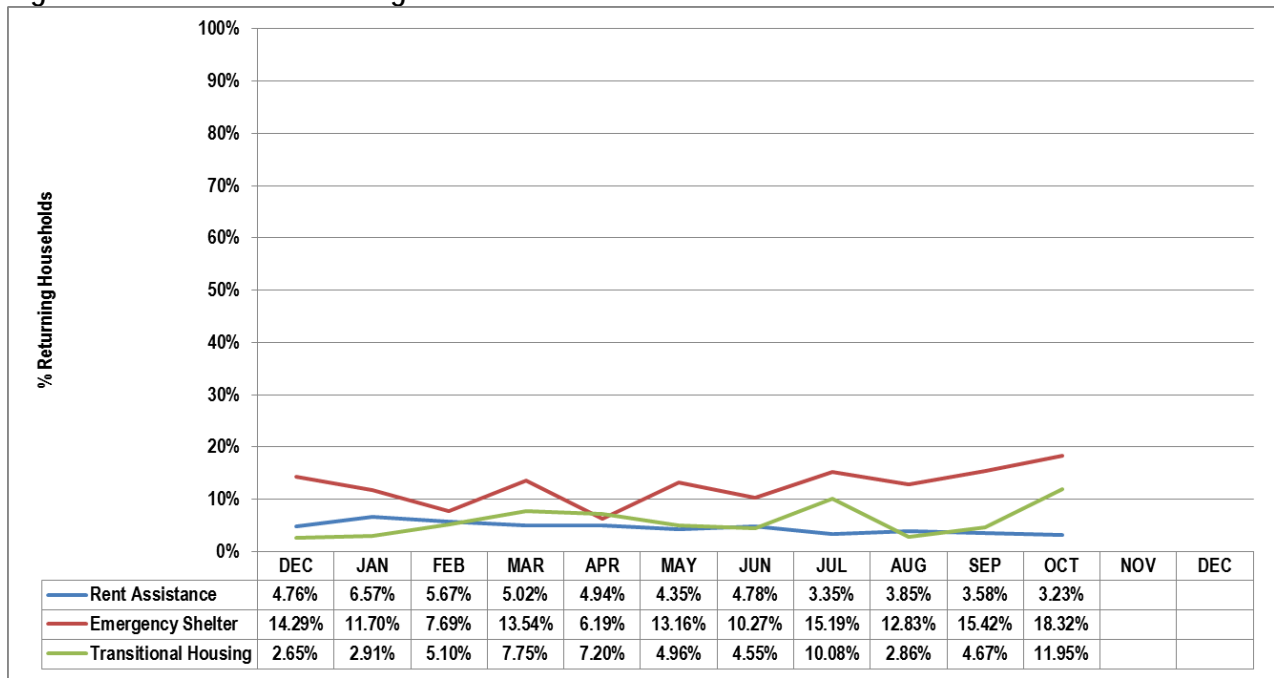
County	Private for Profit Housing Rentals	Non-profit Housing	Public Housing	Housing Owned by Homeless Housing Provider	Supportive Services Only Projects (no housing provided)	TOTAL Served
Adams	60	-	-	-	-	60
Asotin	73	-	-	84	-	157
Benlon-Franklin	491	-	-	351	-	841
Chelan-Douglas	1,091	108	-	633	-	1,832
Clallam	1,829	-	420	919	-	3,168
Clark	1,754	50	-	484	280	2,568
Columbia-Garfield	385	-	-	-	-	385
Cowlitz	421	-	-	441	-	863
Ferry	18	-	26	67	-	111
Grant	229	13	27	147	-	416
Grays Harbor	366	-	66	148	-	580
Island	497	55	-	-	131	683
Jefferson	25	-	-	35	-	60
King	8,037	199	100	5,884	-	14,220
Kitsap	674	3	16	871	12	1,576
Kittitas	67	-	-	63	-	129
Klickitat	131	-	-	87	-	217
Skamania	20	-	-	-	-	20
Lewis	392	-	44	67	1,855	2,357
Lincoln	18	2	2	-	-	23
Mason	52	-	6	164	-	221
Okanogan	61	-	-	121	-	183
Pacific	88	-	-	-	-	88
Pend Oreille	83	-	21	85	-	189
Pierce	673	-	-	2,423	92	3,188
San Juan	39	-	-	-	-	39
Skagit	74	7	-	772	-	853
Snohomish	1,909	-	-	2,339	-	4,248
Spokane County	100	50	17	-	-	167
Spokane City	237	62	21	1,877	155	2,351
Stevens	185	-	-	33	527	745
Thurston	50	2	-	511	76	639
Wahkiakum	71	-	-	-	-	71
Walla Walla	811	-	-	212	-	1,023
Whatcom	344	-	-	784	-	1,128
Whitman	336	79	-	-	-	415
Yakima	1,590	-	101	775	448	2,913
TOTAL	23,281	631	865	20,375	3,575	48,727

## Measuring Effectiveness

The Homeless Management Information System (HMIS) is a central piece of measuring the effectiveness of local and state investments in homeless housing. The HMIS collects client-level data regarding who was housed and what happened to them when they left the program. HMIS client data, with the written consent of the people served, is merged with social service, employment income, criminal justice, and medical use data to gain a comprehensive understanding of the effectiveness of homeless housing and its relationship to the larger system.

The HMIS data is reviewed monthly to monitor system performance, and the data merged with other systems is used to publish reports focused on the larger system. The following is an example of the trend data that is reviewed monthly as part of the homelessness dashboard.

Figure 7: Households Returning to Homelessness



For additional HMIS information and associated research visit [Commerce's HMIS webpage](#).

## Why is Homelessness Decreasing?

There are a wide variety of factors to consider when determining why the count of homeless people is declining. Accurate analysis is further complicated by factors related to the effects of the economic downturn. Factors that are likely driving the decline include the following.

### **Increased Focused Investments in Homelessness**

While overall funding for affordable housing and homelessness is declining when adjusted for population growth and housing inflation, new funding has been invested in narrowly targeted proven strategies, including:

- **Short-Term Rent Assistance for People Facing Imminent Homelessness.** Eligibility for homelessness prevention has been narrowed to those at imminent risk of becoming homeless, using new assessment tools developing since 2006. Although short-term assistance does not necessarily solve long-term affordability and self-sufficiency problems, it is an efficient way to keep people from becoming homeless.
- **Creating Permanent Supportive Housing for Chronically Homeless People.** Through plan-driven investment, permanent supportive housing has been created throughout the state, including many rural counties. This housing links affordability with mental health and other supportive services so that people who, prior to the 1960s, would have been institutionalized can sustainably remain housed. Federally funded permanent supportive housing for veterans is an important piece of this investment.
- **Linking Homeless Housing to Other Systems.** The state Homeless Grant Assistance Program (HGAP) innovation grants supported pilot projects in 20 counties that tested new ways to explicitly link housing to social service, mental health, medical, and criminal justice systems. The pilots explored how to reduce overall public costs by reducing recidivism and leveraging the resources and expertise of other systems. The insights gained through this effort have been parlayed into performance incentive contracts that reward the successful housing of homeless people being discharged from psychiatric hospitals, jails, prisons, hospitals, and foster care.

### **Increased Efficiency Driven by Performance Data**

The Homelessness Housing and Assistance Act significantly improved state and local capacity to plan and measure performance. Client-level homeless housing data is now collected in real-time using the Homeless Management Information System (HMIS). State incentive payments are based on outcomes measured by the HMIS.

Building on cooperation fostered by the Interagency Council on Homelessness, homeless client data is now matched against client data collected by other state agencies, including social service, employment, and criminal justice records. The cross-agency data is used at the state and local levels to test the efficacy of different strategies and retarget limited resources accordingly.

Examples of findings include:

- Targeted short-term rent assistance reduces homelessness 58 percent, as compared to a matched control group seven to nine months after assistance. Rent assistance costs on average were \$1,451 per household assisted.<sup>10</sup>
- Targeted re-entry housing for people exiting prison reduces state costs by 26 percent as compared to those who did not receive housing upon re-entry. Savings are higher if local law enforcement and victim costs are added into the costs of recidivism.<sup>11</sup>

## Next Steps

- Refine and expand the use of performance-based contracts that reward the successful housing of hard-to-serve homeless people.
- Further refine what risk factors are predictive of homelessness by analyzing cross-system client data so homelessness prevention resources can be better targeted toward those at imminent risk.
- Determine additional reforms needed to further link the affordable and homeless housing system to traditional poverty reduction programs.

---

<sup>10</sup> “Impact of Housing Assistance on Short-Term Homelessness,” Research and Data Analysis Division, Washington State Department of Social and Health Services, September 2011.

<sup>11</sup> Costs savings calculated by cross-referencing administrative spending information with results from the “Washington State’s Reentry Housing Pilot Program Evaluation: Year 3 Final Report,” Washington State University, June 2011.

# Appendix A: Report on the Transitional Housing, Operating, and Rent (THOR) Program

## Introduction

Codified in 2008 (RCW 185C.210-215), the Transitional Housing, Operating, and Rent program (THOR) assists individuals and families who are homeless or who are at risk of becoming homeless to secure and retain safe, decent and affordable housing. This is a status report on how the Department of Commerce (Commerce) is implementing the THOR program. The report contains data pertinent to the performance measures for THOR as specified by legislation.

## Performance Measurement

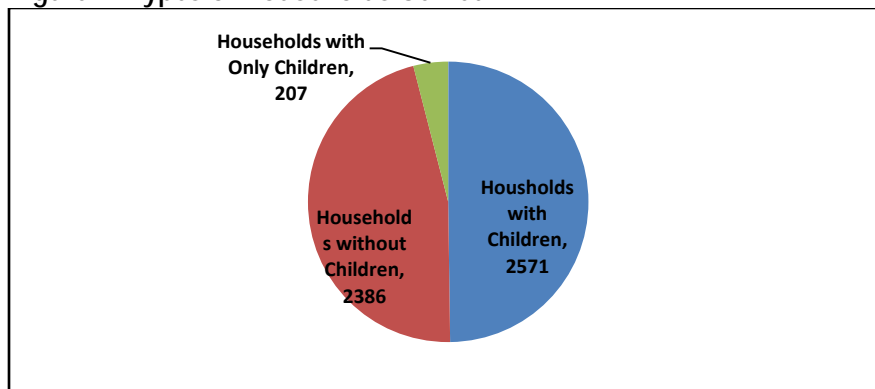
RCW 43.185C.210 established new performance measures for the THOR program in the following issue areas.

- Number of households served.
- Transition to permanent affordable housing.
- Achievement of, or increases in, self-sufficiency.
- Financial performance.
- Washington Homeless Management Information System (HMIS.)
- Household satisfaction.

## **Number of Households Served**

Table 1: Total Households Served	5164
Households with Children <sup>12</sup>	2571
Households without Children <sup>13</sup>	2386
Households with Only Children <sup>14</sup>	207

Figure 1: Types of Households Served



<sup>12</sup> Includes family types recorded at entry of “Single Parent” or “Two Parent” where the HOH is greater than age 17.

<sup>13</sup> Includes family types recorded at entry of “Adults No Children” or “Unaccompanied” where all household members are greater than age 17.

<sup>14</sup> Includes family types recorded at entry of “Single Parent,” “Two Parent,” “Adults No Children” or “Unaccompanied” where all household members are less than age 18.

Table 2: Total of New and Exited Households Served<sup>15</sup>

	<b>5164</b>
Total New Households <sup>16</sup>	4938
Total Exited Households <sup>17</sup>	3732
<b>Total Households with Children Served</b>	<b>2571</b>
Total New Households with Children	2410
Total Exited Households with Children	1880
<b>Total Households without Children Served</b>	<b>2386</b>
Total New Households without Children	2323
Total Exited Households without Children	1674
<b>Total Households with Only Children Served</b>	<b>207</b>
Total New Households with Only Children	205
Total Exited Households with Only Children	178

Figure 2: New Households

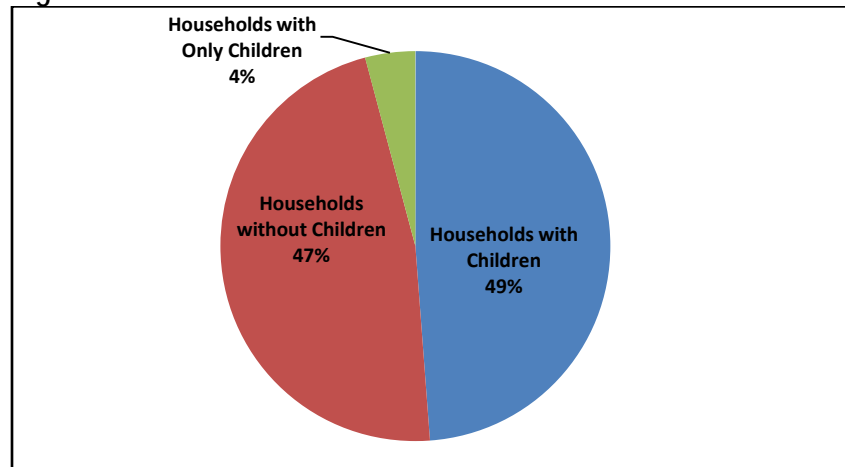
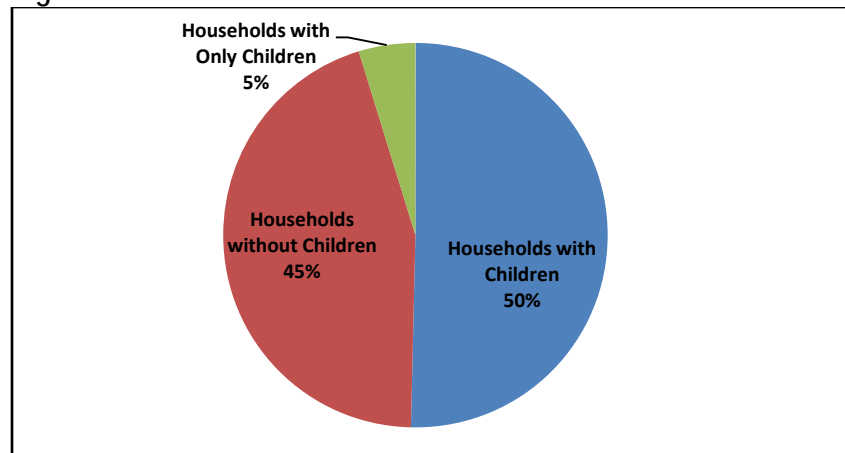


Figure 3: Exited Households



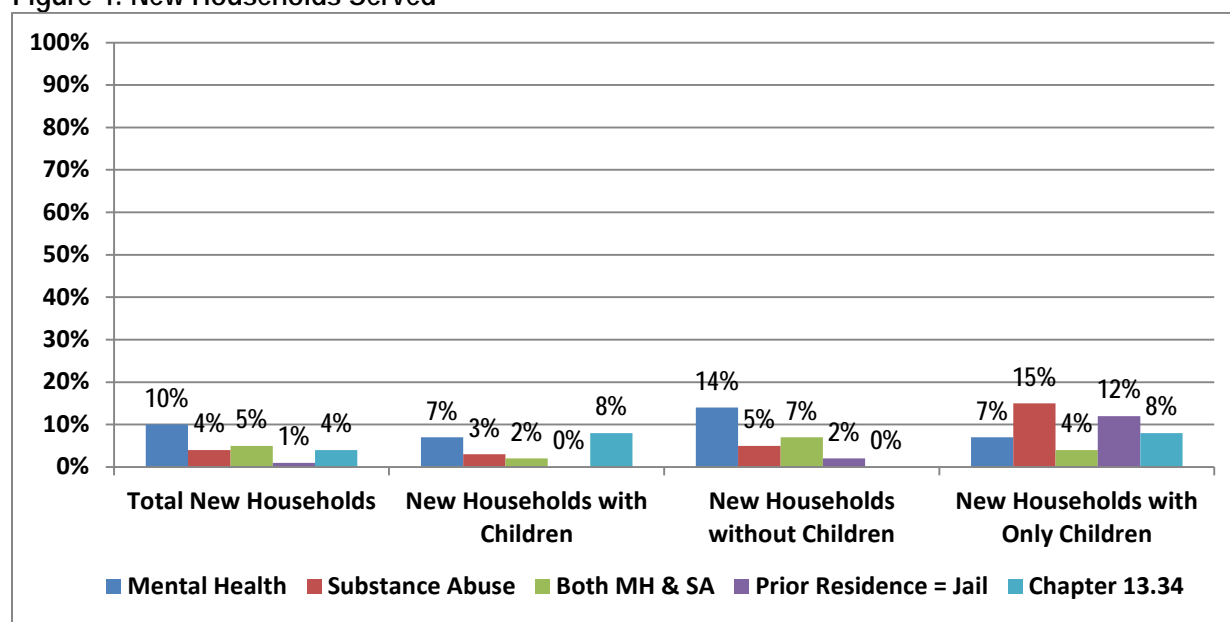
<sup>15</sup> “Served” – at least one service recorded in SFY12

<sup>16</sup> “New” – program entry date is between July 1, 2011 and June 30, 2012

<sup>17</sup> “Exited” – program exit date is between July 1, 2011 and June 30, 2012

<b>Table 3: Total of New Households Served</b>	<b>4938</b>
<b>Total New Households with Children</b>	2410
With an Adult Mental Health Disability <sup>18</sup>	175
With an Adult Substance Abuse Disability <sup>19</sup>	66
With both Adult Mental Health and Adult Substance Abuse Disability	56
With Jail as the Residence Prior to Program Entry <sup>20</sup>	4
With any Institution as the Residence Prior to Program Entry	19
Estimated Households Receiving Services under Chapter 13.34 RCW <sup>21</sup>	~195
<b>Total New Households without Children</b>	2323
With an Adult Mental Health Disability	324
With an Adult Substance Abuse Disability	119
With an both Adult Mental Health and Adult Substance Abuse Disability	165
With Jail as the Residence Prior to Program Entry	36
With any Institution as the Residence Prior to Program Entry	101
Estimated households receiving services under chapter 13.34 RCW	0
<b>Total New Households with Only Children</b>	205
With an Adult Mental Health Disability	15
With an Adult Substance Abuse Disability	30
With an both Adult Mental Health and Adult Substance Abuse Disability	9
With Jail as the Residence Prior to Program Entry	36
With any Institution as the Residence Prior to Program Entry	101
Estimated households receiving services under chapter 13.34 RCW	~14

Figure 4: New Households Served



<sup>18</sup> “Adult Mental Health Disability” – HMIS Program Specific Data Element (PSDE) 4.7

<sup>19</sup> “Substance Abuse Disability” – HMIS PSDE 4.8

<sup>20</sup> “Residence Prior to Program Entry – HMIS Universal Data Element (UDE) 3.9

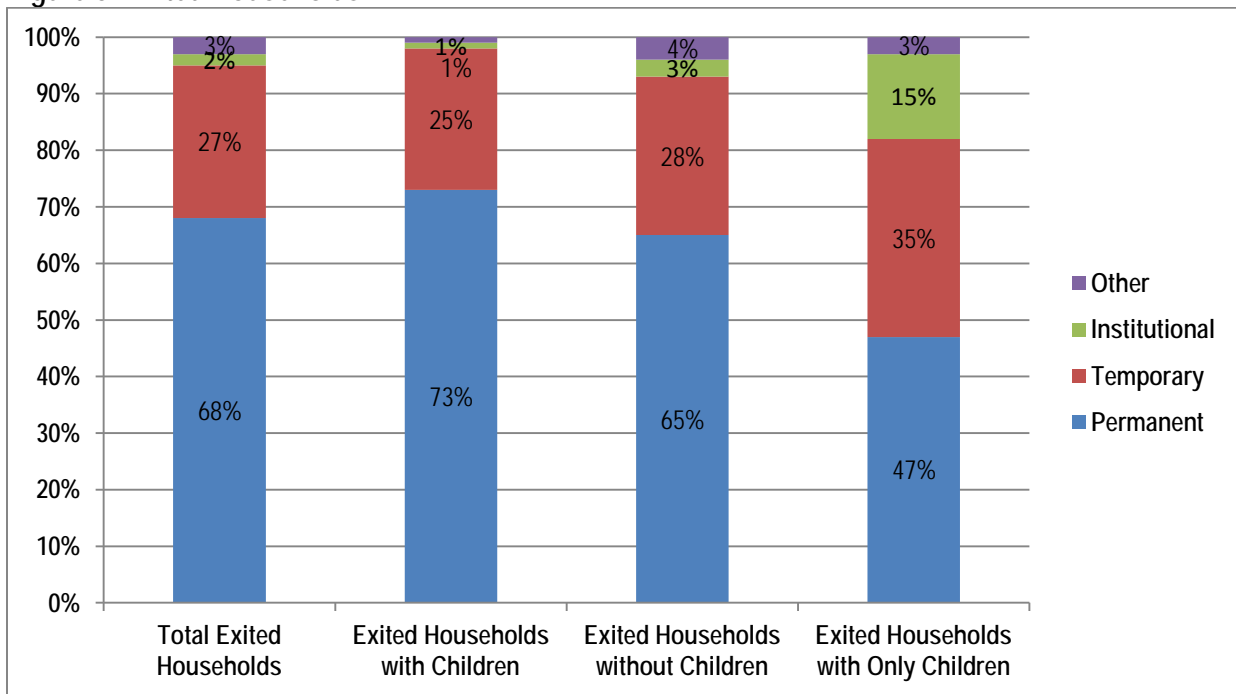
<sup>21</sup> Per Commerce Contract #09-46108-901: Analysis of HMIS-DSHS linked data



## Transition to Permanent Affordable Housing

<b>Table 4: Total Exited Households</b>	<b>3732</b>
<b>Total Exited Households with Children</b>	1880
Exited to Permanent Housing	1134
Unsubsidized Permanent Housing	895
Subsidized Permanent Housing	239
Exited to a Temporary Location	394
Exited to an Institutional Setting	4
Exited to "Other"	21
Exited to an Unknown Destination	327
<b>Total Exited Households without Children</b>	1674
Exited to Permanent Housing	831
Unsubsidized Permanent Housing	678
Subsidized Permanent Housing	153
Exited to a Temporary Location	361
Exited to an Institutional Setting	43
Exited to "Other"	50
Exited to an Unknown Destination	389
<b>Total Exited Households with Only Children</b>	178
Exited to Permanent Housing	70
Unsubsidized Permanent Housing	67
Subsidized Permanent Housing	3
Exited to a Temporary Location	53
Exited to an Institutional Setting	23
Exited to "Other"	5
Exited to an Unknown Destination	27

Figure 5: Exited Households



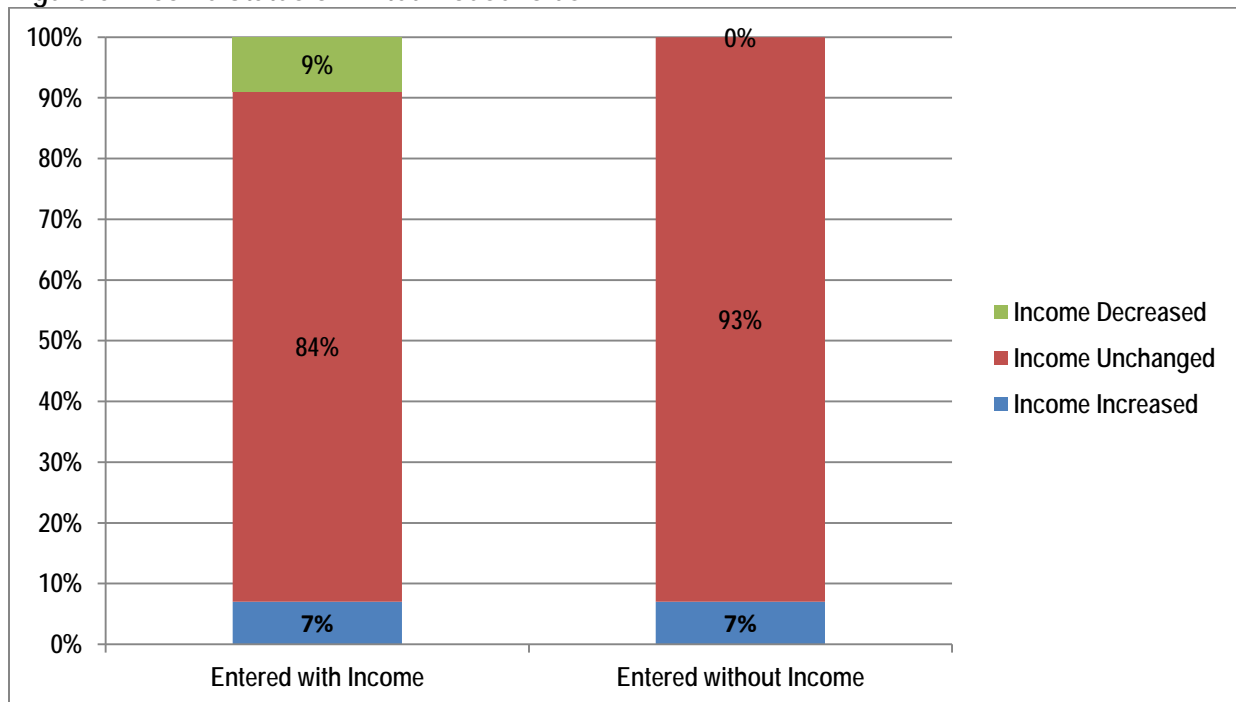
Data represent known destinations only

### Achievement of, or Increases in, Self-Sufficiency

Table 5: Increase or Decrease of Income for Exited Households

	3732
<b>Entered with Income</b>	2443
Increased Income from Entry to Exit	165
Income Unchanged from Entry to Exit	2047
Decreased Income from Entry to Exit	231
Average Increase	\$7760
<b>Entered without Income</b>	1289
Increased Income from Entry to Exit	88
Income Unchanged from Entry to Exit	1201
Decreased Income from Entry to Exit	-
Average Increase	\$11082
<b>Number of Exited Households with Incomes above 200% of Federal Poverty Level</b>	113

Figure 6: Income Status of Exited Households



## Financial Performance

The total biennial amount allocated to the THOR program was \$8.5 million. In FY 2012, Commerce spent \$148,369 to administer the program. Grantees spent \$4,874,528 in pass-through funds, with a statewide average cost per household being \$944. At the grantee level, expenditure amounts are collected monthly and include actual expenditures for each grantee and any subgrantees.

## Washington State Homeless Management Information System (HMIS)

All THOR grantees are currently submitting data using HMIS as required by their contract with Commerce.

### Household Demographics

Table 6: Total Households Served	5164
Identified Male Head of Household	1385
Identified Female Head of Household	3636
Unknown Head of Household Gender	143
Veteran Head of Household	345
Non-Veteran Head of Household	4452
Unknown Head of Household Veteran Status	367
Disabled Head of Household	1223
Non-Disabled Head of Household	3519
Unknown Head of Household Disabled Status	422
Hispanic Head of Household	744
Non-Hispanic Head of Household	3963
Unknown Head of Household Ethnicity	457
American Indian/Alaskan Native	211
Asian Head of Household	52
Black/African American Head of Household	619
Native Hawaiian/Pacific Islander Head of Household	63
White Head of Household	3380
Other Multi-Racial Head of Household	158
Unknown Head of Household Race	681

Figure 7: Gender

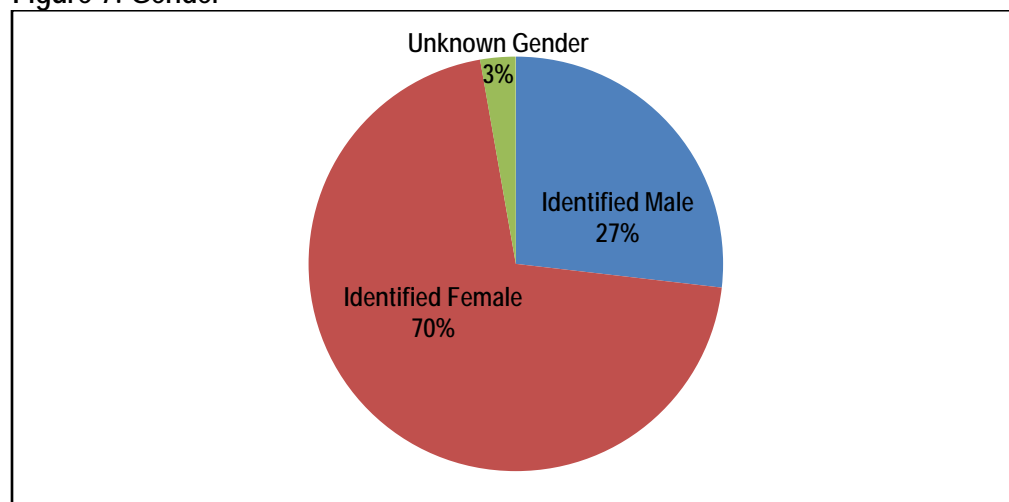


Figure 8: Veterans

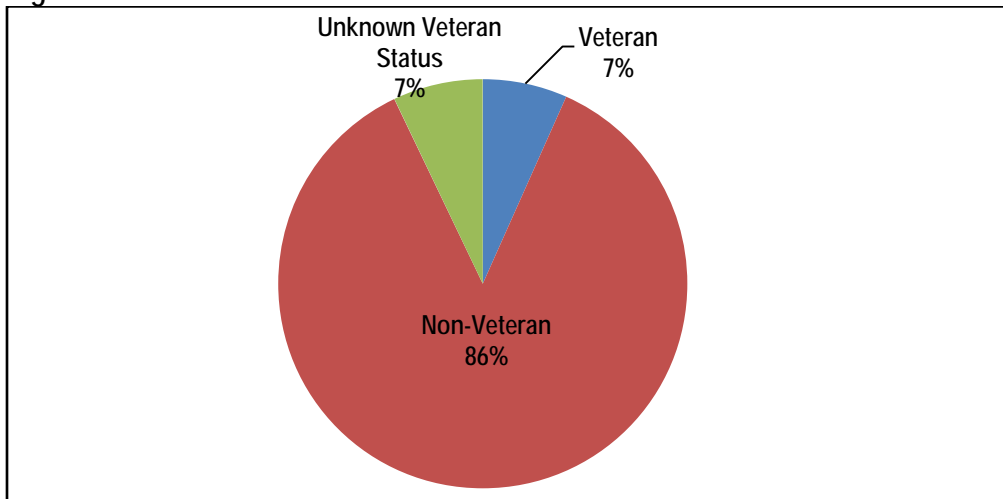


Figure 9: Disabled

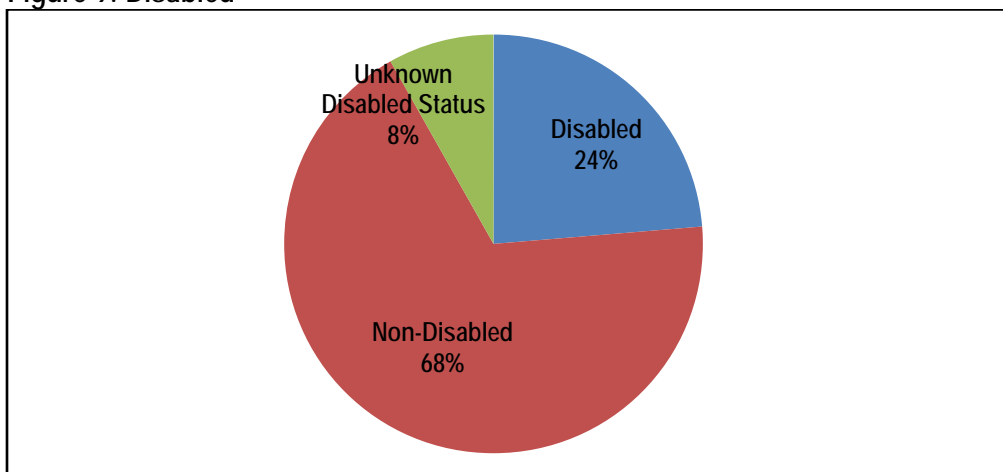


Figure 10: Ethnicity

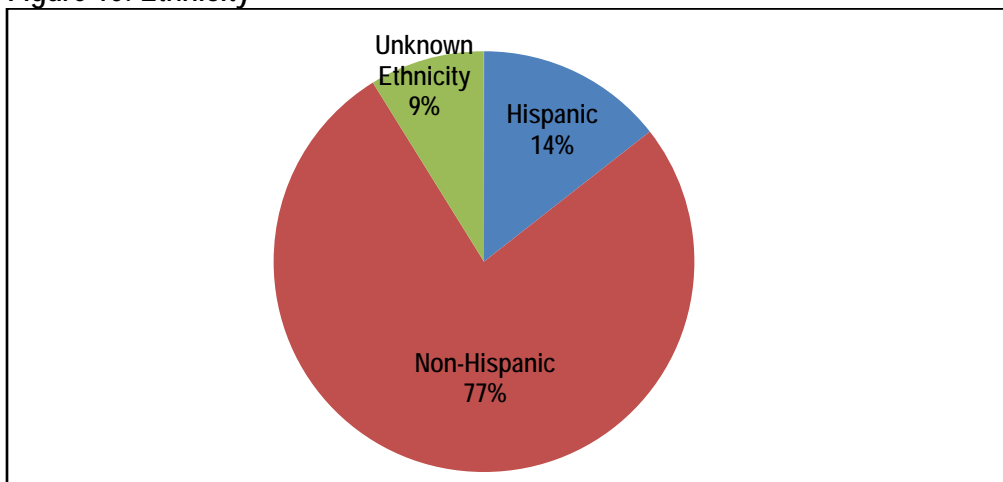
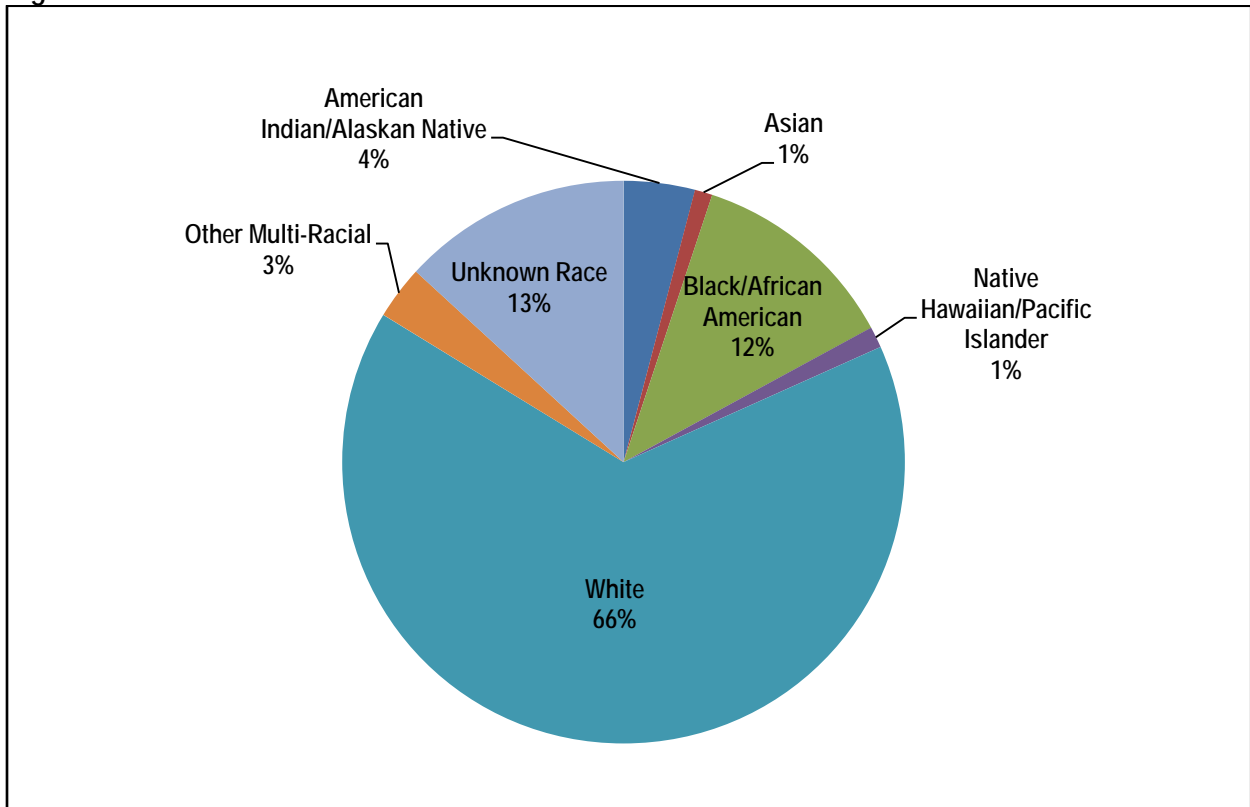


Figure 11: Race



# Appendix B: Report on the Independent Youth Housing Program

## Introduction

The Independent Youth Housing Program (IYHP) provides rental assistance and case management to youth, ages 18 to 23, who have exited the state dependency system. It was codified in 2007 (RCW 43.63A.305).

During FY 2012, the Department of Commerce (Commerce) held grants to provide program services with five agencies: Catholic Family and Child Service (CFCS), serving Benton, Franklin, Kittitas, Walla Walla, and Yakima Counties; Community Youth Services (CYS), serving Lewis and Thurston Counties; Pierce County Alliance (PCA), serving Pierce County; Volunteers of America (VOA), serving Spokane County; and YMCA of Greater Seattle (YMCA), serving King County.

This is the annual report on IYHP for the period July 1, 2011, through June 30, 2012. The report contains data pertinent to the performance measures for IYHP as specified by legislation. IYHP is specifically referenced under the “Transitional Subsidized Housing and Services” strategy in the state Homeless Plan.

## Performance Measurement

RCW 43.63A.311 established performance measures for the IYHP which pertain to the following issue areas.

- Enrollment levels.
- Housing stability.
- Economic self-sufficiency.
- Independent living skills.
- Education and job training attainment.
- Use of state-funded services over time.
- Percentage of youths aging out of the state dependency system each year who are eligible for state assistance.

To more effectively measure performance, the program moved to a self-sufficiency matrix<sup>22</sup> in lieu of the Ansell-Casey Life Skills Assessment at the beginning of the fiscal year. The matrix measures a person’s status along a five-point scale in 18 domains at different points in time (initial entry, regular intervals during program stay, and exit). Domains include income, employment, independent living skills, and education and training among others. We anticipate this information, in tandem with the data collected in the state Homeless Management Information System (HMIS), will provide a strong picture of the progress made by program participants.

---

<sup>22</sup> The matrix is based on the Arizona Self-Sufficiency Matrix, a tool for assessment and outcome measurement that has been tested and validated for reliability. A number of states and cities around the country use the Arizona matrix.

**Table 1: Enrollment Levels**

	Benton-Franklin	King	Lewis	Pierce	Spokane	Thurston	Walla Walla	Yakima	Total
Number of Youth Served	4	34	6	23	18	23	2	15	125
Number of Youth Enrolled (New)	3	15	2	1	8	11	2	5	47
Number of Youth Exited	1	12	3	4	6	13	0	7	46
Average Length of Stay	605	491	860	744	327	386	0	478	

**Figure 1: Number of Youth Served**

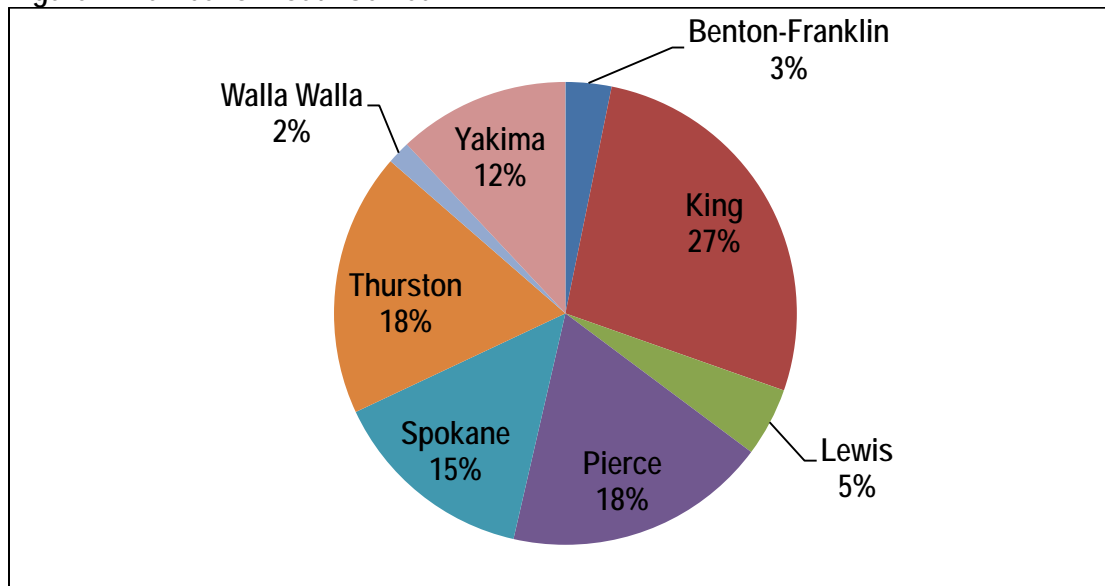




Figure 2: Enrollment Trends

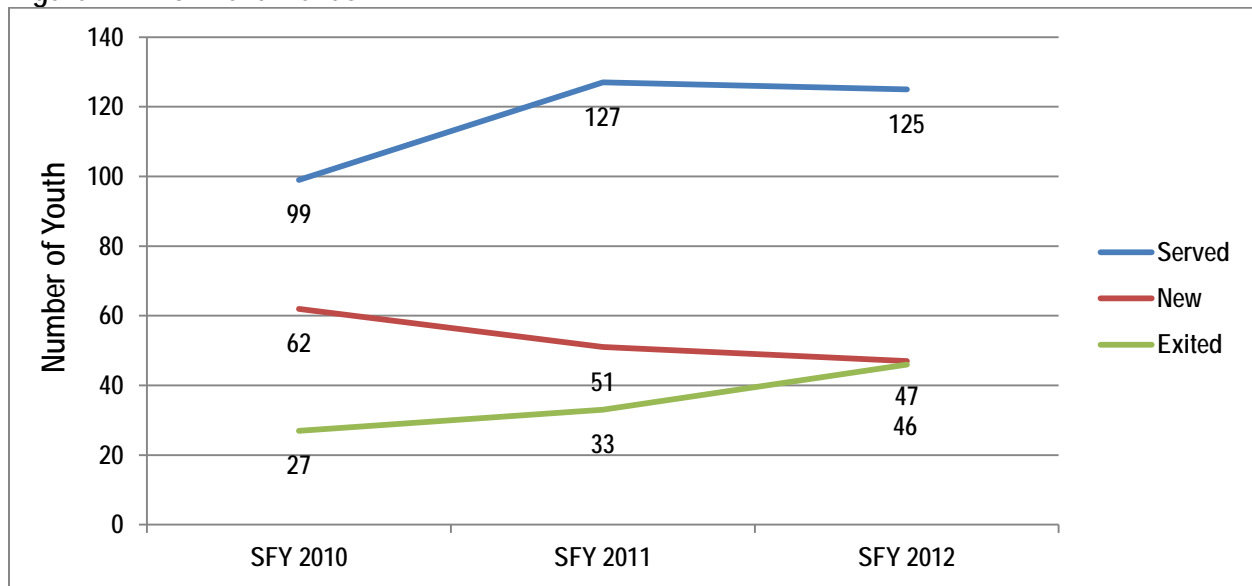


Table 2: Housing Stability

	Benton-Franklin	King	Lewis	Pierce	Spokane	Thurston	Walla Walla	Yakima	Total
Number of Youth Exited	1	12	3	4	6	13	0	7	46
Exiting to Permanent Destination	1	8	3	3	4	8	0	3	30
Of the Permanent Destination, Number <u>with</u> Subsidy	0	1	1	0	0	2	0	0	4
Of the Permanent Destination, Number <u>without</u> Subsidy	1	7	2	3	4	6	0	3	26
Exiting to Temporary Destination	0	2	0	0	2	0	0	3	7
Exiting to Institutional Destination	0	1	0	1	0	0	0	0	2
Exiting to Other Destination	0	0	0	0	0	5	0	0	5
Exiting to Unknown Destination	0	1	0	0	0	0	0	1	2

Figure 3: Destinations at Exit (All Counties)

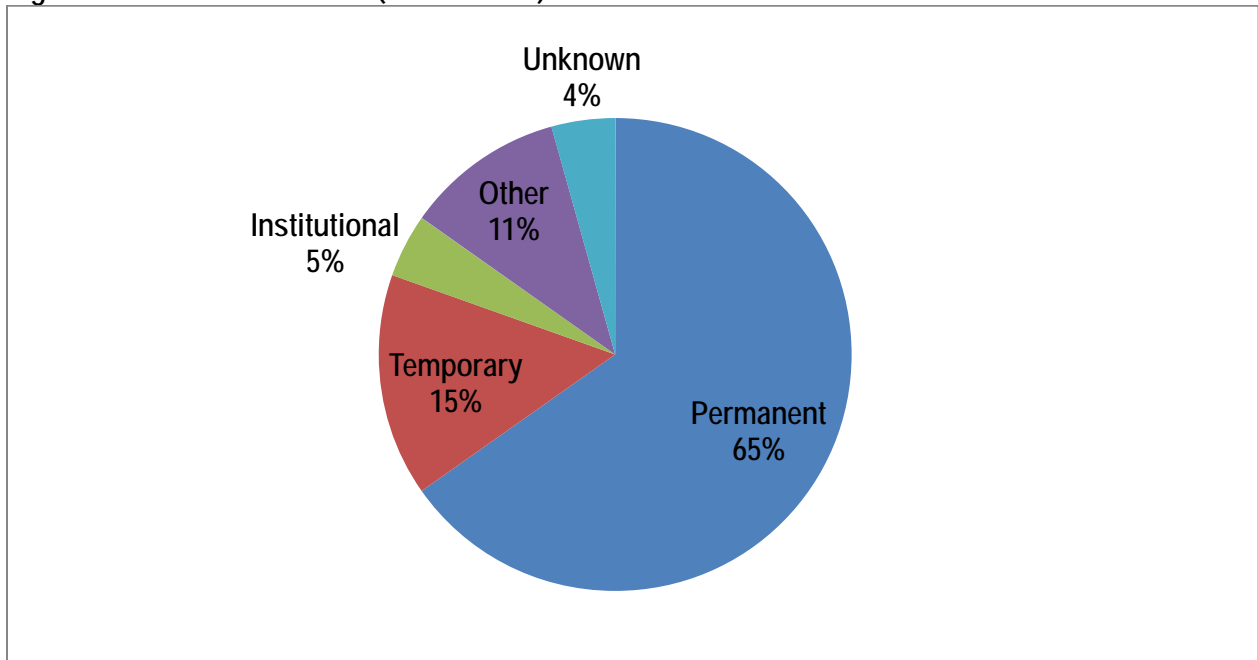


Figure 4: Destinations at Exit (County Breakdown)

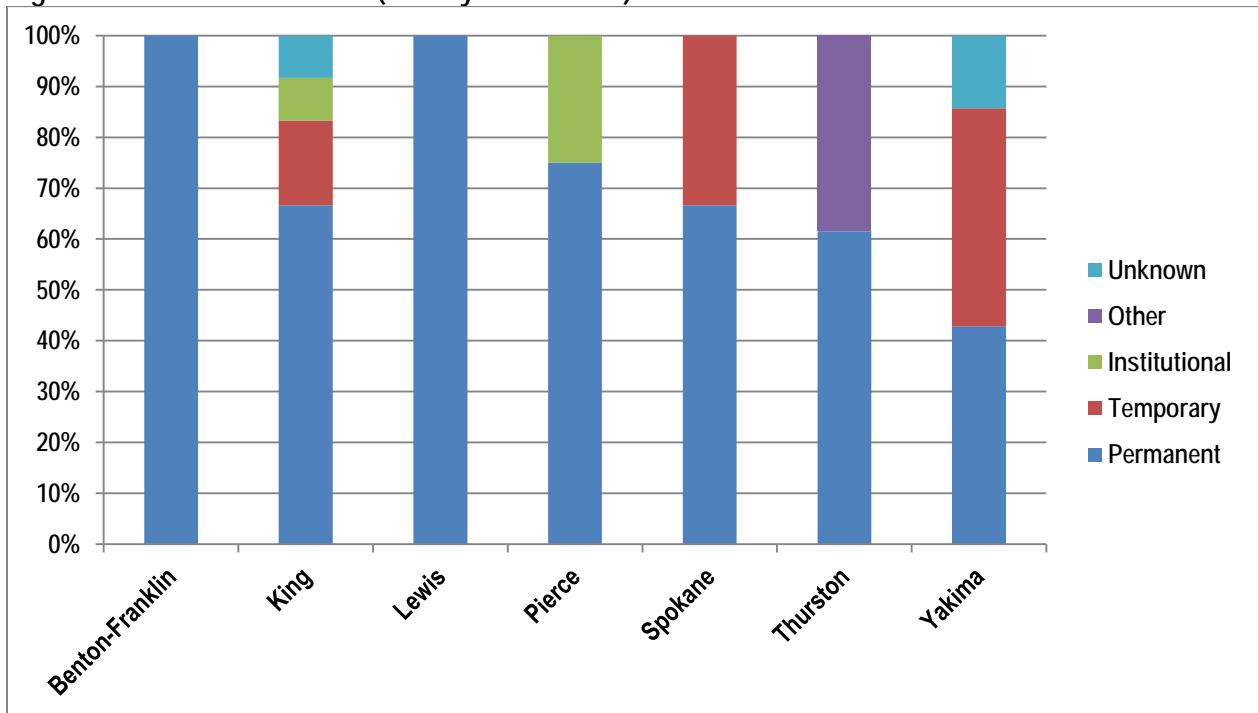


Figure 5: Exits to Permanent Destination

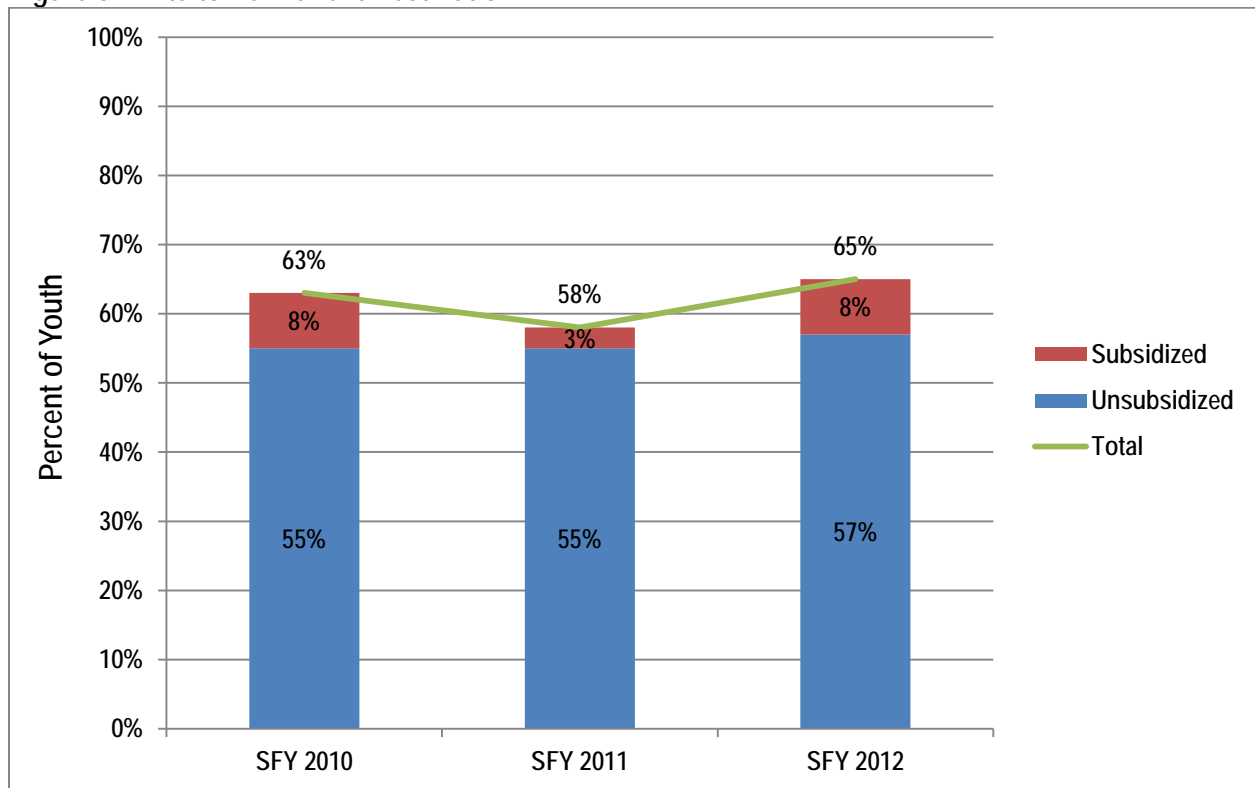


Table 3: Economic Self-Sufficiency, Independent Living Skills, Education and Job Training

	Benton-Franklin	King	Lewis	Pierce	Spokane	Thurston	Walla Walla	Yakima	Total
Number of Youth Exited	1	12	3	4	6	13	0	7	46
Number who Increased Income	1	8	2	2	0	5	0	3	21
Number who Increased Adult Education	1	7	2	2	1	4	0	3	20
Number who Increased Employment	1	5	2	2	1	4	0	4	19
Number who Increased Life Skills	1	5	2	0	2	4	0	7	21
Number who Increased Housing	1	8	2	2	2	4	0	4	23

Figure 6: Self Sufficiency Matrix Domains

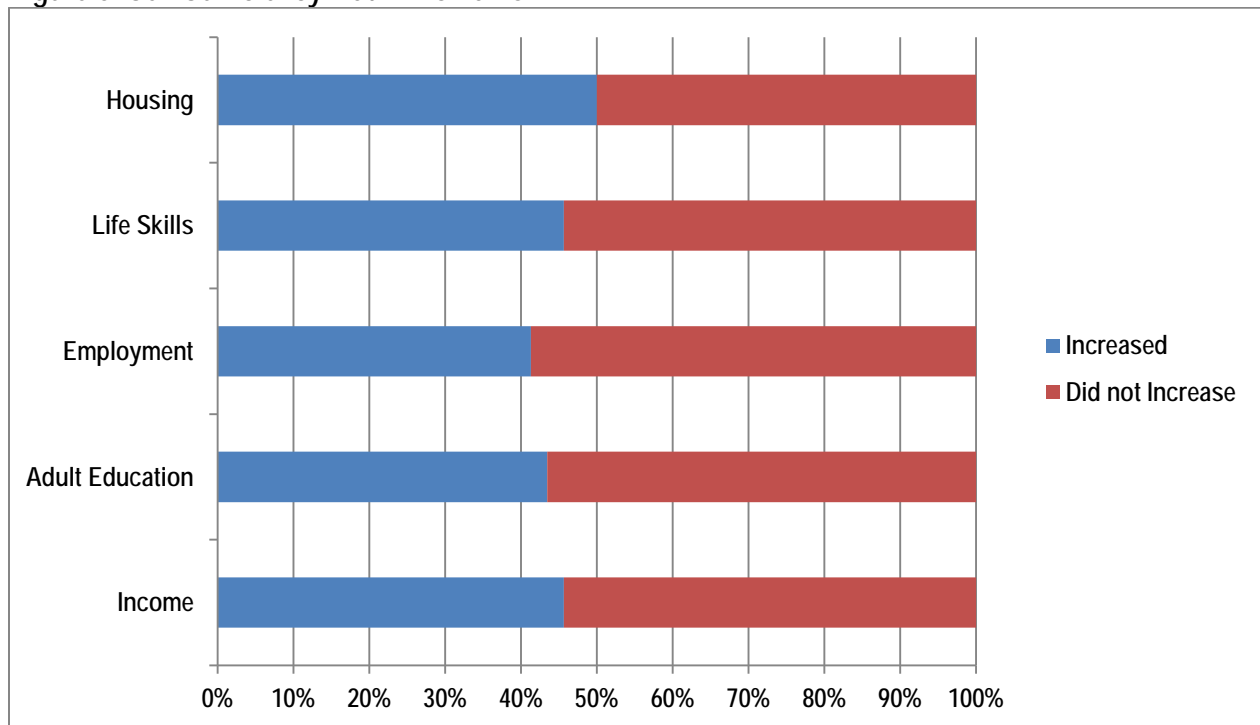
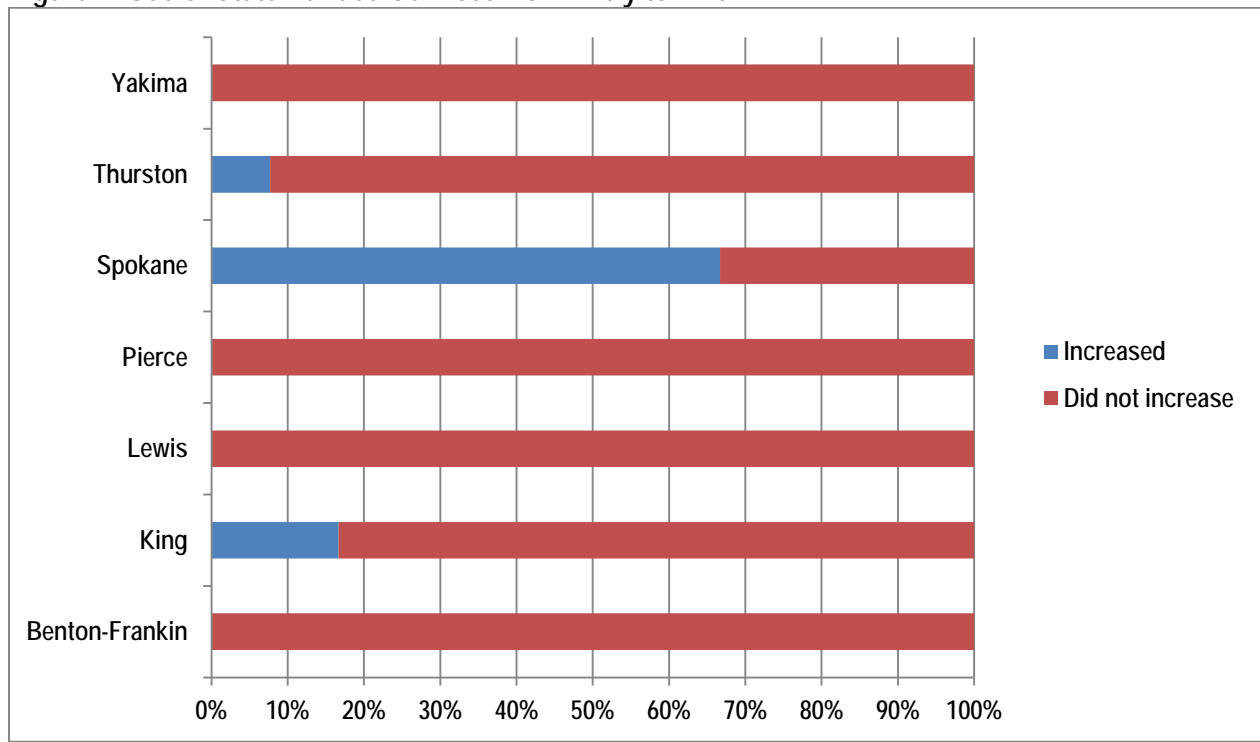


Table 4: State Funded Services

	Benton-Franklin	King	Lewis	Pierce	Spokane	Thurston	Walla Walla	Yakima	Total
Number of Youth Exited	1	12	3	4	6	13	0	7	46
Number who Increased Their use of State-funded Services	0	2	0	0	4	1	0	0	7
Number who Decreased Their use of State-funded Services	0	0	2	0	2	1	0	1	6
Number Whose use of State-funded Services Remained Unchanged	1	10	1	4	0	11	0	6	33

Figure 7: Use of State-Funded Services from Entry to Exit



**Table 5: Demographic Information**

	Benton-Franklin	King	Lewis	Pierce	Spokane	Thurston	Walla Walla	Yakima	Total
Female	3	23	5	18	9	23	2	8	91
Male	1	11	1	7	18	12		7	57
Households Without Children	2	28	3	23	27	26	1	12	122
Households with Children	2	6	3	2		9	1	3	26
Female Single Parent Households	2	4	2	2		9	1	3	23
Disabled		5				2			7
Veteran	0	0	0	0	0	0	0	0	0
Hispanic	1	1		2	2	12	1	6	25
Non-Hispanic	2	31	6	23	25	23	1	9	120
Unknown Ethnicity	1	2							3
American Indian/Alaska Native		4		1	1	1			7
Asian		1		1					2
Black/African American		18	1	7	2	3		2	33
White	3	4	5	12	20	15		7	66
Other Multi Racial		5		4	3	5		2	19
Unknown Race	1	2			1	11	2	4	21

Figure 8: Gender

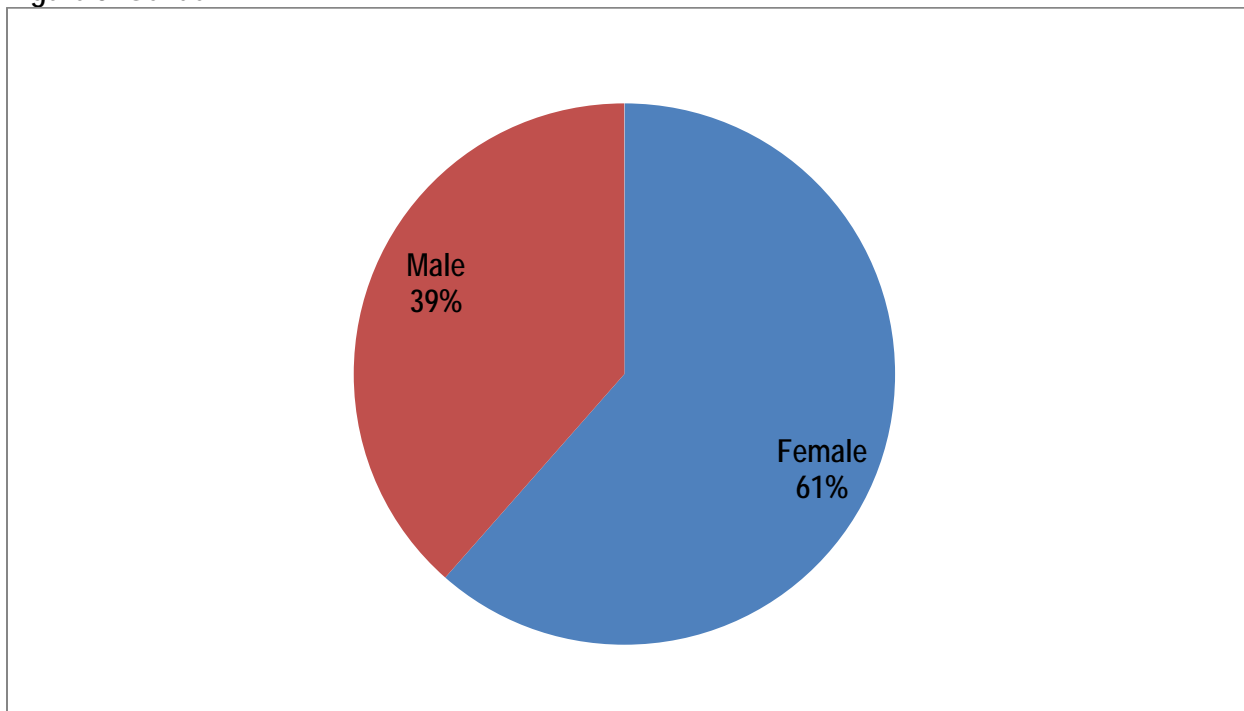


Figure 9: Household Composition

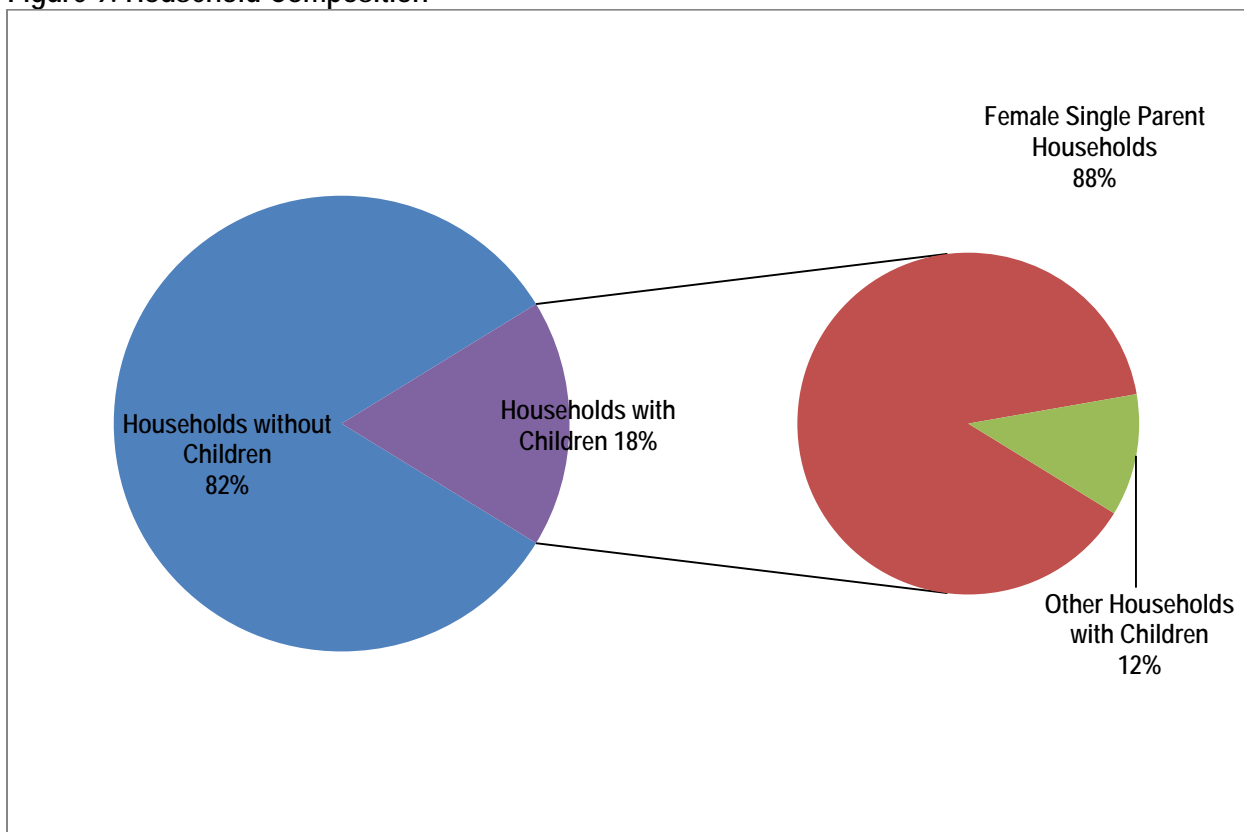


Figure 10: Ethnicity

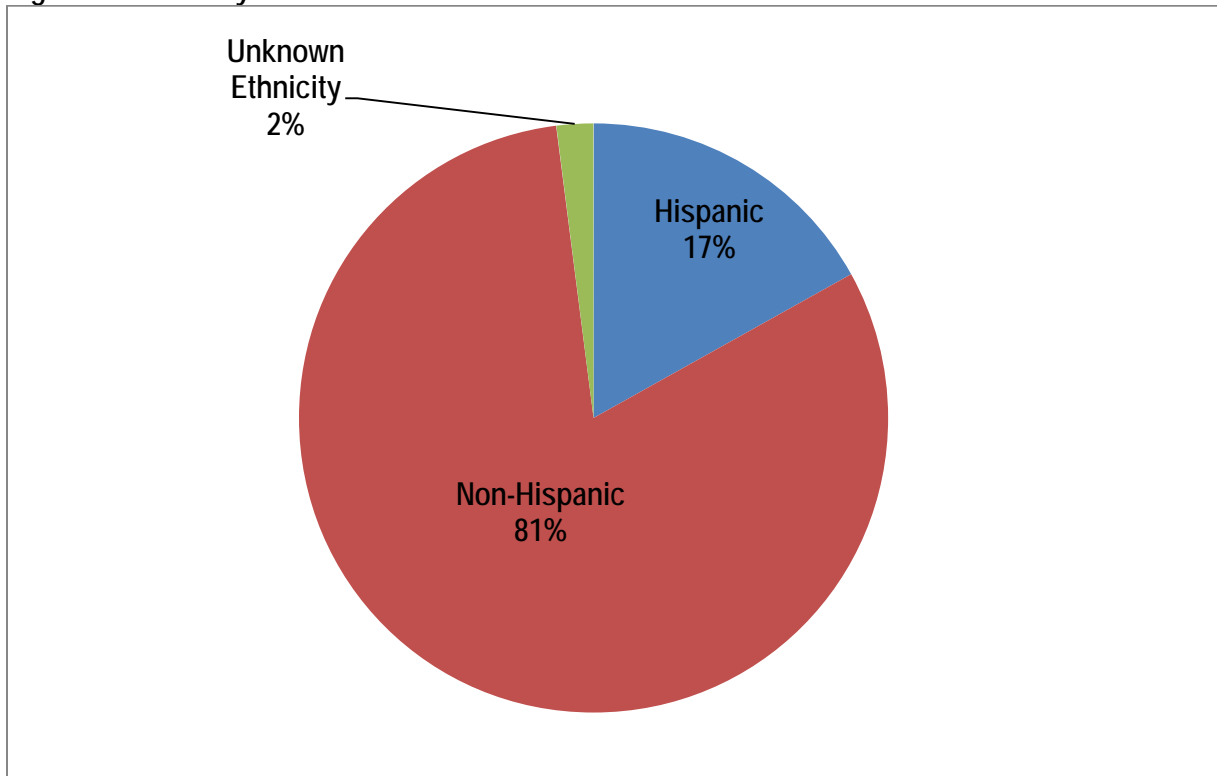
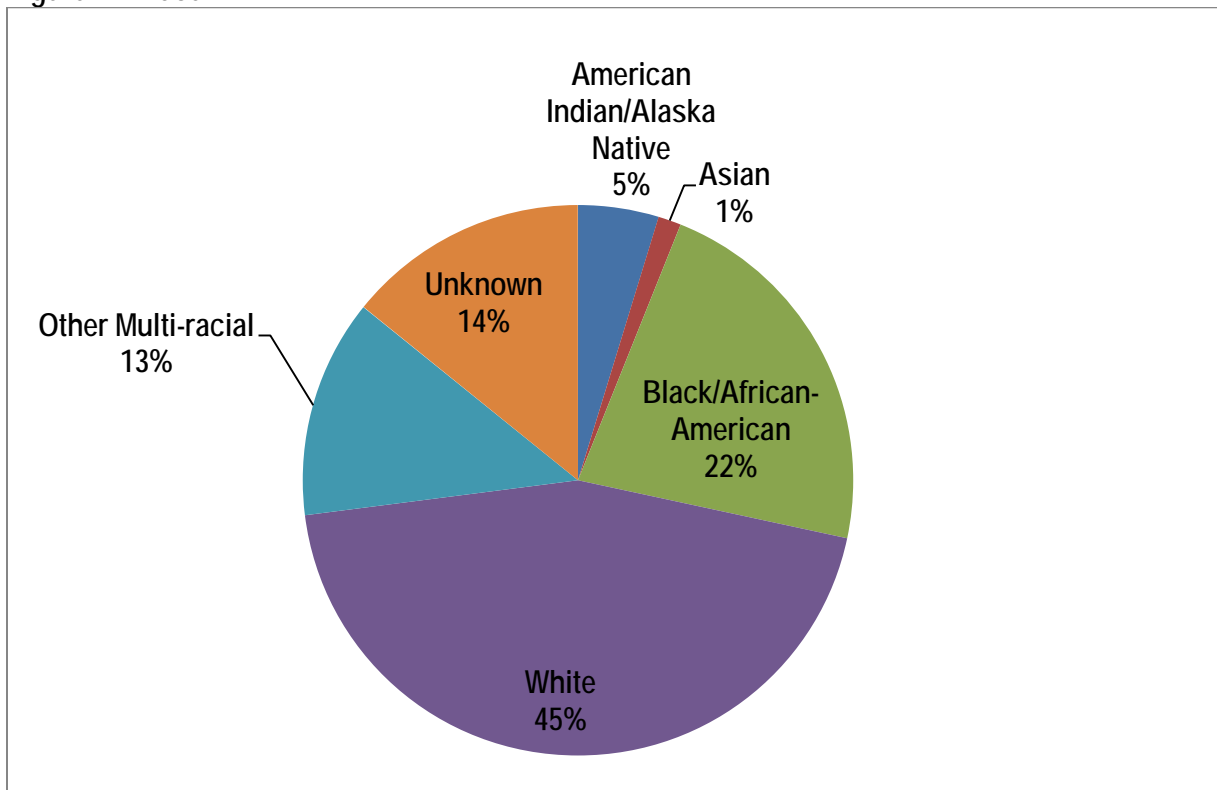


Figure 11: Race





## DSHS Analysis of Youth Aging Out Who Are Eligible for State Assistance

*At Commerce's request, DSHS provided the following analysis regarding the percentage of youths aging out of the state dependency system each year who are eligible for state assistance.*

As a strategy to identify a means by which to measure youth development and stability after aging out of foster care, DSHS Research and Data Analysis Division (RDA) was able to look at youth who aged out of foster care in 2005 and identify, in a six-year period through 2011, some of the services they had received.

Analyses by the RDA compared risk factors and outcomes for 699 youth who aged out of foster care in 2005 with:

- (1) Youth turning 18 in CY 2005 who received TANF-related Family Medical Coverage in CY 2005, and
- (2) Youth turning 18 in CY 2005 who received Children's Medical Coverage in CY 2005.

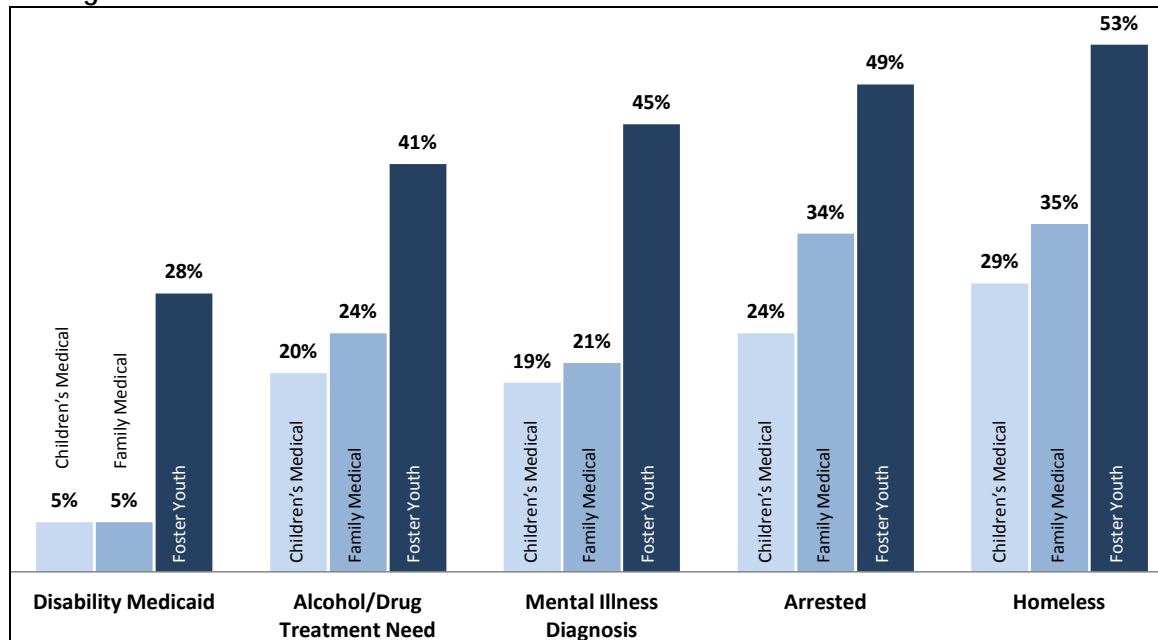
The Children's Medical coverage group provides Medicaid coverage to children in households with income above TANF program eligibility limits, but below 200 percent of the federal poverty level. These Medicaid medical coverage groups represent most of the state population of children in households at or below 200 percent of the federal poverty level. Limiting the comparison groups to youth who turned age 18 in 2005, there were 8,623 youth in the Family Medical cohort, and 16,949 youth in the Children's Medical cohort.

This report examines differences across three groups (foster youth, family medical, and children's medical) in several risk factor and outcome areas. These risk factor and outcome areas include enrollment in disability-related medical coverage, indications of alcohol or other drug (AOD) treatment need, indications of mental illness, indications of housing instability or homelessness, and risk of arrest.

- Homelessness and housing instability is measured using living arrangement information in the Automated Client Eligibility System (ACES) that indicates a period of time where the youth was "homeless without housing," "homeless with housing," or living in an emergency shelter. This measure likely understates the true prevalence of housing instability because it is reliably collected only during periods of time where persons receive cash or food assistance.
- Arrest measures are derived from linked Washington State Patrol data. This data does not include all arrests for misdemeanor offenses, and therefore somewhat understates arrest prevalence.
- Mental illness data is derived from medical and mental health claims and encounters in the ProviderOne and legacy Medicaid Management Information System (MMIS) data systems.
- Disability enrollment is derived from the ACES system. Mental illness is the most common primary disabling condition for the youth in these cohorts who become disabled.
- AOD treatment need is identified if the youth was arrested for a substance-related offense (e.g., DUI or possession of illegal drugs), diagnosed with a substance use disorder by a clinician during a medical or behavioral health service encounter, or participated in AOD treatment or detoxification services.

The analysis summarized in the chart below shows that across these risk and outcome areas, there is a much higher rate of occurrence among youth aging out of foster care than among youth in the comparison groups.

**Table 6: Selected Risk Factors and Outcomes Ever Occurring After Emancipation in CY 2005 Through December 2011**



This analysis shows:

- 28 percent of foster youth were enrolled in disability-related Medicaid coverage at some point after emancipation in CY 2005 through December 2011, compared to only 5 percent of youth in the Family Medical and Children's Medical comparison groups.
- 41 percent of foster youth had an indication of an AOD treatment need at some point after emancipation in CY 2005 through December 2011, compared to 24 percent of youth in the Family Medical comparison group and 20 percent of youth in the Children's Medical comparison groups.
- 45 percent of foster youth were diagnosed with mental illness in Medicaid-paid service encounters at some point after emancipation in CY 2005 through December 2011, compared to 21 percent of youth in the Family Medical comparison group and 19 percent of youth in the Children's Medical comparison groups.
- 49 percent of foster youth experienced a spell of homelessness or housing instability at some point after emancipation in CY 2005 through December 2011, compared to 34 percent of youth in the Family Medical comparison group and 24 percent of youth in the Children's Medical comparison groups.
- 49 percent of foster youth were arrested at least once at some point after emancipation in CY 2005 through December 2011, compared to 35 percent of youth in the Family Medical comparison group and 29 percent of youth in the Children's Medical comparison groups.

## DSHS Recommendations

The legislation calls for recommendations on program improvements and departmental strategies that will assist the state in reaching its goal of ensuring that all youth aging out of the state dependency system have access to a decent, appropriate, and affordable home in a healthy, safe environment to prevent such youths from experiencing homelessness. Specifically, the recommendation should address the statutory outcome of “*decreasing the percentage of youths aging out of the state dependency system each year who are eligible for state assistance.*” Given our economic situation in the state of Washington we have seen an increase in most all areas of state assistance.

The challenges faced by youth leaving foster care are many. For most youth, families are there to support the first tentative steps toward independence. Youth who enter adulthood from foster care are unlikely to have family members who can act as a safety net. Part of preparing them for independence is ensuring that they know what resources exist for them in the community and that they know how to access them. Community and government services are, appropriately, their safety net.

Many new state and federal programs have been implemented since 2005 to support youth leaving foster care. Areas of program focus include the following.

- Education
- Employment
- Extended foster care
- Housing
- Life skills.
- Health
- Supportive relationships and community connections
- Cultural and personal identity

In an effort to adequately prepare youth for transition to adulthood, DSHS Children’s Administration actively plans with the youth for their transition from care and educates youth on state and federal resources available to them.

*DSHS recommends that the legislatively mandated outcome be evaluated as to whether a decrease in state assistance is an accurate and desirable measure of youth functioning in the years following their exit from foster care. Without the support of family, these youth should be – and are – encouraged to meet their health, housing, and financial needs by accessing state and community-based services.*

## Glossary

**Additional Requirements for Emergent Needs (AREN):** Payments of up to \$750 to families eligible for temporary assistance for needy families (TANF), state family assistance (SFA) or refugee cash assistance (RCA) to help in an emergency to get or keep safe housing or utilities. Payments may be used for eviction or foreclosure prevention, secure housing if homeless or a domestic violence victim, secure or prevent utility shut-off, or repair damage to home if it causes a risk to health or safety.

**Affordable housing:** Housing is generally defined by the U.S. Department of Housing and Urban Development (HUD) as affordable when the occupant is paying no more than 30 percent of their adjusted gross income for housing costs, including utilities. Affordable housing may refer to subsidized or unsubsidized units.

**At risk of becoming homeless:** Being on the brink of becoming homeless due to one or more of the following: having inadequate income or paying too high a percentage of income on rent (typically 50 percent or more), living in housing that does not meet federal housing quality standards, or living in housing that is seriously overcrowded. Also see Homeless Person.

**Chronically homeless, as defined by HUD:** A “chronically homeless” person is defined by HUD as an unaccompanied homeless individual with a disabling condition who has either been continuously homeless for a year or more, or has had at least four episodes of homelessness in the past three years.

**Continuum of care planning group:** To receive federal homeless funding, a community must establish a continuum of care planning group, made up of homeless outreach providers, emergency shelter providers, transitional housing providers, and representatives from other public and private organizations that serve homeless people. Continuum of care groups exist in almost every county in the state, and meet regularly to better coordinate services to homeless people.

**Diversion cash assistance:** Diversion cash assistance helps families who do not want to go on monthly cash assistance (TANF), state family assistance (SFA), or refugee cash assistance (RCA). They must be eligible for TANF or SFA, but do not have to participate in the WorkFirst requirements. Payments are limited to \$1,500 per year.

**Emergency shelter:** Any facility with overnight sleeping accommodations for up to 90 days, the primary purpose of which is to provide temporary shelter for the homeless in general or for specific populations of homeless persons. Eligible prevention services include paying up to 90 days for rent or mortgage subsidies to prevent eviction; first or last month's rent, security deposits, and screening fees; case management to assist with obtaining or maintaining housing, and other services (food, childcare, counseling, etc.); and follow-up client contact to assess the need for additional services or the effectiveness of previous program efforts.

**Emergency Shelter Grant Program (ESG):** Provides funding to counties to support the operating costs of emergency shelters. ESG also provides support services for people who are homeless, resulting in greater individual self sufficiency.

**Emergency Shelter Assistance Program (ESAP)** (including the Homeless Family Shelter Program): Supports a network of 146 community-based emergency shelters and programs statewide to prevent homelessness or for those already homeless, quickly re-house them in safe, secure and affordable housing.

**Extremely low-income:** An individual or family whose income is between 0 percent and 30 percent of the median income for the area, as determined by the U.S. Department of Housing and Urban Development (HUD).

**General Assistance Unemployable (GAU):** A state-funded program that provides cash and medical benefits for people who are temporarily physically or mentally incapacitated and unemployable for 90 days from the date of application.

**Homeless individual:** In general, the term “homeless” or “homeless individual” includes an individual who lacks a fixed, regular and adequate nighttime residence, and an individual who has a primary nighttime residence that is a publicly supervised or privately operated shelter designed to provide temporary living accommodations, an institution that provides a temporary residence for individuals intended to be institutionalized, or a public or private place not designated for, or ordinarily used as, a regular sleeping accommodation for human beings.

**Homeless prevention:** Activities or programs designed to prevent the incidence of homelessness including, but not limited to:

- Short-term subsidies to defray rent and overdue utility charges for families who have received eviction or utility termination notices.
- Security deposits or first month’s rent to permit a homeless family to move into their own apartment.
- Mediation programs for landlord-tenant disputes.
- Legal services programs for the representation of indigent tenants in eviction proceedings.
- Payments to prevent foreclosure on a home.
- Other innovative programs and activities designed to prevent the incidence of homelessness.

**Homeless Prevention and Rapid Rehousing (HPRP):** Funding from HUD for rental assistance for people at imminent risk of becoming homeless, or to move homeless people into rental housing; provided as part of the American Recovery and Reinvestment Act.

**Homeless Veterans Reintegration Project:** Competitive grant funded by the U.S. Department of Labor to provide services that help re-integrate homeless veterans into meaningful employment. Services include job placement, training, job development, career counseling, resume preparation and supportive services, such as clothing, provision of or referral to

temporary, transitional and permanent housing, referral to medical and substance abuse treatment, and transportation assistance.

**Household:** A household is comprised of one or more individuals (the National Affordable Housing Act definition required to be used in the CHAS rule – equivalent to U.S. Census Bureau definition of household). The U.S. Census defines a family as a householder (head of household) and one or more other persons living in the same household who are related by birth, marriage, or adoption.

**Housing First:** Moving homeless persons from the streets to permanent housing as quickly as possible by removing barriers to housing and providing on-site services, as needed, which engage and support individuals to maintain their health and housing stability.

**Housing unit:** An occupied or vacant house, apartment or a single unit that is intended as separate living quarters.

**Information and referral:** Assistance to individuals who are having a difficult time finding or securing housing.

**McKinney-Vento Act:** The primary federal response targeted to assisting homeless individuals and families. The scope of the act includes outreach, emergency food and shelter, transitional and permanent housing, primary health care services, mental health, alcohol and drug abuse treatment, education, job training, and child care. There are nine titles under the McKinney-Vento Act that are administered by several different federal agencies, including HUD.

**Mental illness:** A mental illness is a psychiatric disorder that results in a disruption in a person's thinking, feeling, moods, and ability to relate to others.

**Permanent Supportive Housing:** Long-term community-based housing and supportive services for homeless persons. The intent of this type of supportive housing is to enable this special needs population to live as independently as possible in a permanent setting. The supportive services may be provided by the organization managing the housing or provided by other public or private service agencies.

**Person with a disability:** A person who is determined to: 1) have a physical, mental, or emotional impairment that is expected to be of continued and indefinite duration, substantially impedes his or her ability to live independently, and is of such a nature that the ability could be improved by more suitable housing conditions; or 2) have a developmental disability, as defined in the Developmental Disabilities Assistance and Bill of Rights Act.

**Projects for Assistance in Transition from Homelessness (PATH):** Created under the McKinney Act – a formula grant program that funds support service delivery to individuals with serious mental illnesses, as well as individuals with co-occurring substance use disorders, who are homeless or at risk of becoming homeless.

**Rental assistance:** Cash subsidy for housing costs provided as either project-based rental assistance or tenant-based rental assistance.

**Section 8 rental subsidy:** A federal rent subsidy program that provides monthly rental assistance to low-income individuals residing in privately owned units. The rents must be within HUD limits, and the units must meet HUD Housing Quality Standards. Section 8 can be used in cooperatives to help lower-income households pay their monthly carrying charges.

**Self-sufficiency income:** The amount of earned income needed by a household to afford the bare minimum costs of living in a community; varies by family size and community. (See <http://www.thecalculator.org/> for additional details.)

**Social Security Disability Insurance (SSDI):** SSDI is federal wage-replacement income for those who have a disability meeting Social Security disability rules.

**Substance use issues:** The problems resulting from a pattern of using substances such as alcohol and drugs. Problems can include a failure to fulfill major responsibilities or using substances in spite of physical, legal, social, and interpersonal problems and risks.

**Supplemental Security Income (SSI):** The program is funded by the general revenues of the U.S. Treasury and is intended to provide a minimum level of income to persons who are aged, disabled, or blind and demonstrate economic need. The SSI program is meant to supplement any income an individual might already have to ensure a certain level of income to meet basic living expenses. The dollar amount received in SSI on a monthly basis varies from person to person and is computed each month, taking into account an individual's current financial situation.

**Support service:** Services provided to individuals to assist them to achieve or maintain stability, health and improved quality of life. Some examples are case management, medical or psychological counseling and supervision, childcare, transportation and job training.

**Supportive housing:** Permanent affordable housing enriched with support services designed to help tenants who are homeless, very low-income, or have disabilities or other chronic health conditions to maintain their housing and achieve maximum independence.

**TANF – Temporary Assistance to Needy Families:** A program administered by the U.S. Department of Health and Human Services. TANF, which replaced and is sometimes referred to as welfare, provides assistance and work opportunities to families with low incomes by granting states the federal funds and guidelines to administer their own welfare programs.

**Transition in place:** A type of housing program in which supportive services are provided on a transitional basis. Once the individual or family no longer needs supportive services, this individual or household has the option to stay in the affordable unit in which they have been living.

**Transitional housing:** A type of supportive housing used to facilitate the movement of homeless individuals and families to permanent housing. It is housing in which homeless persons live

for up to 24 months and receive supportive services that enable them to live more independently. The supportive services may be provided by the organization managing the housing or coordinated by them and provided by other public or private agencies. It is a middle point between emergency shelter and permanent housing.

**Youth:** For purposes of narrative descriptions, “youth” can include persons up to age 21. For the point-in-time count of homeless persons, “youth” refers to persons less than 18 years old.





**Department of Commerce**  
Innovation is in our nature.

# Homelessness in Washington State

*Annual Report on the Homeless Grant Programs*

December 2013  
Report to the Legislature  
Brian Bonlender, Director

## Acknowledgements

### **Washington State Department of Commerce**

Diane Klontz, Assistant Director, Community Services and Housing Division

Tedd Kelleher, Managing Director, Housing Assistance Unit

Mary Schwartz, Data Systems Manager

Kathy Kinard, Homeless Grants Manager

Kathryn Stayrook, Editor

Tedd Kelleher – [tedd.kelleher@commerce.wa.gov](mailto:tedd.kelleher@commerce.wa.gov)

Washington State Department of Commerce

Housing Assistance Unit

1011 Plum St. SE

P.O. Box 42525

Olympia, WA 98504-2525

[www.commerce.wa.gov](http://www.commerce.wa.gov)

For people with disabilities, this report is available on request in other formats. To submit a request, please call 360-725-4000 (TTY 360-586-0772).

## Table of Contents

Executive Summary.....	1
2013 Annual Report on Homelessness.....	3
Use of Document Recording Fees .....	12
Housing and Essential Needs Program.....	17
Independent Youth Housing Program .....	21
Consolidated Homeless Grant.....	23
Federal 811 Program .....	25
Point-in-Time Results.....	26
Recommendations.....	32
Appendix A: DSHS Report.....	33
Appendix B: IYHP County-by-County Outcomes.....	36

## Executive Summary

This annual report on Washington State homeless housing programs provides a comprehensive overview of the state's integrated approach to reducing homelessness. The Department of Commerce (Commerce) reports on program goals, performance outcomes, and makes recommendations for sustaining and improving services necessary to continue reducing homelessness in the state. The document fulfills reporting requirements under [RCW 43.185C](#) regarding the use of state and local document recording fees, and the Consolidated Homeless Grant, the Independent Youth Housing, and Housing and Essential Needs programs.

### **Homelessness Has Declined Since 2006**

Data-driven investments have reduced overall statewide homelessness by 29 percent since 2006, including a large decline in unsheltered family homelessness (down 74 percent) and a more modest decline in the incidence of unsheltered individuals (down 5 percent). These gains were achieved despite an increase in unemployment-driven poverty, large overall social service cuts, and increasing housing costs.

Progress in reducing homelessness resulted primarily from the 2006 Homelessness Housing and Assistance Act, which increased investments in short-term housing assistance, performance data collection, coordination, and accountability.

### **Funding Source Essential to Reducing Homelessness**

Almost half of the short-term housing for people facing homelessness – \$42 million per year – depends on document recording fees. Short-term assistance includes emergency shelter, rent assistance, and transitional housing.

Under current law, the document-recording fee that supports homelessness reduction efforts will decline 62.5 percent by 2017.

Revenue generated by the fees supports community-based non-profit organizations, faith-based organizations, and local governments under the guidance of local housing plans. Community organizations and local governments, primarily counties, would probably not be able to backfill a loss of these fees, resulting in the closure of emergency shelters, transitional housing, and the end of short-term rent assistance.

## **Legislative Recommendations**

In a large percentage of cases, homelessness is a temporary situation caused by general societal or economic factors, or individual conditions such as health issues, employability, or family disruption. To become stably housed, the majority of people facing homelessness need short-term help with rent and deposits. Most people who receive short-term rent assistance will never again need help with rent.

Document recording fee revenue funds homeless services that have resulted in a 29 percent decrease in homelessness generally, and 74 percent decrease in unsheltered family homelessness since 2006. Removing the fee sunset in [RCW 36.22.179](#) (June 30, 2017) will allow our continued progress in ending homelessness.

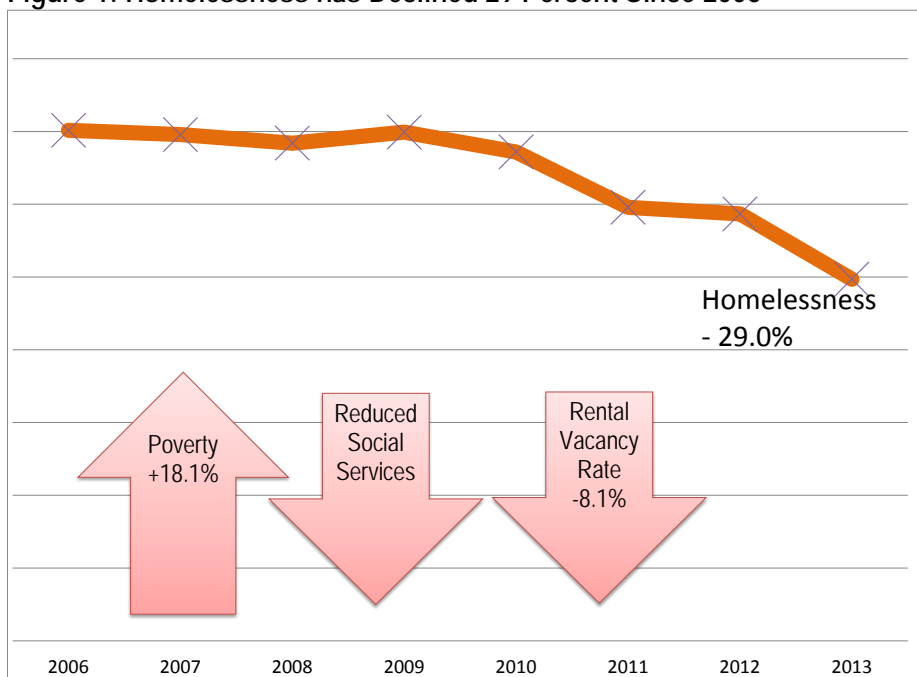
Commerce also recommends simplifying the document recording fee structure, which would reduce the administrative burden on local county auditors and Commerce.

# 2013 Annual Report on Homelessness

## Investments are Paying Off

Data-driven housing investments and system reforms have reduced the incidence of homelessness by 29 percent since 2006. This improvement occurred despite an 18 percent increase in poverty,<sup>1</sup> an 8 percent decline in vacancy rates,<sup>2</sup> and large cuts to the overall social safety net. From 2006 to 2012 inflation-adjusted rents have increased 14 percent while median wages declined 3.9 percent.<sup>3, 4</sup>

Figure 1: Homelessness has Declined 29 Percent Since 2006



## **Scheduled Funding Reduction**

Under current law, recording fees that help fund homeless programs will decrease in 2015 and 2017, resulting in a 62.5 percent decline in state and local homeless fee funding. Funds from document recording fees are the biggest single source of homeless funding in our state. This fee is scheduled to decline from \$40 to \$30 in Fiscal Year 2016 and down to \$10 in Fiscal Year 2017.

<sup>1</sup> 2006 and 2012 Census Bureau American Community Survey Poverty Status in the Past 12 Months.

<sup>2</sup> 2006 and 2012 Census Bureau American Community Survey Selected Housing Characteristics.

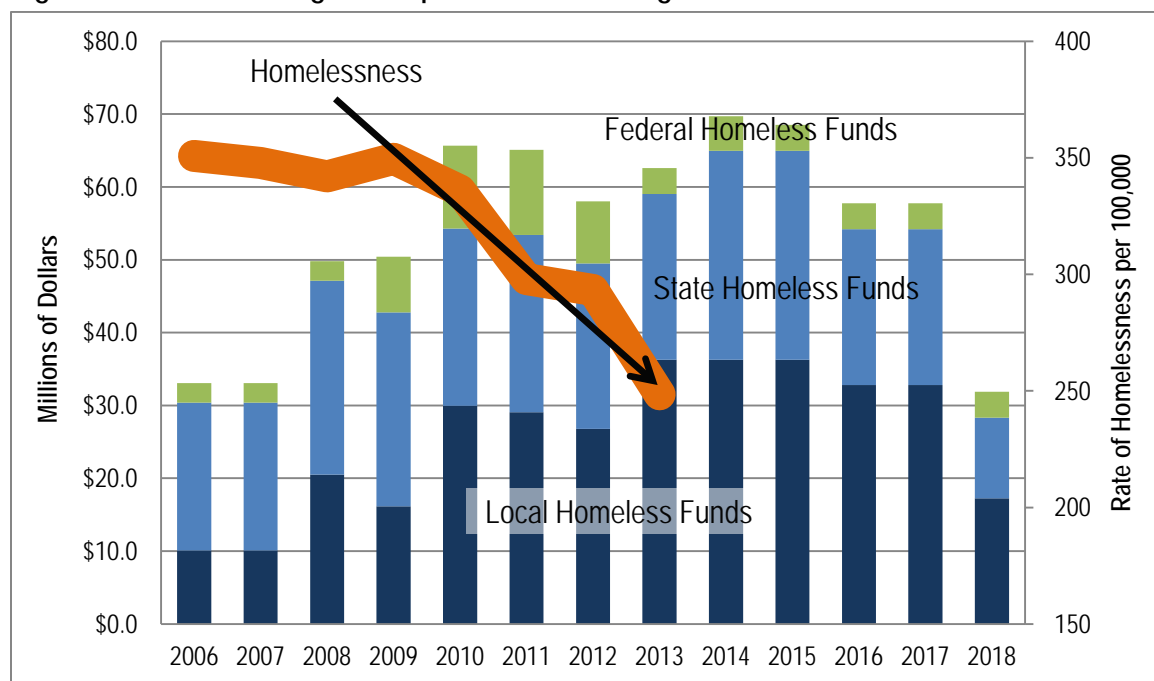
<sup>3</sup> 2006 and 2012 Washington Center for Real Estate Research, Washington Apartment Market; adjusted for inflation using U.S. Department of Labor Consumer Price Index CPI-U.

<sup>4</sup> 2006 and 2012 Census Bureau American Community Survey Median Income in the Past 12 Months; adjusted for inflation using U.S. Department of Labor Consumer Price Index CPI-U.

## Funding Reduction Will Impact Local Governments

Counties are the primary recipients of document recording fee funds. Counties directly receive 67 percent of the funds to provide homeless services; the other 37 percent are contracted to counties through Commerce. Fee revenue is 49 percent of homeless funding in the state from all sources, including private donations, federal funding, local government funding, and other state funding. For the smallest 10 counties, document recording fees support 61 percent of the funds for homeless services. In larger counties, document recording fees represent 35 percent of homeless funding.

Figure 2: Continued Progress Dependent on Funding



Despite a legacy of underemployment and stagnant wages from the recent economic crisis, the return of relative economic stability and stable funding provides an opportunity to build on the success of our state's progress to reduce homelessness.

## Changes That Have Made a Difference

### Expanding Flexibility and Reducing Administrative Burden

In 2011, the five primary homeless housing programs were streamlined into a single Consolidated Homeless Grant. This reduced the number of redundant contracts and subcontracts by more than 60 percent and aligned contract rules while adhering to the policies of the underlying funding sources. This consolidation also freed housing providers from redundant rules and accounting.

## **Incentivizing Performance**

The Consolidated Homeless Grant added incentive payments to what were previously exclusively formula-based funding programs. The incentives encourage a focus on people facing homelessness who are:

- Disabled and chronically homeless.
- Youth exiting foster care.
- Discharged from psychiatric hospitals, jails, prisons, and regular hospitals.

In 2014, incentives will be added to reward reducing the rate of return to homelessness after exit from foster care and for reducing the number of days people spend homeless. These new incentives align with the new federal Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act measures of community performance.

## **Increasing Feedback and Accountability**

Data plays an increasing role in how resources are deployed. The Washington State Department of Commerce (Commerce), in partnership with housing providers and local funding agencies, continues to hone how performance is measured and how that information is distributed.

A quarterly Web-based performance dashboard provides state and local policymakers timely information on program-specific outputs, such as numbers served, and outcomes, such as rates of return to homelessness. In addition to the quarterly reports produced by Commerce, Homeless Management Information Service (HMIS) users now have access to an easy-to-run dashboard (September 2013) that can be used at the county, agency, or individual program level.

Housing providers and local governments can also access aggregate information on the characteristics of those served by the Washington State Department of Social and Health Services (DSHS) and housing providers via a Web interface. Users can run queries against this system to see the relationships in their communities between the people they serve and those served by DSHS with programs such as Temporary Assistance for Needy Families and food assistance.

Commerce and its partners on the Interagency Council on Homelessness supplement the program-specific data produced by the HMIS with rigorous research on the effectiveness of specific programs. This includes comparing the success of those served versus a matched sample of similar people who were not provided homeless housing assistance. Highlights of this enhanced research include:

- Rapid re-housing increases the employment and income of those served versus a carefully matched group that were not provided assistance.<sup>5</sup>

---

<sup>5</sup> <http://publications.rda.dshs.wa.gov/1470/>.



- Although homeless programs serve many youth exiting out of foster care, some still fall into homelessness.<sup>6</sup>
- The Housing and Essential Needs Program reduces housing instability by 18 percent, and prison incarceration 86 percent versus the former cash program.<sup>7</sup>

Twelve research and evaluation reports have been published by [DSHS Research and Data Analysis](#) through the partnership established by Commerce and the Interagency Council on Homelessness.

### **Data-driven Expansion in Temporary Housing**

In the face of budget shortfalls, social service programs have been significantly reduced in the past seven years. Increased spending on homeless housing has offset a relatively small portion of these reductions. Although overall job-loss driven poverty has increased in both the state and nation, Washington State's relatively modest investments in homeless housing have reduced homelessness.

Document recording fees are the largest source of funding for homeless housing, 91 percent of which is operated by faith-based or community non-profit organizations. Recording fees account for 49 percent of the emergency shelter, transitional housing, and temporary rent budgets (accounting for all sources: private, federal, and other local government funds).

In general, rural homeless housing budgets are more reliant on fees than in more urban areas (61 percent of rural homeless project budgets are fee supported, versus 35 percent of urban homeless project budgets). A loss of recording fees endangers these projects.

### **Temporary Assistance to Move into Private-Market Housing**

A small portion of the people served by Washington's homeless housing system require ongoing subsidized housing and support services to remain housed, due to severe and persistent mental health and other illnesses that prevent them from working. About 27 percent of those successfully exiting to permanent housing go to subsidized housing. Housing built by the state Housing Trust Fund is critical for this population, who need ongoing assistance in buildings appropriate to their needs. The remaining 73 percent of this population exit to unsubsidized private-market housing.

To become stably housed, the majority of people facing homelessness need short-term help with rent and deposits so they can move into an unsubsidized private-market rental. Most people who receive short-term rent assistance will never again need help with rent.

---

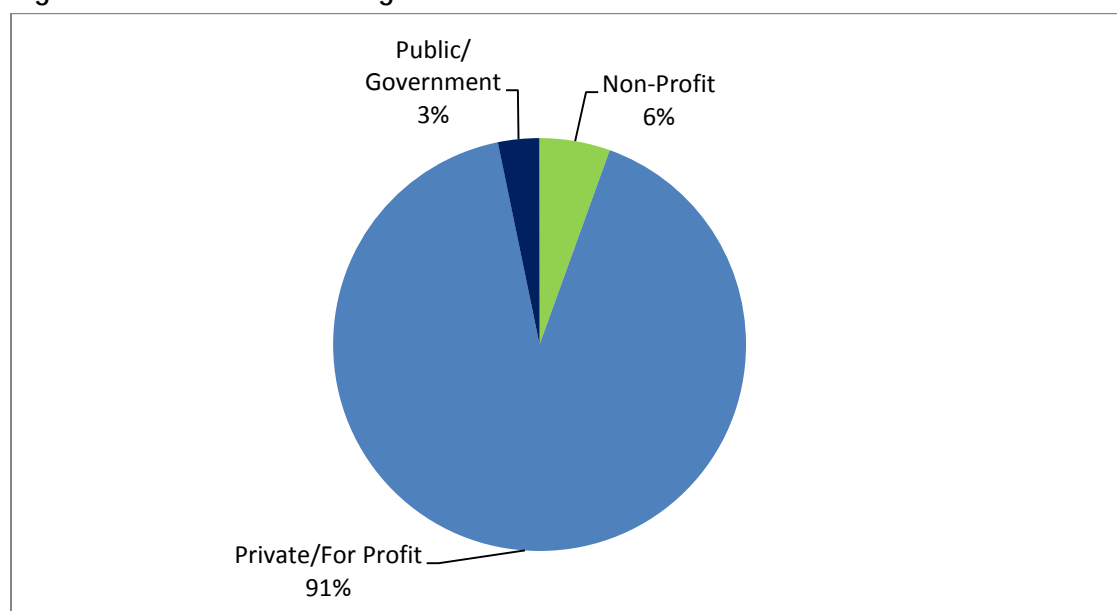
<sup>6</sup> <http://publications.rda.dshs.wa.gov/1489/>.

<sup>7</sup> <http://publications.rda.dshs.wa.gov/1476/>.

Helping people move into private-market rental housing is central to the success of these efforts. More than 60 percent of state and local document recording fees pay for projects relying on rented or leased housing.

Additionally, 91 percent of the state and local document recording fees that are used for temporary rent assistance are provided to landlords in the private market. Three percent are provided to public landlords, and 6 percent are provided to landlords in the non-profit market.

Figure 3: Document Recording Fees Benefit Private Landlords



In an effort to build on the success of using of private-market housing rentals to house people facing homelessness, Commerce, in cooperation with local stakeholders, launched a statewide housing locator website that connects landlords with low-income people seeking housing. [HousingSearchNW.org](http://HousingSearchNW.org) allows landlords to easily list available rental units, and potential tenants can search the listing using multiple criteria. Beyond facilitating efficient linking of available tenants to available units, the website can be used by local governments to fulfill their obligation under RCW 43.185C to maintain a list of available private-market units that is provided to tenants receiving document recording fee supported rent assistance. The locator has the capacity to be repurposed in the event of a disaster to re-house displaced people

## **Next Steps to Build on Successes**

### **Rapid Re-housing: The Ending Family Homelessness Initiative**

In March 2013, Governor Inslee directed the Commerce and DSHS to cooperate on a new initiative to address family homelessness. In the first phase of the Ending Family Homelessness

Initiative, five communities were provided resources to rapidly re-house homeless enrollees in the Temporary Assistance for Needy Families (TANF) program.

The first phase is testing how best to quickly move families out of relatively expensive emergency shelters and into private-market housing that can serve as a permanent and stable base from which to build their skills and employment income. Data has shown that rapidly moving people into permanent housing is at least as effective as traditional shelter or transitional housing at maintaining long-term housing stability – and is more cost effective.<sup>8</sup>

As part of the initiative, Commerce and DSHS linked local housing providers into the TANF case management system (E-Jas), allowing formal referrals and the addition of housing stability in TANF participant Individual Responsibility Plans.

**Strategy:** In January 2014, the initiative will be expanded to every community in the state using \$5 million of Home Security Account Funds. Results from the first phase will be used by the member agencies of the Interagency Council on Homelessness to refine the initiative with the goal of expanding this strategy to homeless families in general and other people facing homelessness.

### **Converting Transitional Housing to Permanent Supportive Housing**

Rapid re-housing is at least as effective as other temporary housing at maintaining housing stability for most people facing homelessness, and is more cost effective. However, people with severe and persistent disabilities such as mental illness, require permanent housing and intensive support to stay housed.

Although the primary strategy continues to be adding new units of permanent supportive housing through new construction and rehabilitation, this effort can be supplemented by converting some existing transitional housing to permanent supportive housing.

**Strategy:** In 2014, Commerce will be working with existing transitional housing projects and their associated funders to convert at least 10 percent of existing transitional housing to permanent supportive housing or rapid re-housing. Issues to resolve include:

- Modification of capital loan agreements with the state Housing Trust Fund and other public funders.
- Existing operating subsidies.
- Identification of mental health and other services necessary to make the projects successful.

---

<sup>8</sup> <http://www.endhomelessness.org/library/entry/rapid-re-housing-successfully-ending-family-homelessness>.

## Finding Solid Ground to Get Back on Track

Paula's parents had always taught her to work hard, take care of herself, and never ask for help. When her husband lost his job a year ago, she had to leave the community college in Whatcom County where she had been studying for a degree in accounting. Both she and her husband took jobs wherever possible, but despite their efforts they were unable to pay their rent. Paula, her husband, and their two girls, ages eight and 14, were evicted and homeless.

Paula was concerned that enrolling in TANF would be an intrusive and difficult experience, so she went to the Opportunity Council to ask for information and resources. She was encouraged to apply for TANF so that her family could benefit from the Ending Family Homelessness program beginning that May. Within six weeks, they were in an apartment.

With the rent assistance from the program and support from their case managers, Paula's family found the solid ground they needed to get back on track. As a result of stable housing, Paula's husband soon found full-time employment and Paula re-enrolled in the accounting program. She wants to set a good example for her children and show them the path to building a better life through education and hard work. She looks forward to starting her classes again and sitting down at the dinner table in the evenings to do homework with her girls.

### Expanding Coordinated Intake and Assessment

In 2010, Commerce announced the intention of requiring communities to implement coordinated intake systems by 2014 as a condition of receiving state homeless funding. In 2012, the federal Department of Housing and Urban Development also made implementation of coordinated intake a condition of federal funding.

Tenants of coordinated intake include:

- A clear pathway for requesting housing assistance (i.e., a centralized call-in number, or a no-wrong-door approach with a consistent application process).
- Consistent evidence-based criteria used communitywide to assess housing need and determine the type and amount of housing assistance provided (can vary by population and the specific needs of a household).

Prior to the requirement, many communities were already implementing coordinated intake approaches. As of 2013, formal coordinated intake has been at least partially implemented in Clallam, Clark, King, Whatcom, Kitsap, Spokane, Lewis, and Pierce counties. Other small communities with one or a handful of housing providers already have housing systems that fulfill the requirement.

**Strategy:** Commerce will provide technical assistance, based on previous successes, to communities that need additional help meeting the requirement, so that every community is on the path to compliance in 2014.

### **Lead the Vulnerable Families Partnership**

Commerce won a grant from the Bill & Melinda Gates Foundation to improve alignment of housing, homeless, and anti-poverty policies that serve families. This effort began last winter and will end in July 2015. The partnership will encourage the most efficient use of resources and further an integrated approach to assist vulnerable families and children at risk of homelessness and long-term poverty.

The Vulnerable Families Partnership includes DSHS, the Governor's Office, Commerce, and Building Changes (a nonprofit focused on ending family homelessness). The Gates Foundation grant funds positions at DSHS, the Governor's Office, and Commerce.

The Vulnerable Families Partnership will:

- Develop an inventory of current and historical initiatives, programs, and projects serving families who are homeless or at risk of homelessness.
- Utilize data to establish indicators of reductions in family homelessness and improvements in family self-sufficiency and well-being.
- Establish relationships with public and private entities serving vulnerable families.
- Identify policy and program gaps in services to vulnerable families.
- Convene a Vulnerable Families Leadership Committee to provide action, advocacy, resource alignment, and political support.
- Implement activities that target reductions in family homelessness and family self-sufficiency and well-being.

The Vulnerable Families Partnership has been improving outcomes for other new or ongoing efforts, such as the Ending Family Homelessness Initiative, coordinated intake and assessment, and conversion of transitional housing to permanent supportive housing. Part of this grant is also funding the Affordable Housing Needs Study which will be complete in 2015.

**Strategy:** State and local partners will cooperate to identify systems improvements that can improve outcomes for vulnerable families and children at risk of homelessness and long-term poverty.

## **Maximize Leverage of the Affordable Care Act**

Addressing the health needs of people facing homelessness is critical to their long-term housing stability and increasing their income.

**Strategy:** To aid in the maximum leverage of health care resources for people facing homelessness, Commerce and DSHS will actively measure enrollment in Medicaid of people connected to the homeless housing system using HMIS data and cross-matches with other state utilization data. Commerce and state and local partners will actively work to increase enrollment of populations in areas that are not fully leveraging this resource.

## **Support the Affordable Housing Needs Study**

The Governor-appointed Affordable Housing Advisory Board is leading an effort to create a replicable affordable housing needs study for our state. The Housing Needs Study will yield a written report and a methodology that Commerce can use to update the research and future reports. The research will include a rental supply analysis, an inventory analysis, a homeownership analysis, and a needs assessment. The statewide analysis will include data for all counties and aggregate data statewide. It will include data on a range of income levels from zero to 120 percent of area median income. Special needs populations to be surveyed will include families with children, the homeless, seniors, and domestic violence victims.

**Strategy:** Commerce awarded a competitive contract to Mullin & Lonergan to conduct this research. Commerce and an array of public and private funders have come together to fund this effort. The study will be complete by 2015.

## Use of Document Recording Fees

[RCW 43.185C.240](#) requires that Commerce report data on use of document recording fees. Tables 1 through 5 meet those statutory requirements.

Table 1: Summary of Costs by Housing Type

	Cost per Person Housed	People Housed with Recording Fees	State and Local Recording Fee Expenditures	Other Funds Expenditures (Private, Federal, and Other Local)
Permanent Supportive Housing	\$10,404	1,441	\$ 4,848,789	\$10,143,252
Transitional Housing	\$4,104	3,155	\$ 3,419,965	\$ 9,529,171
Homeless Prevention and Rapid Re Housing	\$1,502	8,026	\$10,032,382	\$ 2,020,095
Emergency Shelter	\$1,291	18,337	\$ 6,889,658	\$16,783,013

Table 2: Summary of Performance by Housing Type

	Exiting to Permanent Housing	Return to Homeless Housing One Year After Exit to Permanent Housing (2011 to 2012)
Transitional Housing	59.3%	8.2%
Homeless Prevention and Rapid Re Housing	65.5%	6.1%
Emergency Shelter	14.0%	13.7%

Table 3: Document Recording Fees Expenditures Calendar Year 2012 (RCW 36.22.178, .179, .1791)

	Operating Expenditures								Capital Construction	TOTAL State and Local Fee Expenditures	Non-fee Funds Leveraged by Document Recording Fees	TOTAL Fee and Leveraged Spending
	Affordable Permanent Housing	Emergency Shelter	Homeless Prevention/ Rapid Re-housing	Permanent Housing	Permanent Supportive Housing	Services Only	Transitional Housing	Performance Data Collection and Coordinated Intake				
Adams	-	58,682	11,000					8,961	-	78,643	-	78,643
Asotin		25,417	38,178	-					-	63,596	-	63,596
Benton-Franklin	18,464	415,269		-	70,650	60,001	56,284	10,655	-	1,066,503	370,570	1,437,073
Chelan-Douglas	-	75,154	82,460	-	-	98,852	209,552	118,386	328,536	912,940	573,800	1,486,740
Clallam	20,000	141,500	257,300	-	-	35,000	13,000		28,000	494,800	1,299,150	1,793,950
Clark	-	807,760	854,851	-	122,491	429,931	123,800	245,994	-	2,584,827	2,479,406	5,064,233
Columbia-Garfield	-	2,732	59,345		-				-	62,077	-	62,077
Cowlitz		155,796	108,436	16,242	-	39,552	125,000	16,414	70,000	531,440	823,405	1,354,845
Ferry	-	15,000	2,651			-	7,770	13,328	190,000	228,749	26,313	255,062
Grant	-	136,500	136,850	-		218,000	61,011		-	552,361	49,199	601,560
Grays Harbor		119,078	66,752					31,756	-	217,586	-	217,586
Island	-	35,648	174,712	-	-	44,471	25,821		149,388	430,041	42,317	472,358
Jefferson	-	270,783	-	-	64,467		-		-	335,250	26,808	362,058
King	3,052,120	839,831	2,777,348	1,980,469	2,191,917	237,990	1,154,290	540,286	2,491,918	15,266,168	14,891,357	30,157,525
Kitsap	276,004	312,314	198,192	62,811	41,808	42,394	192,719	176,881	-	1,303,123	875,184	2,178,306
Kittitas	-	47,150	136,575	-			-		-	183,725	-	183,725
Klickitat	-	46,245	33,155	-	-		10,000	6,712	-	96,112	126,410	222,523
Lewis		155,307	122,157		68,110	66,136	5,000	12,673	-	429,383	365,814	795,197
Lincoln	-	3,281	13,941	-		5,026		25,303	-	47,551	-	47,551
Mason		175,833	112,379	-		31,160	25,786		-	345,158	428,568	773,727
Okanogan		53,090	96,274	-	55,383		9,125	17,955	25,000	256,827	358,762	615,589



Table 3 (continued): Document Recording Fees Expenditures Calendar Year 2012

	Operating Expenditures								Capital Construction	TOTAL State and Local Fee Expenditures	Non-fee Funds Leveraged by Document Recording Fees	TOTAL Fee and Leveraged Spending
	Affordable Permanent Housing	Emergency Shelter	Homeless Prevention/ Rapid Re-housing	Permanent Housing	Permanent Supportive Housing	Services Only	Transitional Housing	Performance Data Collection and Coordinated Intake				
Pacific		38,538	76,623	25,000					-	140,161	41,022	181,183
Pend Oreille	-	59,616	3,594			56,000	4,011		-	123,221	13,688	136,909
Pierce	396,600	449,160	450,826	83,432	1,005,083	1,049,410	338,772	449,922	340,193	4,563,398	2,733,323	7,296,721
San Juan	-		15,035	74,585					-	89,620	1,075	90,695
Skagit	34,912	421,608	196,945	-	48,807	43,240	62,232	11,182	643,810	1,462,737	1,209,699	2,672,436
Skamania	-	22,500	6,569	-			22,500	1,464	-	53,033	6,749	59,782
Snohomish	-	440,031	581,260	35,193	632,698	604,313	398,751	86,356	-	2,778,600	8,642,925	11,421,526
Spokane City	-	326,360	168,703	18,542	84,958	176,381	221,210	5,091	10,367	1,011,612	5,750,335	6,761,947
Spokane County		221,180	994,016	-	13,912	12,802		44,014	200,981	1,486,905	15,337	1,502,242
Stevens		88,491	39,933	28,448		-	-		-	156,872	23,709	180,581
Thurston	-	245,563	964,504	-	-	265,258	31,944		48,461	1,555,730	-	1,555,730
Wahkiakum	-	18,891	17,287						-	36,178	-	36,178
Walla Walla		101,717	121,439	2,500	25,400	3,912	52,047	7,236	51,747	365,997	1,167,647	1,533,644
Whatcom	-	157,665	234,449	126,754	423,106	367,241	153,778	45,235	-	1,508,228	1,648,488	3,156,716
Whitman		24,669	67,964	28,026		-	-	13,773	-	134,432	-	134,432
Yakima		381,299	375,498	-	-	99,455	115,563	43,093	-	1,014,909	84,000	1,098,909
Grand Total	3,798,100	6,889,658	10,032,382	2,482,002	4,848,789	3,986,525	3,419,965	1,932,670	4,578,401	41,968,492	44,075,059	86,043,551

**Table 4: Use of State and Local Document Recording Fees by Project Housing Source**

	Rent – Private For Profit Landlord	Rent – Non-Profit Landlord	Rent – Public Landlord
Adams	\$69,682		-
Asotin	\$44,295	-	-
Benton-Franklin	\$690,781	\$9,405	\$6,270
Chelan-Douglas	\$173,993	\$20,171	-
Clallam	\$288,960	\$25,230	\$50,460
Clark	\$1,713,855	-	-
Columbia-Garfield	\$60,345	-	-
Cowlitz	\$246,822	-	-
Ferry	\$19,066	-	\$6,355
Grant	\$278,567	-	-
Grays Harbor	\$86,536	\$9,536	-
Island	\$198,686	-	-
Jefferson	\$197,007	-	-
King	\$6,281,673	\$309,000	\$44,143
Kitsap	\$648,478	-	\$177,529
Kittitas	\$126,128	-	\$10,448
Klickitat	\$57,840	-	\$5,316
Lewis	\$159,556	\$11,660	\$23,319
Lincoln	\$13,941	-	-
Mason	\$112,379	-	-
Okanogan	\$136,394	-	\$15,155
Pacific	\$113,891	-	\$16,270
Pend Oreille	\$4,196	-	-
Pierce	\$1,495,293	\$48,050	-
San Juan	\$84,981	-	-
Skagit	\$342,896	-	-
Skamania	\$48,662	\$2,907	-
Snohomish	\$1,495,381	-	-
Spokane County	\$1,144,086	\$119,117	-
Stevens	\$35,940	\$3,993	-
Thurston	\$1,128,265	-	-
Wahkiakum	\$36,178	-	-
Walla Walla	\$270,027	-	-
Whatcom	\$933,063	\$28,788	-
Whitman	\$79,040	\$13,593	-
Yakima	\$563,716	-	-
<b>Total</b>	<b>\$19,380,597</b>	<b>\$601,450</b>	<b>\$355,265</b>

**Table 5: Number Served with State and Local Document Recording Fees  
by Project Housing Source – 2012**

	Rent – Private For Profit Landlord	Rent – Non-Profit Landlord	Rent – Public Landlord
Adams	16		-
Asotin	112	-	-
Benton-Franklin	308	10	7
	-	-	-
Chelan-Douglas	233	47	-
Clallam	812	107	215
Clark	800	-	-
Columbia-Garfield	121	-	-
Cowlitz	169	-	-
Ferry	3	-	1
Grant	140	-	-
Grays Harbor	138	17	-
Island	318	-	-
Jefferson	28	-	-
King	5,536	151	22
Kitsap	361	-	102
Kittitas	14	-	2
Klickitat	72	-	7
Lewis	379	26	52
Lincoln	12	-	-
Mason	81	-	-
Okanogan	65	-	7
Pacific	73	-	10
Pend Oreille	26	-	-
Pierce	373	13	-
San Juan	27	-	-
Skagit	348	-	-
Skamania	14	1	-
Snohomish	1,030	-	-
Spokane County	539	53	-
Stevens	84	9	-
Thurston	761	-	-
Wahkiakum	34	-	-
Walla Walla	938	-	-
Whatcom	791	51	-
Whitman	203	43	-
Yakima	827	-	-
<b>Total</b>	<b>15,785</b>	<b>529</b>	<b>423</b>

# Housing and Essential Needs Program

## **Mitigating Effects of Social Service Cuts, Reducing Housing Instability**

The Housing and Essential Needs Program pays rent directly to landlords for over 4,000 individuals each month who are:

- Unable to work due to a temporary disability (as determined by DSHS).
- Homeless or at imminent documented risk of becoming homeless.

The program also provides essential needs (i.e., toiletries, bus tokens) for people with a temporary disability.

Services are provided via a network of local faith-based organizations, community non-profits, and local governments. The program successfully leverages the long-standing network of local providers with experience working with local landlords and managing rent assistance programs.

The program was created in 2011 with a portion of the funds saved when a cash grant program (Disability Lifeline – Unemployable) was ended as part of an overall budget reduction.

The Housing and Essential Needs Program helped mitigate elimination of the cash grant, and led to an 18 percent reduction in housing instability among those served versus the cash grant program. Participants were also 86 less likely to become incarcerated in prison than a similar enrolled cohort served with cash assistance.

The following fulfills reporting requirements under [RCW 43.185C.220](#).

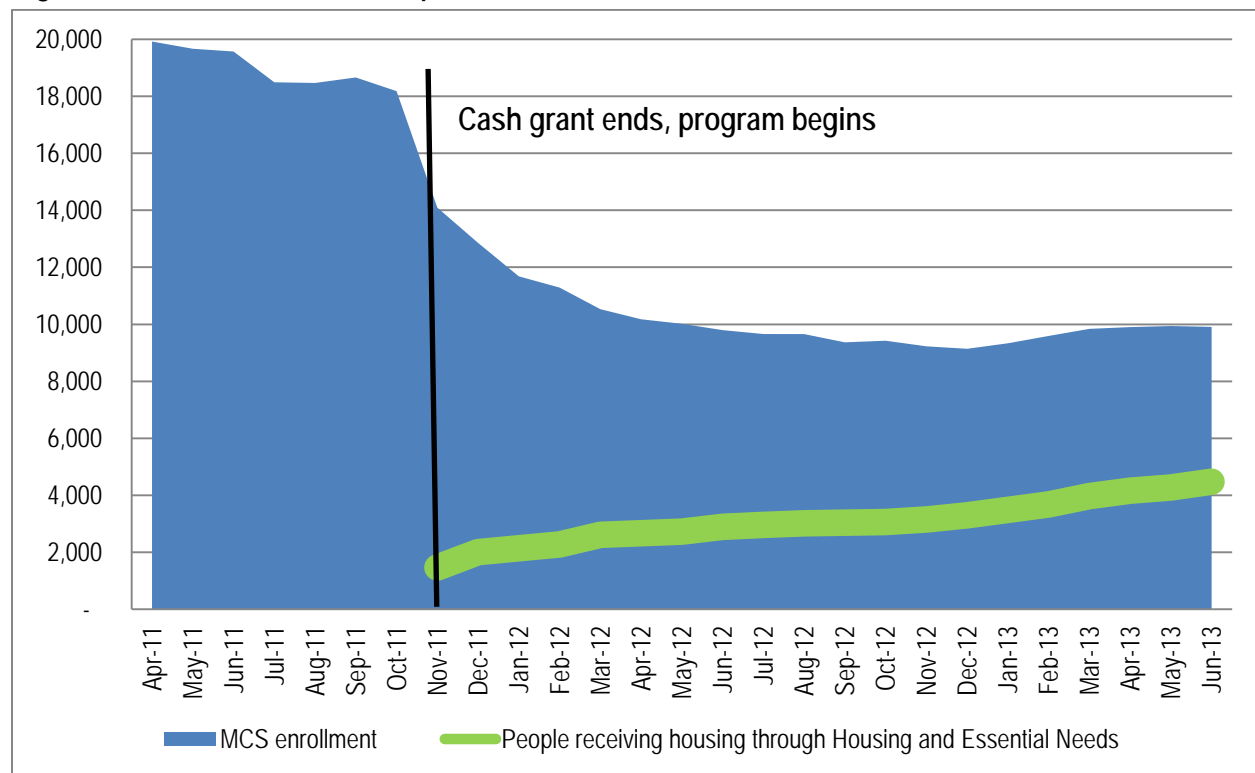
Table 6: SFY 2013 Housing and Essential Needs Spending

	SFY 2013 Spending
Rent Assistance and Operations	\$20,439,249
Essential Needs	\$1,739,250
Local Administration	\$1,138,610
Commerce Administration	\$ 357,476
<b>TOTAL</b>	<b>\$23,674,585</b>

To be eligible for rent assistance from the program, a person must be determined to be disabled and unable to work for at least 90 days by DSHS, and must be either homeless or have written documented evidence of imminent homelessness (i.e., an eviction notice). Those determined to be disabled are enrolled in the DSHS Medical Care Services (MCS) program, and about 45 percent of people enrolled in MCS have applied for and been determined eligible for rent assistance.

As of July 2013, the program spends on average \$524 per month per person provided housing.

Figure 4: MCS Enrollees vs. Recipients of Rent Assistance



## Back to Health, Work After Temporary Assistance

David was living a normal life, working a steady job, and paying his rent and bills every month. He was also spending time with his children, caring for his mother, and serving the community as a volunteer fire fighter. On July 12, 2012, David was diagnosed with cancer and his diagnosis “stopped everything.” He could no longer work, making it impossible to pay his bills or his rent. Housing and Essential Needs provided five months of rent and utility assistance. Without the assistance of the program and the essential needs that the program supplies, David would have been without rent, without transportation, and struggling to afford basic needs. David had several surgeries and went through chemotherapy and is now cancer free. He is able to work full-time as a personal trainer and is also working toward becoming a full-time fire fighter.

**Table 7: Housing and Essential Needs by County – Fiscal Year 2013**

	Expenditures	Rent Assistance Distinct Recipients <sup>9</sup>	Essential Needs Cumulative Recipients <sup>10</sup>
<b>Statewide Totals</b>	<b>\$ 46,058,458</b>	<b>8,859</b>	<b>51,377</b>
Adams	\$ 3,224	1	6
Asotin	\$ 60,120	17	51
Benton-Franklin	\$ 559,579	258	996
Chelan-Douglas	\$ 206,320	107	213
Clallam-Jefferson	\$ 355,067	114	374
Clark	\$ 1,092,503	436	1,116
Columbia	\$ 30,581	8	1,565
Cowlitz	\$ 676,447	292	29
Ferry	\$ 13,287	7	40
Grant	\$ 208,324	98	334
Grays Harbor	\$ 876,207	326	1,671
Island	\$ 29,310	14	104
King	\$ 8,354,793	2,605	18,585
Kitsap	\$ 889,539	415	2,598
Kittitas	\$ 117,721	33	73
Klickitat	\$ 63,083	35	100
Lewis	\$ 425,506	200	1142
Lincoln	\$ 24,212	10	48
Mason	\$ 396,741	184	651
Okanogan	\$ 87,570	38	219
Pacific	\$ 118,836	66	193
Pend Oreille	\$ 22,330	15	50
Pierce	\$ 1,742,004	835	6,317
San Juan	\$ 7,875	5	5
Skagit	\$ 315,035	141	233
Skamania	\$ 67,465	42	99
Snohomish	\$ 1,717,763	541	2,401
Spokane	\$ 2,122,325	1,012	5,882
Stevens	\$ 80,710	37	255
Thurston	\$ 1,077,588	378	1,269
Wahkiakum	\$ 3,098	2	2
Walla Walla	\$ 102,010	57	189

<sup>9</sup> Use of HMIS allows an unduplicated count of individuals served with housing support.

<sup>10</sup> A recipient may be counted more than once if they returned for essential needs support – HMIS is not in use for essential needs.

Table 7: Housing and Essential Needs by County – Fiscal Year 2013 (continued)

	Expenditures	Rents Assistance Distinct Recipients	Cumulative Recipients
Whatcom	\$ 889,007	268	2,278
Whitman	\$ 5,172	3	22
Yakima	\$ 575,760	259	2,067

Ninety-two percent of the individuals who are eligible have received housing support funded by the program. To date, 8 percent (1,029 out of 12,404) of the individuals who are eligible to receive housing support and have requested housing support from the housing needs provider in their community, did not receive housing support because they were not determined to be homeless or at imminent risk of homelessness.

## Independent Youth Housing Program

The Independent Youth Housing Program (IYHP), codified in 2007 ([RCW 43.63A.305](#)), provides rent assistance and case management to youth ages 18 to 23 who have exited the state dependency system. The program was appropriated \$1.8 million from the state Home Security Fund during the 2011-13 Biennium.

The success of IYHP is measured using the homeless management information system (HMIS) and includes the following outcomes reported as required under [RCW 43.63A.311](#).

**Table 8: Statewide Outcomes<sup>11</sup> for IYHP: Fiscal Year 2013 (July 1, 2012 - June 30, 2013)**

People Enrolled	72
People Served	151
People Exited	71
Households Exited	58
Average length of program participation of exited participants	457 Days
Exited to a stable housing situation (with or without subsidy)	47 (81.0%)
Exited to a subsidized stable housing situation	1
Exited to an unsubsidized stable housing situation	46 (97.8%)
Exited to any other (unstable) housing situation	28
Exited with increased income	30 (51.7%)
Exited with income 200% above federal poverty level	1
Exited with increased education	35 (60.0%)
Exited with increased employment	29 (50.0%)
Exited with increased life skills	32 (55.0%)
Exited with decreased use of state funded services	26 (45.0%)

DSHS also measures the decreases in the percentage of youth aging out of the state dependency system each year that are eligible for state assistance. The DSHS report to Commerce regarding the decreases in percentage of youth aging out of the state dependency system is included in Appendix A.

<sup>11</sup> Appendix B provides a county-by-county breakdown of the participant outcomes for IYHP.



## Housing Assistance, Skills Training Leads to Career Job

Jasmine J. is a 22- year-old participant in the Independent Youth Housing Program. She has been actively receiving case management and other resources through the program, and has been in stable housing since early 2012. In July 2013, Jasmine successfully completed the Year-Up program, which helps young adults gain real life work experience (internships) as well as classroom work and college credit. While at Year-Up, Jasmine interned with T-Mobile's information technology department. Following a successful experience at T-Mobile and completion of her internship, Jasmine is now working for the Starbucks corporate information technology department. While many would consider this a career job, Jasmine still aspires to go back to college and eventually get her master's degree or PhD.

### **Measuring Success**

The concept for the Independent Youth Housing Program was that providing housing assistance would result in an immediate reduction in the use of other state services. Although investments in youth exiting foster care may reduce long-term dependence, in the short-term the program does not reduce the use of state services.

The challenges faced by youth leaving foster care are many. Youth who enter adulthood from foster care are unlikely to have family members who can act as a safety net. Community and government services are their safety net. In an effort to prepare youth for transition to adulthood, DSHS Children's Administration assists youth for their transition from foster care and educates them on available state and federal resources.

## Consolidated Homeless Grant

The Consolidated Homeless Grant (CHG) includes funding governed by the Transitional Housing Operating and Rent ([RCW 43.185C.210](#)) and other appropriations from the state Home Security Fund.

The grant funding supports temporary housing in every county in Washington State through a network of local non-profit organizations, faith-based organizations, and local governments. CHG funds complement local document recording fees and private donations to support the system of emergency shelters, transitional housing, and temporary rent assistance for people facing homelessness.

The success of CHG is measured using the Homeless Management Information System (HMIS) and annual expenditure information.

**Table 9: Outcomes and Increases in Housing Stability and Self-sufficiency**

	Homelessness Prevention & Rapid Re-housing	Emergency Shelter	Transitional Housing	Permanent Supportive Housing or Services Only
Households Enrolled	3,153	3,330	577	49
Households Served	3,554	13,645	909	62
Households Exited	2,861	12,112	488	11
Average length of program participation of exited participants	71 Days	48 Days	227 Days	NA
Exited to a stable housing situation (with or without subsidy)	2,190 (76.5 %)	1,543 (12.7 %)	291 (59.6 %)	NA
Exited to a subsidized stable housing situation	501	456	125	NA
Exited to an unsubsidized stable housing situation	1,689 (77.1 %)	1,087 (70.4 %)	166 (57 %)	NA
Exited to any other housing situation	671	10,569	197	NA
Exited with increased income	303 (10.5 %)	846 (6.9 %)	140 (28.6 %)	NA
Exited with income 200% above federal poverty level	122	118	6	NA

Table 10: Financial Performance of CHG Funded Programs

	Homelessness Prevention and Rapid Rehousing	Emergency Shelter	Transitional Housing
Cost Per Person	\$492.33	\$987.40	\$2,688.94
Cost Per Bed Night	\$41.77	\$21.41	\$15.68

### Quality, Completeness, and Timeliness of HMIS Data

All state, local, and federally funded programs are submitting data at least monthly to Commerce using HMIS. Contractors are assessed monthly for timeliness, completeness, and quality via the state homeless assistance fiscal procedures.

Participant satisfaction is measured by encouraging exiting program participants to voluntarily submit information via an online survey regarding program satisfaction. Recent years have seen a decline in the numbers of participants electing to submit a satisfaction survey, and in calendar year 2012 we received zero participant surveys. A plan to assess participant satisfaction in state funded homeless programs is currently under development and we expect to implement a participant satisfaction assessment tool no later than January 1, 2014.

## Federal 811 Program

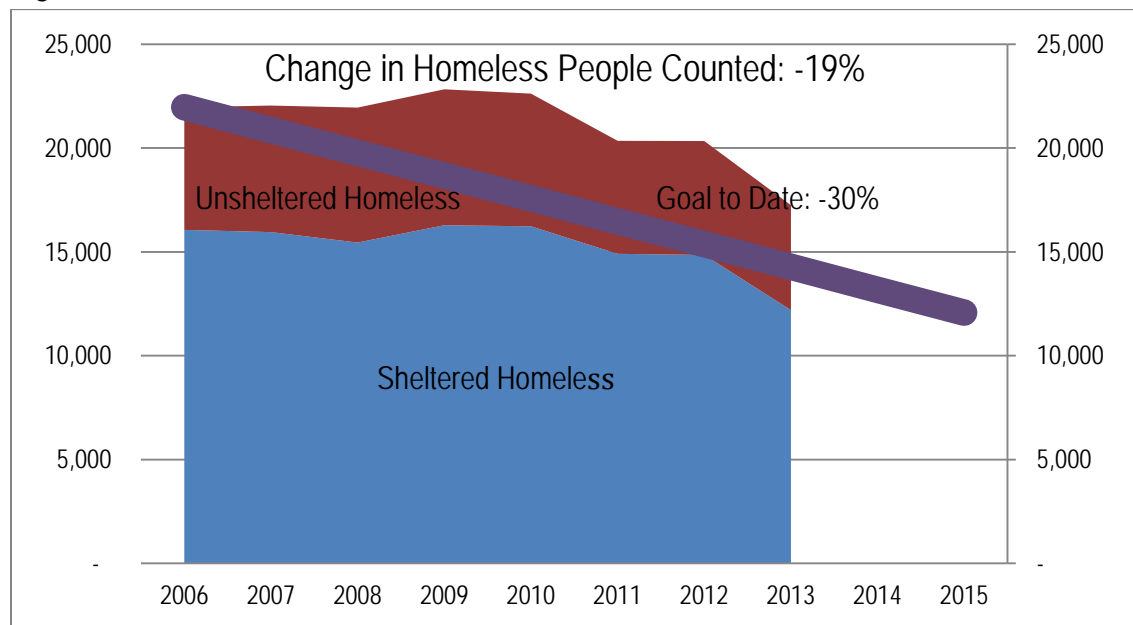
In February of 2013, Commerce was one of 13 states to receive a competitive award of nearly \$5.6 million in HUD Section 811 Project Rental Assistance Demonstration (PRAD) funds. The 811 PRAD program will provide project-based rental assistance to 275 units targeted to non-elderly disabled households for a period of five years (with annual renewals thereafter based upon congressional appropriations).

Affordable housing projects funded through the Housing Trust Fund or the Washington State Housing Finance Commission are eligible to apply for project-based Section 811 PRAD vouchers. Commerce expects that 811 PRAD vouchers will ensure that low-income households can maintain affordable housing, and that project owners can stabilize cash flows and provide overall viability of the affordable housing stock in the state.

## Point-in-Time Results

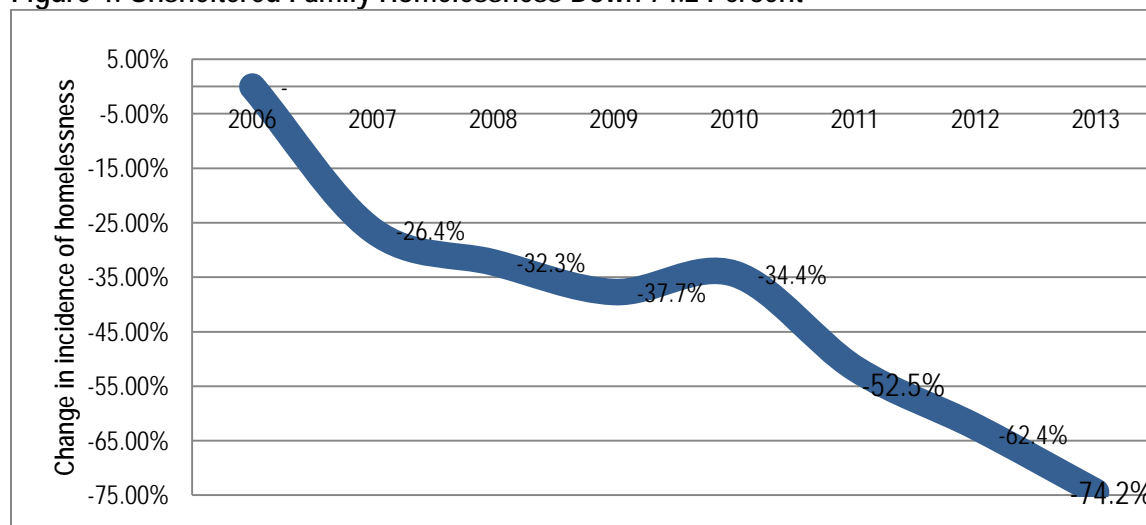
The overall incidence of homelessness has declined by 29 percent since 2006 as determined by the point-in-time count of homeless persons conducted during one day every January as required by [RCW 43.185C.030](#). The Homeless Act of 2006 set of goal of reducing the count of homeless persons by 50 percent by 2015. From 2006-2013, the count of homeless persons dropped 19 percent, a rate not sufficient to meet the 50 percent reduction goal by 2015.

Figure 3: Not on Pace to Meet the 2015 Goal



Significant progress (-74.2 percent) has been made reducing homelessness of families with minor children (136 counted as unsheltered), but only modest progress has been made reducing homelessness among single people (-5 percent)

Figure 4: Unsheltered Family Homelessness Down 74.2 Percent



The following tables are the results of the Point-in-Time Count performed on January 24, 2013.

Table 11: 2013 Point-In-Time State Total

Household Type		Emergency	Transitional	Safe Haven	Total Sheltered	Unsheltered	TOTAL
HH with adults and children	HH	607	1,446	0	2,053	133	2,186
	persons	1,940	4,739	0	6,679	463	7,142
HH with only children	HH	59	45	0	104	31	135
	persons	60	54	0	114	31	145
HH without children	HH	3,955	1,867	54	5,876	4,395	10,271
	persons	3,976	1,889	54	5,919	4,549	10,468
TOTAL	HH	4,621	3,358	54	8,033	4,559	12,592
	persons	5,976	6,682	54	12,712	5,043	17,755
	persons under 18	1,222	2,537	0	3,759	280	4,039
	persons 18-24	443	777	0	1,220	349	1,569
	persons over 24	4,311	3,368	54	7,733	4,414	12,147
Subpopulations	CH Individuals				951	974	1,925
	CH Families				37	73	110
	CH Persons in Families				117	177	294
	Veterans				1,058	260	1,318
	Female Veterans				86	15	101
	Severely Mentally Ill Adults				1,467	718	2,185
	Chronic Substance Abuse Adults				1,085	498	1,583
	Persons with HIV/AIDS Adults				82	12	94

HH = head of household

CH = chronically homeless

Table 12: Washington State Point-in-Time Count of Homeless Persons – January 2013

County	Sheltered			
	HH w/out minors	HH with minors	HH with only minors	TOTAL
	Persons	Persons	Persons	Persons
Adams	0	2	0	2
Asotin	0	0	0	0
Benton-Franklin	58	20	0	78
Chelan-Douglas	123	114	2	239
Clallam	74	154	1	229
Clark	167	317	29	513
Columbia	0	0	0	0
Cowlitz	103	142	0	245
Ferry	5	11	0	16
Garfield	0	1	0	1
Grant	25	39	0	64
Grays Harbor	54	33	0	87
Island	10	26	0	36
Jefferson	38	19	0	57
King	3,214	3,120	36	6,370
Kitsap	86	90	0	176
Kittitas	5	12	0	17
Klickitat	4	17	0	21
Lewis	39	19	0	58
Lincoln	1	2	0	3
Mason	18	81	0	99
Okanogan	17	0	0	17
Pacific	0	5	0	5
Pend Oreille	1	6	0	7
Pierce	422	761	0	1,183
San Juan	0	0	0	0
Skagit	21	70	0	91
Skamania	1	10	0	11
Snohomish	283	302	18	603
Spokane	531	423	16	970
Stevens	1	8	0	9
Thurston	161	268	5	434
Wahkiakum	2	3	0	5
Walla Walla	63	36	2	101
Whatcom	182	189	5	376
Whitman	13	60	0	73
Yakima	197	319	0	516
<b>TOTAL</b>	<b>5,919</b>	<b>6,679</b>	<b>114</b>	<b>12,712</b>

Unsheltered			
HH w/out minors	HH with minors	HH with only minors	TOTAL
Persons	Persons	Persons	Persons
2	15	0	17
2	3	0	5
50	14	0	64
62	4	0	66
32	6	0	38
154	34	2	190
1	0	0	1
69	8	0	77
3	0	0	3
0	0	0	0
41	9	0	50
43	0	0	43
33	56	1	90
14	27	0	41
2,717	0	19	2,736
43	21	0	64
0	0	0	0
8	3	0	11
40	30	0	70
0	0	0	0
73	52	0	125
5	10	0	15
87	75	0	162
0	0	0	0
117	3	0	120
21	4	1	26
65	15	0	80
0	0	0	0
317	25	2	344
54	5	1	60
32	11	0	43
225	3	2	230
6	1	0	7
20	5	0	25
166	24	2	192
1	0	0	1
46	0	1	47
<b>4,549</b>	<b>463</b>	<b>31</b>	<b>5,043</b>

Table 12 (continued): Washington State Point-in-Time Count of Homeless Persons – January 2013

County	TOTAL Homeless (sheltered and unsheltered)			
	HH w/out minors	HH with minors	HH with only minors	TOTAL
	Persons	Persons	Persons	Persons
Adams	2	17	0	19
Asotin	2	3	0	5
Benton-Franklin	108	34	0	142
Chelan-Douglas	185	118	2	305
Clallam	106	160	1	267
Clark	321	351	31	703
Columbia	1	0	0	1
Cowlitz	172	150	0	322
Ferry	8	11	0	19
Garfield	0	1	0	1
Grant	66	48	0	114
Grays Harbor	97	33	0	130
Island	43	82	1	126
Jefferson	52	46	0	98
King	5,931	3,120	55	9,106
Kitsap	129	111	0	240
Kittitas	5	12	0	17
Klickitat	12	20	0	32
Lewis	79	49	0	128
Lincoln	1	2	0	3
Mason	91	133	0	224
Okanogan	22	10	0	32
Pacific	87	80	0	167
Pend Oreille	1	6	0	7
Pierce	539	764	0	1,303
San Juan	21	4	1	26
Skagit	86	85	0	171
Skamania	1	10	0	11
Snohomish	600	327	20	947
Spokane	585	428	17	1,030
Stevens	33	19	0	52
Thurston	386	271	7	664
Wahkiakum	8	4	0	12
Walla Walla	83	41	2	126
Whatcom	348	213	7	568
Whitman	14	60	0	74
Yakima	243	319	1	563
<b>TOTAL</b>	<b>10,468</b>	<b>7,142</b>	<b>145</b>	<b>17,755</b>

Chronically Homeless Individuals		
Emergency Shelter + Safe Haven	Unsheltered	TOTAL
Persons	Persons	Persons
0	0	0
0	0	0
9	23	32
4	10	14
18	9	27
41	40	81
0	0	0
12	27	39
1	0	1
0	0	0
3	10	13
6	16	22
0	1	1
11	4	15
487	367	854
11	7	18
0	0	0
1	0	1
2	16	18
0	0	0
2	21	23
9	1	10
0	14	14
0	0	0
62	69	131
0	2	2
6	21	27
0	0	0
60	98	158
74	12	86
0	6	6
23	102	125
0	0	0
7	5	12
46	76	122
0	0	0
56	17	73
<b>951</b>	<b>974</b>	<b>1,925</b>



Table 13: Change in Point-in-Time Count from 2006 to 2013

County	Sheltered		
	HH w/out minors	HH with minors	TOTAL
	Persons	Persons	Persons
Adams	(32)	(8)	(40)
Asotin	(8)	(6)	(14)
Benton-Franklin	(239)	(375)	(614)
Chelan-Douglas	(3)	(87)	(90)
Clallam	(58)	18	(40)
Clark	(448)	(159)	(607)
Columbia	0	(4)	(4)
Cowlitz	(59)	(20)	(79)
Ferry	1	(2)	(1)
Garfield	0	(4)	(4)
Grant	10	(71)	(61)
Grays Harbor	(66)	(9)	(75)
Island	1	(67)	(66)
Jefferson	(49)	(1)	(50)
King	168	238	406
Kitsap	(68)	(191)	(259)
Kittitas	(21)	(10)	(31)
Klickitat Skamania	(1)	(4)	(5)
Lewis	6	(58)	(52)
Lincoln	(18)	(37)	(55)
Mason	13	17	30
Okanogan	(71)	(54)	(125)
Pacific	(4)	(26)	(30)
Pend Oreille	(2)	(10)	(12)
Pierce	(15)	140	125
San Juan	0	(7)	(7)
Skagit	(197)	(130)	(327)
Snohomish	(275)	(600)	(875)
Spokane	(6)	(97)	(103)
Stevens	(8)	(11)	(19)
Thurston	(14)	129	115
Wahkiakum	(14)	(4)	(18)
Walla Walla	(42)	(64)	(106)
Whatcom	(156)	(122)	(278)
Whitman	(16)	(16)	(32)
Yakima	(27)	84	57
TOTAL	(1,718)	(1,628)	(3,346)

Unsheltered		
HH w/out minors	HH with minors	TOTAL
Persons	Persons	Persons
(19)	(8)	(27)
(9)	3	(6)
14	(9)	5
(21)	(71)	(92)
(146)	(19)	(165)
43	(124)	(81)
(1)	0	(1)
(62)	5	(57)
(2)	(2)	(4)
(1)	0	(1)
41	9	50
(17)	(12)	(29)
15	33	48
(20)	27	7
1,549	(759)	790
(33)	(15)	(48)
(23)	(4)	(27)
4	3	7
4	12	16
(3)	0	(3)
62	(13)	49
(26)	5	(21)
62	54	116
(4)	(17)	(21)
(181)	(39)	(220)
3	(20)	(17)
(78)	(33)	(111)
(384)	(96)	(480)
(382)	(77)	(459)
26	11	37
110	(2)	108
2	1	3
(15)	1	(14)
(3)	11	8
0	0	0
(170)	(51)	(221)
335	(1,196)	(861)

Table 13 (continued): Change in Point-in-Time Count from 2006 to 2013

County	TOTAL Homeless (sheltered and unsheltered)		
	HH w/out minors	HH with minors	TOTAL
	Persons	Persons	Persons
Adams	(51)	(16)	(67)
Asotin	(17)	(3)	(20)
Benton-Franklin	(225)	(384)	(609)
Chelan-Douglas	(24)	(158)	(182)
Clallam	(204)	(1)	(205)
Clark	(405)	(283)	(688)
Columbia	(1)	(4)	(5)
Cowlitz	(121)	(15)	(136)
Ferry	(1)	(4)	(5)
Garfield	(1)	(4)	(5)
Grant	51	(62)	(11)
Grays Harbor	(83)	(21)	(104)
Island	16	(34)	(18)
Jefferson	(69)	26	(43)
King	1717	(521)	1196
Kitsap	(101)	(206)	(307)
Kittitas	(44)	(14)	(58)
Klickitat Skamania	3	(1)	2
Lewis	10	(46)	(36)
Lincoln	(21)	(37)	(58)
Mason	75	4	79
Okanogan	(97)	(49)	(146)
Pacific	58	28	86
Pend Oreille	(6)	(27)	(33)
Pierce	(196)	101	(95)
San Juan	3	(27)	(24)
Skagit	(275)	(163)	(438)
Snohomish	(659)	(696)	(1355)
Spokane	(388)	(174)	(562)
Stevens	18	0	18
Thurston	96	127	223
Wahkiakum	(12)	(3)	(15)
Walla Walla	(57)	(63)	(120)
Whatcom	(159)	(111)	(270)
Whitman	(16)	(16)	(32)
Yakima	(197)	33	(164)
TOTAL	(1,383)	(2,824)	(4,207)

Chronically Homeless Individuals	
Emergency Shelter + Safe Haven	Unsheltered
Persons	Persons
(7)	(6)
(4)	0
(33)	10
(14)	2
(10)	(23)
(65)	(33)
0	0
(5)	15
1	0
(1)	0
(3)	10
(22)	(16)
(6)	(10)
1	(10)
(656)	(334)
(76)	(16)
(7)	(3)
(8)	(1)
(6)	7
(1)	(1)
2	21
0	(2)
(1)	5
0	0
(72)	(64)
0	(3)
(22)	(10)
(113)	(6)
(14)	(25)
0	2
(40)	62
0	(1)
(17)	(3)
(52)	(2)
0	(1)
(37)	(46)
(1,288)	(482)

## Recommendations

### **Seek a Continuation of Document Recording Fees**

Document recording fee revenue has funded homeless services that have resulted in a 29 percent decrease in homelessness generally, and 74 percent decrease in unsheltered family homelessness since 2006. By removing the fee sunset in RCW 36.22.179 which expires June 30, 2017, we will be able to continue our state's progress to end homelessness.

Commerce would also like to simplify the fee structure related to document recording fees, which would reduce the administrative burden on local county auditors and Commerce.

Commerce has been hearing concerns about the impact of the sunset from counties and advocates, and has heard concerns from county auditors about the current administrative challenges of RCW 36.22.179.

**Strategy:** Commerce will work with stakeholders and the Legislature to propose solutions to the built-in decrease in revenue, and administrative difficulties of the current statute during the 2014 legislative session.

## Appendix A: DSHS Report

### **Decreases in the Percentage of Youths Aging Out of the State Dependency System Each Year Who are Eligible for State Assistance.**

As a strategy to identify a means by which to measure youth development and stability after aging out of foster care, DSHS Research and Data Analysis Division (RDA) was able to look at youth who aged out of foster care in 2006 and identify, in a 6-year period through 2012, some of the services they had received.

Analyses by the RDA compared risk factors and outcomes for 751 youth who aged out of foster care in 2006 with:

- Youth turning 18 in CY 2006 who received TANF-related Family Medical Coverage in CY 2006.
- Youth turning 18 in CY 2006 who received Children's Medical Coverage in CY 2006.

The Children's Medical coverage group provides Medicaid coverage to children in households with income above TANF program eligibility limits, but below 200 percent of the federal poverty level. These Medicaid medical coverage groups represent most of the state population of children in households at or below 200 percent of the federal poverty level. Limiting the comparison groups to youth who turned age 18 in 2006, there were 8,601 youth in the Family Medical cohort, and 17,990 youth in the Children's Medical cohort.

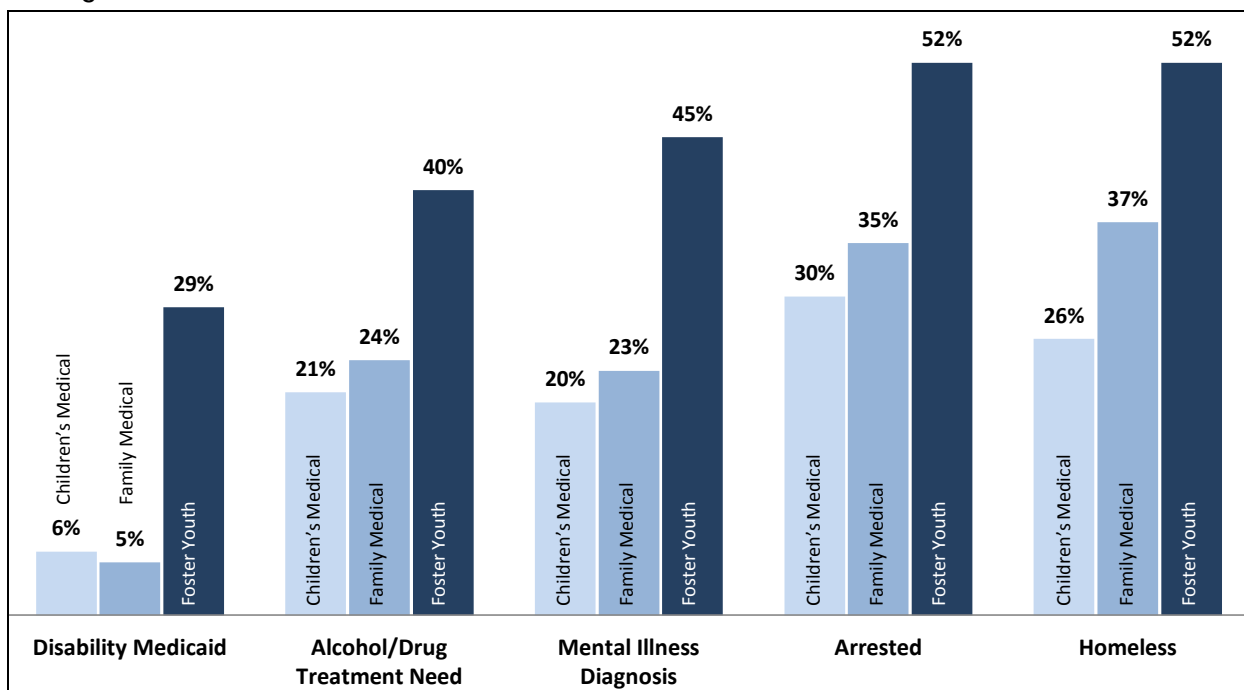
This report examines differences across three groups (foster youth, family medical and children's medical) in several risk factor and outcome areas. These risk factor and outcome areas include enrollment in disability-related medical coverage, indications of alcohol or other drug (AOD) treatment need, indications of mental illness, indications of housing instability or homelessness, and risk of arrest.

- Homelessness and housing instability is measured using living arrangement information in the Automated Client Eligibility System (ACES) that indicates a period of time where the youth was "homeless without housing," "homeless with housing," or living in an emergency shelter. This measure likely understates the true prevalence of housing instability because it is reliably collected only during periods of time where persons receive cash or food assistance.
- Arrest measures are derived from linked Washington State Patrol data. This data does not include all arrests for misdemeanor offenses, and therefore somewhat understates arrest prevalence.
- Mental illness data is derived from medical and mental health claims and encounters in the ProviderOne and legacy MMIS data systems.
- Disability enrollment is derived from the ACES system. Mental illness is the most common primary disabling condition for the youth in these cohorts who become disabled.

- Alcohol or Drug (AOD) treatment need is identified if the youth was arrested for a substance-related offense (e.g., DUI or possession of illegal drugs), diagnosed with a substance use disorder by a clinician during a medical or behavioral health service encounter, or participated in AOD treatment or detoxification services.

The analysis summarized in the chart below shows that across these risk and outcome areas, there is a much higher rate of occurrence among youth aging out of foster care than among youth in the comparison groups.

Figure 5: Selected Risk Factors and Outcomes – Ever Occurring After Emancipation in CY 2006 Through December 2012



This analysis shows:

- 29 percent of foster youth enrolled in disability-related Medicaid coverage at some point after emancipation in CY 2006 through December 2012, compared to only 5 percent of youth in the Family Medical and 6 percent of youth in the Children's Medical comparison groups.
- 40 percent of foster youth had an indication of an AOD treatment need at some point after emancipation in CY 2006 through December 2012, compared to 24 percent of youth in the Family Medical comparison group and 21 percent of youth in the Children's Medical comparison groups.
- 45 percent of foster youth were diagnosed with mental illness in Medicaid-paid service encounters at some point after emancipation in CY 2006 through December 2012, compared to 23 percent of youth in the Family Medical comparison group and 20 percent of youth in the Children's Medical comparison groups.

- 52 percent of foster youth experienced a spell of homelessness or housing instability at some point after emancipation in CY 2006 through December 2012, compared to 35 percent of youth in the Family Medical comparison group and 30 percent of youth in the Children's Medical comparison groups.
- 52 percent of foster youth were arrested at least once at some point after emancipation in CY 2006 through December 2012, compared to 37 percent of youth in the Family Medical comparison group and 26 percent of youth in the Children's Medical comparison groups.

## Appendix B: IYHP County-by-County Outcomes

### IYHP Outcomes By County

	Benton-Franklin	King	Kittitas	Lewis	Pierce	Spokane	Thurston	Walla Walla	Yakima
Enrolled	6	3	3	3	10	13	24	0	10
Served	8	31	3	7	34	22	28	2	16
Exited	6	6	3	2	14	10	15	2	13
Exited HH Count	3	6	2	2	10	10	13	1	11
LOS	275	684	182	547	688	385	297	379	394
Exited Stable	1	4	3	4	14	4	9	1	7
Exited Subsidized	0	0	0	0	0	0	1	0	0
Exited Unsubsidized	1	4	3	4	14	4	8	1	7
Exited Other	2	2	0	0	4	6	10	0	4
Exited with Increased Income	0	2	0	2	9	2	8	2	5
Exited with Income 200% Above Federal Poverty Level	0	0	0	0	0	0	1	0	0
Exited with Increased Education	2	4	1	1	6	6	8	1	7
Exited with Increased Employment	2	3	1	1	6	4	7	1	6
Exited with Increased Life Skills	2	3	1	1	10	1	7	1	6
Exited with Decreased Use of State Funded	1	3	1	1	5	5	6	0	5