



Guidelines

FOR

Independent Youth Housing Program

July 1, 2019 – June 30, 2021

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1 Grant Basics

1.1 Overview

The Independent Youth Housing Program (IYHP) provides rental assistance and case management to eligible young adults who have aged out of the state or federally recognized tribal foster care system.

1.2 Authorizing Statute

[RCW 43.330](#); [RCW 43.63A](#)

1.3 Coordinated Entry

- ✓ Projects funded by this OHY grant is not required to participate in the county or regional Coordinated Entry (CE) process. To support effective partnerships, grantees should actively create and maintain relationships with CE. Additionally, grantees should refer clients to CE when their needs cannot be met by the project.

2 Grant Management

2.1 Changes to Guidelines

Commerce may revise the Guidelines at any time. All grantees will be sent revised copies. Grantees are responsible for sending revisions to any subgrantees in a timely manner.

2.2 Commerce Monitoring

Commerce will monitor grantees grant activities. Grantees will be given a minimum of 30 days' notice unless there are special circumstances that require immediate attention. The notice will specify the monitoring components.

2.3 Grantee Performance

- ✓ Grantee performance will be evaluated using a three-pronged approach consisting of evaluating quarterly and annual HMIS data, reviewing grantee submitted Performance Progress Reports (PPR), and Participant Satisfaction surveys. (See [Appendix G](#), [H](#), and [I](#)¹)

- ✓ Commerce will monitor grantees progress towards achieving performance outcomes that align with OHY's five priority areas, in accordance with the [US Interagency Council on Homelessness](#) and [RCW 43.330.700](#) including:
 - Safe and Stable Housing
 - Permanent Connections
 - Family Reconciliation
 - Education & Employment
 - Social and Emotional Well Being

- ✓ Performance Progress Reports (PPR's) shall be submitted semi-annually during the contract period as specified by Commerce.

2.4 Subgrantee Requirements

- ✓ The Grant General Terms & Conditions Section 32 identifies sub-contracting requirements. In addition, all subgrantee agreements must be time-limited and have defined roles and responsibilities for each party, detailed budgets and performance terms. Commerce reserves the right to directly contact subgrantees at any time for data quality, monitoring, fiscal and other issues.

¹ The Participant Satisfaction Survey will be implemented starting in FY 21; It will be available via hard copy and online Survey Monkey

- ✓ Grantees 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, regional or statewide nonprofit housing assistance organizations, or private for-profit entity.
- ✓ Grantees must provide Commerce with copies of subgrant agreements (upon request) and notify Commerce if subgrants are terminated during the grant period.
- ✓ Grantees must notify Commerce of any changes in selection of subgrantees.

2.5 Subgrantee Risk Assessment and Monitoring

- ✓ Grantees are responsible for ensuring subgrantee compliance with all requirements identified in the guidelines. Grantees must conduct a risk assessment and develop a monitoring plan for each subgrantee within six months of contracting funds to a subgrantee. The risk assessment must inform the monitoring plan for each subgrantee. Monitoring plans must include monitoring dates, type of monitoring (remote, on-site), and the program requirements being reviewed.
- ✓ Grantee should maintain policies and procedures that guide risk assessment and monitoring activities.
- ✓ Commerce reserves the right to require grantees to undertake special reviews when an audit or other emerging issue demands prompt intervention and/or investigation.

3 Allowable Costs

3.1 Administration

- ✓ Allowable administrative costs are those costs that benefit the organization as a whole and cannot be attributed to a particular program. Administrative costs may include the same types of expenses listed in program operations (such as IT staff and office supplies).

- ✓ Administrative costs may include but are not limited to the following:
 - Executive director/accounting/human resources/IT salaries and benefits
 - General organization insurance
 - Organization wide audits
 - Board expenses
 - Organization-wide membership fees and dues
 - Washington State Quality Award (WSQA) expenses
 - General agency facilities costs (including those associated with executive position) such as rent, depreciation expenses, and operations and maintenance.

- ✓ Administrative and facilities expenses must be supported by actual expenditures. If actual expenditures exceed the budget, they may be charged in equal monthly amounts. These costs must be charged to grant cost centers by one of the following methods:
 - Billed directly such as IT services that are billed by the hour.
 - Shared costs that are allocated directly by means of a cost allocation plan.
 - Costs related to executive personnel such that a direct relationship between the cost and the benefit cannot be established must be charged by use of an indirect cost rate which has been appropriately negotiated with an approved cognizant agency or by use of the 10% de minimus rate.

3.2 Program Operations

3.2.1 Program Expenses

- ✓ Salaries and benefits for staff when providing services described in [Section 5.3](#), developing program specific policies, collecting or entering HMIS data, and/or monitoring sub grantees

- ✓ Housing stability services including developing individualized housing and service plans, monitoring and evaluating household progress, identifying creative and immediate housing solutions outside of the traditional homeless service system (diversion), and assuring that households' rights are protected

- ✓ Housing search and placement services including services or activities designed to assist households in locating, obtaining, and retaining suitable housing, tenant counseling, understanding leases, inspections, securing utilities, making moving arrangements, representative payee services concerning rent and utilities, and mediation and outreach to property owners/landlords related to locating or retaining housing
- ✓ Staff costs to issue rent assistance, 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 assisted under this grant
- ✓ Professional services for independent contractors (i.e. consultants/specialist) providing program specific, time limited technical assistance (i.e. evaluation, clinical consultation, translation services, IT services, etc.)
- ✓ Office equipment (computers, phones, etc.) up to \$5,000 per purchase per grant period unless approved in advance by Commerce
- ✓ Supplies including printing, postage, outreach materials, etc.
- ✓ Office utilities including power, internet, phone, w/s/g, etc.
- ✓ Training registration, participation, or facilitator fees
- ✓ Travel expenses including per diem, airfare, lodging, gas, etc., gas used in agency or private vehicles for purposes of providing program services, and/or agency vehicle repairs (not covered by auto insurance) or maintenance necessary to ensure safe and legal operation of an agency vehicle.
- ✓ General liability, auto, or other insurance as required per contract
- ✓ Staff recruitment/job advertising specific to the program
- ✓ Support services as described in Section 3.2.2
- ✓ Professional mental health services and tuition costs for court-ordered classes and programs when the grantee determines that it is necessary to assist participating young adults in accessing and maintaining independent housing. IYHP funding should be used as a last resort when no other funding is available
- ✓ Other costs as approved by Commerce

3.2.2 Support Services

- ✓ Support services are the provision of goods or services directly associated with a participant's service plan goals, helping a participant move towards independence and self-sufficiency, and/or address an emergent need.
- ✓ Support services are for items including but not limited to:
 - Expenses associated with obtaining or maintaining employment including interview clothing, work uniforms/shoes, licensing or certification costs, state ID, haircuts, or other costs that contribute to employment
 - Expenses associated with enrolling and attending school (excluding tuition,

tuition related fees) including GED tests, school ID's, school supplies (i.e. backpacks, pens, paper, etc.), activity fees, college application or placement test fees, etc. Grantees should consult with homeless liaisons, when applicable, prior to providing support services for education

- Items necessary for health and/or safety to address an emergent need including but not limited to things such as food, water, clothing, hygiene, first aid, baby formula, diapers, medical prescriptions, winter gear, tents, sleeping bags, etc.
 - Daily transportation expenses (i.e. bus passes, taxi, gas vouchers, etc.) associated with the fulfillment of service plan goals, to address an emergent need, and/or long distance travel (i.e. airfare, Greyhound, etc.) that facilitates family reconciliation with a legal guardian or designated adult
 - Other items as approved in advance by Commerce
- ✓ Support services does not include program materials purchased for common use (i.e. food, hygiene supplies, etc.) if those items cannot be attributed to a specific program participant or paid directly to a third party on behalf of that participant.
- ✓ Support services must be used to meet the performance goals required in RCW 43.63A.311 (2), specifically:
- Increases in housing stability
 - Increases in economic self-sufficiency;
 - Increases in independent living skills;
 - Increases in education and job training attainment;

3.2.3 Ineligible Expenses

- ✓ Retailer or merchant gift cards, vouchers, or certificates that can be exchanged for cash or that allow the recipient to purchase alcohol or tobacco products.

3.3 Rent Assistance Expenses

3.3.1 Rent Payments

- ✓ Monthly rent and any combination of first and last months' rent. Rent may only be paid one month at a time, although rental arrears, pro-rated rent, and last month's may be included with the first month's payment.
- ✓ Rental arrears for up to six months. Rental arrears may be paid if the payment enables the participant to remain in the housing unit for which the arrears are being paid or move to another unit.
- ✓ In cases where an eviction cannot be prevented, rental arrears can still be paid if it satisfies the grievance with the evicting landlord and thereby allows the participant to obtain different 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.
- ✓ Guarantees to landlords (i.e., damage deposits, additional security deposits, etc.).
- ✓ When deposits are refunded, grantees have discretion to recover the deposits (in which case they must be treated as program income) or allow the participant to keep the deposits.
- ✓ Security deposits. When deposits are refunded, grantees have discretion to recover the deposits (in which case they must be treated as program income) or allow the participant to keep the deposits.
- ✓ The cost of a motel room or interim housing where participant can live while securing housing.

3.3.2 Other Housing Costs

- ✓ Utility payments made directly to utility companies on behalf of eligible participants.
- ✓ Utility deposits: When deposits are refunded, grantees have discretion to recover the deposits (in which case they must be treated as program income) or allow the participant to keep the deposits
- ✓ Utility arrears for up to three months. Utility arrears may be paid if the payment enables the participant to remain in the housing unit for which the arrears are being paid or move to another unit
- ✓ In cases where an eviction cannot be prevented, utility arrears can still be paid if it allows the participant to obtain different housing and maintain an agreeable relationship with the utility company
- ✓ Move-in costs including application fees, background check fees, credit check fees, utility deposits, and costs of urinalyses for drug testing of household members if necessary/required for housing
- ✓ At program exit, IYHP 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. In this context, tax credit units are not considered subsidized housing.
- ✓ Reasonable storage costs
- ✓ Reasonable moving costs such as truck rental and hiring a moving company.
- ✓ 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)
- ✓ Other costs as approved by Commerce.

3.3.3 Ineligible Expenses

- Renter's insurance.
- Furniture.
- Cable, satellite or internet deposits or services.
- Mortgage assistance.

4 Administration

4.1 Fiscal Administration

4.1.1 Budget Caps

Up to 12 percent of total reimbursed costs over the grant period may be used for administration.

4.1.2 Reimbursements

- ✓ Grantees must bill Commerce on a monthly basis for reimbursement of allowable costs. Invoices are due on the 20th of the month following the provision of services, except in July (June billing) when it is due on a date to be specified by Commerce. If the grantee fails to file an invoice within a three-month period, without a reasonable explanation, Commerce will suspend payments, notify the grantee, and take follow-up action that may include terminating the grant agreement. Exceptions to billing procedures can be negotiated with Commerce on a case-by-case basis.

- ✓ Grantees should ensure all grant funds are utilized within the contracting period. If a grantee knows any portion of funding will be unutilized before the end of the contracting period, they must notify Commerce immediately upon knowing this and provide an estimate of how much funding will be left unutilized. Commerce reserves the right to amend contracts and de-obligate funding in any amount that is projected to be unspent before the end of the contracting period, and will be reviewing contract spending patterns on a semiannual basis to identify grantees whose budgets are projected to be unspent by the end of the grant period. Grantees are encouraged to notify their contract manager as early as possible regarding arrangements, challenges, or situations that inhibit the grantee from effectively using funding before the end of the contracting period. Decisions to amend and revise budgets will be made on a case by case basis.

- ✓ You must have an account with OFM, which allows you, as a vendor, to receive payments from all participating state agencies by direct deposit, the state's preferred method of payment. To set up an account you must complete a statewide payee registration form available on the [OFM website](#). Please contact the OFM payee desk if you have any questions about registering for an account.

- ✓ Invoices must be submitted online using the Commerce Contract Management System (CMS) through [Secure Access Washington \(SAW\)](#). All new users must request access to SAW by submitting a [CMS Access Request Form](#).

4.1.3 Reportable Expenses

- ✓ A Reportable Expense Template (click [here](#) for template and training video) must accompany invoices that include requests for eligible costs for good or services in amounts of at least \$1000 per subcontractor or sub-subcontractor, per payment or set of payments, over an invoicing period.
 - *A subcontractor is a vendor who has received payment by the contractor (i.e. grantee) for goods or services.*
 - *A set of payments are multiple payments made to the same subcontractor for goods or services over an invoicing period (ex. three separate payments of \$350 to Costco for food in one invoice, totally \$1050, which is a reportable expense).*

- ✓ The following type of costs are exempt from being a reportable expense:
 - Rent or lease costs
 - Utilities
 - Taxes, fees, and other governmental service charges
 - Employee compensation, including wages and benefits
 - Payments or reimbursements for individual client costs (i.e. support services), including a client's rent, energy assistance, etc.
 - Real estate/land acquisition
 - Any payments made by a subcontractor that is a retail or wholesale business

- ✓ If the grantee has no reportable expenses for the invoicing period they must indicate so on the invoice by selecting the "all expenses under \$1,000" box.

4.1.4 Back-up Documentation

- ✓ All submitted invoices must include the following documentation: *Monthly Voucher Detail* and any other report that Commerce may develop. Invoice vouchers may not be paid until the report(s) is received and verified.

- ✓ Commerce may require a grantee to submit additional detailed source documentation for any charges. The grantee must maintain copies of all reimbursement requests and backup documentation. Records that disclose all costs charged to the Commerce grant must be maintained.

- ✓ Grantees must retain original invoices submitted by any subgrantees.

4.1.5 Budget Revisions

- ✓ Budget revisions must be documented on the *Budget Revision Form* and approved by Commerce. Caps on budget categories ([Section 4.1.1 Budget Caps](#)) must be maintained with each revision.

- ✓ An amendment is required when revisions (in one or cumulative transfers) reach more than 10 percent of the grant total.

4.1.6 Program Income

Program income is generated when a deposit is returned to the grantee rather than to the participant. Program income must be expended for program activities, and the amount deducted from the appropriate line item on the Commerce invoice prior to submission for payment.

4.1.7 Fraud

Grantees must inform Commerce if funds are spent on ineligible participants or expenses. Reasonable attempts must be made to prevent fraud and ensure allowable use of funds.

4.2 Homeless Management Information System (HMIS)

4.2.1 Data Timeliness

- ✓ Grantees must enter/update universal and project specific data elements, as well as required custom data elements into HMIS preferably within 14 calendar days following the date of project exit, but no later than 10 calendar days following the month in which services were provided.

4.2.2 Monthly Service Reports

- ✓ Grantees will receive a monthly service report from their system Administrator to review for data quality. Grantees are expected to review this report and resolve any data quality issues before the next reporting period.
- ✓ For non-state HMIS systems, monthly service reports must be submitted by either HMIS system admins or the grantee by the 10th calendar day following the month in which services were provided. Grantees operating multiple projects are asked to consolidate their project(s) onto one workbook or spreadsheet. If the 10th day falls on a weekend or holiday, reports must be submitted the following business day. Email reports to ohyreports@commerce.wa.gov.

4.2.3 Performance Measure Reports

- ✓ Commerce will publish dashboards or send performance reports to grantees who use the state’s HMIS system ([See Appendix B](#)) per the timeline specified below.

Quarter	Reporting Period	Run Reports	Publish Update
Q1	July 1 – Sept 30	No later than Oct 31	11/5

Q2	Oct 1 – Dec 31	No later than Jan 31	2/5
Q3	Jan 1 – Mar 31	No later than Apr 30	5/5
Q4 / SFY	Apr 1 – Jun 30	No later than July 31	8/5

- ✓ Grantees using non-state HMIS systems are responsible for developing their own performance dashboards or reports in collaboration with their county HMIS system administrators and submitting an annual SFY performance measure report to Commerce by July 31 for the previous fiscal year. Annual performance measure reports may be reported using a report template provided by Commerce, or equivalent detailed report, which includes all the required HMIS data elements specified in Appendix B. Email reports to ohyreports@commerce.wa.gov.

4.2.4 Data Quality

- ✓ Data quality is measured by the percent of valid data collected for each data element. “Client doesn’t know,” “Client refused,” and “Data not collected” are considered invalid responses for prior living situation and destination and will count against data quality.

Data quality is reviewed with each invoice submission.

DATA QUALITY REQUIREMENT: PERCENT OF RECORDS WITH VALID RESPONSES			
Data Element	Emergency Shelter ²	Drop-in Emergency Shelter	All Other Housing Project Types
Prior Living Situation	85%	50%	100%
Destination	60%	50%	95%

- ✓ Commerce will annually score county HMIS data quality. This score will be reported on the Homeless System Performance Report Card.
- ✓ Grantees should work to increase their HMIS data quality to the standards above.

4.3 Consent for Entry of Personally Identifying Information

4.3.1 Identified Records

- ✓ Personally identifying information (PII)³ must not be entered into HMIS unless all adult household members, including unaccompanied youth aged 13 or older have provided informed consent (RCW 43.185C.180).
- ✓ Informed consent must be documented with a signed copy of the *Client Release of*

² Emergency Shelters with 100% beds categorized as voucher-based AND overflow may be excluded from the data quality measurement.

³ PII includes name, social security number, birthdate, address, phone number, email, and photo.

Information and Informed Consent form except when only telephonic consent has been received. If electronic consent has been received, a copy does not need to be printed for the client file but must be available in HMIS (See [Appendix F: Agency Partner HMIS Agreement](#)).

- ✓ Nothing in these guidelines precludes a grantee from collecting PII within their respective agencies provided the information is not entered into HMIS.

4.3.2 Anonymous Records

- ✓ The following types of records must be entered anonymously:
 - Households in which one adult member does not provide informed consent for themselves or their dependents.
 - Households entering a domestic violence program or currently fleeing or in danger from a domestic violence, dating violence, sexual assault, human trafficking, or stalking situation.
 - Unaccompanied youth under 13 years old, entering programs independently (without a parent or guardian).
 - Households in programs, which are required by funders to report HIV/AIDS status.
- ✓ Information such as age, race, ethnicity, gender, disability status, educational level, etc. may be collected in HMIS if it cannot be used in combination with other information to identify household members with anonymous records.

4.3.3 Special Circumstances

- ✓ If the reporting of the HIV/AIDS status of participants is not specifically required, the HIV/AIDS status must not be entered in HMIS.

4.4 Records Maintenance and Destruction

- ✓ Records must be retained for a minimum of six years after the date of final grant payment (Grant General Terms and Conditions, Section 26 RECORDS MAINTENANCE). Records include but are not limited to fiscal and participant file documents related to program eligibility.
- ✓ Paper records derived from HMIS which contain personally identifying information must be destroyed within seven years after the last day the household received services.

4.5 Policies and Procedures

- ✓ Grantees must establish the following minimum policies and/or procedures as specified throughout these guidelines to ensure effective implementation of the program:
 - Subgrantee Risk Assessment and Monitoring ([Section 2.5](#))

- Prohibitions ([Section 4.5.1](#))
 - Nondiscrimination ([Section 4.5.2](#))
 - Participant Rights and Responsibilities ([Section 4.5.3](#))
 - Confidentiality ([Section 4.5.4](#))
 - Participant Selection ([Section 4.5.5](#))
 - Denial of Services ([Section 4.5.6](#))
 - Termination of Services ([Section 4.5.7](#))
 - Grievances ([Section 4.5.8](#))
 - Incident Reporting and Documentation ([Section 4.5.9](#))
 - Staff Code of Conduct ([Section 4.6.3](#))
- ✓ Rent assistance policy and procedures including:
 - Full Subsidy ([Section 6.1](#))
 - Rental Subsidy Model Options ([Section 6.2](#))
 - Rent Limits ([Section 6.3](#))
 - Unit Habitability ([Section 6.4](#))
 - ✓ All local policies and/or procedures must be in writing, readily available to program participants, their legal guardians, or Commerce upon request.

4.5.1 Prohibitions

- ✓ Grantees may not require residents to participate in a religious service as a condition of receiving program assistance.
- ✓ Grantees may not require payment from shelter residents for services provided.

4.5.2 Nondiscrimination

Grantees must comply with all federal, state, and local nondiscrimination laws, regulations and policies (Grant General Terms and Conditions Section 21):

- Grantees must comply with the Washington State Law Against Discrimination, RCW 49.60, as it now reads or as it may be amended. RCW 49.60 currently prohibits discrimination or unfair practices because of race, creed, color, national origin, families with children, sex, marital status, sexual orientation, age, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability.
- Grantees must comply with WAC 162-32-060 Gender-segregated facilities, allowing individuals the use of gender segregated facilities, such as restrooms, locker rooms, dressing rooms, and homeless or emergency shelters that are consistent with the individual's gender expression or identity.

- Grantees must comply with the Fair Housing Act, Section 504 of the Rehabilitation Act of 1973 (Section 504), and the Americans with Disabilities Act (ADA) with respect to providing reasonable accommodations for people with disabilities, including housing accommodations for those with service animals or emotional support animals. Grantees may refer to [HUD FHEO Notice: FHEO-2013-01](#) for additional guidance on HUD and ADA rules and regulations as they pertain to service animals and assistance animals for people with disabilities.⁴

4.5.3 Participant Rights and Responsibilities

- ✓ Grantees must explain to participants at intake or when reasonably possible, their rights and responsibilities while receiving services.
- ✓ Participant rights must include at minimum the following as specified in the “[Rights of Youth and Young Adults in Residential Programs](#)” report to the legislature published by the Office of Homeless Youth in January 2020. These rights include:

Affirming care: Affirming care supports, encourages, and celebrates the identities of youth participants, including race, culture, ancestry, national origin, gender, gender identity, sexual orientation, marital status, religion, and disability. Participants receive services in an equitable manner.

Culturally responsive services: Participants receive services that are relevant and responsive to the beliefs, practices, culture and linguistic needs of participants. Staff will facilitate awareness and reflection of the impact of white dominant culture and how actions, words, approaches and macroaggressions affect others.

Privacy: Participants are protected from invasion of privacy, and their clinical and personal information is treated with confidentiality. Participants have the right to review their client records and clarify information within their case files. Participants have the right not to disclose their legal status.

Grievance: The organization has a grievance policy in which participants have the right to use to raise any concerns. The process is straightforward, with contact information for someone the participant can connect with, including a supportive staff who can assist in the process. Multiple options are available for filing a grievance to ensure access for all.

Youth choice and participation in service planning: Participants have the right to participate in service planning and to have all expectations of the service plans

⁴ <https://www.hud.gov/sites/dfiles/PA/documents/HUDAsstAnimalNC1-28-2020.pdf>

explained in terms understandable to the participant. Services and referrals are tailored to the young person's needs. Participants may refuse any services offered. There are no repercussions if the participant chooses not to participate in all services.

Safety, respect, and non-judgment: Participants are treated in a welcoming and supportive way. Staff respect differing values and beliefs of participants and are non-judgmental regarding personal characteristics, lifestyle choices, or life circumstances. All participants have a right to feel safe, physically and psychologically.

Adoption of the Center on Children and Youth Justice's [eQuality Protocols for Safe and Affirming Care](#) for LGBTQ+ youth

Adoption of protocols for youth of color that parallel the eQuality Protocols for LGBTQ+ youth. These should include:

- **Culture identification:** The right of youth to identify openly with their culture and to live free from attempts to change how they practice their ethnic culture
 - **Anti-Racism:** The right of youth to live free from racism and the right of youth of color to equitable services, care, placement, treatment, and benefits as non-youth of color
 - **Dress:** The right of youth to wear clothing consistent with their culture (for example, policies related to dress shall not restrict clothing that aligns with a person's culture or religion, such as the wearing of a hijab)
- ✓ In addition to the standard, or baseline set of expectations, grantees must **co-develop additional rights and expectations with youth participants**. This approach ensures the unique needs of young people in each community are represented while also promoting collaboration and a shared understanding of needs among program participants and professionals within agencies.
- ✓ Rights and responsibilities should be in writing and readily available to participants either in program information or by posting in a public place.

4.5.4 Confidentiality

Grantee must have policies and procedures in place that cover at a minimum the confidentiality of both written and electronic files and describe when and how participant's information can be shared. Grantees must adhere to applicable state and federal laws with regards to the sharing of personal information (General Terms and Agreements Section 9).

4.5.5 Participant Selection

Grantees must have written participant selection policies that are low barrier and accessible and follow nondiscrimination law.

4.5.6 Denial of Services

- ✓ Grantees may deny assistance to any applicant who fails to provide the grantee with sufficient information to establish program eligibility, who does not meet the definition of eligible youth, or as otherwise permitted by a grantee's written participant selection policies. Denials must be in writing upon request.

- ✓ Established policies/procedures should describe:
 - Circumstances in which a participant may not qualify or would be denied;
 - Notification of denial; and
 - Participant's right to review a grantee's decision.

4.5.7 Termination of Services

- ✓ An eligible youth may participate in the program for any duration of time within the eligibility parameters.

- ✓ Causes for termination may include, but are not limited to, the participant's failure to comply with the terms of a safety plan, and/or violation of program policies. In terminating assistance to a youth, the grantee must provide, and effectively communicate, a formal process that recognizes the rights of youth receiving assistance. This process, at a minimum, must consist of:
 - When requested by the participant following a decision to terminate services, written notice to the participant and/or legal guardian containing a clear statement of the reasons for termination;
 - When requested by the participant following a decision to terminate services, a review of the decision, in which the youth 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;
 - Step the youth may take to regain services and/or date restrictions will be lifted;
 - Referrals to alternate places where similar services can be received;
 - Prompt written notice of the final decision.

4.5.8 Grievances

- ✓ Grievance policies and procedures, which include a participants right to review decisions and present concerns to program staff not involved in the grievance, must:
 - Clearly describe how participants can request a review or report concerns.
 - Be accessible to all participants seeking or receiving services.

- Communicates process for submitting grievances that does not require participant to submit the grievance to staff or volunteers for whom the grievance is against.
- Identify process for keeping written records of complaints and their resolution.

4.5.9 Incident Reporting and Documentation

- ✓ Grantees must have internal policies and procedures for reporting and documenting incidences that may occur during the provision of services, and must prove Commerce with such documentation upon request.

4.6 Personnel

4.6.1 Background Checks

Grantees must ensure criminal history background checks have been completed for all employees, volunteers, and contractors who may have unsupervised access to children and vulnerable adults.

Under the Child and Adult Abuse Information Act (RCW 43.43.8321 or RCW 43.43.830) conviction criminal history record information (CHRI) is available at no charge to non-profit organizations licensed in the state of Washington. Consult the WSP website at <http://www.wsp.wa.gov/crime/criminal-history/> for more information.

4.6.2 Training

- ✓ Grantees must identify staff to attend trainings. These staff should include staff that provide direct services, supervisors of direct service staff, and staff that manage homeless grants. Grantees must provide *required* trainings to staff at least *every three years* and document attendance in administrative files. Grantees should periodically check OHY website for announcements about upcoming trainings and/or follow up with grant manager to request information about available trainings.
- ✓ Required best practices trainings include the following:
 - Positive Youth Development
 - Harm Reduction
 - Trauma Informed Services
 - Mental Health First Aid
 - Motivational Interviewing
 - Cultural Responsiveness
 - Racial Equity
 - LGBTQ Competency
- ✓ Cultural Responsiveness training must be specific to and centered on young people

disproportionately impacted by homelessness by race, ethnicity, sexual orientation, gender identity, or expression. Trainings must address the unique cultural and historical experiences and needs of each population, be affirming of all marginalized identities, and address experiences of youth with multiple intersecting identities and cultures.

- ✓ Recommended trainings may include but are not limited to crisis intervention, supporting victims of sexual and/or domestic violence, working with commercially sexually exploited youth, professional boundaries, case management, working with youth with child welfare and/or juvenile justice involvement, educational rights of homeless students, fair housing, etc.

Mandated Reporter Training (Required)

- ✓ All staff or volunteers must be trained in identifying cases of abuse and neglect and how to make mandated reports. Information on how to make mandated reports of child abuse and neglect is available on [DCYF website](#).

Confidentiality Training/Information (Required)

- ✓ All staff and volunteers must receive training and information regarding safeguarding participant confidentiality.

- ✓ In addition, grantee staff are highly encouraged to attend the annual [Washington State Conference on Ending Homelessness](#).

- ✓ Costs to attend trainings are an eligible program expense.

4.6.3 Staff Code of Conduct

- ✓ Grantees must have a policy or code of conduct outlining professional behavior for staff or volunteers. At a minimum, it should address respect for all housing residents and coworkers, maintaining a nonjudgmental attitude, prohibitions on personal or dual relationships with housing residents, and a commitment to fulfilling professional duties with integrity, objectivity, and equity.

5 Program Operations

5.1 Program Eligibility⁵

5.1.1 Dependency

- ✓ An individual who, on or after September 1, 2006, is at least eighteen, was a dependent of the state under chapter 13.34 RCW [including youth with a dependency guardianship (13.34.230-236 RCW) established prior to new legislation implemented on June 10, 2010 (SHB 2680)] at any time during the four-month period before his or her eighteenth birthday, and has not yet reached the age of twenty-three.
- ✓ An individual who was in the custody of a federally recognized Indian tribe pursuant to the judgment of any tribe in an Indian child custody proceeding at any during the four-month period before his or her eighteenth birthday, and has not yet reached the age of twenty-three.⁶
- ✓ Priority must be given to young adults who were dependents of the state or tribe for at least one year.
- ✓ Young adults must have been in care in Washington State.
- ✓ Young adults in the Extended Foster Care program are not eligible for the IYHP.

5.1.1.1 Dependency Documentation

- ✓ Grantees are responsible for confirming a young adult's age to establish program eligibility. Grantees may pursue multiple avenues and utilize multiple forms of documentation to establish age including legal forms of ID such as a state issued ID or license, birth certificate, passport, etc. The grantee may also utilize non legal forms of ID including but not limited to school records, health records, court records, letters or oral attestations (see below), etc.
- ✓ Age may also be verified in writing by the Department of Children, Youth, and Families (DCYF) Regional Independent Living Coordinator or Indian Child Welfare (ICW) Director

⁵ Ineligible youth include those placed in Washington State through an "Interstate Compact on the Placement of Children" (ICPC), youth in federal foster care or unaccompanied refugee minors, youth on a CHINS petition, and any youth who aged out of care in another state.

⁶ Pursuant to RCW 13.38.100 Full faith and credit.

or designated contact.

- ✓ Grantees may utilize emails or letters from service providers, or any other written or oral attestation from a credible source that confirms a young person's age. If oral attestation is provided, source must be documented.
- ✓ Grantees should assist young adults in acquiring any document they may wish to use to establish age, and be flexible in the types of documents accepted. Grantees must not require state issued ID as the only form of documentation accepted.
- ✓ Households experiencing homelessness should be provided temporary housing if available while documentation is being obtained. IYHP funding can be used to assist homeless households in obtaining required documentation to access housing.
- ✓ Prior state dependency within four months of the eighteenth birthday must be verified in writing by the DCYF Regional Independent Living Coordinator. Prior tribal dependency within four months of the eighteenth birthday and dependency in Washington State must be verified in writing by the Indian Child Welfare Director or designated contact.

5.1.1.2 Extended Foster Care

- ✓ Young adults enrolled in the IYHP are ineligible to receive services under RCW 74.13.031(10) (b) and RCW 13.34.267 (Extended Foster Care). To verify that a young adult is not enrolled in IYHP and Extended Foster Care simultaneously, provide either a written explanation of why the young adult does not qualify for Extended Foster Care (i.e. over age), or oral or written confirmation from the DCYF Regional Independent Living Coordinator, Extended Foster Care program manager, or IL/TL case manager that the IYHP young adult is not enrolled in Extended Foster Care (see *IYHP Verification of Eligibility* form).

5.1.2 Income

- ✓ Initial income for participants (and spouse/registered domestic partner, if applicable as well as unearned income attributable to a minor) must not exceed the Very Low (50 percent) Income Limits for their county as published annually by the Department of Housing and Urban Development (HUD). Current income limits for each county can be found at <http://www.huduser.org/portal/datasets/il.html>.
- ✓ A program participant whose income exceeds the Very Low (50 percent) Income Limits for his or her county may continue to receive rent assistance provided he or she participates in the individual development account program established under RCW

43.31.460 or other supervised savings program (Section 5.5.2 Individual Development Account/Savings).

5.1.2.1 Income Calculation

- ✓ Annual income is the gross amount of income that the young adult anticipates receiving during the coming year. (See [Appendix A – Types of Income to Count](#) for specific income inclusions and exclusions, and how to treat assets.)
- ✓ Only the young adult's income is counted, irrespective of other persons living in the same unit, unless the eligible young adult is married/in a registered domestic partnership and residing with their spouse or registered domestic partner. In the case of marriage or a registered domestic partnership, a spouse/partner's income is counted.

5.1.2.2 Income Recertification

- ✓ A participant's income must be reevaluated at least twice a year using the same calculation methodology as at entry (prospective income), and documented on an income calculation form in the files as well as updated in HMIS.
- ✓ When a participant's income exceeds the income limits specified in 5.1.2 they must participate in an individual development account program or other supervised savings program, or exit the program (See [Section 5.5.2 Individual Development Account/Savings](#)).

5.1.2.3 Income Documentation

Documentation standards, *in order of preference*, are as follows:

- ✓ Written Third Party—Verification in writing from a third party (e.g., individual employer, Social Security Administration, welfare office, emergency shelter provider, drop-in center, etc.) either directly to staff or via the applicant is most preferred. Written third party documentation may include a Department of Social and Health Services (DSHS) Benefits Verification System (BVS) printout for TANF/Public Assistance⁷, and other standardized forms such as verification of income statements, pay stubs, or tax statements.
- ✓ Oral Third Party—Verification from a third party (e.g., individual employer, Social Security Administration, welfare office, etc.) provided by the third party over the telephone or in-person directly to staff. The conversation must be documented in the

⁷ Approval to access to the Benefits Verification System must be obtained through Commerce. Contact Danielle Rylander at 360-725-2916 or danielle.rylander@commerce.wa.gov.

file and include the name, telephone number, and position/title of the third party, the date and time of the conversation, and the name of the person requesting the verification.

- ✓ Applicant Self-Declaration—Participant statements or affidavits are acceptable only when other verifications are not available. The participant must sign and date each participant statement or affidavit. This method should be used only as a last resort when all other verification methods are not possible or reasonable.

5.2 Participant Records

- ✓ Grantees must create a participant file for every applicant accepted for the program that includes evidence of rent reasonableness, the unit lease or equivalent, eligibility verifications, unit inspections, and all other notes and documents relevant to the participant's participation, progress, exit or termination from the program, and follow-up reports. The *IYHP Verification of Household Eligibility and Income Recertification* form with backup documentation must be kept in the participant file.
- ✓ Grantees must have mechanisms in place that ensures participant records are maintained in a confidential manner.
- ✓ Any forms completed with a participant (i.e. Intake, assessment, etc.) must be accompanied by the participants' signature, a date, and the name of the staff person assisting the participant in completing the form. Any form completed just by staff must also have a date and the name of the staff person completing the form.

5.2.1 Participant File Checklist

Use of a participant file checklist is required to record the contents of each participant file (either electronic or paper) 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 participant file unless otherwise noted:

- Participant File Checklist.
- HMIS Consent Form. If the form is kept in another file or central location, this should be noted on the participant file checklist.
- DSHS Participant Consent* Form for BVS, if applicable.
- IYHP Verification of Household Eligibility and Income Recertification* form with

backup documentation.

IYHP Income Calculation Worksheet or equivalent, if applicable.

Landlord Habitability Standard Certification form for Rent Assistance.

OR

HHS or HQS Inspection Checklist, including Lead Based Paint Assessment, if applicable. If the form is kept in another file or central location, this should be noted on the participant file checklist.

Executed Lease (or rent agreement) for rent subsidies paid to a landlord.

OR

Certification of Payment Obligation / Potential Eviction from Friend/Family.

Household rent share/rent subsidy calculations for rent assistance.

Participant-Driven Safety and Independent Living Plan.

Absence from Unit, if applicable.

5.3 Services

- ✓ Grantees must provide an array of services and case management to meet the identified needs of eligible young adults including but not limited to those listed in this section.

5.3.1 Family Reconciliation

- ✓ Assist young adults in achieving family reconciliation goals when safe and appropriate.

5.3.2 Safe and Stable Housing

- ✓ Engage in permanency planning, which may include assisting young adults in finding and maintaining permanent housing, or other suitable long-term placement options.

5.3.3 Social and Emotional Well Being

- ✓ Provide directly or through referral a range of services such as physical exams, mental or chemical dependency evaluations or treatment, or engagement in counseling, support groups, legal resources, etc. on an as needed basis.
- ✓ Connection to basic needs such as food, clothing, medical care, etc.

5.3.4 Education and Employment

- ✓ Assist young adults in achieving educational goals such as obtaining a high school diploma or GED, enrolling in post-secondary education and/or an apprenticeship program, applying for financial aid, securing school supplies or transportation, etc.
- ✓ Assist participants in employment skill building activities that will prepare them for or help them maintain independence such as resume writing, practicing interviews, personal hygiene coaching, conflict resolution, job search techniques, etc.

5.3.5 Permanent Connections

- ✓ Provide pro-social, recreational, and culturally relevant activities that foster a sense of belonging, and connect participants their strengths, abilities, and interest.
- ✓ Provide workshops and educational opportunities that foster independence.

5.3.6 Aftercare

- ✓ The IYHP program may provide up to 6 months of aftercare to youth who have recently exited the program.
- ✓ Aftercare is continuing to stay in touch with program youth after youth have moved into permanent housing and/or exited the program. Aftercare may include the ongoing provision of support services, case management, assessments, and/or referrals.
- ✓ Aftercare should be limited to support long-term independence and/or ability to foster and maintain permanent connections outside of the homeless response system.
- ✓ Aftercare planning should begin long before the youth exits the program, focused on helping youth identify what they will need to successfully transition out of program services and/or into independence.
- ✓ Aftercare services may include but not be limited to:
 - Ongoing case management (i.e. check in's, phone calls, etc.)
 - Financial assistance/support services
 - Referrals to other community programs, education, housing, employment, etc.
 - Youth and/or family needs assessments
 - Invitation to family engagement/program recognition events
 - Support for continuing to engage in behavioral health, counseling, or related services
 - Connections to civic, religious, recreational, and/or cultural engagement opportunities
 - Invitation/support in participating on youth advisory boards
 - Participation in workshops/education that foster development of independent living

- Communication regarding tenant roles/responsibilities, rent, and communication with landlord
 - Assistance acclimating to a new neighborhood (transportation, schools, hospitals, grocery stores, daycare, etc.)
 - Legal services/tenant rights education
 - Process for re-engaging in program services if needed because of a return to homelessness
- ✓ Aftercare services are provided as a continuation of program services post exit, any financial assistance provided as part of aftercare planning is subject to the \$1500 cap, per participant for support services.
 - ✓ To record Aftercare services, data should be entered in HMIS in accordance with the RHY HMIS data element R20 Aftercare plans. See the [RHY HMIS data manual](#) for further assistance.

5.4 Housing Interventions

- ✓ The following housing interventions are examples of program models that are eligible to be funded through the IYHP grant. Each grantee will need to assess which models are most appropriate and needed within a communities continuum of care.
- ✓ This list is not all-inclusive, and Commerce may consider other innovative housing interventions for young adults as appropriate, on a case-by-case basis. Grantee should consult with their contract manager regarding models under consideration.

5.4.1 Homelessness Prevention (HP)

- ✓ A project that offers services and/or financial assistance necessary to prevent a person at imminent risk of losing housing from moving into an emergency shelter or place not meant for human habitation.
- ✓ Targeted Prevention provides housing-focused case management and temporary financial assistance to pay for rent or utility arrears, deposits, storage, moving costs, etc.
- ✓ To be eligible, households must be at imminent risk of losing housing (within 14 days).

5.4.2 Bridge Housing

- ✓ Bridge Housing provides short-term housing up to 90 days for individuals waiting for secured or verified permanent housing because the housing is not immediately available.
- ✓ Bridge Housing is often a response to the lack of affordable housing in a geographic area, which prevents individuals eligible for rental subsidies from moving into housing.

- ✓ Service planning is focused on housing navigation and moving into permanent housing rather than treatment or other goals.
- ✓ Bridge Housing is often, but not exclusively, provided in single-family homes or apartments master leased or owned by the housing provider with multiple rooms occupied by eligible participants, and may or may not be staffed. This may include youth temporarily staying in transitional housing until permanent housing becomes available.
- ✓ While some Bridge Housing models may include sanctioned tent camps, wood frame sheds, or tiny homes, IYHP funding may not be used to support these Bridge models.

5.4.3 Rapid Re-Housing (RRH)

- ✓ Rapid re-housing is short- and/or medium-term rental assistance necessary to help a homeless individual move as quickly as possible into and maintain permanent housing.
- ✓ Short term RRH is typically provided for 90 days or less, while medium term RRH may be provided for as long as six months or more. Medium term RRH may be an appropriate intervention for young adults who need more time to prepare for and acquire permanent housing.
- ✓ RRH includes targeted case management and support services to help individuals move into longer-term permanent housing quickly, and most frequently includes help with housing navigation.

5.4.4 Transitional Housing (TH)

- ✓ Transitional Housing provides medium and long-term rental assistance, case management, and support services to assist individuals in developing independent living skills necessary to secure and maintain long-term permanent housing.
- ✓ Lengths of stay in transitional housing projects typically range from 18 to 24 months depending on the needs of individual households, however projects may move households into permanent housing sooner if the household is ready.

5.4.5 Transition in Place Transitional Housing (TH)

- ✓ A transitional housing model where the individual is provide time-limited housing assistance with the lease converting to the tenant as permanent housing after a period of assistance (i.e. the tenant eventually takes over the lease).

5.5 Best Practices

5.5.1 Participant Centered Services

- ✓ Services are individualized and responsive to the needs of each participant

- ✓ Services are voluntary and build on the strengths and resources of the participant, respecting their autonomy
- ✓ Grantees must periodically administer a participant satisfaction survey to program participants to collect feedback on program service and delivery

5.5.2 Positive Youth Development

Grantees must demonstrate competency in Positive Youth Development theory and practice including but not limited to:

- Understanding child and adolescent brain development
- Fundamentals of fostering resiliency
- Emphasizing positive and supportive relationships
- Mentoring and rapport building
- Building on young people's strengths and abilities
- Connecting youth to leadership opportunities
- Partnering with young people to develop programming
- Cultivating internal and external protective factors
- Creating meaningful opportunities for engagement
- Meeting youth where they are at

5.5.3 Trauma Informed

Grantees must demonstrate competency in trauma informed care including but not limited to:

- Emphasizing physical, psychological, and emotional safety
- Understanding the neurobiology of trauma
- Understanding of acute versus complex trauma
- Recognizing the symptoms of trauma and post-traumatic stress disorder (PTSD)
- Responding to the impact of trauma
- Understanding of power and control cycles
- Rebuilding a sense of control or empowerment
- Integrating knowledge of trauma into organizational policies, practices, and procedures
- Resisting re-traumatization

5.5.4 Harm Reduction

Grantees must demonstrate competency in harm reduction principles and practices including but not limited to:

- Emphasizing health and quality of life

- Knowledge of practical developmentally appropriate strategies for reducing negatives consequences associated with high risk behavior and/or drug use
- Providing accurate and comprehensive re-productive health, STI/STD information and resources
- Facilitating access to health screenings, medical care, and/or treatment
- Meeting young people where they are at with regards to stages of change
- Addressing motivations for high risk behavior along with the behavior itself
- Fostering an environment where young people feel safe discussing their experiences without fear of judgment or reprisal
- Being non-coercive in the provision of services
- Resisting the stigmatization of youth engaged in high risk behavior and/or those with mental health and/or substance use issues
- Not ignoring real and tragic harms associated with high risk behavior or drug use

5.5.5 Culturally Responsive

- ✓ Grantees must demonstrate a commitment to being culturally responsive by:
 - Be informed by and responsive to the cultural experiences, beliefs, values, and norms of all youth.
 - Affirm the identities of LGBTQ youth and youth of color
 - Provide opportunities for youth to maintain cultural, social, and spiritual relationships with their community.
 - Provide intentional opportunities for youth to discuss their experiences of racism, sexism, homophobia, transphobia, and other isms that contribute to oppression.
 - Ensure services and resources are equitable and linguistically accessible
 - Play an active role in examining and addressing organizational policies, practices, which may be negatively impacting youth of color and LGBTQ youth.
 - Support a youth's right to self-determination
 - Believe that youth are experts about their own lives.
 - Disaggregate data by race, ethnicity, sexual orientation, and gender identity to identify and address disproportionality in outcomes.
 - Employ a workforce that reflects and is responsive to communities served
 - Actively work to end all forms of oppression
- ✓ Implement and utilize [Protocols for Safe and Affirming Care](#) of LGBTQ youth as developed by the [Center for Children and Youth Justice \(CCYJ\)](#).

5.6 Services Documentation Requirements

5.6.1 Participant-Driven Safety and Independent Living Plan

- ✓ A participant, with the assistance of housing support staff, must conduct a personal needs assessment and establish a safety and independent living plan with long and short-term goals and an action plan that will aid the participant in obtaining and retaining independent, stable housing, and acquiring economic independence and self-sufficiency. Case managers must contact each participant on a regular basis and work with them to update their plan as needed. If the participant is not following through with their plan, then they may need to redefine the goals or the steps needed to reach them.

- ✓ If the participant has an existing plan developed through a relationship with a contracted Transitional Living or other service provider, the plan must be updated upon enrollment in the program. Local housing support staff must partner and collaborate with the case manager with whom the participant is already involved to ensure the plan is current, and that the participant is receiving the case management, information, and referral services needed.

5.6.2 Individual Development Account/Savings

- ✓ When a participant's income exceeds the income limits specified in [Section 5.1.2 Income](#) they may continue to receive housing services provided they participate in an individual development account program. Participants must invest a minimum of 5% of their income that exceed the income limits. Investments of greater than 5% may be negotiated between the Grantee and participant, taking into account the participant's current circumstances and other financial obligations.

- ✓ If a participant is unable to participate in an individual development account program they must participate in a supervised savings program.

- ✓ All participants should be encouraged to participate in an individual development account or other savings program if they can contribute, regardless of income level.

- ✓ IYHP funds cannot be used to create a savings program or to match a participant's contribution to an account.

5.6.3 Program Compliance Agreement

- ✓ Each participant must sign a program compliance agreement stating they understand assistance may be terminated for non-compliance and they agree to:
 - Timely pay their portion of the independent housing cost;
 - Comply with their safety and independent living plan;

- Comply with other program requirements and policies; and
 - Comply with the terms of the rental agreement or lease.
- ✓ Copies of the signed agreement and the plan must be kept in the participant file.

6 Rent Assistance

6.1.1 General Guidelines

- ✓ Rent subsidies must be made directly to landlords on behalf of eligible participants.
- ✓ When a participant resides with other persons (except a spouse/registered domestic partner and/or a dependent) in a single unit, the combined rent paid by the participant and program must not exceed a prorated share of the total rent. For example: A unit rents for \$900 per month and there are three persons sharing the unit. Only one of the tenants is participating in the IYHP. The combined rent to be paid by the program and participant must not exceed \$300 or 1/3 of the total rent.
- ✓ Grantees may opt to pay the full rent cost for a participant even if the young adult is able to pay his/her portion, provided the young adult is enrolled in an educational or vocational training program that can be shown to be directly beneficial to self-sufficiency. Grantees must establish policies/procedures that articulate eligibility for the full subsidy option. Reasons for full subsidy in individual cases (vs. graduated subsidy model) must be documented in the participant file.
- ✓ If a participant receives an educational scholarship that specifically itemizes funds for housing costs, that funding should first cover the participant's portion of rent (if applicable), and the remainder shall be used to reduce the rent subsidy paid by the grantee.
- ✓ Initial move-in costs may be paid for participants entering the program. Move-in costs for any subsequent moves are allowable if the move is critical to a participant's health and safety.

6.2 Rent Subsidy Model Options

6.2.1 Graduated Subsidy Model

- ✓ In this approach, the subsidy declines in steps based on a fixed timeline until the participant assumes full responsibility for monthly housing costs. The model can be implemented in several ways; 1) the participant's responsibility for housing costs is based on a percentage of total rent and utilities costs rather than a percentage of income. As the participant's rent share increases, the Grantee's subsidy decreases; or 2) the Grantee pays a set subsidy amount that decreases according to a specific schedule thereby gradually increasing the participant's rent share.

- ✓ A rent schedule must be provided to each participant at enrollment and regularly discussed with their case manager so the participant can prepare for each rent increase.
- ✓ It is expected some participants may have problems paying their portion of the rent due to loss of income or illness. Grantees must ensure policies and procedures are in place to adjust rent schedules. Policies should also address participant responsibility for payment of utilities including when actual costs are greater than the allowance.

6.2.2 Total Tenant Payment (TTP)

- ✓ The participant's share of housing costs (Total Tenant Payment or TTP) is calculated on a participant's adjusted income. (See [Appendix C – Calculating Adjusted Income](#) for information on how to calculate adjusted income.) The subsidy is the difference between the participant's share of housing costs and the approved gross rent for the units.
- ✓ Gross rent includes the contract rent and the applicable utility allowance. (See [Appendix D – Calculating Assistance Amounts](#) for information on how to calculate assistance amounts.) Each participant file should contain the *Adjusted Income-TTP Calculation* form. In addition, use the *Income Calculation* form when a participant has assets and include this form in their file.
- ✓ Upon entering the program, grantees set the TTP at a percentage of a participant's adjusted monthly income. Grantees have the flexibility to adjust the TTP. For example, initially the participant's share may be 10 percent of their adjusted monthly income and as they make progress toward housing their self-sufficiency, the TTP can gradually increase based on semi-annual income assessments. If a participant's income shows an increase at the time of assessment, rent share should be adjusted upward accordingly.
- ✓ If a participant's income decreases at any time during the year, their rent share must be adjusted. Grantee rent share policies should address participant responsibility for payment of utilities including when actual costs are greater than the allowance.

6.3 Eligible Housing Units

- ✓ Housing units cannot be owned by or located within the home of the eligible young adult's biological parents or any of the young adult's former foster care families or dependency guardians.
- ✓ Units may be located in a transitional or other supportive housing facility.

6.4 Rent Limits

- ✓ Grantees must set an appropriate rent limit for their service area using a percentage of [HUD's Fair Market Rent \(FMR\)](#) and describe it in the local program policies and procedures. Published HUD FMR values include rent and utility costs. The established rent limit must include both rent and utilities and be based on documented evidence of area rents, such as newspaper advertisements, real estate listings, or rent surveys. If an established rent limit exceeds 120% FMR, grantees must submit a written explanation to Commerce for approval explaining the rationale for the limit.
- ✓ Rent limit must be used consistently for all subsidized units.
- ✓ Rent calculations must include the cost of utilities as detailed on utility allowance schedules established by the local housing authority.
- ✓ Grantees must establish policies regarding the circumstances under which exceptions may be made to the rent limit standards. Case by case exceptions must be clearly documented in the participant file.

6.5 Unit Habitability and Lead-Based Paint Assessment

- ✓ Housing units must be documented as habitable, with a lead-based paint visual assessment completed as applicable, prior to paying the rental subsidy.
- ✓ Habitability can be documented by the *Landlord Habitability Standards Certification* form or Inspection. Both methods are valid for the length of time the household is a tenant in the housing unit. Complete records of all certifications, inspections, and follow-up actions must be maintained in the program/participant files.
- ✓ Documented habitability is required for all housing units that households will be moving into, except when a household moves in with friends or family. The lead-based paint visual assessment requirement applies regardless of whether a household remains in an existing unit or is moving to a new unit. If an assessment is required, it must be conducted on an annual basis (as long as assistance is provided).

6.5.1 Allowable Methods for Unit Habitability Determination

6.5.1.1 Landlord Habitability Standards Certification

The Landlord Habitability Standards Certification 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. The landlord's 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 participant file.

When applicable, 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

6.5.1.2 Inspection

- ✓ In lieu of (or in addition to) the above landlord certification, grantees may choose to inspect all housing units that households will move into. Grantees may adopt the HUD *Housing Quality Standards* (HQS) and inspection procedures or the Commerce *Housing Habitability Standards* (HHS) and procedures.
- ✓ If applicable (as in the case of a master lease), inspections must also be conducted upon a change of tenancy and before the new tenant moves in.
- ✓ Inspections less than 12 months old performed by other housing providers can be used.
- ✓ A deposit may be made to hold a unit until it can be inspected. The deposit must be refundable if the unit does not pass inspection. Such an arrangement must be agreed upon in writing.
- ✓ Inspections are also required at the request of a participating participant reporting a housing quality problem with his or her rental unit. Grantees may use the *Housing Habitability Standards* (HHS) form, or *Housing Quality Standards* (HQS) form or document the specific complaint, including follow-up and resolution, in an alternate format.

6.5.2 Habitability Complaint Process

Grantees must have written policies or procedures describing a response to complaints regarding unit safety and habitability. This policy or procedure must include:

- The method of informing each household of the habitability complaint process.
- Assurances that complaints regarding their housing unit's safety and habitability will not affect the household's program eligibility.
- Mandatory inspection when a complaint is reported using the *Housing Habitability Standards* (HHS) form, *Housing Quality Standards* (HQS) form, or documenting the specific complaint in an alternate format that includes follow-up and resolution.
- If the unit is owned by the grantee, a qualified third party must conduct the inspection.

6.5.3 Lead-Based Paint Inspection Requirements

- ✓ To prevent lead-poisoning in young children, 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 prior to providing rent assistance for all units constructed prior to 1978 in which a child under the age of six or pregnant woman is or will be living.
- ✓ A visual assessment must be conducted on an annual basis thereafter (as long as assistance is provided). Visual assessments must be conducted by a HUD-Certified Visual Assessor, and must be documented on the HQS or HHS form and maintained in the participant file.

6.5.4 Exceptions to the Lead-Based Paint Inspection Requirements

There are certain exceptions to the requirements. 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 conditions outlined above are met, grantees need to document the condition.

For a Guide to Compliance with Lead-Based Paint Inspection Requirements see [Appendix E – Guide to Compliance with Lead Based Paint Inspection](#).

6.6 Rental Agreements

Participant files must contain either a lease/rent agreement or Certificate of Payment Obligation if rent assistance is paid on their behalf. The length of the agreement must be a minimum of six months except when a shorter term is necessary to secure housing for the participant or there are fewer than six months left in the grant period.

6.6.1 Lease

At a minimum, the lease or rent agreement between the grantee/subgrantee and the

landlord or the household and the landlord 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

6.6.2 Certification of Payment Obligation

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 participant file.

6.6.3 Washington Residential Landlord-Tenant Law

Participants must be made aware of the Washington Residential Landlord-Tenant Act (RCW 59.18), and be provided education on tenant rights and responsibilities. Grantees may refer participants to local “ready to rent” programs or provide such classes themselves. For more information on this law visit Washington Law Help, housing page, tenant rights at www.washingtonlawhelp.com.

6.7 Absence from Unit

- ✓ Grantees may opt to hold a housing unit up to 30 days in cases where a participant goes missing and/or fails to pay rent on time. If, after 30 days from the rent due date, the participant has not made contact with the grantee, the participant forfeits his/her place in the program, and is terminated.
- ✓ If a participant is required to 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, inpatient rehab, etc.), grantees may pay the participant’s rent for up to 60 days and charge the program for eligible costs. Extensions beyond the 60-day limit must be fully explained, documented in the participant file, and reviewed regularly by the grantee. While a participant is temporarily absent, he or she may continue to receive services.

6.8 Portability

- ✓ Program participants may not transfer their rent assistance to areas outside of the grantee’s jurisdiction.

7 Appendices

7.1 Appendix A: Types of Income to Count

Annual income is made up of the types of household income that are:

- included in the definition ("inclusions"),
- and
- excluded from the definition ("exclusions").

Income Inclusions

General Category	Amounts Anticipated to be Received During the Coming 12-months
1. Income from wages, salaries, tips, etc.	The full amount, before any payroll deductions, of wages and salaries, commissions, fees, tips and other compensation for personal services (except as provided in number 1 of Income Exclusions).
2. Business Income	The net income from the operation of a business or profession. Expenditures for business expansion or amortization of capital indebtedness shall not be used as deductions in determining net income. An allowance for depreciation of assets used in a business or profession may be deducted, based on straight-line depreciation, as provided in Internal Revenue Service regulations. Any withdrawal of cash or assets from the operation of a business or profession will be included in income, except to the extent the withdrawal is reimbursement of cash or assets invested in the operation by the household.
3. Interest , Dividend Income & Income from Assets	Interest, dividends, and other net income of any kind from real or personal property. Expenditures for amortization of capital indebtedness shall not be used as deductions in determining net income. An allowance for depreciation is permitted only as authorized in number 2 (above). Any withdrawal of cash or assets from an investment will be included in income, except to the extent the withdrawal is reimbursement of cash or assets invested by the household. Where the household has net household assets in excess of \$5,000, annual income shall include the greater of the actual income derived from all net household assets or a percentage of the value of such assets based on the current passbook savings rate, as

	determined by HUD.
4. Retirement & Insurance Income	The full amount of periodic amounts received from Social Security, annuities, insurance policies, retirement funds, pensions, disability or death benefits, and other similar types of periodic receipts, including a lump-sum amount or prospective monthly amounts for the delayed start of a periodic amount (except as provided in number 4 of Income Exclusions).
5. Unemployment & Disability Income	Payments in lieu of earnings, such as unemployment and disability compensation, worker's compensation, and severance pay (except as provided in numbers 2 of Income Exclusions).
6. Welfare Assistance	Welfare Assistance. Welfare assistance payments made under the Temporary Assistance for Needy Families (TANF) program (45 CFR 260.31) are included in annual income.
7. Periodic and Determinable Allowances & Gift Income	Periodic and determinable allowances, such as ongoing inheritance payments, alimony and child support payments, and regular contributions or gifts received from organizations or from persons not residing in the dwelling.
8. Armed Forces Income	All regular pay, special pay and allowances of a member of the Armed Forces (except as provided in number 9 of Income Exclusions).
9. Student Financial Aid	The amount of student financial assistance above the costs of tuition, fees, books, and equipment required for classes. Any portion of ETV (Education and Training Voucher) may be counted if its inclusion is not a liability to the young adult. (See number 3 of Income Exclusions).

Income Exclusions

General Category	Description
1. Employment of Children	Income from employment of children (including foster children) under the age of 18 years.
2. Foster Care Payments	Payments received for the care of foster children or adults (usually persons with disabilities, unrelated to the tenant family, who are unable to live alone).
3. Inheritance and	Lump-sum additions to family assets, such as inheritances, insurance

Insurance Income	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 #5, Income Inclusions).
4. Medical Expense Reimbursements	Amounts received by the family that are specifically for, or in reimbursement of, the cost of medical expenses for any family member.
5. Income of Live-in Aides	Income of a live-in aide (as defined in 24 CFR 5.403).
6. Student Financial Aid	The amount of student financial assistance for tuition, fees, books, and equipment required for classes. Any portion of ETV (Education and Training Voucher) that if included would create a liability to the young adult. (See #9, Income Inclusions.) Student loans.
7. Armed Forces Hostile Fire Pay	The special pay to a family member serving in the Armed Forces who is exposed to hostile fire.
8. Self-Sufficiency Program Income	<ul style="list-style-type: none"> 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 Grantee, 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 Grantee'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 family member from participation in qualifying state or local employment training programs (including training programs not affiliated with a local government) and training of a family 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 family member participates in the employment training program.
9. Gifts	Temporary, nonrecurring, or sporadic income (including gifts).
10. Reparation Payments	Reparation payments paid by a foreign government pursuant to claims files under the laws of that government by persons who were persecuted during the Nazi era.
12. Adoption Assistance Payments	Adoption assistance payments in excess of \$480 per adopted child;
13. Social Security & SSI Income	Deferred periodic amounts from supplemental security income and social security benefits that are received in a lump sum amount or in prospective monthly amounts.
14. Refunds & Rebates	Amounts received by the family in the form of refunds or rebates under State or local law for property taxes paid on the dwelling unit.
8. Home Care Assistance	Amounts paid by a State agency to a family with a member who has a developmental disability and is living at home to offset the cost of services and equipment needed to keep the developmentally disabled family member at home.
13. Other Federal Exclusions	<p>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 set forth in 24 CFR 5.609(c) apply:</p> <ol style="list-style-type: none"> a. The value of the allotment made under the Food Stamp Act of 1977 (7 U.S.C. 2017(b)). b. Payments to Volunteers under the Domestic Volunteer Service Act of 1973 (42 U.S.C. 5044(f)(1), 5058). c. Certain payments received under the Alaska Native Claims Settlement Act (43 U.S.C. 1626(c)). d. Income derived from certain sub marginal land of the United States that is held in trust for certain Indian tribes (25 U.S.C. 459e).

- e. Payments or allowances made under the Department of Health and Human Services' Low-Income Home Energy Assistance Program (42.U.S.C. 8624(f)).
- f. Income derived from the disposition of funds to the Grand River Band of Ottawa Indians (Pub. L. 94-540, section 6).
- g. 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 (25 W.S.C. 1407). This exclusion does not include proceeds of gaming operations regulated by the Commission.
- h. Payments received from programs funded under title V of the Older Americans Act of 1965 (42 U.S.C. 3056g).
- i. Payments received on or after January 1, 1989, from the Agent Orange Settlement Fund (Pub. L. 101-201) 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.).
- j. Payments received under the Maine Indian Claims Settlement Act of 1980 (25 U.S.C. 1721).
- k. 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 (42 U.S.C.9858q).
- l. Earned income tax credit (EITC) refund payments received on or after January 1, 1991.
- m. Payments by the Indian Claims Commission to the Confederated Tribes and Bands of Yakima Indian Nation or the Apache Tribe of Mescalero Reservation (Pub. L. 95-433).
- n. Allowances, earnings, and payments to AmeriCorps participants under the National and Community Service Act of 1990 (42 U.S.C. 12637(d)).
- o. Any allowance paid under the provisions of 38 U.S.C. 1833(c) to children of Vietnam veterans born with spina bifida (38 U.S.C. 1802-05), children of women Vietnam veterans born with certain birth defects (38 U.S.C. 1811-16), and children of certain Korean service veterans born with spina bifida (38 U.S.C. 1821).

- p. 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 (42 U.S.C. 10602(c)).
- q. Allowances, earnings, and payments to individuals participating in programs under the Workforce Investment Act of 1998 (29 U.S.C. 2931(a)(2)).
- r. Any amount received under the Richard B. Russell School Lunch Act (42 U.S.C. 1760(e)) and the Child Nutrition act of 1966 (42 U.S.C. 1780(b)), including reduced-price lunches and food under the Special supplemental food Program for Women, Infants, and Children (WIC).
- s. Payments, funds, or distributions authorized, established, or directed by the Seneca Nation Settlement Act of 1990 (25 U.S.C. 1774f(b)).
- t. Payments from any deferred Department of Veteran Affairs disability benefits that are received in a lump sum amount or in prospective monthly amounts as provided by an amendment to the definition of annual income in the U.S. Housing Act of 1937 (42 U.S.C. 1437A) by section 2608 of the Housing and Economic Recovery Act of 2008 (Pub. L. 110-289).
- u. Compensation received by or on behalf of a veteran for service-connected disability, death, dependency, or indemnity compensation.
- v. A lump sum of a periodic payment received by an individual Indian pursuant to the Class Action Settlement Agreement in the case entitled *Elouise Cobell et al. v. Ken Salazar et al.*, 816 F. Supp. 2d 10 (Oct. 5, 2011 D.D.C.), as provided in the claims Resolution Act of 2010 (Pub. L. 111-291). This exclusion will apply for one year from the time that payment is received.
- w. Any amounts in an “individual development account” as provided by the Assets for Independence Act, as amended in 2002 (Pub. L. 107-110, 42 U.S.C. 604(h)(4)).
- x. Per capita payments made from the proceeds of Indian Tribal Trust Cases as described in PIH Notice 2013-30 “Exclusion from Income of Payments under Recent Tribal Trust Settlements” (25 U.S.C. 117(a)).

- | | |
|--|---|
| | <p>y. Major disaster and emergency assistance received by individuals and families under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Pub. L. 93-288, as amended). Comparable disaster assistance provided by States, local governments, and disaster assistance organizations.</p> |
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Treatment of Assets: What to Include

In general terms, an asset is cash or no cash item that can be converted to cash.

Note that when assets are included in the calculation of annual income, it is the income earned from the asset - not the value of the asset - that is counted.

Asset Inclusions

1. Cash held in savings accounts, checking accounts, safe deposit boxes, homes, etc. For savings accounts, use the current balance. For checking accounts, use the average 6-month balance.
2. Cash value of revocable trusts available to the applicant.
3. Equity in rental property or other capital investments. Equity is the estimated current market value of the asset less the unpaid balance on all loans secured by the asset and all reasonable costs (e.g., broker fees) that would be incurred in selling the asset. Under HOME, equity in the family's primary residence is not considered in the calculation of assets for owner-occupied rehabilitation projects.
4. Cash value of stocks, bonds, Treasury bills, certificates of deposit and money market accounts.
5. Individual retirement and Keogh accounts (even though withdrawal would result in a penalty).
6. Retirement and pension funds.
7. Cash value of life insurance policies available to the individual before death (e.g., surrender value of a whole life or universal life policy).
8. Personal property held as an investment such as gems, jewelry, coin collections, antique cars, etc.
9. Lump sum or one-time receipts, such as inheritances, capital gains, lottery winnings, victim's restitution, insurance settlements and other amounts not intended as periodic payments.
10. Mortgages or deeds of trust held by an applicant.

Asset Exclusions

1. Necessary personal property, except as noted in number 8 of asset Inclusions, such as clothing, furniture, cars and vehicles specially equipped for persons with disabilities.
2. Interest in Indian trust lands.
3. Assets not effectively owned by the applicant. That is, when assets are held in an individual's name, but the assets and any income they earn accrue to the benefit of someone else who is not a member of the household and that other person is responsible for income taxes incurred on income generated by the asset.
4. Equity in cooperatives in which the family lives.
5. Assets not accessible to and that provide no income for the applicant.
6. Term life insurance policies (i.e., where there is no cash value).
7. Assets that are part of an active business. "Business" does not include rental of properties that are held as an investment and not a main occupation.

7.2 Appendix B: Benefits Verification System Data Security Requirements

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.

Data stored on:	Will be destroyed by:
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

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:

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.

7.3 Appendix C: Calculating Adjusted Income

Adjusted income is used to determine total tenant payment (TTP), which is a measure of a household's ability to pay housing costs. It is derived by subtracting any of four deductions (or allowances) that apply to the household from the household's annual (gross) income.

Allowable Deductions

Disabled Household Deduction: A household that meets the disabled definition is entitled to a deduction of \$400 per household. A disabled household is one in which the head, spouse/registered domestic partner, or sole member is a person with disabilities.

Dependent Deduction: Deduct \$480 from annual income for each dependent child in the household.

Child Care Expenses Deduction: Deduct reasonable child care expenses (anticipated to be incurred during the coming year) for the care of a child age 12 or under if the childcare (1) enables the participant to seek or become employed, or further his/her education; and (2) expenses are not reimbursed.

Medical Expenses Deduction: Deduct medical expenses (anticipated to be incurred during the coming year and are not covered by insurance) that are in excess of three percent of annual income. Medical expenses can include such items as:

- Services of a physician or other health care professional.
- Services of a hospital or other health care facility.
- Medical insurance premiums.
- Prescription and nonprescription medicines.
- Dental expenses.
- Eyeglasses and eye examinations.
- Medical or health products or apparatus (e.g., hearing aids or batteries).
- Live-in or periodic medical care assistance (e.g., visiting nurses or care attendants).
- Periodic payments on accumulated medical bills.

The medical expenses allowance is the amount by which total medical expenses exceed three percent of annual income.

For example, a young adult has an anticipated annual income of \$10,000 and anticipated medical expenses of \$3,000 (not covered by insurance). The calculation for the medical expense deduction would be:

Total medical expenses	\$3,000
Less 3% of annual income	<u>300</u>
Medical expense deduction	\$2,700

Other Deductions as Approved by Commerce

7.4 Appendix D: Calculating Assistance Amounts [Total Tenant Payment (TTP)]

Establish a rent standard (by bedroom size) for the service area. It may not exceed locally established rent standards for the area, or up to 120 percent of the Fair Market Rents (FMRs) established by HUD. Follow the appropriate steps outlined below.

Steps to Follow When Grantee Pays for Utilities

1. Determine 30 percent of the young adult's monthly adjusted income. (Note: Grantees may set a lower rate but may not exceed 30 percent). This represents the Total Tenant Payment (TTP) that will go towards paying rent.
2. Identify the contract rent to landlord.
3. Allow for the cost of utilities.
4. Determine the gross rent for the unit (the sum of the contract rent and utilities). Check to make sure this does not exceed maximum limits allowed.
5. Grantee is responsible for paying the difference between the contract rent (#2 above) and the TTP, directly to the landlord.

Steps to Follow When Young adult Pays for Utilities

1. Determine 30 percent of the young adult's monthly adjusted income. (Note: grantees may set a lower rate but may not exceed 30 percent). This represents the Total Tenant Payment (TTP) that will go towards paying rent and utilities (that are the tenant's responsibility).
2. Identify the contract rent to landlord.
3. Allow for a utility allowance when the young adult will be paying utilities directly to the utility company instead of the grantee making payments on behalf of the young adult.
4. Determine the gross rent for the unit (the sum of the contract rent and the utility allowance). Check to make sure this does not exceed maximum limits allowed.
5. If the young adult's share of the housing cost (TTP) is less than the utility allowance, then the young adult will not pay anything towards rent. The young adult, responsible for paying for utilities, will need utility assistance from the grantee in addition to having his/her rent paid by the program. The grantee is responsible for paying the utility company an amount equal to the difference between the utility allowance and the TTP.

Grantee is responsible for paying the contract rent (#2 above) directly to the landlord.

7.5 Appendix E: Guide to Compliance with Lead Based Paint Inspection Requirements

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, grantees/subgrantees 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.

The disclosure form and pamphlet are available at <https://www.epa.gov/lead/real-estate-disclosure> and <https://www.epa.gov/lead/protect-your-family-lead-your-home> respectively.

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

Grantee/subgrantees 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. Grantee/subgrantees 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, grantee/subgrantees cannot approve the unit for CHG assistance until the deteriorating paint has been repaired. At this point, grantee/subgrantees 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
<https://cfpub.epa.gov/flpp/pub/index.cfm?do=main.firmSearchAbatement>.

Lead professionals and training providers can be found at

<http://www.commerce.wa.gov/building-infrastructure/housing/lead-based-paint/lead-based-paint-program-lbpabatement/>.

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.

Agency Partner Agreement

Washington State HMIS

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”) has elected to participate in
• _____, HMIS.

Agency and the Department of Commerce agree as follows:

1. General Understandings:

a. 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.

- b. 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.
- c. 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 using the Interagency Data Sharing Agreement available through Commerce.

2. Confidentiality:

- a. 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.
- b. Agency represents that: **(check applicable items)**
 - it is; is not; a “covered entity” whose disclosures are restricted under HIPAA (45 CFR 160 and 164); More information about “covered entities” can be found here: <http://www.hhs.gov/ocr/privacy/hipaa/understanding/coveredentities/index.html>
 - it is; is not; a program whose disclosures are restricted under Federal Drug and Alcohol Confidentiality Regulations: 42 CFR Part 2;
 - If Agency is subject to HIPAA, (45 CFR 160 and 164) or 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.
 - 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.
- c. 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 (Victim Service Providers) or for Clients fleeing domestic violence situations.

- d. Agency shall not enter confidential information regarding HIV/AIDS status, in accordance with RCW 70.02.220. If funding (i.e., HOPWA) requires HMIS use, those clients' data shall be entered without Identifying Information.
- e. 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.

3. Information Collection, Release and Sharing Consent:

- a. **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.
- b. **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. Unaccompanied youth aged 13 or older may consent to have their personally identifying information entered in HMIS

Do not enter personally identifying information into HMIS for clients who are in licensed domestic violence agencies (Victim Service Providers) or currently fleeing or in danger from a domestic violence, dating violence, sexual assault or stalking situation.

Do not enter HIV/AIDS status in HMIS. If funding (i.e., HOPWA) requires HMIS use, those clients' data shall be entered without personally identifying information.

Telephonic consent from the individual may temporarily substitute for 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.

4. 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.

5. 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.

6. **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.

7. **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:

- a. **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.
- b. **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 (<https://www.commerce.wa.gov/wp-content/uploads/2018/06/hau-hmis-user-policy-example-2018-1.pdf>) 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
- c. **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 <https://www.hudexchange.info/resource/1318/2004-hmis-data-and-technical-standards-final-notice/>) until the HMIS Proposed Rule is finalized and replaces the current Standards: <https://www.hudexchange.info/resource/1967/hearth-proposed-rule-for-hmis-requirements/>. 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 (no personal devices)
- Portable Electronic Devices (i.e., tablets, cell phones) may only be used for HMIS with prior written approval from Commerce
- 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 256-bit encryption (e.g., Internet Explorer, version 11.0). 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 and electronic devices are not in use and staff is not present, steps should be taken to ensure that the computers, electronic devices and data are secure and not publicly accessible. These steps should minimally include: Logging off the data entry system, physically locking the computer or electronic device in a secure area, or shutting down the computer entirely
- d. **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.
- e. **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).
- f. **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.
- g. **Retention of paper copies of personally identifying information:** 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.

8. Information Entry Standards:

- a. Information entered into HMIS by Agency will be truthful, accurate and complete to the best of Agency's knowledge.
- b. 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.
- c. Agency will only enter information into HMIS database with respect to individuals that it serves or intends to serve, including through referral.
- d. Agency will enter all data for a particular month into HMIS database by the 5th 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.
- e. Agency will not alter or over-write information entered by another Agency.

9. Use of HMIS:

- a. 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.
- b. Agency may report non-identifying information to other entities for funding or planning purposes. Such non-identifying information shall not directly identify individual Clients.
- c. Agency and Commerce will report only non-identifying information in response to requests for information from HMIS unless otherwise required by law.
- d. Agency will use HMIS database for legitimate business purposes only.
- e. 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.
- f. Agency will not use the HMIS database to defraud federal, state or local governments, individuals or entities, or conduct any illegal activity.

10. Proprietary Rights of the HMIS:

- a. 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.
- b. 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.

11. 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.

12. 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.

13. 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.

14. Disclaimer of Warranties. Commerce makes no warranties, express or implied, including the warranties of merchantability 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.

15. Additional Terms and Conditions:

- a. Agency will abide by such guidelines as are promulgated by HUD and/or Commerce from time to time regarding administration of the HMIS.
- b. 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.
- c. Neither Commerce nor Agency will transfer or assign any rights or obligations regarding HMIS without the written consent of either party.
- d. 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.
- e. 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.
- f. 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.
- g. 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 other mutually agreed upon media. Unless otherwise specified in writing, copies of data will be delivered to Agency within fourteen (14) calendar days of receipt of written requests for data copies.

Signed,

_____	_____	_____
Executive Director Signature	Print Executive Director Name	Date

Agency Name		

Street Address	City	State Zip Code

Mailing Address <i>(Leave Blank If Same As Above)</i>	City	State Zip Code

Diane Klontz, Assistant Director		Date
Community Services and Housing Division		

7.7 Appendix G: Performance Measures

The Office of Homeless Youth began introducing performance measures within all OHY contracts in January 2018 in accordance with RCW 43.330 which specifies, “The office of homeless youth prevention and protection programs shall identify data and outcomes measures from which to evaluate future public investment in homeless youth services.” Before finalizing these measures, OHY consulted with performance management experts and held listening sessions with OHY grantees across Washington State.

While individual benchmarks have not yet been set, grantees are expected to enter all applicable data in HMIS, improve data quality, and demonstrate progress in each of these performance areas. OHY contract managers are working on finalizing performance dashboards for grantees that use the state’s HMIS system. For grantees that do not use the state’s HMIS system, annual performance reports must be submitted by HMIS system administrators according to the timelines specified in [Section 4.2.3](#).

Each performance outcome measure is program dependent. Not all projects are expected to report on each measure. For an explanation of which HMIS data elements are required and/or which exit destinations are considered safe and stable please review the following Appendices [E: OHY Required Data Elements](#) and [F: OHY HUD Outcomes Matrix](#).

SAFE AND STABLE HOUSING

Outcomes	Indicator	Time of Measurement	HMIS Data Elements	Programs	Definition and Notes
Safe and Stable Housing	Increase in % of youth who exit to safe and stable housing	Project Exit	3.12 Destination	All	See OHY_HUD Outcome Matrix for description of temporary and permanent destinations that are considered stable by project type
			R19 Safe and Appropriate Exit		Destinations are considered safe as determined by the youth
Returns to Homelessness	Increase in % of youth who maintain safe and stable housing	6 and 12 Months Post-Project Exit	3.11 Project Start Date: 3.10 Project Exit Date	HOPE, CRC YAHP, IYHP	Percent who enroll or reappear in an outreach, shelter, or service only type project after exiting to a PH destination.
Length of Stay	Reduction in the median number of days to exit to safe and stable housing	Project Exit	3.10 Project Start Date; 3.11 Project Exit Date; 4.14 Bed Night(YAS)	SYS, YAS	For night-by-night shelter, number of days in project is measured by non-continuous bed nights during the project enrollment

FAMILY RECONCILIATION

Outcomes	Indicator	Time of Measurement	HMIS Data Elements	Programs	Notes
Family Reconciliation	Increase in % of youth who exit to permanently living with family	Project Exit	3.12 Destination	HOPE, CRC, SCRC, SYS	

EDUCATION & EMPLOYMENT

Outcomes	Indicator	Time of Measurement	HMIS Data Elements	Programs	Notes
Education	Increase in % of youth who are currently enrolled in school or have graduated from HS, or obtained GED	Project Entry & Exit	R5 School Status	HOPE, CRC, SYS, YAHP, IYHP	Includes youth who maintain attendance or obtain a HS diploma or GED during enrollment Excludes youth who already graduated HS or obtained a GED at project enrollment
Employment	Increase in % of youth who are currently working	Project Entry & Exit	R6 Employment Status	YAHP, IYHP	Includes youth working at project entry who maintain employment during enrollment Excludes youth unable to work due to a disability.
Income	Increase in % of youth with increased income	Project Entry & Exit	4.2 Income and Sources		Includes cash benefits

SOCIAL & EMOTIONAL WELL BEING

Outcomes	Indicator	Time of Measurement	HMIS Data Elements	Programs	Notes
Healthcare	Increase in % of youth who obtain healthcare coverage	Project Entry & Exit	4.4 Health Insurance	HOPE, CRC, SYS, YAHP, IYHP	Excludes youth who said yes to already having healthcare coverage at project enrollment
Mental Health	Increase in % of youth with a mental health issue who receive counseling ⁸	Project Entry; During Project Enrollment	4.9 Mental Health Problem; R18 Counseling	HOPE, CRC, YAHP, IYHP	Includes youth who identified a mental health issue at project enrollment who received counselling services
Substance Abuse Treatment & Education	Increase in % of youth with a substance abuse issue who receive a service connection to substance abuse treatment or education/prevention services	Project Entry: During Project Enrollment	4.10 Substance Abuse: R14 RHY Service Connections		Includes youth who identified a substance abuse issue at project entry who receive a service connection during project enrollment

⁸ Counseling includes the provision of guidance, support, and/or referrals for counseling services

PERMANENT CONNECTIONS

PERMANENT CONNECTIONS					
Outcomes	Indicator	Time of Measurement	HMIS Data Elements	Programs	Notes
Engagement	Increase in % of youth who engage in case management	During Project Enrollment	4.13 Date of Engagement	SYS	Engagement occurs when an interactive client relationship results in a deliberate assessment or beginning of a case plan.
Length of Time To Engage Youth	Reduction in median number of days to engage youth	During Project Enrollment	3.10 Project Start Date; 4.13 Date of Engagement		
Positive Adult or Community Connections	Increase in % of youth who have a permanent positive adult or community connection outside of the project	Project Exit	R19 Safe and Appropriate Exit	SYS,HOP,CRC YAHP, IYHP	

ALL MEASURES					
Outcomes	Indicator	Time of Measurement	HMIS Data Elements	Programs	Notes
Independent Living Skills (ILS)	Increase in % of youth with an increase in independent living skills (ILS)	Project Entry& Exit	Custom	YAHP, IYHP	Measured by increase in ILS using a custom assessment question in HMIS.
Youth Centered Programming	TBD	TBD	Not an HMIS data element	All	Measured by responses to questions on a client satisfaction survey (TBD)

DATA QUALITY MEASURES					
Outcomes	Indicator	Time of Measurement	HMIS Data Elements	Programs	Notes
Reduce Unknown Exits	Reduction in % of youth who exit project to an unknown destination	Project Exit	3.12 Destination	YAS, HOPE, CRC	Unknown destinations includes no exit interview completed, client doesn't know, client refused, data not collected, other, or null responses

7.8 Appendix H: Performance Progress Report

Office of Homeless Youth Performance Progress Report (PPR)

1. Grantee:	2. Contract Number:
3. Commerce Contract Manager:	4. Contract Period:
5. Report Frequency: <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual <input type="checkbox"/> Annual <input type="checkbox"/> End of Contract <input type="checkbox"/> Other: (describe)	6. Report Number (i.e. __ out of __):
	7. Final Report <input type="checkbox"/> Yes <input type="checkbox"/> No
8. Project Narrative (<i>please limit responses to 500 words each, attach separate PDF</i>) a) Please describe the major activities and accomplishments of this project, program, etc. b) Please quantify as relevant the number of service activities, referrals, workshops, and/or supplies provided to youth (i.e. outputs) c) Please describe any challenges or barriers you experienced during the duration of this project, programs, etc. including any service gaps or capacity issues identified. d) Please describe steps taken to address challenges, barriers, gaps, or capacity issues. e) Please describe any significant findings or themes that stood out during the implementation of this project, programs, etc. or recommendations for future work. f) Please share 1-2 success stories ⁹ or highlights that illustrate the impact of this project, program, resources, etc. on the lives of individual youth, families, stakeholders, or the community. g) <i>If this is not the final PPR of the contract</i> , please describe any upcoming plans or major activities for this project, program, etc. in the next reporting period.	
9. Grantee Authorized Representative Printed Name and Title:	10. Telephone:
	11. Email:
12. Grantee Authorized Representative Signature:	13. Date:
14. Contract Manager Signature:	15. Date:

⁹ When sharing stories of individual clients, please obtain prior written consent before using personally identifiable information (PII).



Dear Participant,

The following survey will provide us with feedback on your experience accessing services for youth and young adults.

The Office of Homeless Youth provides funding for outreach, shelter, and housing programs for youth and young adults experiencing homelessness in Washington State.

Your feedback will help to ensure services are youth centered, respectful, caring, and supportive.

Responses are anonymous. You may skip any portion or stop any time. Comments will only be shared if they cannot identify you.

If you need a copy of this survey made available to you in another language, please ask program staff.

We appreciate you taking the time to fill this out. Please contact us if you have any questions or concerns.

Sincerely,

Office of Homeless Youth

Washington State Department of Commerce

360-725-5056

youthhomeless@commerce.wa.gov

Today's Date ___/___/_____

Agency _____

Program _____

Where did you learn about the services offered by this program (check all that apply)			
<input type="checkbox"/>	Street Outreach Worker	<input type="checkbox"/>	Police/probation officer
<input type="checkbox"/>	Emergency Shelter	<input type="checkbox"/>	Jail/detention/prison staff
<input type="checkbox"/>	Coordinated Entry	<input type="checkbox"/>	Judge/court administrator
<input type="checkbox"/>	Friends/acquaintances	<input type="checkbox"/>	Flyer/poster/brochure
<input type="checkbox"/>	Parent/family member	<input type="checkbox"/>	Google/internet search
<input type="checkbox"/>	Social worker	<input type="checkbox"/>	Facebook/social media
<input type="checkbox"/>	School counselor/administrator	<input type="checkbox"/>	Agency website
<input type="checkbox"/>	School homeless liaison	<input type="checkbox"/>	Medical/treatment facility
Other, please describe:			

Which services did you want or need when you came into this program? Which ones did you receive? Please share your satisfaction with each service you received.						
	Needed	Received		Satisfied	Not Satisfied	Other, please describe:
Food/Clothing/Hygiene						
Transportation						
Family Reconciliation						
Shelter/Housing						
Educational Support						
Employment Support						
Counseling/Treatment						
Healthcare						
Independent Living Skills						
Recreation/Fun Activities						

How much do you agree with the following statements about the program you are in today?	5 Agree Strongly	4 Agree	3 Neutral	2 Disagree	1 Disagree Strongly	Does Not Apply
Safety and Accessibility						
1. I feel safe while accessing services and participating in this program.						
2. Staff explained and helped me understand my rights as a program participant.						
3. Staff helped me understand the rules of the program, why they have them, and consequences of breaking rules.						
4. Youth who not speak English can receive services in a language they speak or are comfortable with.						
5. Staff and volunteers treat me with respect (i.e. respecting my boundaries, not making insulting or humiliating remarks, not raising voice, etc.).						
6. I feel okay letting staff know if I have a problem or feel unsafe around others						
7. Staff and volunteers consistently use the name and pronouns I use (ex. she/her, they/them, he/him, etc.), and respect the name and pronouns of others.						
8. The purpose behind intake questions were explained to me, and asked in a confidential place.						
9. I can refuse to answer any intake or assessment questions I feel uncomfortable answering.						
10. Staff and volunteers take steps to protect my confidentiality and the confidentiality of others.						
11. I know how to file a complaint if I have a problem with the program, staff, or volunteers.						
Participant Engagement						
1. I've been asked to be involved in program decision making (i.e. advisory group, agency board member, input on program activities, etc.).						
2. I have seen examples where youth input has led to positive change.						
3. This program helped me explore my interests, talents, and abilities by connecting me to opportunities (i.e. mentoring, volunteering, employment, leadership etc.).						

4. I get to express my culture, religion, heritage, or identity while participating in this program.						
5. This program helped me find mentors I can turn to when I need help.						
6. I have a case manager or staff person I can meet with on a regular basis.						
7. I get time to talk about what I want during case management and/or program activities.						
8. I get to participate in developing my service plan and setting my own goals.						
Overall Program Satisfaction						
1. This program has helped me have a better understanding of my needs.						
2. I feel like the staff in this program care about me, and my needs matter to them.						
3. This program has helped me with my next steps towards achieving my goals.						
4. I feel confident the services I am receiving/have received are what I need.						
5. I would recommend this program to a friend or someone else in need.						
6. I feel ready to exit this housing program and be independent (Housing Programs Only at Exit)						

Please provide any additional comments or thoughts on ways this program could be improved~ *Attach more sheets if needed.*

THANK YOU!!!!

OHY STAFF ONLY Agency Number _____ Program _____ Survey Number _____ PIT _____ Annual _____ Exit _____

7.10 Appendix J: OHY Required Data Elements

OHY FY20-21 Data Collection Requirements								
<p>All OHY projects are required to collect Universal Data Elements as well as some Project Specific and Custom Data Elements as indicated with an "X" below for each program type. Data elements that are not marked with an "X" may still be present in the project template, but are optional for OHY purposes. Information on the rationale, collection point, subjects, and instructions for each element can be found in the HMIS Data Standards Manual.</p>								
HMIS Data Elements	SOS	YAS	YAS NBN	HOPE CRC	IYHP YAHP	TLP	SOC	Data collection stage
UDE All Universal Data Elements 3.01 - 3.917	<i>REQUIRED FOR ALL PROJECTS, SEE HMIS USER MANUAL FOR DETAILS</i>							
4.02 Income and Sources					X			start, update, annual assessment and exit
4.03 Non-Cash Benefits					X			start, update, annual assessment and exit
4.04 Health Insurance	X			X	X	X	X	start, update, annual assessment and exit
4.05 Physical Disability				X	X	X		start, update and exit
4.06 Developmental Disability				X	X	X		start, update and exit
4.07 Chronic Health Condition				X	X	X		start, update and exit
4.08 HIV/AIDS	<i>MUST NOT COLLECT PER HMIS USER AGREEMENT</i>							
4.09 Mental Health Problem				X	X	X	X	start, update and exit
4.10 Substance Abuse				X	X	X	X	start, update and exit
4.11 Domestic Violence	<i>REQUIRED FOR ALL PROJECTS, MUST NOT INCLUDE PII IF FLEEING DV</i>							start and update
4.12 Current Living Situation	X		X				X	Occurrence Point (at time of contact)
4.13 Date of Engagement	X		X					Occurrence Point (start or update)
4.14 Bed-night Date			X					services
4.19 Coordinated Entry Assessment								
4.20 Coordinated Entry Event								
R1 Referral Source				X	X	X	X	start
R2 RHY: BCP Status								
R3 Sexual Orientation	X	X	X	X	X	X	X	start
R4 Last Grade Completed					X	X		start and exit
R5 School Status	X			X	X	X	X	start and exit
R6 Employment Status				X	X	X	X	start and exit

R7 General Health Status								
R8 Dental Health Status								
R9 Mental Health Status								
R10 Pregnancy Status	X			X	X	X	X	start and update
R11 Formerly a Ward of Child Welfare/Foster Care Agency				X	X	X	X	start
R12 Formerly a Ward of Juvenile Justice System				X	X	X	X	start
R13 Family Critical Issues				X	X	X	X	start
R14 RHY Service Connections				X	X	X	X	services (occurrence point, at first service)
R15 Commercial Sexual Exploitation/Sex Trafficking	X			X	X	X	X	exit
R16 Labor Exploitation/Trafficking	X			X	X	X	X	exit
R17 Project Completion Status		X	X	X	X	X	X	exit
R18 Counseling				X	X	X		exit
R19 Safe and Appropriate Exit	X	X	X	X	X	X	X	exit
R20 Aftercare Plans	X	X	X	X	X	X	X	post exit
CUSTOM: Legal Custody at Entry				X		X	X	start
CUSTOM: Youth stayed beyond 72 hours without guardian permission				X				start
ADDITIONAL: If yes to above, why? (primary reason)				X				start
CUSTOM: Primary reason for placement/enrollment				X		X	X	start
CUSTOM: Legal Custody at Exit				X		X	X	exit
CUSTOM: Person Released To				X		X		exit
CUSTOM (Destination): Is Emergency Shelter a HOPE or CRC?	X			X		X		exit
CUSTOM: Independent Living Skills					X	X		start, annual assessment, exit
CUSTOM: Is the youth in Extended Foster Care (EFC)					X YAHP		X	New custom element, start

Additional Element	Data Collection Point	Response Options
Legal Custody at Entry	Entry	Parent State Protective Custody Other Guardian
Youth stayed beyond 72 hours without parental/guardian permission and without DCYF taking the child into custody (if applicable)	Exit	Yes No
If yes to above, why? (primary reason)	Exit	Parent/guardian unreachable Parent/guardian refuses to take physical custody of child Law enforcement did not release the child into the custody of child protective services DCYF would not take custody
Primary reason for placement	Entry	Runaway/ family conflict Runaway/ other Conflict with family/ non-runaway Family rejection due to sexual orientation or gender identity Safety: trafficking Safety: unaccompanied minor Safety: abuse/neglect Emergency placement of dependent youth Exit from juvenile detention with no housing option
Legal Custody at Exit	Exit	Parent State Protective Custody Other Guardian Self/Aged Out
Person Released To	Exit	Parent Children's Administration Left w/o permission Protective Custody

		Other Person
		Other Guardian
		Self/Aged Out
Is Emergency Shelter a HOPE or CRC Shelter?	Exit	Yes
		No
Independent Life Skills	Entry, Annual, Exit	<p>At Entry, 12 month annual assessment and exit rate as follows:</p> <p>1 = Unable to meet basic needs such as hygiene, food, activities of daily living</p> <p>2 = Can meet a few but not all needs of daily living without assistance</p> <p>3 = Can meet most but not all needs of daily living without assistance</p> <p>4 = Able to meet all basic needs of daily living without assistance</p> <p>5 = Able to provide beyond the basic needs of daily living for self and family</p>
Is the youth in Extended Foster Care?	Entry	Yes
		No

Added "Diversion" service component for SOS projects
Added "ATS" service component for selected projects

7.11 Appendix K: OHY_HUD Outcomes Matrix

Temporary/Institutional		OHY				HUD					
Data Standards Response	Exit Destinations	Project Type SOS	Project Type HOPE/ CRC	Project Type YAS	Project Type YAHP/ IYHP/ TLP	Project Type SO	Project Type ES	Project Type TH	Project Type PH	Project Type SH	Project Type SSO
1	Emergency shelter, including hotel or motel paid for with emergency shelter voucher	✓				✓					
OHY	<i>Custom Subcategory - Emergency shelter: HOPE or CRC</i>	✓				✓					
15	Foster care home or foster care group home	✓	✓	✓		✓	X	X	X	X	X
6	Hospital or other residential non-psychiatric medical facility	✓	✓	✓		X	X	X	X	X	X
14	Hotel or motel paid for without emergency shelter voucher	✓				✓					
7	Jail, prison or juvenile detention facility										
27	Moved from one HOPWA funded project to HOPWA TH	✓	✓	✓		✓					
16	Place not meant for human habitation										
4	Psychiatric hospital or other psychiatric facility	✓	✓	✓		✓					
29	Residential project or halfway house with no homeless criteria	✓	✓	✓		X					
18	Safe Haven	✓	✓	✓		✓					
12	Staying or living with family, temporary tenure (e.g., room, apartment or house)	✓	✓	✓		✓					
13	Staying or living with friends, temporary tenure (e.g., room apartment or house)	✓	✓	✓		✓					
5	Substance abuse treatment facility or detox center	✓	✓	✓		✓					
2	Transitional housing for homeless persons (including homeless youth)	✓	✓	✓		✓					
25	Long-term care facility or nursing home	✓	✓	✓		✓	X	X	X	X	X

Permanent		OHY				HUD					
Data Standards Response	Exit Destinations	Project Type SYS	Project Type HOPE/ CRC	Project Type YAS	Project Type YAHP/ IYHP/ TLP	Project Type SO	Project Type ES	Project Type TH	Project Type PH	Project Type SH	Project Type SSO
26	Moved from one HOPWA funded project to HOPWA PH	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
11	Owned by client, no ongoing housing subsidy	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
21	Owned by client, with ongoing housing subsidy	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
3	Permanent housing (other than RRH) for formerly homeless persons	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
10	Rental by client, no ongoing housing subsidy	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
28	Rental by client, with GPD TIP housing subsidy	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
20	Rental by client, with other ongoing housing subsidy	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
31	Rental by client, with RRH or equivalent subsidy	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
19	Rental by client, with VASH housing subsidy	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
22	Staying or living with family, permanent tenure	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
23	Staying or living with friends, permanent tenure	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Other		OHY				HUD					
Data Standards Response	Exit Destinations	Project Type SYS	Project Type HOPE/ CRC	Project Type YAS	Project Type YAHP/ IYHP/ TLP	Project Type SO	Project Type ES	Project Type TH	Project Type PH	Project Type SH	Project Type SSO
24	Deceased	X	X	X	X	X	X	X	X	X	X
8	Client doesn't know										
9	Client refused										
99	Data no collected										
30	No exit interview completed										
17	Other										

Legend	Positive Outcomes (i.e. Stable)
✓	Positive Outcome
✓	Positive Outcome - OHY Only
X	Removed from the denominator
Legend	Project Type
SOS	Street Outreach Services
HOPE/ CRC	HOPE Center or Crisis Residential Center
YAS	Young Adult Shelter
YAHP/IYHP	Young Adult Housing Program, Independent Youth Housing Program
TLP	Transitional Living Program