
Continuum of Care Written Standards for NY- 508 Buffalo, Niagara Falls/Erie, Niagara, Orleans, Genesee, Wyoming Counties CoC

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Introduction

The Continuum of Care (CoC) is responsible for coordinating and implementing a system to meet the needs of the population and subpopulations experiencing homelessness within a given geographic area, which for the NY-508 CoC includes the following geographic areas: Buffalo/ Erie, Niagara Falls/Niagara, Orleans, Genesee, and Wyoming Counties. Both the Emergency Solution Grant (ESG) Rules and Regulations and the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Continuum of Care Program Interim Rules state that the CoC, in consultation with recipients of Emergency Solutions Grants (ESG) program funds within the geographic area, are responsible to (1) establish and consistently follow written standards for providing Continuum of Care assistance, (2) establish performance targets appropriate for population and program type, and (3) monitor recipient and subrecipient performance.

These written standards have been established to ensure that persons experiencing homelessness who enter programs throughout the CoC will be given similar information and support to access and maintain permanent housing. All programs that receive ESG or CoC funding are required to abide by these written standards. Agencies should adopt their own program policies and procedures to comply with this document. The CoC strongly encourages programs that do not receive either of these funding sources to accept and utilize these written standards to comply with best practices.

The majority of these standards are based on the ESG and/or the HEARTH Interim Rules. There are additional standards that have been established by the CoC to assist programs in meeting and exceeding performance outcomes that will help to reach the goal of ending homelessness.

The Continuum of Care Written Standards will include policies and procedures for:

- Evaluating eligibility for individuals and families to receive housing assistance, including transitional housing, rapid re-housing, and permanent supportive housing.
- Standards for determining what percentage and amount of rent each household must pay while receiving RRH assistance

These standards are in place to

- Establish community-wide expectations on the operations of projects within the community
- Ensure that the system is transparent to users and operators
- Establish a minimum set of standards and expectations in terms of the quality expected of projects
- Ensure the local priorities are transparent to recipients and subrecipients of funds
- Create consistency and coordination between recipients' and subrecipients' projects

Additionally from this document, the CoC formal policy also includes the Coordinated Entry Policy and Procedure, HMIS Policy and Procedures Manual, CoC Funding Guide, and the Youth Homelessness Demonstration Program (YHDP) Program Written Standards. Coordinated Entry Policy and Procedure outlines the Coordinated Entry process, including the assessment and prioritization for programs. HMIS Policy and Procedure Manual outlines HMIS requirements. CoC Funding Guide outlines the CoC funding application process as well as performance and evaluation methods. The YHDP Program Written Standards outlines YHDP funded program written standards, including its eligibility and prioritization.

These written standards have been developed in conjunction with ESG recipients and with service providers. Thus the implementation reflects the perspectives of those organizations that are directly providing homeless housing and services, including Emergency Shelter (ES), Transitional Housing (TH), Permanent Supportive Housing (PSH), Rapid Re-Housing (RRH), and Supportive Service Only (SSO).

The CoC Written Standards have been approved by the CoC, the County, City ESG recipients, and providers. The Written Standards will be reviewed and revised as needed at a minimum of once per year. Agreement to abide by the Written Standards will be required to participate in the process of acquiring and maintaining CoC or ESG funding. Besides locally established requirements and standards, CoC funded programs must follow the [CoC Program interim rule](#) and ESG funded programs must follow the [ESG Program Interim Rule](#).

Program Requirements for All Programs

1. Housing First & Low Barriers

The Housing First approach has several key features: few programmatic prerequisites, admission policies that support low barriers to access, rapid and streamlined entry into permanent housing, voluntary and engaging supportive services, and a focus on housing stability. As such, CoC funded projects should allow entry to program participants regardless of their income, current or past substance use, criminal records, credit history, previous evictions, or history of domestic violence. Projects also should not terminate clients regardless of whether or not they participate in supportive services, make progress on a service plan, lose their income, or are based on other activities not covered in a lease agreement typically found for an unassisted person in the project's geographic area. All CoC funded programs must adopt the Housing First and Low Barriers approach. The CoC will authorize limited exceptions for projects in the adoption of a housing first model where it conflicts with funder requirements or local/state law (e.g., restrictions on serving people who are listed on sex offender registries).

2. Equal Access & Non-discrimination

Providers must have non-discrimination policies in place and assertively outreach to people least likely to engage in the homeless system. Providers must comply with all federal statutes and rules including the Fair Housing Act¹ and Equal Access to Housing Final Rule.² A determination of eligibility for housing that is assisted by HUD or subject to a mortgage insured by HUD shall be made in accordance with the eligibility requirements provided for such a program by HUD, and such housing shall be made available without regard to actual or perceived sexual orientation, gender identity, or marital status. The people who present together for assistance, regardless of age or relationship, are considered a household and are eligible for assistance as a household. Projects that serve families with children must serve all types of families with children; if a project targets a specific population (e.g., women with children), these projects must serve all families with children that are otherwise eligible for assistance, including families with children that are headed by a single adult or consist of multiple adults that reside together. The age and gender of a child under 18 must not be used as a basis for denying any family admission to a project.

3. Coordinated Entry Participation

Coordinated Entry refers to a centralized or coordinated assessment system that provides an initial, comprehensive assessment of the needs of individuals and families for housing and services. The primary goals for Coordinated Entry processes are to allocate local limited resources as effectively as possible no matter where or how people present and prioritize

¹ United States Department of Justice. The Fair Housing Act. Accessed May 2015.
<http://www.justice.gov/crt/about/hce/title8.php>

² <https://www.hudexchange.info/resource/1991/equal-access-to-housing-final-rule/>

those who have the highest need. All CoC-funded and ESG-funded projects are required to participate in the CoC's Coordinated Entry (CE) System. CoC and ESG funded housing projects must only take referrals from the CE lead. All ESG/CoC funded projects are required to follow the CoC's established Coordinated Entry Policy and Procedures. Prioritization standards are outlined in the Coordinated Entry Policy and Procedures. All other projects are encouraged to take part in the coordinated system in order to achieve community effectiveness and success.

4. HMIS Participation

All CoC-funded and ESG-funded projects are required to participate in the Homeless Management Information System (HMIS) with the exception of victim services provider projects (defined by the Violence Against Women Reauthorization Act of 2013). Instead, victim services providers must use a comparable database to collect client level data. The CoC encourages non-CoC/ESG providers to participate in HMIS. All HMIS participating agencies should meet the minimum data quality standards and follow the HMIS Policies and Procedures Manual.

5. Access to Mainstream Resources

The CoC expects that every agency funded through the CoC or ESG programs will coordinate with and access mainstream and other targeted homeless resources. Providers should assess and assist participants with obtaining any mainstream resource for which they may be eligible for Temporary Assistance for Needy Families (TANF), Public Assistance, Veterans Health Care, Supplemental Nutrition Assistance Program (SNAP), Medicaid, Medicare, SSI/SSDI, or Access-VR. When possible, providers should streamline processes that include applying for mainstream benefits such as the use of a singular form to apply for benefits or collecting all necessary information in one step. The SSI/SSDI Outreach Access and Recovery (SOAR) process is encouraged to speed up the SSI/SSDI process.

6. Educational Liaison & Early Childhood Services

For projects that serve households with children, a staff person must be designated as the educational liaison who will ensure children are: 1. Enrolled in school 2. Connected to appropriate services in the community, including early childhood projects such as Head Start.

7. Termination & Grievance Procedures

Providers must have a written termination policy outlining program rules and termination processes including a formal grievance process. All program participants must be advised at program intake of their legal rights, including an explanation of prohibited discrimination, instructions for reporting violations, and a signed acknowledgment receipt must be kept in the participant files. Program Termination Policy at minimum must consist of:

(1) Providing the program participant with a written copy of the program rules and the termination process before the participant begins to receive assistance;

(2) Written notice to the program participant containing a clear statement of the reasons for termination;

(3) A review of the decision, in which the program participant 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; and

(4) Prompt written notice of the final decision to the program participant.

(5) Programs must have an internal grievance process that clients can use to resolve conflicts within the program.

Programs must have written policies and procedures for resolving grievances, including

- A. a statement regarding the client's right to request reasonable accommodation, and they must post them in a place conspicuous and accessible to clients. In addition, each client shall receive a copy of the grievance policies and procedures upon intake and if/when receiving a warning or discharge notice. Grievance policy and procedures should be given in appropriate languages and/or made accessible to accommodate non-hearing and sight-impaired individuals when required.
- B. The grievance process should focus on preventing the escalation of conflicts, resolving conflicts, and improving program environments for clients and staff. Programs must strive to maximize the use of informal avenues for resolving disputes whenever possible.
- C. The program's grievance procedures must allow clients the opportunity to be represented by a third-party advocate (of their choice) in the grievance process. Reasonable efforts must be made to coordinate with the client's advocate to schedule the appeal.
- D. The program's grievance procedures must allow clients to present their cases before a neutral decision-maker.
- E. The goal of grievance procedures should be conflict resolution rather than determining or assigning fault or blame.

8. Emergency Transfer Plan

All CoC recipients and subrecipients and ESG subrecipients must adopt the Emergency Transfer Plan (ETP) for tenants who are victims of domestic violence, dating violence, sexual assault, or stalking. Providers should provide tenants with the Emergency Transfer Request Form (Appendix C) along with local resources for domestic violence (Appendix D) and steps they could take when they are threatened. The ability to request a transfer is available regardless of sex, gender identity, or sexual orientation. All CoC and ESG recipients and subrecipients must follow this plan and include the ETP in their program policy and procedures. A new certification form for documenting incidents of domestic violence, dating violence, sexual assault, and stalking (Appendix E) must be used by housing providers.

9. Trauma-Informed Care

The Continuum of Care (CoC) Program (24 CFR part 578)- promotes a communitywide commitment to the goal of ending homelessness, and provides funding for efforts by nonprofit providers, states, and local governments for homeless individuals, families, persons fleeing domestic violence, and youth while minimizing the trauma and dislocation caused by homelessness. CoC agencies, staff, volunteers, and contractors must recognize that Trauma-Informed practices are policies, procedures, interventions, and interactions among clients and staff that recognize the likelihood that a person receiving services has experienced trauma or violence. For effective service delivery and stable housing placements, organizations, and staff must understand the impact of trauma on individuals and families and learn how to effectively minimize its effects and respond appropriately with cultural awareness and competence, without contributing to further trauma.

All recipients and subrecipients must adopt a Trauma-Informed approach throughout agencies' policies and procedures.

10. Engaging Individuals with Lived Experience

Meaningful engagement results in system and programmatic implementations that are more relevant and responsive. Engaging people with lived expertise is an urgent and necessary matter as communities grapple with how to create more equitable systems. A mix of professional experience and personal lived expertise is essential for creating impactful solutions. Each CoC funded project is expected to engage consumers in program creation, ongoing program evaluation, and quality improvement processes. Authentic and meaningful engagement of individuals with lived expertise means including them in all decision-making processes related to policy, funding, program design, and implementation. Before any decisions are made, the CoC, ESG recipients, and funded programs should collaborate with people who have lived expertise, centering their voices and experiences and considering them to be the most valid and informed. This requires people who have held those decision-making spaces to consistently share power with and relinquish power to those individuals. Engagement can and should occur in a variety of spaces and ways including conducting listening sessions and inviting persons with lived expertise to serve as an advisor or as a member of a Community Action Board. [More information about Engaging individuals with lived experiences can be found here.](#)

Record Keeping Requirements for All Projects

Program participants' qualifications, eligibility documentation, and other program participant records must be retained for five years after the expenditure of all funds from the grant under which program participants were served (§ 578.103(c)(1)). Records for acquisition, new construction, and rehabilitation must be retained for 15 years following the date the project is first occupied, or used, by program participants (§ 578.103(c)(2)).

Participant Recordkeeping Requirements include:

- All records containing personally identifying information (PII) must be kept secure and confidential
- Programs must have a written confidentiality/privacy notice, provided to the participant if requested
- Documentation of homelessness (following HUD guidelines)
- A record of services and assistance provided to each participant
- Documentation of any applicable requirements for providing services/assistance
- Documentation of use of the coordinated assessment system
- Documentation of use of HMIS
- Records must be retained for the appropriate amount of time as prescribed by HUD

Financial Recordkeeping Requirements include:

- Documentation for all costs charged to the grant
- Documentation that funds were spent on allowable costs
- Documentation of the receipt and use of program income
- Documentation of compliance with expenditure limits and deadlines
- Retain copies of all procurement contracts as applicable
- Documentation of amount, source and use of resources for each match contribution

Permanent Supportive Housing (PSH)

Permanent Supportive Housing (PSH) is permanent housing in which housing assistance (e.g., long-term leasing or rental assistance) and supportive services are provided to assist households with at least one member (adult or child) with a disability in achieving housing stability.

Eligibility Criteria

- Households must meet the HUD definition of homelessness
- One adult or child member of the household must have a disability
- CoC funded programs must follow any additional eligibility criteria set forth in the HUD CoC Notice of Funding Opportunity (NOFO) through which a project was funded and the grant agreement.
- Programs may not establish additional eligibility requirements beyond those specified here and those required by funders.

Disability definition

1. Physical, mental, or emotional impairment, including impairment caused by alcohol or drug abuse, post-traumatic stress disorder, brain injury, or a chronic physical illness that:
 - Is expected to be long-continuing or of indefinite duration; **and**
 - Substantially impedes the person's ability to live independently; **and**
 - Could be improved by more suitable housing.
2. Developmental Disability: Defined in Section 102 of the [Developmental Disability Assistance and Bill of Rights Act](#) of 2000. Means a severe, chronic disability that:
 - Is attributable to a mental or physical impairment or combination; **and**
 - Is manifested before age 22; **and**
 - Is likely to continue indefinitely; **and**
 - Results in substantial limitations in three or more major life activities (Self-care, Receptive and expressive language, Learning, Mobility, Self-direction, Capacity for independent living, Economic self-sufficiency)
 - Reflects need for:
 - A combination and sequence of special, interdisciplinary or generic services; **or**
 - Individualized supports; **or**
 - Other forms of assistance that are of lifelong or extended duration and are individually planned and coordinated.

Minimum Standards of Assistance

- There can be no predetermined length of stay for a PSH project
- Supportive services designed to meet the needs of the project participants must be made available to the project participants throughout the duration of their stay in PSH

- Project participants in PSH must enter into a lease (or sublease) agreement for an initial term of at least one year that is renewable and is terminable only for cause. Leases (or subleases) must be renewable for a minimum term of one month.
- To be able to house a program participant in any unit with CoC Program funds, whether supported with leasing or rental assistance, the unit must meet rent reasonableness standards (§ 578.51(g)). A recipient or subrecipient cannot rent a unit that exceeds reasonable rent using CoC funds. Further, if the unit is paid for with leasing assistance, leasing funds cannot be used to pay above the Fair Market Rent (FMR) (§ 578.49(b)(2)).

HUD Performance Benchmark

- 80% of Participants remained or exited to permanent housing in non-CH dedicated programs

Performance Goals

- 95% annual occupancy/utilization rate
- 90% of Participants remained or exited to permanent housing in non-CH dedicated programs, 85% for CH dedicated programs
- 20% adult participants that maintained, gained or increased earned income at the end of the report year
- 80% adult participants have income other than employment at the end of the reporting year
- House client within 45 days from referral
- At least 85% of households that exit a rapid rehousing program to permanent housing should not become homeless again within a year.

Rapid Re-housing (RRH)

RRH is permanent housing that provides short-term (up to three months) and medium-term (4-24 months) tenant-based rental assistance and supportive services to households experiencing homelessness.

HUD does not require an individual to have a disability to qualify for RRH. However, the program participant must meet the eligibility requirements set forth in the NOFA under which the project was funded. These requirements include but are not limited to 1) projects funded under the DV bonus must serve survivors of domestic violence, dating violence, sexual assault, and stalking who qualify as homeless under paragraph (4) of the homeless definition at 24 CFR 578.3. 2) Projects funded under the Youth Homelessness Demonstration Program (YHDP) must serve youth experiencing homelessness, including unaccompanied and pregnant or parenting youth, where no member of the household is older than 24.

Although CoC and ESG funded Rapid Re-housing have many similarities, there are some differences due to different regulations. [This guidebook outlines the differences.](#)

Participant Eligibility Criteria

- ESG Rapid Re-housing must serve individuals or families who meet the Literally Homeless definition in HUD definition of homelessness Category 1. CoC funded programs could serve both Category 1 and 4. YHDP programs could also serve Category 2 homeless youth.
- CoC funded programs must follow any additional eligibility criteria set forth in the HUD CoC Notice of Funding Opportunity (NOFO) through which a project was funded and the grant agreement.
- Programs may not establish additional eligibility requirements beyond those specified here and those required by funders
- For ESG funded programs, the program participant household's annual income must be less than or equal to 30 percent of Area Median Income (AMI) at their annual evaluation. For CoC funded programs, a participant household's annual income should be at or below 50% AMI at the time of program enrollment.

Rent Limits for Rapid Re-housing Program

CoC Rapid Re-housing projects may provide up to 24 months of tenant-based rental assistance as needed to help a program participant quickly move into permanent housing and achieve housing stability. While CoC RRH projects are required to limit the rental assistance to no more than 24 months per project enrollment, they may also choose to provide a shorter amount of assistance.

ESG Rapid Re-housing projects, participants may not receive more than 24 months of any one type of assistance in a 3-year period (e.g., 24 months of rental assistance or 24 months of housing search and placement services).

To be able to house a program participant with the Rapid Re-housing fund, the unit must meet rent reasonableness standards (§ 578.51(g)). A recipient or subrecipient cannot rent a unit that exceeds reasonable rent using CoC funds.

All Rapid Re-housing (RRH) programs must have participants contribute towards their rent as income allows. Rent contribution is based on a participant's income and should aim to meet the following rent contribution benchmarks:

Rental Assistance Timeframe	Percentage of Income Contributed to Rent
First month	0%
Months 2-3	15%
Months 4-6	30%
Months 7-9	45%
Months 10-12	60%
All remaining months (up to 24 months)	60%

Please note that with these benchmarks, there may be some households that can exit rental assistance after Month 6 if their income is sufficient to pay the rent and the rent is affordable, while other households may exit after Month 12 if they have lower-income and are rent burdened. It is expected that some participants will be rent burdened upon exiting the program. Programs should do their best to ensure participants are housed in units that they can sustain independently after exiting the program. Any participant that is expected to be more than 50% rent burdened, meaning they are spending more than 50% of their income towards their full rent, should be supported in connecting with long-term subsidized housing upon being housed.

Rapid Re-housing programs should use assertive engagement to support program participants in meeting these benchmarks. RRH program staff must meet with program participants through a home visit on a monthly basis at minimum, with the consent of the program participant. Enrollment or termination from the program should not be conditional on meeting these benchmarks or agreeing to monthly home visits. In other words, RRH programs *cannot* terminate participants from the program enrollment solely for not meeting these benchmarks.

Income should be documented and evaluated upon enrollment into the RRH program. Participants should not be required to provide documentation of their income after the initial evaluation unless their monthly income has increased by more than \$200 or decreased by more than \$50, or for the purposes of completing the annual reassessment.

Minimum Standards of Assistance

- Maximum participation in a Rapid Re-housing program cannot exceed 24 months.
- Support services must be provided throughout the duration of the stay in housing.
- Program participants are required to meet with a case manager no less than once per month to assist the program participant in ensuring long-term housing stability.
- CoC funded program participants must enter into a lease agreement for a term of at least one year, which is terminable for just cause. The lease must be automatically renewable upon expiration for terms that are a minimum of one month long, except on prior notice by either party.
- For CoC funded RRH programs, supportive services may be provided until 6 months after rental assistance stops. For ESG funded RRH programs, housing stability case management assistance may not exceed 30 days during the period in which the program participant is seeking permanent housing and may not exceed 24 months during the period in which the program participant is living in permanent housing.
- To continue to receive ESG and CoC RRH assistance, a program participant's reevaluation must demonstrate eligibility based on: 1) Lack of sufficient resources and support networks to retain housing without the program assistance. 2) The ESG or CoC funded program must determine the amount and type of assistance that the individual or family will need to (re)gain stability in permanent housing at a minimum every 3 months, preferably monthly.
- Rapid Re-housing programs must offer housing search assistance to all program participants. With the goal of increasing the number of units recruited for program participants and utilizing these units, Rapid Re-housing programs at a minimum should participate in the following activities:
 - Assessing participants' tenant screening barriers, such as credit, eviction history, criminal background, and income for the purpose of providing assistance to overcome these barriers and to match participants with appropriate units.
 - Ensure all participants have access to housing search assistance either through your RRH program or through another entity. This assistance may include:
 - Outreaching landlords with units that may be suitable for program participants.
 - Supporting participants in completing housing applications and collecting and submitting documentation for the screening process
 - Coordinating unit viewings, landlord meetings, lease-signings, etc. including the transportation to these meetings for the participant and attending these meetings as needed
 - Respond promptly to landlord concerns and support both the participant and the landlord in resolving tenancy issues
 - Share available unit information with other RRH programs in instances where a unit cannot be filled with internal program participants. This will give our CoC the best chance at utilizing all unit opportunities that could be a good fit for a household experiencing homelessness in our system.
 - To meet these housing search assistance standards, RRH programs should make an effort to build staff capacity to provide housing search assistance. Rapid rehousing programs should consider staffing models that allow for staff to be dedicated to housing search and landlord engagement. At a minimum,

programs must train staff to interact with landlords and provide housing search on best practices.

HUD Benchmarks

- Households served by a Rapid Re-housing program move into permanent housing in an average of 30 days or fewer from program entry
- At least 80% of households that exit a rapid rehousing program exit to permanent housing
- At least 85% of households that exit a Rapid Re-housing program to permanent housing should not become homeless again within a year.

Performance goals

- 95% annual occupancy/utilization rate
- 30% adult participants that maintained, gained, or increased earned income at the end of the report year
- 80% adult participants have income other than employment at the end of the report year

Case Closure and Termination Standards

All RRH programs should have written termination policies outlining the circumstances for which a program participant would be terminated from the program. Program-level policies should also include a policy outlining the grievance and appeals procedures in the event a participant would like to appeal a termination decision. Projects must also follow termination policies applicable to all CoC and ESG projects previously mentioned in this Written Standards document.

Below are the reasons a participant could be terminated from an RRH program. Programs should work to prevent an early termination or dismissal as much as possible, with the goal of ensuring participants have the tools and resources to maintain housing stability.

- Participant has completed services with these indicators:
 - Rent - Income is sufficient to pay rent (despite the amount of rent burden) or another housing subsidy has been secured, such as a Housing Choice Voucher.
 - Lease – Tenant is not in violation of the lease and has no rent arrears; landlord agrees that the tenancy is stable.
 - Linkages – The person is connected to resources necessary to sustain housing.
- Participant is voluntarily leaving the program.
- Participant has reached the maximum time allowed in the program, according to the program's regulations.
- The participant has not had contact with program staff in over 90 days and the program is unaware of the participant's whereabouts.
- Participant has behaved in a way that seriously threatens the health and safety of staff.

Participants *cannot* be terminated solely due to:

- Refusing services.

- Not following through on a housing stability plan.
- Violating a lease.

In order to terminate a participant for no-contact, program staff must make *at least* 12 attempts over the course of 90 days (one attempt a week for three months) to contact the participant and ask for a response. Attempts should be made in multiple methods, such as:

- Calling the phone number provided by the participant.
- Texting the phone number provided by the participant.
- Calling contacts the participant provided you and gave consent to contact in the event you could not reach them.
- Leaving a written letter at the unit where the participant is housed.
- Mailing a letter to the unit where the participant is housed.

All attempts should be documented and included in the participant file, such as a case note, prior to termination.

RRH programs should make every effort to use assertive engagement and build rapport with participants that leads to supportive case management relationships. In the event that continued behavioral issues act as a barrier to housing stability, programs should consider alternatives to termination such as supporting the participant to relocate to more suitable housing and/or connect with mental or behavioral health services.

Transitional Housing

Transitional Housing (TH) provides temporary housing with supportive services to individuals and families experiencing homelessness with the goal of interim stability and support to successfully move to and maintain permanent housing. TH projects can cover housing costs and accompanying supportive services for program participants for up to 24 months.

Participants in a TH project must have a signed lease, sublease, or occupancy agreement with the following requirements:

- An initial term of at least one month
- Automatically renewable upon expiration, except by prior notice by either party
- A maximum term of 24 months

Participant Eligibility Criteria

- Households must meet the HUD definition of homelessness
- CoC funded programs must follow any additional eligibility criteria set forth in the HUD CoC Notice of Funding Opportunity (NOFO) through which a project was funded and the grant agreement
- Programs may not establish additional eligibility requirements beyond those specified here and those required by funders

Minimum Standards of Assistance

- Maximum length of stay cannot exceed 24 months.
- Assistance in transitioning to permanent housing must be made available/provided.
- To facilitate the movement of program participants into permanent housing, transitional housing projects should provide a wide range of [supportive services](#) to participants while they reside in the program that meets the needs of their program participants. Recipients can require program participants to take part in supportive services that are not disability-related services as a condition of participation in the program. For example, if the purpose of the project is to assist participants with substance abuse issues, projects may require participants to take part in substance abuse treatment services.
- Projects can provide services to former residents of TH projects for up to six months after exiting TH to assist in the household's transition to independent living ([§ 578.75\(h\)](#)).

Performance goals

- 90% annual occupancy/utilization rate
- 90% of Participants remained or exited to permanent housing. For youth specific programs, 90% of participants exited to safe housing.
- 20% of adult participants that gained or increased earned income at the end of the report year
- At least 85% of households that exit a TH program to permanent housing should not become homeless again within a year.

Joint-Transitional and Rapid Rehousing

As part of the 2017 CoC Program competition, HUD announced that communities could apply for a new type of project that combines the activities of a transitional housing project with those of a rapid re-housing project. This project type provides a new way to meet some of the pressing challenges that communities are facing. These projects provide a safe place for people to stay – transitional housing – with financial assistance and wrap-around supportive services determined by program participants to help them move to permanent housing as quickly as possible.

Participant Eligibility Criteria

- Households must meet the HUD definition of homelessness
- CoC funded programs must follow any additional eligibility criteria set forth in the NOFA through which a project was funded and the grant agreement
- Programs may not establish additional eligibility requirements beyond those specified here and those required by funders

Minimum Standards of Assistance

- Use a Housing First approach with client-driven service models and a focus on helping people move to permanent housing as quickly as possible. Participants cannot be required to participate in treatment or services to receive assistance.
- Have low barriers to entry and accommodate people with possessions, partners, pets, or other needs.
- Incorporate client-choice by helping participants find permanent housing based on their unique strengths, needs, preferences, and financial resources. Participants will choose when they are ready to exit the crisis housing portion of the project and move to permanent housing, with providers assisting participants with this move.
- Provide or connect participants to resources that help them improve their safety and well-being and achieve their goals.
- Target and prioritize people experiencing homelessness with higher needs and who are most vulnerable.
- Provide both components, including the units supported by the transitional housing component and the tenant-based rental assistance and services provided through the PH-RRH component, to all program participants for up to 24 months as needed by the program participants. Exceptions may apply under each year's NOFO regarding YHDP special requirements. A program participant may only need a temporary stay in transitional housing unit, but the project must be able to make available the financial assistance and supportive services that traditionally come with Rapid Re-housing assistance to that program participant.

Supportive Service Program

Supportive Services Only (SSO) projects allow recipients to provide supportive services.

Supportive services Only project includes but is not limited to:

Street Outreach- conducting outreach to sheltered and unsheltered homeless persons and families and providing referrals to other housing or other necessary services to families and individuals experiencing homelessness.

Coordinated Entry- Projects funded under this component act as the Coordinated Entry Lead. They conduct CE assessments, prioritize, and refer clients to programs.

YHDP SSO projects- The Youth Homeless Demonstration Program (YHDP) has created an opportunity for communities to develop new Supportive Service Only (SSO) projects dedicated to meeting the needs of youth and young adults experiencing homelessness. Project type that can be funded in YHDP under SSO includes: Diversion, Outreach, Drop-in Center, Navigation, Host Home, and Coordinated Entry. For more [details refer to this document](#).

Participant Eligibility Criteria

- Households must meet Category 1 or 4 based on the HUD Homeless Definition for ESG and CoC non-YHDP programs. YHDP could serve Category 2 homeless definition youth.
- CoC funded programs must follow any additional eligibility criteria set forth in the NOFA through which a project was funded and the grant agreement
- Programs may not establish additional eligibility requirements beyond those specified here and those required by funders

Emergency Shelter and Outreach Performance goals

For ESG funded Emergency Shelter and outreach programs, performance goals are set as follows:

Emergency Shelters

- Average length of stay is less than 35 days
- 50% of participants exit with a successful housing outcome³

and/or

- 30% of participants exit to permanent housing
- Less than 30% of participants exit to an unknown location
- 60% of participants exit with/linked to cash income
- 60% of participants exit with/linked to non-cash resources

Outreach

- 50% or more of all participants exit to a permanent housing situation
- 60% or more of adult participants have income from sources other than employment
- 60% or more of all participants have mainstream (non-cash) benefits at the exit from program

System Wide Performance

A critical aspect of the McKinney-Vento Homeless Assistance Act (the “Act”) as amended, is a focus on viewing the local homeless response as a coordinated system of homeless assistance options as opposed to homeless assistance programs and funding sources that operate independently from one another. To facilitate this perspective, the Act now requires communities to measure their performance as a coordinated system in addition to analyzing performance by specific projects or project types.

To this end, the Act established a set of criteria for HUD to use that require all CoCs to report their system-level performance to HUD. The intent of selected system performance measures is to encourage CoCs, in coordination with ESG program recipients, as well as all other homeless assistance stakeholders in the CoC, to regularly measure their progress in meeting

³ Successful housing outcome for Emergency Shelter participants could be permanent housing or transitional housing for formerly homeless persons; living with family or friend as permanent tenure; owned or rental by client with or without subsidy; psychiatric facility; substance abuse or detox facility.

the needs of people experiencing homelessness in their community and to report this progress to HUD.

The goals below should be reviewed and adjusted annually based on the previous year's performance.

System Performance Measures		
Measure 1: Length of Time Persons Remain Homeless	Persons in ES and SH	<35 days
	Persons in ES, Safe Haven, TH	<68 days
Measure 1b: Length of Time Persons Remain Homeless Using "approximate date homelessness started"	Persons in ES and SH	<74 days
	Persons in ES, Safe Haven, and TH	<107 days
Measure 2a: Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness within 6 to 12 Months	2a.1 Returns to SO, ES, SH, and TH	<6%
	2a.2 Returns to SO, ES, SH, TH, and PH	<7%
Measure 2b: Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness within 2 Years	2b.1 Returns to SO, ES, SH, and TH	<22%
	2b.2 Returns to SO, ES, SH, TH, and PH	<22%
Measure 3: Number of Homeless Persons	3.1 Change in PIT counts of sheltered and unsheltered persons	<962
	3.2 Change in counts of sheltered persons in HMIS	<4637
Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects	4.1 Increase in employment income for stayers	>6%
	4.2 Increase in non-employment cash income for stayers	>28%
	4.3 Increase in total cash income for stayers	>31%
	4.4 Increase in employment income for leavers	>11%
	4.5 Increase in non-employment cash income for leavers	>40%
	4.6 Increase in total cash income for leavers	>47%
Measure 5: Number of Persons who Become Homeless for the First Time	5.1 Persons First Time Homeless in ES, SH, TH	<3346
	5.2 Persons First Time Homeless in ES, SH, TH, PH	<3622
Measure 7a: Successful Placement from Street Outreach	Persons who exited Street Outreach Exited to temporary & some institutional destinations Exited to permanent housing destinations 7a1. Percentage successful exits	>44%
	Persons in ES, SH, TH, and RRH who exited Exited to permanent housing destinations 7b1. Percentage successful exits	>36%

Measure 7b: Successful Placement in or Retention of Permanent Housing

	Persons in PH-H, PSH, and PH-S who exited Remained in applicable PH projects and/or exit to permanent destination 7b2. Percentage of successful exits and retention	> 95%
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Monitoring Performance

The CoC is responsible for monitoring project level and system level performance annually or biennially. The CoC Lead will consult with recipients and subrecipients annually to establish performance targets appropriate for population and program type, monitor recipient and subrecipient performance, evaluate outcomes, and take action to improve performance.

Appendix A: Homeless and chronically homeless definition⁴

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

⁴https://www.hudexchange.info/resources/documents/HomelessDefinition_RecordkeepingRequirementsandCriteria.pdf

**All Permanent Supportive Housing programs and most Rapid Re-housing programs will only accept clients who meet the category 1, literally homeless definition. Certain Rapid Re-housing programs will accept clients who meet the category 4, fleeing/attempting to flee DV definition. Emergency Solution Grant (ESG) funded Prevention program can only assist clients who meet category 2 or 4.*

Chronically Homeless Definition

The definition of “chronically homeless⁵”, as stated in the Definition of Chronically Homeless final rule is:

- (a) A “homeless individual with a disability,” as defined in section 401(9) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11360(9)), who:
 - i. lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and
 - ii. Has been homeless and living as described in paragraph (a)(i) continuously for at least 12 months or on at least four separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating the occasions included at least 7 consecutive nights of not living as described in paragraph (a)(i). Stays in institutional care facilities for fewer than 90 days will not constitute a break in homelessness, but rather such stays are included in the 12-month total, as long as the individual was living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter immediately before entering an institutional care facility;
- (b) An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (a) of this definition, before entering the facility;
- (c) A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (a) or (b) of this definition (as described in Section I.D.2.(a) of this Notice), including a family whose composition has fluctuated while the head of household has been homeless.

5

<https://www.hudexchange.info/resources/documents/Defining-Chronically-Homeless-Final-Rule.pdf>

Appendix B Verification of Homelessness (VOH) requirements

Written intake procedures must follow the established priority order for obtaining evidence. Generally, this is the priority order for establishing a person's chronic homelessness status.

Homeless Documentation Recording Requirements:

Category 1	Literally Homeless	<ul style="list-style-type: none"> • Written observation by the outreach worker⁶; or • Written referral by another housing or service provider^{7a}; or • Certification by the individual or head of household seeking assistance stating that they were living on the streets or in shelter⁹; • For individuals exiting an institution - one of the forms of evidence above and: <ul style="list-style-type: none"> ◦ Discharge paperwork or writer/oral referral; or ◦ Written record of intake worker's due diligence to obtain above evidence and certification by individual that they exited institution
Category 2	Imminent Risk of Homelessness	<ul style="list-style-type: none"> • A court order resulting from an eviction action notifying the individual or family that they must leave; or • For individuals and families leaving a hotel/motel - evidence that they lack the financial resources to stay; or • A documented and verified oral statement; and • Certification that no subsequent residence has been identified; and • Self-certification or other written documentation that the individual lack the financial resources and support necessary to obtain permanent housing
Category 3	Homeless under other Federal statutes	<ul style="list-style-type: none"> • Certification by the nonprofit or state or local government that the individual or head of household seeking assistance met the criteria of homelessness under another federal statute; and • Certification of no PH in the last 60 days; and • Certification by the individual or head of household, and any available supporting documentation, that they have moved two or more times in the past 60 days; and • Documentation of special needs or 2 or more barriers
Category 4	Fleeing/ Attempting to	<ul style="list-style-type: none"> • For victim service providers: <ul style="list-style-type: none"> ◦ An oral statement by the individual or head of household seeking assistance which states: they are fleeing and have

⁶ Written observation by an outreach or intake worker of encounters with the individual or head of household must include a description of the conditions/locations where the individual or head of household was living or is currently living and its duration. Documenting what the client told the worker about their living history does not count as 3rd party documentation.

⁷ HMIS records of drop in center, shelter or transitional housing stay could be used as third party homeless documentation. A screenshot of the system including the entry/exit date as well as the program name is required.

⁸ Written observation by a community member who has physically observed where the person or household was or is currently living (a written referral by another housing/service provider must also be included) also could be used as 3rd party documentation.

⁹ Self-certification (written) by the individual/head of household seeking assistance detailing location and specific time/duration will be accepted along with the 3rd party documentation or reason 3rd party documentation cannot be obtained.

	Flee DV	<p>has no subsequent residence, and they lack resources. The statement must be documented by a self-certification by the intake worker.</p> <ul style="list-style-type: none"> • For non-victim service providers: <ul style="list-style-type: none"> ○ Oral statement by the individual or head of household seeking assistance that they are fleeing. This statement is documented by a self-certification or by the caseworker. Where the safety of the individual or family is not jeopardized, the oral statement must be verified; and ○ Self-certification, or other written documentation, that the individual or family lacks the financial resources and support networks to obtain other permanent housing
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[Sample Third Party Verification Form](#)

Appendix C. Emergency Transfer Plan for Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking

Emergency Transfers

In accordance with the Violence Against Women Act (VAWA), all CoC recipients and subrecipients and ESG subrecipients must allow tenants who are victims of domestic violence, dating violence, sexual assault, or stalking to request an emergency transfer from the tenant's current unit to another unit. The ability to request a transfer is available regardless of sex, gender identity, or sexual orientation. Reasonable accommodations for people with disabilities must also be made.

This plan identifies tenants who are eligible for an emergency transfer, the documentation needed to request an emergency transfer, confidentiality protections, how an emergency transfer may occur, and guidance to tenants on safety and security. This plan is based on a model emergency transfer plan published by the U.S. Department of Housing and Urban Development (HUD). All CoC recipients and subrecipients and ESG subrecipients need to be in compliance with VAWA. Providers should provide participants with information on local victim services providers and information on what they should do when they are threatened to protect their safety. When providers are made aware of this situation, they should encourage clients to contact local victim service providers and explain their options for an emergency transfer. The emergency transfer plan is intended to ensure they continue to receive their housing related services

Eligibility for Emergency Transfers

A tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking, as provided in HUD's regulations at 24 CFR part 5, subpart L is eligible for an emergency transfer if the tenant reasonably believes that there is a threat of imminent harm from further violence if the tenant remains within the same unit. If the tenant is a victim of sexual assault, the tenant may also be eligible to transfer if the sexual assault occurred on the premises within the 90-calendar-day period preceding a request for an emergency transfer.

A tenant requesting an emergency transfer must expressly request the transfer in accordance with the procedures described in this plan. Tenants who are not in good standing may still request an emergency transfer if they meet the eligibility requirements in this section.

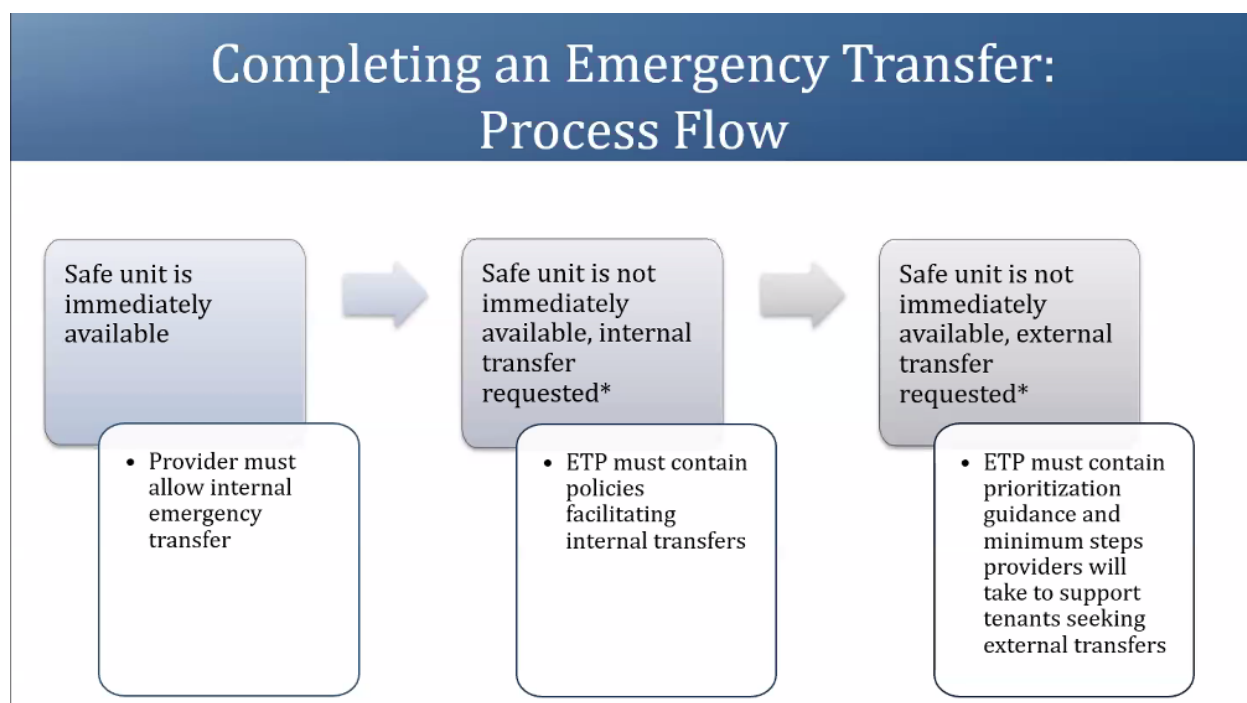
Emergency Transfer Request Documentation

Upon notification that a client might be threatened or experiencing domestic violence, or sexual assault, the housing provider must provide the survivor with the opportunity to request a transfer. To request an emergency transfer, the tenant shall notify the CoC recipient and subrecipient and ESG subrecipients and submit a written request or similar document as shown in Appendix D. Once the written request is received and evaluated by the CoC & ESG recipient/subrecipient, the Housing Provider will make a request based on the type of transfer (internal or external). Internal emergency transfers are the relocation of a tenant to another unit where they would not be categorized as a new applicant. As a result, the tenant may

reside in the new unit without undergoing an application process. Offered if an internal unit is immediately available and if an internal unit becomes available later.

An external emergency transfer is the relocation of a tenant to another unit where they would be categorized as a new applicant. This option is offered if an internal unit is not immediately available. Additionally, the choice of an internal or external transfer is solely at the discretion of the tenant. Tenant choice is paramount. If a different program/provider has to be offered, the housing providers will contact the Department of Social Service /the Coordinated Entry Lead/ Referral and Transfer committee accordingly to transfer the tenant out of the unit and move to the next available unit. The request should follow Coordinated Entry Policy and Procedures to ensure the confidentiality of the victims. CoC & ESG recipients or subrecipients will provide reasonable accommodations to this policy for individuals with disabilities. The tenant's written request for an emergency transfer should include either:

1. A statement or other documentation expressing that the tenant reasonably believes that there is a threat of imminent harm from further violence if the tenant were to remain in the same dwelling unit assisted under the CoC & ESG project; OR
2. A statement or other documentation that the tenant was a sexual assault victim and that the sexual assault occurred on the premises during the 90-calendar-day period preceding the tenant's request for an emergency transfer.



If a victim service provider assists the victim and documents the need. No additional information will be needed. If it is self-certified and documented by the housing provider, a lack of income statement will also be needed in order to qualify for any Rapid Re-housing or Permanent Supportive Services. When conflicting documentation is present, housing providers or victim service providers may request additional information and the applicant

should provide additional documentation within 14 business days. The applicant can request an extension.

Recipients must document both request and outcome. Outcomes must be reported annually to HUD. Additionally, records must be maintained for at least three years.

Confidentiality

CoC recipient and subrecipient and ESG subrecipients will keep confidential any information that the tenant submits in requesting an emergency transfer, and information about the emergency transfer, unless the tenant gives CoC & ESG recipients and subrecipients written permission to release the information on a time limited basis, or disclosure of the information is required by law or required for use in an eviction proceeding or hearing regarding termination of assistance from the covered program. This includes keeping confidential the new location of the dwelling unit of the tenant if one is provided, from the person(s) that committed an act(s) of domestic violence, dating violence, sexual assault, or stalking against the tenant. See the Notice of Occupancy Rights under the Violence Against Women Act For All Tenants for more information about HP's responsibility to maintain the confidentiality of information related to incidents of domestic violence, dating violence, sexual assault, or stalking.

Emergency Transfer Timing and Availability

CoC recipient and subrecipient and ESG subrecipients cannot guarantee that a transfer request will be approved or how long it will take to process a transfer request. CoC recipient and subrecipient and ESG subrecipients will notify the Department of Social Services/Coordinate Entry Lead and/or Referral and Transfer Committee following the Coordinated Entry procedure to protect victims' confidentiality. CoC recipient and subrecipient and ESG subrecipients will also connect the survivor to victim service providers and legal service providers to seek assistance.

The survivor must be prioritized for the next available and safe unit/voucher that they are eligible for. Situations might vary based on who the person is originally eligible for the program.

1. If the abuser is not the program participant, who moved in with the program participant, the housing provider must offer to transfer the survivor to the next available unit. The housing provider will not continue paying for the apartment that the abuser lives in. If the survivor believes they will be safe in the same unit, the provider could also work with victim service providers to obtain an order of protection. If the survivor would like to relocate but reasonably believes a proposed transfer would not be safe, the survivor may request a transfer to a different unit.
2. If the abuser is the original eligible person for the project and the survivor living in the unit is not a project participant, then the housing provider will refer the survivor to victim service providers, and the survivor will be referred and prioritized for the next available unit that they are eligible for. Survivors will be offered options to maintain in housing up to the end of the lease or 90 days, whichever is greater before they move to another dwelling. When abuse happens in a scattered site rental assistance apartment, the housing provider could choose to relocate the abuser instead of the

survivor if that's preferable for the survivor. The abuser, who is the original eligible person may be transferred to a bridger housing or emergency housing during the period of searching for a different apartment.

3. If the eligibility criteria were met based on a household with more than one person, all members within the household will be considered participants of the project. In this case, the survivor will be offered the choice to stay in the housing or be transferred. If the survivor would like to be transferred, the abuser may remain in the unit when it is allowed, and he/she will be reassessed for eligibility for the program. If deemed eligible, assistance will be continued. The housing provider will locate a new unit for the survivor. The survivor's eligibility will be determined according to CoC written Standard Program Eligibility. Whichever assistance they are deemed to be eligible for, priority will be given to the survivor to continue housing and service assistance. The abuser and the survivor will not be assigned to the same housing provider to avoid a conflict of interest. If there is no availability at the moment, the housing provider may connect when permitted by the survivor to a victim service provider who has a residential program to see if emergency shelter or transitional housing could be offered for the safety of the client or provide other safe temporary housing if possible. Coordinated Entry may be unable to transfer a tenant to a particular unit if the tenant has not or cannot establish eligibility for that unit. For example, if a household receives Permanent Supportive Housing and the survivor who needs to be transferred out does not have a disability, then he/she will not be eligible for Permanent Supportive Housing. CoC recipient and subrecipient and ESG subrecipients and coordinated entry staff will work with the survivor to ensure they will be linked to eligible services.

Below are the steps CoC and ESG recipients should follow for any participants requesting an Emergency Transfer Plan. The first step is mandatory for all participants in CoC and ESG programs. All CoC recipients and subrecipients and ESG subrecipients need to be in compliance with VAWA. Providers should provide participants with information on local victim services providers and information on what they should do when they are threatened to protect their safety. Additionally, the Emergency Transfer Plan should be explained to all clients during the intake. After the Emergency Transfer Plan is reviewed, clients are required to sign off that the information was reviewed.

If a client reports that they believe they are in danger or they have been sexually assaulted in the last 90 days it must be reported. After a written or verbal report is initiated, the housing provider will start the transfer process. The provider will engage with the tenant who is searching for a safe. The tenant is the final authority. Transfer can be internal or external based on the availability of the unit. When a unit is found and it is identified as safe by the tenant then the transfer process is completed.

Safety and Security of Tenants

Pending processing of the transfer and the actual transfer, if it is approved and occurs, the tenant is urged to take all reasonable precautions to be safe.

Tenants who are or have been victims of domestic violence are encouraged to contact the local victim service providers:

Erie County	Niagara County	Genesee, Orleans & Wyoming Counties
<p>Haven House</p> <p>Individuals and families experiencing domestic violence may receive transportation to shelter.</p> <p>Phone: 716-884-6000 (24-hour Emergency Hotline) Address: Buffalo, NY. Location is confidential to the public</p>	<p>Family and Children’s Service of Niagara, Inc.</p> <p>PASSAGE</p> <p>24-hr Phone Hotline: 716-299-0909, 24-hour Emergency Hotline) Address: 1522 Main Street, Niagara Falls, NY 14305</p>	<p>The YWCA of Batavia</p> <p>Phone: 585-343-5808 (585-343-7513, 24-hour emergency hotline) Address: 301 North St, Batavia, NY 14020</p>
<p>Family Justice Center</p> <p>588-SAFE (7233):</p> <p>Orders of protection, forensic medical unit, safety plans, attorneys, domestic violence advocates, law enforcement</p>	<p>YWCA of Niagara</p> <p>Phone: 716-433-6716 (24-hour emergency hotline)</p>	<p>Pathstone Domestic Violence at Albion, NY</p> <p>DV services hotline. Phone: 585-589-8733 Address: Albion, NY. Confidential to the public</p>
<p>Response for Erie County!</p> <p>24-hr Phone Hotline: 716-862-HELP (4357)</p>		<p>RESTORE Sexual Assault Services (Wyoming County Department of Social Services) at Warsaw NY</p> <p>Phone: 800-527-1757 (24-hour emergency hotline) Address: 4 West Buffalo Street, Warsaw, NY 14569 (May transport clients to shelters)</p>
<p>LGBT Domestic Violence Committee of WNY</p> <p>c/o the Pride Center of WNY</p> <p>200 South Elmwood Avenue</p> <p>Buffalo, NY 14201</p> <p>716-852-7743</p>		<p>Wyoming County Crisis Services</p> <p>Phone: 800-724-8583</p>

Human Trafficking Victim Services:

International Institute of Buffalo 716-883-1900*304 Address: 864 Delaware Ave. Buffalo, NY

Victims of domestic violence could also contact the National Domestic Violence Hotline at 1-800-799-7233. For persons with hearing impairments, that hotline can be accessed by calling 1-800-787-3224 (TTY).

Tenants who have been victims of sexual assault may call the Rape, Abuse & Incest National Network's National Sexual Assault Hotline at 800-656-HOPE, or visit the online hotline at <https://ohl.rainn.org/online/>.

Tenants who are or have been victims of stalking seeking help may visit the National Center for Victims of Crime's Stalking Resource Center at <https://www.victimsofcrime.org/our-programs/stalking-resource-center>.

Appendix D: HUD 5383-EMERGENCY TRANSFER REQUEST FOR CERTAIN VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING

Purpose of Form: If you are a victim of domestic violence, dating violence, sexual assault, or stalking, and you are seeking an emergency transfer, you may use this form to request an emergency transfer and certify that you meet the requirements of eligibility for an emergency transfer under the Violence Against Women Act (VAWA). Although the statutory name references women, VAWA rights and protections apply to all victims of domestic violence, dating violence, sexual assault, or stalking. Using this form does not necessarily mean that you will receive an emergency transfer. See your housing provider's emergency transfer plan for more information about the availability of emergency transfers.

The requirements you must meet are:

- (1) You are a victim of domestic violence, dating violence, sexual assault, or stalking.** If your housing provider does not already have documentation that you are a victim of domestic violence, dating violence, sexual assault, or stalking, your housing provider may ask you for such documentation. In response, you may submit Form HUD-5382, or any one of the other types of the documentation listed on that Form.
- (2) You expressly request the emergency transfer.** Submission of this form confirms that you have expressly requested a transfer. Your housing provider may choose to require that you submit this form, or may accept another written or oral request. Please see your housing provider's emergency transfer plan for more details.
- (3) You reasonably believe you are threatened with imminent harm from further violence if you remain in your current unit.** This means you have a reason to fear that if you do not receive a transfer you would suffer violence in the very near future.

OR

You are a victim of sexual assault and the assault occurred on the premises during the 90-calendar-day period before you request a transfer. If you are a victim of sexual assault, then in addition to qualifying for an emergency transfer because you reasonably believe you are threatened with imminent harm from further violence if you remain in your unit, you may qualify for an emergency transfer if the sexual assault occurred on the premises of the property from which you are seeking your transfer, and that assault happened within the 90-calendar-day period before you submit this form or otherwise expressly request the transfer.

Submission of Documentation: If you have third-party documentation that demonstrates why you are eligible for an emergency transfer, you should submit that documentation to your housing provider if it is safe for you to do so. Examples of third party documentation include, but are not limited to: a letter or other documentation from a victim service provider, social worker, legal assistance provider, pastoral counselor, mental health provider, or other professional from whom you have sought assistance; a current restraining order; a recent court order or other court records; a law enforcement report or records; communication records from the perpetrator of the violence or family members or friends of the perpetrator of the violence, including emails, voicemails, text messages, and social media posts.

Confidentiality: All information provided to your housing provider concerning the incident(s) of domestic violence, dating violence, sexual assault, or stalking, and concerning your request for an emergency transfer shall be kept confidential. Such details shall not be entered into any shared database. Employees of your housing provider are not to have access to these

details unless to grant or deny VAWA protections or an emergency transfer to you. Such employees may not disclose this information to any other entity or individual, except to the extent that disclosure is: (i) consented to by you in writing in a time-limited release; (ii) required for use in an eviction proceeding or hearing regarding termination of assistance; or (iii) otherwise required by applicable law.

TO BE COMPLETED BY OR ON BEHALF OF THE PERSON REQUESTING A TRANSFER

1. Name of victim requesting an emergency transfer:

2. Your name (if different from victim's)_____

3. Name(s) of other family member(s) listed on the lease:_____

4. Name(s) of other family member(s) who would transfer with the victim:_____

5. Address of location from which the victim seeks to transfer:

6. Address or phone number for contacting the victim:_____

7. Name of the accused perpetrator (if known and can be safely disclosed):_____

8. Relationship of the accused perpetrator to the victim:_____

9. Date(s), Time(s) and location(s) of incident(s):_____

10. Is the person requesting the transfer a victim of a sexual assault that occurred in the past 90 days on the premises of the property from which the victim is seeking a transfer? If yes, skip question 11. If no, fill out question 11. _____

11. Describe why the victim believes they are threatened with imminent harm from further violence if they remain in their current unit.

12. If voluntarily provided, list any third-party documentation you are providing along with this notice:

This is to certify that the information provided on this form is true and correct to the best of my knowledge and that the individual named above in Item 1 meets the requirement laid out on this form for an emergency transfer. I acknowledge that submission of false information could jeopardize program eligibility and could be the basis for denial of admission, termination of assistance, or eviction.

Signature _____ Signed on (Date) _____



Appendix E: CERTIFICATION OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING AND ALTERNATE DOCUMENTATION

Purpose of Form: The Violence Against Women Act (“VAWA”) protects applicants, tenants, and program participants in certain HUD programs from being evicted, denied housing assistance, or terminated from housing assistance based on acts of domestic violence, dating violence, sexual assault, or stalking against them. Despite the name of this law, VAWA protection is available to victims of domestic violence, dating violence, sexual assault, and stalking, regardless of sex, gender identity, or sexual orientation.

Use of This Optional Form: If you are seeking VAWA protections from your housing provider, your housing provider may give you a written request that asks you to submit documentation about the incident or incidents of domestic violence, dating violence, sexual assault, or stalking.

In response to this request, you or someone on your behalf may complete this optional form and submit it to your housing provider, or you may submit one of the following types of third-party documentation:

- (1) A document signed by you and an employee, agent, or volunteer of a victim service provider, an attorney, or medical professional, or a mental health professional (collectively, “professional”) from whom you have sought assistance relating to domestic violence, dating violence, sexual assault, or stalking, or the effects of abuse. The document must specify, under penalty of perjury, that the professional believes the incident or incidents of domestic violence, dating violence, sexual assault, or stalking occurred and meet the definition of “domestic violence,” “dating violence,” “sexual assault,” or “stalking” in HUD’s regulations at 24 CFR 5.2003.
- (2) A record of a Federal, State, tribal, territorial, or local law enforcement agency, court, or administrative agency; or
- (3) At the discretion of the housing provider, a statement or other evidence provided by the applicant or tenant.

Submission of Documentation: The time period to submit documentation is 14 business days from the date that you receive a written request from your housing provider asking that you provide documentation of the occurrence of domestic violence, dating violence, sexual assault, or stalking. Your housing provider may, but is not required to, extend the time period to submit the documentation if you request an extension of the time period. If the requested information is not received within 14 business days of when you received the request for the documentation or any extension on the date provided by your housing provider, your housing provider does not need to grant you any of the VAWA protections. Distribution or issuance of this form does not serve as a written request for certification.

Confidentiality: All information provided to your housing provider concerning the incident(s) of domestic violence, dating violence, sexual assault, or stalking shall be kept confidential and such details shall not be entered into any shared database. Employees of your housing provider are not to have access to these details unless to grant or deny VAWA protections to you, and such employees may not disclose this information to any other entity or individual, except to the extent that disclosure is: (i) consented to by you in writing in a time-limited release; (ii) required for use in an eviction proceeding or hearing regarding termination of assistance; or (iii) otherwise required by applicable law.

TO BE COMPLETED BY OR ON BEHALF OF THE VICTIM OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING

1. Date the written request is received by victim: _____

2. Name of victim: _____

3. Your name (if different from victim's): _____

4. Name(s) of other family member(s) listed on the lease: _____

5. Residence of victim: _____

6. Name of the accused perpetrator (if known and can be safely disclosed): _____

7. Relationship of the accused perpetrator to the victim: _____

8. Date(s) and times(s) of incident(s) (if known): _____

9. Location of incident(s): _____

In your own words, briefly describe the incident(s): _____ _____ _____

This is to certify that the information provided on this form is true and correct to the best of my knowledge and recollection and that the individual named above in Item 2 is or has been a victim of domestic violence, dating violence, sexual assault, or stalking. I acknowledge that submission of false information could jeopardize program eligibility and could be the basis for denial of admission, termination of assistance, or eviction.

Signature _____ Signed on (Date) _____

Public Reporting Burden: The public reporting burden for this collection of information is estimated to average 1 hour per response. This includes the time for collecting, reviewing, and reporting the data. The information provided is to be used by the housing provider to request certification that the applicant or tenant is a victim of domestic violence, dating violence, sexual assault, or stalking. The information is subject to the confidentiality requirements of VAWA. This agency may not collect this information, and you are not required to complete this form unless it displays a currently valid Office of Management and Budget control number.