



# INDIANAPOLIS WRITTEN STANDARDS FOR HOMELESSNESS ASSISTANCE & SERVICES

INDIANAPOLIS CONTINUUM OF CARE

The Indianapolis Written Standards establish community-wide expectations for operation and minimum quality for projects; ensure system operations and priorities are communicated transparently; and create consistency and coordination between recipients and sub recipients' projects within the Indianapolis CoC.



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## REVISION HISTORY

Date	Revision(s)	Pages
2022	• Revision History added	5-6
	• Housing First – added income cap clause	8
	• Affirmative Marketing and Outreach section added	9
	• Educational Liaison submission process updated	10-11
	• Termination procedures for case conferencing updated	11
	• Diversion eligibility criteria and minimum standards updated; performance measures added	12
	• Emergency Shelter eligibility criteria, prioritizing/targeting eligible households, assessment, length of stay/discharge, performance metrics updated	14-15
	• Other Permanent Housing section added	15
	• Permanent Supportive Housing eligibility criteria, prioritizing eligible households, performance metrics updated; NOFO Scoring Tool Measures added	16-17
	• Prevention eligibility criteria updated; performance metrics added	18
	• Rapid Rehousing eligibility, prioritizing eligible households, rent limits, minimum standards of assistance, performance metrics updated; NOFO Scoring Tool Measures, YHDP information added	18-19
	• Street Outreach housing focused information added, minimum standards updated; performance metrics added	23-24
	• Transitional Housing eligibility, minimum standards and performance metrics updated; Low Demand and Hospital to Housing (Respite Care) information removed due to not existing in Indy CoC	24-26
	• Joint Transitional Housing – Rapid Rehousing section added	26-28
	• Moving Between Programs section updated to differentiate between transfer types	28
	• Emergency Transfer Process added	29-31
	• Appendix A updated to reflect current HUD definitions of homelessness and disability; family definition added	33, 36
	• Appendix C: Coordinated Street Outreach Program Model added	38
	• Appendix D: RRH Program Model added	39
	• Appendix E: TH-RRH Program Model added	41
• Sorted program types in alphabetical order • Updated funding streams • Deduplicated information from CES, HMIS, CoC, and ESG Policies and Procedures, instead linking to relevant documents • Removed all program prioritization; linked to CES Policies & Procedures instead	Throughout document	
• Safe Haven section removed due to no longer existing in Indy CoC	N/A	
October 2020	• Formatting changes to align with CoC branding	



	<ul style="list-style-type: none"> <li>• Rapid Re-Housing Program section:             <ul style="list-style-type: none"> <li>○ Overview of Rapid Re-Housing Program types</li> <li>○ Rent limits for CoC, ESG, SSVF, and any other funded RRH consolidated</li> <li>○ Minimum standards, specifically re-certification timelines</li> <li>○ Performance outcomes</li> <li>○ YHDP Rapid Re-Housing information added</li> </ul> </li> </ul>	
July 2019	<ul style="list-style-type: none"> <li>• Introduction updated to specify funding streams, minor wording changes</li> <li>• Equal Access &amp; Non-discrimination updated to incorporate additional Indianapolis CoC values and practices</li> <li>• Coordinated Entry Participation updated to include SSVF funding and new CES Policies and Procedures document</li> <li>• HMIS Participation updated to include SSVF funding</li> <li>• Educational Liaison requirements for providers expanded on</li> <li>• Recordkeeping Requirements added</li> <li>• Street Outreach section added</li> <li>• Emergency Shelter section added</li> <li>• Diversion section added</li> <li>• Prevention section added</li> <li>• Permanent Supportive Housing: Prioritizing Eligible Households updated to reflect CES Policies &amp; Procedures, Performance Outcomes updated</li> <li>• Rapid Rehousing: Eligibility Criteria, Rent Limits, and Minimum Standards updated to reflect different funding types; Prioritizing Eligible Households updated to reflect CES Policies &amp; Procedures; Performance Outcomes updated</li> <li>• Transitional Housing: Eligibility Criteria, Prioritizing Eligible Households, Minimum Standards, Performance Outcomes updated to reflect different funding types; Prioritizing Eligible Households updated to reflect CES Policies &amp; Procedures</li> <li>• Safe Haven section added</li> <li>• Program Transfers section added</li> <li>• Homeless Definition (Appendix A) added</li> <li>• Eligibility &amp; Prioritization Example (Appendix B) added</li> </ul>	
2016	Indianapolis CoC Written Standards first codified	



## INTRODUCTION

The Indianapolis Continuum of Care (CoC) in coordination with the City of Indianapolis and homeless service funders have developed the written standards contained here for providing housing and services to those persons experiencing homelessness or at-risk of homelessness across Indianapolis. The goals of the written standards are to:

- Establish community-wide expectations for the operation 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.
- Make local priorities transparent to recipients and subrecipients of funds.
- Create consistency and coordination between recipients' and subrecipients' projects within the Indianapolis CoC.

This document outlines the Indianapolis CoC's Written Standards which meet the minimum requirements of the Department of Housing and Urban Development (HUD) and address community expectations for all projects serving persons who are homeless or at-risk of homelessness. For each project type, the standards outline the purpose of the project type, eligibility criteria, prioritization, minimum standards of assistance, client access, and performance metrics.

All recipients or subrecipients of funding through the CoC, Emergency Solutions Grant (ESG), Grant and Per Diem (GPD), Housing to Recovery Fund, Housing Trust Fund (HTF), Projects for Assistance in Transition from Homelessness (PATH), Runaway and Homeless Youth (RHY), Supportive Services for Veteran Families (SSVF), U.S. Department of Housing and Urban Development-VA Supportive Housing (HUDVASH), Veterans Affairs (VA), and Youth Homelessness Demonstration Project (YHDP) programs must follow these standards and the standards must be applied consistently across the entire CoC's defined geographic area. The CoC strongly encourages projects that do not receive these funds to accept and utilize these written standards. Recipients and subrecipients of the funds above may develop additional standards for administering program assistance, but these additional standards cannot conflict with those established by the Indianapolis CoC.

In addition to the Written Standards, programs should reference requirements from their funding source when available, including the CoC Policies and Procedures<sup>1</sup> and ESG Policies and Procedures.<sup>2</sup>

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<sup>1</sup> *Continuum of Care Policies and Procedures*. The City of Indianapolis Department of Metropolitan Development (2021, December). Retrieved June 23, 2022 from

<https://drive.google.com/file/d/1aT7k1tF0Pkv6d00yd3HQZyWqjbt7CYD/view?usp=sharing>

<sup>2</sup> *Emergency Solutions Grant Policies and Procedures*. The City of Indianapolis Department of Metropolitan Development (2022, June). Retrieved August 11, 2022 from

<https://www.dropbox.com/s/06bc3nm4zoa2vf3/2022%20ESG%20Policies%20and%20Procedures.pdf?dl=0>



The Written Standards have been implemented in alignment with the policies and procedures for the Coordinated Entry System (CES)<sup>3</sup> and the Homeless Management Information System (HMIS).<sup>4</sup> Projects should reference both documents for additional guidance.

## STANDARDS FOR ALL PROJECT TYPES

As indicated in the Community Plan to End Homelessness,<sup>5</sup> the Indianapolis CoC is committed to ensuring homelessness is rare, brief, and nonrecurring. As part of this effort, the CoC is focused on improving access to, and coordination of, housing services and enhancing services for highly vulnerable populations, including chronically homeless individuals and families, veterans, survivors of domestic violence, and unaccompanied youth. The following standards are applicable to all project types and funding streams and will promote better access and outcomes within our system.

### HOUSING FIRST

Housing First is a programmatic and systems approach that centers on quickly providing people who are homeless with housing and then providing services as needed. Housing first states that:

- Housing is not contingent on compliance with services.
- Supportive services are voluntary but can and should be used to persistently engage participants to ensure housing stability (except in RRH, where participation in case management is required).
- Services are provided post-housing to promote housing stability and well-being.
- Participants are expected to comply with a standard lease agreement and are provided with services and supports to help maintain housing and prevent eviction.
- All programs are expected to ensure low barriers to program entry for participants. There should be few to no programmatic prerequisites to permanent housing entry. As such, projects must allow entry to program participants regardless of their income (if they are within the income limits established for each program), current or past substance use, criminal records, or history of domestic violence.
- The CoC will authorize limited exceptions for projects where a housing first model conflicts with funder requirements or local/state law (e.g., restrictions on serving people with registered sex offenses).

### EQUAL ACCESS & NON-DISCRIMINATION

- Providers must have non-discrimination policies in place.

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<sup>3</sup> *CES Policies and Procedures*. The Indianapolis Continuum of Care (2022, May 16). Retrieved June 23, 2022 from <https://www.indycoc.org/ces-documents.html>

<sup>4</sup> *HMIS Policies and Procedures*. The Indianapolis Continuum of Care (2019, November 9). Retrieved July 28, 2022 from <https://www.indycoc.org/hmis-documents.html>

<sup>5</sup> *Indianapolis Community Plan to End Homelessness*. Indianapolis Continuum of Care (2018). Retrieved June 23, 2022 from <https://www.indycoc.org/plans-to-end-homelessness.html>





- Providers must comply with all federal statutes and rules including, but not limited to, the Fair Housing Act,<sup>6</sup> the Americans with Disabilities Act,<sup>7</sup> and Equal Access to Housing Final Rule.<sup>8</sup>
- 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's admission to a project.
- The Indianapolis CoC practices a person-centered model that strongly incorporates participant choice and inclusion of subpopulations present in Indianapolis including, but not limited to, chronically homeless, homeless veterans, youth, families with children, and survivors of domestic violence.
- Biannually, the Coalition for Homelessness Intervention and Prevention (CHIP) and the Blueprint Council will review data from CES, HMIS, the Point-in-Time (PIT) Count, the Marion County Census, and intersecting systems as data is available (such as Indiana Department of Education, Department of Corrections, hospitals, etc.) to identify racial disparities within the homelessness response system. This review will look at disparities amongst the full population of households experiencing homelessness, rates of referral and placement through CES, and system and project level outcomes. This data assessment will assist the CoC in determining process refinement to ensure truly equal access to housing.

#### **AFFIRMATIVE MARKETING AND OUTREACH**

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- Providers must assertively outreach and market their housing and supportive services to people least likely to engage in the homelessness assistance system in the absence of special outreach, including persons with limited English proficiency or difficulty communicating because of their disability.<sup>9</sup>
- Providers must market their services to eligible persons regardless of race, national origin, color, religion, sex, age, familial status, or disability and without regard to actual or perceived sexual orientation, gender identity, or marital status (see Footnote 8).

#### **COORDINATED ENTRY PARTICIPATION**

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- All CoC, ESG (except Prevention and Diversion), Housing to Recovery, HTF, SSVF, and YHDP-funded projects (except YHDP Diversion) are required to participate in the CoC's Coordinated Entry System.

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<sup>6</sup> *Fair Housing Act*. The United States Department of Justice (2021, December 13). Retrieved June 23, 2022 from <http://www.justice.gov/crt/about/hce/title8.php>

<sup>7</sup> *Section 504 of the Rehabilitation Act of 1973*. The United States Department of Housing and Urban Development (1973). Retrieved June 23, 2022 from <http://portal.hud.gov/hudportal/HUD?src=/programdescription/sec504>.

<sup>8</sup> *Equal Access to Housing Final Rule*. The United States Department of Housing and Urban Development (2016, September). Retrieved June 23, 2022 from <https://www.hudexchange.info/resource/1991/equal-access-to-housing-final-rule/>

<sup>9</sup> *Housing and Urban Development*, 24 C.F.R. (2012, July 31). Retrieved June 23, 2022 from <https://www.govinfo.gov/content/pkg/CFR-2017-title24-vol3/xml/CFR-2017-title24-vol3-part578.xml>



- Participation requires following all established procedures and the use of the full Coordinated Entry program enrollment in HMIS.
- Projects should refer to the CoC's Coordinated Entry Policies and Procedures for additional information (see Footnote 1).

## HMIS PARTICIPATION

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- All CoC, ESG, Housing to Recovery, HTF, PATH, RHY, SSVF, VA, and YHDP-funded projects are required to participate in ClientTrack, the CoC's HMIS.
- Housing Opportunities for Persons with AIDS (HOPWA) project participation in HMIS is always encouraged and is required if a grantee is renewing an expiring Competitive HOPWA PSH grant and/or if grantees are specifically targeting their HOPWA services to people who are homeless.
- HUD-VASH use of HMIS is voluntary except in the case of HUD-VASH Continuum Projects, which are required to use HMIS.
- The CoC actively encourages all providers working to house or shelter people experiencing homelessness to participate in the CoC's HMIS, even when not required by their funding source.
- All Victim Service Providers (VSPs) must have a comparable database to HMIS in accordance with the 2021 HMIS Comparable Database Manual.<sup>10</sup>
- See program specific guidelines<sup>11</sup> for more information on HUD participation requirements.

## ACCESS TO MAINSTREAM RESOURCES

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- The CoC expects that every agency that is funded through the CoC Program, ESG Program or SSVF Program 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, including: Temporary Assistance for Needy Families (TANF), Veterans Health Care, Food Stamps, Medicaid, Children's Health Insurance Program (CHIP), Social Security Income (SSI), Social Security Disability Income (SSDI), SSI/SSDI Outreach, Access, and Recovery (SOAR), Workforce Investment funds, Welfare-to-Work, Substance Abuse Block Grant programs, and Social Service Block Grant programs.
- Where possible, providers should streamline processes to apply for mainstream benefits such as the use of a singular form to apply for benefits or collect necessary information in one step.

## EDUCATIONAL LIAISON

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- ESG and CoC-funded projects are required to submit their Educational Liaison information to the City of Indianapolis, Department of Metropolitan Development (DMD) during the pre-contract document phase. If the Educational Liaison changes during the grant period, project must alert DMD no later than 30 days after the change.
- Providers are expected to designate a staff person to ensure that children are:
  - Enrolled in school and

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<sup>10</sup> *HMIS Comparable Database Manual*. The United States Department of Housing and Urban Development (2022, March). Retrieved June 23, 2022 from <https://www.hudexchange.info/resource/6305/hmis-comparable-database-manual/>

<sup>11</sup> *HUD Exchange*. The United States Department of Housing and Urban Development (2022). Retrieved June 23, 2022 from [https://www.hudexchange.info/search/?km=10&ct=&dsp=&csrf\\_token=4A9491AF-8642-4B93-A69C8C4EA08CEE8F&q=program+manuals](https://www.hudexchange.info/search/?km=10&ct=&dsp=&csrf_token=4A9491AF-8642-4B93-A69C8C4EA08CEE8F&q=program+manuals)



- Connected to appropriate services in the community, including early childhood projects such as Head Start, Part C of the Individuals with Disabilities Education Act, and the McKinney Vento education services.
- Staff persons who are designated in this role may carry out multiple duties within their organization in addition to their role as an educational liaison. Providers may also partner with another agency or individual to ensure that children are receiving educational services, so long as the provider has a staff member who is responsible for ensuring the services are being accessed.

## **TERMINATION & GRIEVANCE PROCEDURES**

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- Providers must have a written termination policy outlining program rules and termination processes, including a formal due process.
- This process, at a minimum, must consist of:
  - 1) Providing the program participant with a written copy and verbal explanation of the program rules and the termination process before the participant begins to receive assistance;
  - 2) Written notice and verbal explanation 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 and verbal notice of the final decision to the program participant.
- PSH and RRH programs must staff the client in the Case Conferencing Workgroup before they exit them from the program. In cases of imminent safety concerns, the program may take necessary action and notify the Case Conferencing Workgroup in the next scheduled meeting.

## **RECORDKEEPING REQUIREMENTS**

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- Participant records containing personally identifying information must be kept secure and confidential.
- Participant Recordkeeping Requirements shall include:
  - A written confidentiality or privacy notice, a copy of which should be made available to participants if requested,
  - Documentation of homelessness (following HUD's guidelines<sup>12</sup>),
  - A record of services and assistance provided to each participant,
  - Documentation of any applicable requirements for providing services or assistance,
  - Documentation of use of CES, and
  - Documentation of use of HMIS.

Records must be retained for the appropriate amount of time as prescribed by HUD. Programs should reference their specific program manuals (see Footnotes 1 and 2).

- Financial Recordkeeping Requirements shall include:
  - Documentation for all costs charged to the grant,

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<sup>12</sup> *Criteria and Recordkeeping Requirements for Definition of Homelessness*. The United States Department of Housing and Urban Development (2012, January). Retrieved June 23, 2022 from <https://www.hudexchange.info/resource/1974/criteria-and-recordkeeping-requirements-for-definition-of-homeless/>



- 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,
- Retained copies of all procurement contracts as applicable, and
- Documentation of amount, source, and use of resources for each match contribution.
- Affirmative Marketing and Outreach Recordkeeping Requirements shall include:
  - Records of actions taken to affirmatively market the program,
  - Copies of all marketing and outreach materials,
  - Written strategies for Affirmative Marketing and Outreach, and
  - Records to assess the results of the above actions.

## **DIVERSION**

Diversion refers to processes of housing relocation and stabilization services, mediation and short- and/or medium-term rental assistance necessary to prevent an individual or family from moving into an emergency shelter, transitional housing or place not meant for habitation.

### **ELIGIBILITY CRITERIA**

- Individuals and families who are at imminent risk of homelessness if they do not receive diversion assistance to prevent them from sleeping at shelter or in an unsheltered location. Imminent risk of homelessness is defined as being between 14-21 days from becoming literally homeless (note that this definition is intentionally broader than HUD's Category 2 and is specifically used for Diversion programs).
- Individuals and families who lack regular, fixed, and adequate nighttime residences (including being doubled up or couch surfing).
- Individuals and families who meet Category 4 (Fleeing or Attempting to Flee Domestic Violence) from the HUD definition of homeless (see Appendix A).

### **PRIORITIZING/TARGETING ELIGIBLE HOUSEHOLDS**

- Providers of diversion funds can set their own policies regarding prioritization and targeting of households so long as the policies are outlined in a written document(s) and do not conflict with any part of the Written Standards.

### **MINIMUM STANDARDS FOR DIVERSION**

- Must use assessment to record the household's eligibility. Through the housing problem solving conversation, the information needed to complete the assessment is gathered.
- Provider must have staff available to assist households within 1-3 business days of when they present.
- Diversion staff must be highly skilled in areas of mediation, negotiation, assessment, advocacy, and strength-based case management.
- Provider may offer flexible resources including financial assistance to assist persons to safely stabilize.
- Length of assistance can vary from one-time "light touch" to more extensive support.



## PERFORMANCE METRICS

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Diversion performance measures align with the Indianapolis CoC System Performance Dashboard measures.<sup>13</sup> Programs should reference the dashboard to review the current goals, as well as program-specific manuals or contracts.

### System Performance Measures

- Permanently housed: rate of households that exit our system to permanent housing.

### United Way Diversion Pilot Measures

- Percentage of households housed and avoid homelessness.
  - Remain housed in current or new location, including permanent housing and temporary housing with family and friends.
  - Any safe housing, even if temporary, is a positive outcome.
- Percentage of households that remain housed and do not become homeless in the future.
  - Measure at 90 days and 6 months after housing crisis averted.
- Track demographics, including race and ethnicity, for enrollments in prevention/diversion services to ensure equity in access.
- Percentage of households that do not become homeless in the future, broken down by race, ethnicity, age, gender, household composition.
- Percentage of households that remain housed, broken down by race, ethnicity, age, gender, and household composition.

### YHDP Diversion Measures

YHDP Diversion performance measures align with the Indianapolis CoC System Performance Dashboard measures above, as well as the YHDP Scoring Tool.<sup>14</sup> Programs should reference both tools to review the current goals.

- Permanently housed: rate of households that exit diversion to permanent housing.
- Draw down rate (annual project term): percentage of total awarded amount drawn on the current contract.
- Quarterly draw down (project term): whether a claim is submitted each quarter.
- Severity of barriers: rate of households actively fleeing DV (including trafficked survivors) or history of DV, substance abuse condition, formerly incarcerated, previously in foster care, or self-declared mental health condition exiting to permanent housing or remaining in permanent housing.
- Entries to homelessness: number of households entering homelessness within 30, 90, or 180 days after exiting the program.
- HMIS data quality: rate of data completeness, timing of program entry and exit data entry, presence of project services.

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<sup>13</sup> *System Performance Dashboard*. The Coalition for Homelessness Intervention and Prevention (2022, June 10). Retrieved June 23, 2022 from [https://public.tableau.com/app/profile/chip7478/viz/SystemPerformanceDashboard\\_16215533604610/SystemPerformanceDashboard](https://public.tableau.com/app/profile/chip7478/viz/SystemPerformanceDashboard_16215533604610/SystemPerformanceDashboard)

<sup>14</sup> *YHDP Scoring Tool*. The City of Indianapolis Department of Metropolitan Development (2022, May 3). Retrieved August 4, 2022 from <https://docs.google.com/spreadsheets/d/196oylgkIT7oOD1venog-qptJRezhMCeh/edit#gid=1664365460>



- Equity factors: representation of under-represented individuals (person of color, LGBTQ+, etc.) in managerial and leadership positions; representation of person with lived experience on board of directors; program has nominated or had a client participate in the Youth Action Board (YAB); relational process for receiving and incorporating feedback from persons with lived experience.

## EMERGENCY SHELTER

Emergency shelter (ES) provides safe, basic lodging where individuals and families can stay temporarily while they resolve their housing crisis.

### ELIGIBILITY CRITERIA

- Providers of emergency shelter will admit individuals and families who meet Categories 1 (Literally Homeless), 2 (At Imminent Risk of Homelessness), 3 (Homeless Under Other Federal Statutes), or 4 (Fleeing or Attempting to Flee Domestic Violence) from the HUD definition of homeless (see Appendix A) and agency's eligibility criteria.

### PRIORITIZING/TARGETING ELIGIBLE HOUSEHOLDS

- When appropriate based on the individual's needs and wishes, the provision of or referral to resources that can quickly assist individuals to maintain or obtain safe, permanent housing shall be prioritized over the provision of ES services, including homeless diversion, prevention, or other available housing programs offered through the CoC.
- ES should prioritize those who are Categories 1 (Literally Homeless) or 4 (Fleeing or Attempting to Flee Domestic Violence) over people who are not already experiencing homelessness.

### ASSESSMENT

- ES providers will offer individuals and families an initial need and eligibility assessment.
- ES providers will offer services as needed, available, and appropriate to qualifying program participants, including those meeting special population criteria.
- Once admitted, ES providers must also reassess participants on an ongoing basis to determine the earliest possible time that they can be discharged to permanent housing.

### LENGTH OF STAY/DISCHARGE

- Shelter stays should be avoided if possible, and when unavoidable, limited to the shortest time necessary to help participants regain permanent housing. The goal for length of stay is 30 days or fewer.
- ES providers should help prepare clients and support their next steps upon discharge.
- Individual service providers' policies will determine any length of stay limitations, which will be clearly communicated to program participants at program entry.
- Providers should make every effort to ensure program participants are discharged from ES *only* when they choose to leave or when they have successfully obtained safe, permanent housing.
- Termination should only occur in the most severe of cases. Keep in mind, termination from emergency shelter means that a person may sleep unsheltered.

### SAFETY AND SHELTER NEEDS OF SPECIAL POPULATIONS

- Safety and shelter safeguards shall be determined by the individual service provider's policies and clearly communicated to program participants.



## PERFORMANCE METRICS

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Emergency Shelter performance measures align with the Indianapolis CoC System Performance Dashboard measures. Programs should reference the dashboard to review the current goals, as well as program-specific manuals or contracts.

- Permanently housed: rate of households that exit from shelter to permanent housing.
- Average length of stay: time households experience homelessness in shelter.
- Returns to homelessness: rate of households who exit shelter to permanent housing and have since returned to homelessness within 12 months of exit.
- Homeless entries: rate of households that were experiencing literal homelessness when they entered the shelter.
- Utilization rate: percent of shelter beds filled across our homeless system.
- Data completeness: percent of HUD-required universal data elements completed in HMIS (for programs that use HMIS).

## OTHER PERMANENT HOUSING

Other Permanent Housing (OPH) consists of Permanent Housing (PH) – Housing with Services (no disability is required for entry) and PH – Housing Only.

PH – Housing with Services is a project type that offers permanent housing and supportive services to assist homeless persons to live independently but does not limit eligibility to individuals with disabilities or families in which one adult or child has a disability.

PH – Housing Only is a project type that offers permanent housing for persons who are homeless but does not make supportive services available as part of the project.

## PRIORITIZING/TARGETING ELIGIBLE HOUSEHOLDS

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OPH programs should reference their program’s contract or the Indianapolis Housing Agency (IHA) Administrative Plan for information about eligibility criteria, prioritizing and targeting eligible households, minimum standards, and performance outcome goals.

Grant and per Diem (GPD) Transition in Place (TIP) programs target homeless veterans who choose to take over their lease and become permanently housed in the same residence where they received a high level of supportive services and financial support.

## PERFORMANCE METRICS

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OPH performance measures align with the Indianapolis CoC System Performance Dashboard measures. Programs should reference the dashboard to review the current goals, as well as program-specific manuals or contracts (such as the Voucher Management System).

- Permanently housed: rate of households that exit from OPH programs to permanent housing.
- Returns to homelessness: rate of households who exit OPH to permanent housing and have since returned to homelessness within 12 months of exit.
- Homeless entries: rate of households that were experiencing literal homelessness when they entered the program.
- Utilization rate: percent of OPH slots filled across our homeless system.





- Data completeness: percent of HUD-required universal data elements completed in HMIS (for programs that use HMIS).

## PERMANENT SUPPORTIVE HOUSING

Permanent Supportive Housing (PSH) is community-based housing, the purpose of which is to provide housing without a designated length of stay for people experiencing homelessness. PSH can only serve individuals with disabilities and families in which at least one adult or child has a disability. HUD defines a disability as one or more of the following: physical, mental, or emotional impairment; developmental disability; HIV or AIDS (see Footnote 9).

### ELIGIBILITY CRITERIA

- Households must meet Categories 1 (Literally Homeless), 3 (Homeless Under Other Federal Statutes), or 4 (Fleeing or Attempting to Flee Domestic Violence) from the HUD definition of homelessness.
- For CoC-funded projects, one adult or child member of the household must have a disability.
- For PSH projects that are Dedicated Plus or have beds dedicated to people experiencing chronic homelessness, the head of household must have the qualifying disability.<sup>15</sup>
- Must follow any additional eligibility criteria set forth in the Notice of Funding Opportunity (NOFO) or Notice of Funding Availability (NOFA) through which a project was funded (e.g. projects originally funded under the Samaritan Housing Initiative must continue to serve chronically homeless individuals and families; projects funded under the Permanent Supportive Housing Bonus must continue to serve the homeless population outlined in the NOFA under which the project was originally awarded) and the current grant agreement.
- Programs may not establish additional eligibility requirements beyond those specified here and those required by funders, including the CoC Policies and Procedures (see Footnote 1).

### PRIORITIZING ELIGIBLE HOUSEHOLDS

- The CoC has adopted the orders of priority for PSH as established in Notice CPD-16-11: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing.<sup>16</sup> Full details about prioritization can be found in the CES Policies and Procedures (see Footnote 3).

### 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 stay in PSH.

<sup>15</sup> *Notice of Funding Availability (NOFA) for the Fiscal Year (FY) 2017 Continuum of Care Program Competition*. The United States Department of Housing and Urban Development (2017). Retrieved August 9, 2022 from <https://files.hudexchange.info/resources/documents/FY-2017-CoC-Program-Competition-NOFA.pdf>

<sup>16</sup> *Notice CPD-16-11: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in PSH*. The United States Department of Housing and Urban Development (2016, July). Retrieved June 23, 2022 from <https://www.hudexchange.info/resources/documents/notice-cpd-16-11-prioritizing-persons-experiencing-chronic-homelessness-and-other-vulnerable-homeless-persons-in-psh.pdf>





- The program participant must be the tenant on the lease (or sublease) for a term of at least one year, which is renewable for terms that are a minimum of one month long and can be terminated only for cause.
- Recipients and subrecipients that are providing PSH for hard-to-house populations of homeless persons must exercise judgment and examine all extenuating circumstances in determining when violations are serious enough to warrant termination so that a program participant's assistance is terminated only in the most severe cases.

## PERFORMANCE METRICS

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PSH performance measures align with the Indianapolis CoC System Performance Dashboard measures and the NOFO Scoring Tool. Programs should reference both tools to review the current goals, as well as program-specific manuals or contracts.

### System Performance Measures

- Permanently housed: rate of households that exit PSH to permanent housing or remain stable in PSH (also a NOFO Scoring Tool Measure).
- Returns to homelessness: rate of households that exit PSH to permanent housing and have since returned to homelessness within 12 months of exit (also a NOFO Scoring Tool Measure).
- Homeless entries: rate of households that were experiencing literal homelessness when they entered the program.
- Utilization rate: percentage of PSH slots filled across our homeless system.
- Data completeness: percent of HUD-required universal data elements completed in HMIS (for programs that use HMIS; also, a NOFO Scoring Tool Measure).

### NOFO Scoring Tool Measures

- Non-employment income: rate of adult participants with income from sources other than employment.
- Employment income: rate of adult participants with income from employment.
- Mainstream (non-cash) benefits: rate of adult participants with mainstream (non-cash) benefits.
- Draw down rate (annual project term): percentage of total awarded amount drawn down on the current contract.
- Quarterly draw down (project term): whether a claim is submitted each quarter.
- Severity of barriers: rate of households actively fleeing DV, substance abuse condition, formerly incarcerated, or self-declared mental health condition exiting to permanent housing or remaining in permanent housing.
- HMIS data quality: rate of data completeness, timing of program entry and exit data entry, presence of project services.
- Equity factors: representation of under-represented individuals (people of color, LGBTQ+, etc.) in managerial and leadership positions; representation of person with lived experience on board of directors; relational process for receiving and incorporating feedback from persons with lived experience.
- Length of time for housing: number of days from referral to housing.
- Cost effectiveness of permanent housing: total grant award – administrative budget client who remains in, or exits to, permanent housing.
- Health insurance: total number of individuals enrolled in any health insurance program.



## PREVENTION

Prevention services are designed to prevent an individual or family from moving into an emergency shelter or living in a public or private place not meant for habitation through housing stabilization services and short- and/or medium-term rental assistance.

### ELIGIBILITY CRITERIA

- Households must be at imminent risk of homelessness and meet the eligibility requirements of the program under which the project is funded including any applicable income limits (ESG, SSVF, etc.).

### PRIORITIZING/TARGETING ELIGIBLE HOUSEHOLDS

- Providers of prevention funds can set their own policies regarding prioritization and targeting of households so long as the policies are outlined in a written document(s) and do not conflict with any part of the Written Standards.

### MINIMUM STANDARDS FOR PREVENTION

- Providers must follow all requirements and financial limits established in the program under which the project is funded (ESG, SSVF, etc.).

### PERFORMANCE METRICS

Prevention performance measures align with the Indianapolis CoC System Performance Dashboard measures (see Footnote 13). Programs should reference the dashboard to review the current goals, as well as program-specific manuals or contracts.

#### System Performance Measures

- Permanently housed: rate of households that exit our system to permanent housing.

#### United Way Diversion Pilot Measures

- Percentage of households housed and avoid homelessness.
  - Remain housed in current or new location, including permanent housing and temporary housing with family and friends.
  - Any safe housing, even if temporary, is a positive outcome.
- Percentage of households that remain housed and do not become homeless in the future.
  - Measure at 90 days and 6 months after housing crisis averted.
- Track demographics, including race and ethnicity, for enrollments in prevention/diversion services to ensure equity in access.
- Percentage of households that do not become homeless in the future, broken down by race, ethnicity, age, gender, household composition.
- Percentage of households that remain housed, broken down by race, ethnicity, age, gender, and household composition.

## RAPID RE-HOUSING PROGRAMS

Rapid Re-Housing (RRH) is available to help those who are homeless be quickly and permanently housed. RRH Projects provide housing relocation and stabilization services and short (1-3 months) or medium term (4-24 months) rental assistance as needed to help a homeless individual or family move as quickly as possible to permanent housing and achieve stability in that housing. Youth and Young Adult



households receiving assistance through a Youth Homelessness Demonstration Program (YHDP) project may receive up to 36 months of assistance.

## **ELIGIBILITY CRITERIA FOR RRH**

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### **CoC Program RRH**

- Households must meet Categories 1 (Literally Homeless), 3 (Homeless Under Other Federal Statutes), or 4 (Fleeing or Attempting to Flee Domestic Violence) from the HUD definition of homelessness.
- Must follow any additional eligibility criteria set forth in the Notice of Funding Opportunity (NOFO) or Notice of Funding Availability (NOFA) through which a project was funded and the grant agreement (e.g., in the FY13/14 NOFA, new RRH projects could only serve families with children coming directly from streets or shelter).
- Programs may not establish additional eligibility requirements beyond those specified here and those required by funders.

### **ESG Program RRH**

- Households must meet Category 1 (Literally Homeless) or 4 (Fleeing or Attempting to Flee Domestic Violence) from the HUD definition of homelessness.
- There is no income requirement for initial eligibility.
- For participants receiving assistance past 12 months, the household annual income must be less than or equal to 30% area median income (AMI) at the time of the annual re-evaluation.

### **SSVF Program RRH**

- Households must be a “veteran family,” defined as a family where any household member is a veteran; see the most recent SSVF Program Guide for more details.<sup>17</sup>
- Households must be “very low-income” (income does not exceed 50% of area median income).
- Household must be literally homeless, and at risk to remain in this situation but for grantee’s assistance.

### **YHDP Program RRH**

- Households must meet Categories 1 (Literally Homeless), 2 (Imminent Risk of Homelessness), or 4 (Fleeing or Attempting to Flee Domestic Violence) from the HUD definition of homelessness.
- All household members must be age 24 or under; there is no lower age limit.

## **PRIORITIZING ELIGIBLE HOUSEHOLDS**

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Full details about prioritization can be found in the Coordinated Entry System Policies and Procedures (see Footnote 3).

## **RENT LIMITS FOR RRH**

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The following apply to all RRH programs:

- Recipients’ case managers will use progressive engagement, utilize a household budget calculation tool, and encourage participants to contribute a portion of their income to rent as soon as feasible.

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<sup>17</sup> *SSVF Program Guide*. The United States Department of Veterans Affairs (2021, March). Retrieved June 23, 2022, from [https://www.va.gov/HOMELESS/ssvf/docs/SSVF\\_Program\\_Guide.pdf](https://www.va.gov/HOMELESS/ssvf/docs/SSVF_Program_Guide.pdf)



- Recipients will document household need for assistance based on income and use a budget calculation tool for the calculation of monthly and annual income with each household in the project.
  - The budget calculation tool will be used to plan for increases in the participants' rental portion over time. Increases will take into consideration household income, expenses, and unit rental cost.
- Recipients will set a target that rent will not exceed 50% of gross household income.
- Total rental assistance per household cannot exceed the cost of 24 months of unit rent unless the household has zero income. Some programs may have shorter assistance limits; programs should reference program-specific manuals or contracts to determine maximum rental assistance.
- Recipients will set their own standard policy for maximum rent assistance for zero income households to be used across all households in a project.
- Recipients must get approval from the grantee if they need to exceed the maximum rental assistance amount for a household.
- Maximum deposit assistance provided to participants cannot exceed 2 months' rent. For CoC and ESG RRH, deposits returned to the program should be logged as "program income."
- Recipients may set their own parameters for other financial assistance provided to a household and should use a standard calculation tool for to determine those amounts for each household.
- Recipients must follow the specific financial assistance limitations specified by their funding source. Reference the most recent SSVF Program Guide for more information (see Footnote 22).
- Recipients must document household need based on household income, expenses, and unit cost, utilizing progressive engagement to give context to household need. This documentation should use a calculation tool that sets participant rental contributions each month.
- The CoC will provide sample calculation tool that aligns with these standards that projects may choose to adopt. Please contact the City of Indianapolis for this tool.

## MINIMUM STANDARDS OF ASSISTANCE

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The following apply to CoC, ESG and any other funded RRH.

- Maximum participation in a rapid re-housing program cannot exceed 24 months.
  - Projects funded through the Youth Homelessness Demonstration Program (YHDP) individual/household participation cannot exceed 36 months. Per HUD<sup>18</sup>, YHDP may provide up to 36 months of RRH rental assistance if the program demonstrates (1) the method it will use to determine which youth need rental assistance beyond 24 months and (2) the services and resources that will be offered to ensure youth are able to sustain their housing at the end of the 36 months of assistance.
- Support services must be provided throughout the duration of a participant's enrollment.
- Providers must develop and maintain strong linkages with community supports/networks.

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<sup>18</sup> M. Ammon, The US Department of Housing and Urban Development (2020, October 27). Retrieved August 16, 2022, from <https://chip01.sharepoint.com/:b:/s/FileShare/EUV5UMnwOHNet7Ms966sTWEBTptbojTAyrLHb0k3NBcYBA?e=HITID8>



- The program participant must be the tenant on the lease (or sublease) for a term of at least one year, which is renewable for terms that are a minimum of one month long and is terminated only for cause.
- Require program participant to meet with a case manager not less than once per month to assist the program participant in ensuring long-term housing stability.
- At least every 90 days, RRH programs:
  - **Must** re-certify eligibility (meaning that participant lacks sufficient resources and support networks necessary to retain housing without assistance).
  - May be required to complete program recertification. Programs should reference program-specific manuals or contracts to determine what is required.
  - May need to re-evaluate the household's annual income.
    - CoC: income eligibility does not apply.
    - ESG: Household's annual income must be less than or equal to 30% of Area Median Income (AMI).
    - SSVF: Household's annual income must be less than or equal to 50% AMI.
    - YHDP: income eligibility does not apply.
- Annually, all RRH programs (except SSVF) **must** complete the following:
  - Rent Reasonable
  - Lead Inspection
  - HQS Inspection
  - Re-sign a lease
  - Programs should also reference program-specific manuals or contracts to determine additional annual recertification requirements.

#### SSVF RRH

- Grantees must follow all limitations on financial assistance according to SSVF Program Guide. All supportive services are allowable if veteran family meets basic income eligibility criteria and would become or remain homeless "but for" the supportive services.
- A written lease is required for on-going financial assistance.
- Grantees must provide ongoing housing-focused case management services.
- Households must be recertified at least once every three months.

#### PERFORMANCE METRICS

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RRH performance measures align with the Indianapolis CoC System Performance Dashboard measures, the NOFO Scoring Tool, and the YHDP Scoring Tool. Programs should reference all applicable tools to review the current goals, as well as program-specific manuals or contracts.

#### System Performance Measures

- Permanently housed: rate of households that exit RRH to permanent housing or remain stable in RRH (also NOFO and YHDP Scoring Tool Measures).
- Returns to homelessness: rate of households that exit RRH to permanent housing and have since returned to homelessness within 12 months of exit (also NOFO and YHDP Scoring Tool Measure).
- Homeless entries: rate of households that were experiencing literal homelessness when they entered the program.
- Utilization rate: percentage of RRH slots filled across our homeless system.



- Data completeness: percent of HUD-required universal data elements completed in HMIS (for programs that use HMIS; also, a NOFO Scoring Tool Measure).

#### **NOFO Scoring Tool Measures**

- Non-employment Income: rate of adult participants with income from sources other than employment.
- Employment income: rate of adult participants with income from employment.
- Mainstream (non-cash) benefits: rate of adult participants with mainstream (non-cash) benefits.
- Draw down rate (annual project term): percentage of total awarded amount drawn down on the current contract.
- Quarterly draw down (project term): whether a claim is submitted each quarter.
- Severity of barriers: rate of households actively fleeing DV, substance abuse condition, formerly incarcerated, or self-declared mental health condition exiting to permanent housing or remaining in permanent housing.
- HMIS data quality: rate of data completeness, timing of program entry and exit data entry, presence of project services.
- Equity factors: representation of under-represented individuals (people of color, LGBTQ+, etc.) in managerial and leadership positions; representation of person with lived experience on board of directors; relational process for receiving and incorporating feedback from persons with lived experience.
- Length of time for housing: number of days from referral to housing.
- Cost effectiveness of permanent housing: total grant award – administrative budget client who remains in, or exits to, permanent housing.
- Health insurance: total number of individuals enrolled in any health insurance program.

#### **YHDP Scoring Tool Measures**

- Non-employment Income: rate of adult participants that have stayed 1+ year or have exited the project and have maintained and increased non-employment income.
- Employment and educational income: rate of adult participants that have stayed 1+ year or have exited the project and have maintained or increased employment income or school status.
- Mainstream (non-cash) benefits: rate of adult participants that have stayed 1+ year or have exited the project and have maintained and increased benefits.
- Draw down rate (annual project term): percentage of total awarded amount drawn down on the current contract.
- Quarterly draw down (project term): whether a claim is submitted each quarter.
- Severity of barriers: rate of households actively fleeing DV (including trafficked survivors) or history of DV, substance abuse condition, formerly incarcerated, previously in foster care, or self-declared mental health condition exiting to permanent housing or remaining in permanent housing.
- HMIS data quality: rate of data completeness, timing of program entry and exit data entry, presence of project services.
- Equity factors: representation of under-represented individuals (people of color, LGBTQ+, etc.) in managerial and leadership positions; representation of person with lived experience on board of directors; has nominated or had a client participate in the Youth Action Board (YAB); relational process for receiving and incorporating feedback from persons with lived experience.
- Length of time for housing: number of days from referral to housing.



- Cost effectiveness of permanent housing: total grant award – administrative budget client who remains in, or exits to, permanent housing.
- Health insurance: total number of individuals enrolled in any health insurance program.

## STREET OUTREACH

Street Outreach (SO) is designed to increase access and connection to services for people who are living unsheltered on the streets including the provision of urgent, non-facility-based care to people who are unsheltered who are unwilling to or unable to access emergency shelter, housing, or an appropriate health facility.

Dedicated, housing focused outreach is a coordinated, targeted, and intentional effort to engage individuals experiencing unsheltered homelessness with the primary purpose of moving them into permanent housing.

### ELIGIBILITY/TARGETING CRITERIA

- Providers of SO services shall target unsheltered homeless individuals and families, meaning those with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground.

### MINIMUM STANDARDS FOR OUTREACH PROGRAMS

- Providers will follow relevant HMIS data collection guidelines (see Footnote 11) and the Professional Blended Street Outreach (PBSO) Standards (when applicable).
- Individuals and families shall be offered an initial need and eligibility assessment, and qualifying program participants, including those meeting special population criteria, will be offered the following SO services, as needed and appropriate:
  - Engagement (proactive activities to find and engage persons experiencing homelessness).
  - Provision of basic survival items (blankets, gloves, socks, personal care items, etc.).
  - Resource linkage, including assistance with navigating service delivery system and assistance with obtaining housing.
  - Provision or connection to appropriate emergency and mental health services.
  - Transportation of unsheltered people to emergency shelters or other service facilities.
- When appropriate based on the individual's needs and wishes, SO workers will refer individuals to emergency shelter. However, the provision of or referral to any permanent housing solution should be prioritized over emergency shelter or transitional housing.
- If a household with a child under the age of 18 is found during SO activities, the state of Indiana requires outreach workers to contact Department of Child Services (DCS). Outreach workers should take the necessary steps to assure safety as outlined in the PBSO Standards.
- Expectation of dedicated, housing focused outreach teams is to:
  - Provide case management and service coordination for individuals on the street, build trust and rapport.
  - Supporting clients' housing goals (both through CES and outside of CES).





- Complete CES assessments, including assisting with locating or acquiring documentation for housing.
- Attend case conferencing and partner with housing providers to support housing placement.
- Communicate with stakeholders including law enforcement, hospitals, and businesses.

## PERFORMANCE METRICS

Street Outreach performance measures align with the Indianapolis CoC System Performance Dashboard. Programs should reference the dashboard to review the current goals, as well as program-specific manuals or contracts.

- Permanently housed: rate of households that exit Street Outreach to permanent housing.
- Returns to homelessness: rate of households that exit Street Outreach to permanent housing and have since returned to homelessness within 12 months of exit.
- Homeless entries: rate of households that were experiencing literal homelessness when they entered the program.
- Data completeness: percent of HUD-required universal data elements completed in HMIS.

## TRANSITIONAL HOUSING

Transitional Housing (TH) is designed to provide homeless individuals and families with interim stability and support to successfully move to and maintain permanent housing.

### ELIGIBILITY/TARGETING CRITERIA

#### Non-GPD TH

- Households must meet the HUD definition of homeless.
- Programs must follow any additional eligibility criteria set forth in the Notice of Funding Opportunity (NOFO) or Notice of Funding Availability (NOFA) through which a project was funded and the grant agreement (e.g., households fleeing domestic violence).
- Programs may not establish additional eligibility requirements beyond those specified here and those required by funders.

#### GPD TH

Households must meet all the following criteria:

- Households must meet Categories 1 (Literally Homeless), 3 (Homeless Under Other Federal Statutes), or 4 (Fleeing or Attempting to Flee Domestic Violence) from the HUD definition of homelessness.
- Served at least one day of active duty.
- Have discharge status other than dishonorable.

The VA will not pay per diem for TH for any homeless veteran who has had three or more episodes of care (with admission and discharge for each episode) without a waiver.<sup>19</sup>

<sup>19</sup> *Payment of Per Diem*. 38 C.F.R. Part 61.33 (2022, June 15). Retrieved June 23, 2022 from <https://www.ecfr.gov/current/title-38/chapter-I>





Eligible participants will be targeted based on the standards set forth in the GPD TH Model being provided as follows:

- **Bridge Housing** - Homeless veterans that have been offered and accepted a permanent housing intervention (e.g., SSVF, HUD-VASH, CoC PSH or RRH) but are not able to immediately enter the permanent housing.
- **Clinical Treatment** - Homeless veterans with a specific diagnosis related to a substance use disorder and/or mental health diagnosis; veteran actively chooses to engage in clinical services.
- **Service-Intensive Transitional Housing (SITH)** - Homeless veterans who choose a supportive transitional housing environment providing services prior to entering permanent housing.

### **PRIORITIZING ELIGIBLE HOUSEHOLDS FOR TRANSITIONAL HOUSING PROGRAMS**

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Full details about prioritization can be found in the CES Policies and Procedures (see Footnote 3).

### **MINIMUM STANDARDS FOR TRANSITIONAL HOUSING PROGRAMS**

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All referrals to TH (GPD and non-GPD) and assessment for type and level of services must come through CES. The following minimum standards apply to all TH programs:

- Maximum length of stay cannot exceed 24 months.
- Assistance in transitioning to permanent housing must be made available/provided.
- Support services must be provided throughout the duration of stay in TH.
- Program participants in TH must enter into an occupancy agreement, program agreement, lease, or housing contract for a term of at least one month. The agreement must be automatically renewable upon expiration, except on prior notice by either party, up to a maximum term of 24 months.

#### **GPD TH**

GPD providers must update client information in HMIS and on the Veteran By Name List (VBNL)... In addition, GPD providers must adhere to the standards required by the VA according to the TH model being funded. These include the following:

##### *Bridge Housing*

- Bridge housing is intended to be a short-term stay in transitional housing for Veterans with pre-identified permanent housing interventions.
- Goals in the Individual Service Plan should be very short-term with the focus on the move to permanent housing, rather than the completion of treatment goals.
- Veterans are expected to receive case management and support which should be coordinated with the HUD-VASH or SSVF team. Grantees will assist Veterans with accessing services as needed/requested by the Veteran (provide available of a menu of services).
- Length of Stay (LOS) is individually determined based on need but, in general not expected to exceed 90 days.
- Veterans must have been offered and accepted a permanent housing intervention prior to admission or within the first 14 days.

##### *Clinical Treatment*

- Treatment programs must incorporate strategies to increase income and housing attainment services.



- Must conduct individualized assessment, services, and treatment plan which are tailored to achieve optimal results in a time efficient manner and are consistent with sound clinical practice.
- Program stays are to be individualized based upon the individual service plan for the veteran (not program driven).
- Staff are to be licensed and/or credentialed for the SUD /MH services provided; and
- Veterans are offered a variety of treatment service modalities (e.g., individual and group counseling/therapy, family support groups/family therapy, psychoeducation).

#### *Service-Intensive Transitional Housing (SITH)*

- Scope of services should incorporate tactics to increase the veteran's income through employment and/or benefits and obtaining permanent housing.
- Services provided and strategies utilized will vary based on the individualized needs of the veteran and resources available in the community.

### **PERFORMANCE METRICS**

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TH performance measures align with the Indianapolis CoC System Performance Dashboard. Programs should reference the dashboard to review the current goals, as well as program-specific manuals or contracts.

- Permanently housed: rate of households that exit TH to permanent housing.
- Average length of stay: amount of time a household experiences homelessness in TH.
- Returns to homelessness: rate of households that exit TH to permanent housing and have since returned to homelessness within 12 months of exit.
- Homeless entries: rate of households that were experiencing literal homelessness when they entered the program.
- Utilization rate: percent of TH beds or units filled across our homeless system.
- Data completeness: percent of HUD-required universal data elements completed in HMIS (for programs that use HMIS).

### **GPD TH**

#### *Bridge Housing*

- Discharge to permanent housing
- Negative exits

#### *Clinical Treatment and SITH*

- Discharge to permanent housing
- Negative exits
- Employment of individuals at discharge

## **TRANSITIONAL HOUSING AND RAPID REHOUSING (TH-RRH) JOINT PROJECT**

A joint transitional housing (TH) and rapid rehousing (RRH) component project is a project type that combines these two existing program components into a single project to serve individuals and families experiencing homelessness.

### **ELIGIBILITY CRITERIA**

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Households must meet the following criteria:



- Meet Categories 1 (Literally Homeless) or 4 (Fleeing or Attempting to Flee Domestic Violence) from the HUD definition of homelessness or
- Reside in a TH project that is being eliminated or
- Reside in a TH project being funded by another joint component project or
- Receive services from a VA-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system.
- For YHDP, youth up to age 25 who meet any category of HUD's definition of homelessness (including Categories 1, 2, 3, and 4).
- For DV Bonus, survivors of domestic violence, dating violence, sexual assault, and stalking as defined in Category 4 of HUD's definition of homelessness.

### **PRIORITIZING ELIGIBLE HOUSEHOLDS FOR TH-RRH PROGRAMS**

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- TH-RRH Programs should target and prioritize people experiencing homelessness with higher needs and who are the most vulnerable.
- Full details about prioritization can be found in the Coordinated Entry System Policies and Procedures (see Footnote 3).

### **MINIMUM STANDARDS FOR TH-RRH PROGRAMS<sup>20</sup>**

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- Must follow a housing first approach where participants can choose to participate in treatment or services.
- 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 situation. Participants will choose when to enter the TH and RRH components of the project.
- Help connect participants to resources to achieve their goals and improve their well-being.
- Cap total assistance at 24 months.<sup>21</sup>
- Limit costs as follows:
  - a. Leasing and operating costs for TH portion only.
  - b. Short- or medium-term tenant-based rental assistance in RRH portion.
  - c. Supportive services, HMIS (including a comparable database for victim service providers), and project administrative costs across the entire project.
- Meet all other CoC Program requirements.

### **PERFORMANCE METRICS**

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TH-RRH performance measures align with the Indianapolis CoC System Performance Dashboard measures established for each component (TH and RRH) and the YHDP Scoring Tool. Programs should

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<sup>20</sup> *SNAPS In Focus: The New Joint TH and RRH Component*. The United States Department of Housing and Urban Development, Office of Special Needs Assistance Programs (2017, July 13). Retrieved June 23, 2022 from <https://www.hudexchange.info/sites/onecpd/assets/File/SNAPS-In-Focus-The-New-Joint-Transitional-Housing-and-Rapid-Re-Housing-Component.pdf>

<sup>21</sup> *Joint TH-RRH Component Projects*. The United States Department of Housing and Urban Development (2019, June 18). Retrieved June 23, 2022 from <https://www.hudexchange.info/trainings/courses/joint-th-rrh-component-projects/2941/>



reference all applicable tools to review the current goals, including the YHDP Scoring Tool and program-specific manuals or contracts.

### CoC System Performance Measures

To be determined.

### YHDP Scoring Tool Measures

- Permanently housed: rate of households exiting TH-RRH to permanent housing.
- Non-employment Income: rate of adult participants that have stayed 1+ year or that have exited the project and have maintained and increased non-employment income.
- Employment and educational income: rate of adult participants that have stayed 1+ year or that have exited the project and that maintained or increased employment income or school status.
- Mainstream (non-cash) benefits: rate of adult participants that have stayed 1+ year or exited the project and have maintained and increased benefits.
- Draw down rate (annual project term): percentage of total awarded amount drawn down on the current contract.
- Quarterly draw down (project term): whether a claim is submitted each quarter.
- Severity of barriers: rate of households actively fleeing DV (including trafficked survivors) or history of DV, substance abuse condition, formerly incarcerated, previously in foster care, or self-declared mental health condition exiting to permanent housing.
- Returns to homelessness: rate of households returning to homelessness within 12 months of exiting the program.
- HMIS data quality: rate of data completeness, timing of program entry and exit data entry, presence of project services.
- Equity factors (for RRH component only): representation of under-represented individuals (person of color, LGBTQ+, etc.) in managerial and leadership positions; representation of persons with lived experience on board of directors; relational process for receiving and incorporating feedback from persons with lived experience.
- Length of time for housing: number of days from referral to housing.
- Health insurance: total number of individuals enrolled in any health insurance program.
- Unit utilization for TH: percentage of TH beds or units utilized.

## MOVING BETWEEN PROGRAMS

When eligible, households may move from one type of program to another, as noted below. A “transfer” occurs when a household moves from one type of permanent housing program to another. Although households may be eligible to move from TH to other projects, this is not considered a transfer, and they would follow typical prioritization policies for the new project. The CES Policies and Procedures further clarify how households are prioritized in transfer situations (see Footnote 3).

### TRANSFERS BETWEEN PERMANENT HOUSING PROGRAMS

#### PSH to PSH

CoC-funded PSH projects may serve individuals and families from other CoC-funded PSH projects **as long as program participants originally met the eligibility requirements for the PSH project to which they are transferring at the time they entered their initial PSH project.**



- **Example 1:** A program participant who originally met the definition of chronically homeless prior to entering the initial PSH program may be served by a PSH project that is dedicated to serving individuals and families experiencing chronic homelessness.
- **Example 2:** A program participant who did not meet the definition of chronically homeless may be served by a PSH project that is not dedicated to serving individuals and families experiencing chronic homelessness.

### RRH to PSH

Program participants that are receiving RRH assistance through ESG, CoC, and SSVF, or select other funding sources **maintain their homeless status and chronically homeless status for the purpose of eligibility** for other permanent housing programs, such as HUD-VASH and CoC-funded permanent supportive housing (so long as they meet any other additional eligibility criteria for these programs).

- **Example 1:** A chronically homeless program participant enrolls in an SSVF RRH project. During the period the participant is receiving assistance, it is determined that the participant would be better served in PSH. The participant may transfer to a dedicated PSH project because they have maintained their chronically homeless status while in RRH.
- **Example 2:** A CoC RRH participant who entered the program as homeless and is a person with disabilities may transfer to a non-dedicated PSH project since they maintain their homeless status and met the eligibility requirements of non-dedicated PSH when they entered CoC RRH.

### RRH to RRH

Per HUD guidance, transfers between RRH programs are not allowed.

## EMERGENCY TRANSFER PLAN FOR VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING

In accordance with the Violence Against Women Act (VAWA),<sup>22</sup> the Indianapolis CoC allows tenants who are victims of domestic violence<sup>23</sup> 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. However, the ability to honor a request may depend upon a preliminary determination that the tenant is or has been a victim of domestic violence and on whether the Indianapolis CoC has another dwelling unit that is available and is safe to offer the tenant for temporary or more permanent occupancy.

### Eligibility for Emergency Transfers

As provided in HUD regulations<sup>24</sup>, a tenant who is a victim of domestic violence 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.

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<sup>22</sup> *Violent Crime Control and Law Enforcement Act*. 42 U.S. Code 136 (2022, March 15). Retrieved August 29, 2022 from <https://www.law.cornell.edu/uscode/text/42/chapter-136>

<sup>23</sup> Per HUD's definition, "domestic violence" includes dating violence, sexual assault, and stalking

<sup>24</sup> *General HUD Program Requirements; Waivers*. 24 CFR Part 5, Subpart L. (2016, November 16). Retrieved August 29, 2022 from <https://www.law.cornell.edu/cfr/text/24/part-5/subpart-L>



A tenant requesting an emergency transfer must expressly request the transfer in accordance with the procedures described in this document. 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**

To request an emergency transfer, the tenant shall notify their domestic violence advocate and submit a written request for a transfer to alternative safe housing. The Indianapolis CoC 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 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 their current housing program, OR
2. A statement that the tenant was an assault victim and that the assault occurred on the premises during the 90-calendar-day period preceding the tenant's request for an emergency transfer.

### **Confidentiality**

The Indianapolis CoC will keep confidential any information that the tenant submits in requesting an emergency transfer, and information about the emergency transfer, unless the tenant gives written permission to release the information on a time-limited basis or disclosure of the information is required by law or for use in an eviction proceeding or hearing regarding termination of assistance from the covered program. This includes keeping confidential the tenant's new location from the person(s) that committed an act(s) of domestic violence. See the Notice of Occupancy Rights under the Violence Against Women Act For All Tenants<sup>25</sup> for more information about Indianapolis CoC'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**

The Indianapolis CoC cannot guarantee that a transfer request will be approved or how long it will take to process a transfer request. However, the CoC will act as quickly as possible to move a tenant who is a victim of domestic violence to another unit, subject to availability and safety of a unit. If a tenant reasonably believes a proposed transfer would not be safe, the tenant may request a transfer to a different unit. If a unit is available, the transferred tenant must agree to abide by the terms and conditions that govern occupancy in the unit to which the tenant has been transferred. The Indianapolis CoC may be unable to transfer a tenant to a particular unit if the tenant has not or cannot establish eligibility for that unit.

If the Indianapolis CoC has no safe and available units for which a tenant who needs an emergency is eligible, the Indianapolis CoC will assist the tenant in identifying other housing providers who may have safe and available units to which the tenant could move. At the tenant's request, the Indianapolis CoC will also assist tenants in contacting the local organizations helping victims of domestic violence, dating violence, sexual assault, or stalking that are attached to this plan and creating a safety plan.

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<sup>25</sup> *Notice of Occupancy Rights Under VAWA*. The US Department of Housing and Urban Development (2016, December). Retrieved August 29, 2022 from <https://www.hacanet.org/wp-content/uploads/2019/04/VAWA-Notice-Of-Occupancy-Rights-and-Certification-for-PBRA-and-LIHTC-Layered-Properties.pdf>



### **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 National Domestic Violence Hotline at 1-800-799-7233, or a local domestic violence shelter, for assistance in creating a safety plan. 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>.

### **MOVING FROM TRANSITIONAL HOUSING PROGRAMS**

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#### **TH to TH**

Program participants who reside in TH are considered homeless and, therefore, are eligible for other forms of CoC and ESG-funded assistance. If a provider is unable to find a permanent housing placement for a participant in TH who is coming up on their time limit, the participant could be eligible for other TH projects.

#### **TH to PSH**

Some program participants residing in TH are eligible for PSH depending on the NOFA or NOFO under which the PSH program was funded. Some previous CoC Program NOFAs allowed TH participants to be served in PSH if the program participant has a qualifying disability and resided on the streets or ES prior to entering TH, or if they meet Category 4 (Fleeing or Attempting to Flee Domestic Violence) from the HUD definition of homeless (see Appendix A). However, a household must be prioritized for PSH to receive a referral; this is not a transfer situation.

### **RELATIONSHIPS BETWEEN VA AND HUD PROGRAM TYPES & ELIGIBILITY**

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The following chart is based on the CPD Memorandum: Guidance for Determining Eligibility for Permanent Supportive Housing for Persons Participating in Certain Department of Veteran's Affairs Programs.<sup>26</sup>

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<sup>26</sup> CPD Memorandum: *Guidance for Determining Eligibility for PSH for Persons Participating in Certain VA Programs*. The United States Department of Housing and Urban Development (2013, June). Retrieved June 23, 2022 from <https://www.hudexchange.info/resource/3868/guidance-for-determining-eligibility-for-veterans-affairs-programs/>





Program Type	VA Homeless Programs	Maintains Homeless Status?	Maintains Chronically Homeless Status?	Count Homeless Status on PIT Count?	Program Type Participants are Eligible for upon Exit of This Program
Emergency Shelter (ES)	<ul style="list-style-type: none"> <li>• VA-funded Health Care for Homeless Veterans (HCHV) provider programs</li> <li>• VA-funded VA Mental Health Residential Rehabilitation Treatment Program–Domiciliary Care for Homeless Veterans (VADOM) provider programs</li> </ul>	Yes	Yes	HCHV: Yes VADOM: No	ES TH RRH PSH
Transitional Housing (TH)	<ul style="list-style-type: none"> <li>• VA Grant and Per Diem (GPD)</li> <li>• VA Compensated Work Therapy –Transitional Residence (CWT/TR)</li> </ul>	Yes	HUD TH: No VA TH <sup>27</sup> : Yes	Homeless: Yes Chronically homeless: No	RRH (see NOFA) PSH (if they came from the streets or shelter when they entered the TH Program)
Rapid Re-housing (RRH)	<ul style="list-style-type: none"> <li>• VA-funded Supportive Services for Veteran Families (SSVF) provider programs</li> <li>• Veterans Homelessness Prevention Demonstration Program (VHPD)</li> </ul>	Yes	Yes	No	PSH
Permanent Supportive Housing (PSH)	HUD-funded Veterans Affairs Supportive Housing (HUD-VASH)	No	No	No	N/A

<sup>27</sup> FAQ 1837. The United States Department of Housing and Urban Development (2015, February). Retrieved June 23, 2022 from <https://www.hudexchange.info/faqs/1837/in-huds-cpd-memorandum-guidance-for-determining-eligibility/>



## APPENDIX A: HUD DEFINITIONS

### HOMELESS

According to HUD, the definition of homeless is based on four categories<sup>28</sup>:

#### Category 1: Literally Homeless

- 1) An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
  - i) Has a primary nighttime residence that is a public or private place not meant for human habitation (including a car, garage, park, abandoned building, bus or train station, airport, camping ground, etc.<sup>29</sup>)
  - ii) Is living in a supervised 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, or local government programs for low-income individuals); or
  - iii) is exiting an institution where he or she 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

- 2) An individual or family who will imminently lose their primary nighttime residence, provided that
  - i) The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance. This includes situations where people are in their own housing but being evicted within 14 days, they are in a hotel or motel but cannot stay for more than 14 days (often due to lack of ability to continue paying), or are living with family or friends and being asked to leave within 14 days (see Footnote 32);
  - ii) No subsequent residence has been identified; and
  - iii) The individual or family lacks the resources or support networks to obtain other permanent housing (e.g., family, friends, faith-based or other social networks).

#### Category 3: Homeless under other Federal Statutes

- 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:
  - i) Are defined as homeless under other federal statutes, including:
    - a) Section 387 of the Runaway and Homeless Youth (RHY) Act<sup>30</sup>
    - b) Section 637 of the Head Start Act<sup>31</sup>

<sup>28</sup> *Criteria and Recordkeeping Requirements for Definition of Homelessness*. The United States Department of Housing and Urban Development (2012, January). Retrieved June 23, 2022 from <https://www.hudexchange.info/resource/1974/criteria-and-recordkeeping-requirements-for-definition-of-homeless/>

<sup>29</sup> *Determining Homeless Status of Youth*. The United States Department of Housing and Urban Development (2015, October). Retrieved June 23, 2022 from <https://www.hudexchange.info/resource/4783/determining-homeless-status-of-youth/>

<sup>30</sup> *Runaway and Homeless Youth*. Children and Families Administration. 45 C.F.R. 1351 (2016, December 20). Retrieved June 23, 2022 from <https://www.federalregister.gov/documents/2016/12/20/2016-30241/runaway-and-homeless-youth>

<sup>31</sup> *42 U.S.C. 9832* (2015, December 10). Retrieved June 23, 2022 from <https://www.law.cornell.edu/uscode/text/42/9832>



- c) Section 41403 of The Violence Against Women Act (VAWA) of 1994<sup>32</sup>
- d) Section 330(h) of The Public Health Service Act<sup>33</sup>
- e) Section 3 of The Food and Nutrition Act of 2008<sup>34</sup>
- f) Section 17(b) of The Child Nutrition Act of 1966,<sup>35</sup> or
- g) Section 725 of The McKinney-Vento Homeless Assistance Act<sup>36</sup>
- ii) Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for homeless assistance
- iii) Have experienced persistent instability as measured by two moves or more during the 60-day period immediately preceding the date of applying for homeless assistance, and
- iv) Can be expected to continue in such status for an extended period of time because of special needs or barriers, including chronic disabilities, chronic physical health or mental health conditions, substance addiction, histories of domestic violence or childhood abuse (including neglect), the presence of a child or youth with a disability, or two or more barriers to employment, which include the lack of a high school degree or General Education Development (GED), illiteracy, low English proficiency, a history of incarceration or detention for criminal activity, and a history of unstable employment.

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

##### **4) Any individual or family who:**

- i) Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence. This includes trading sex for housing, trafficking, physical abuse, violence, or perceived threats of violence because of the person's sexual orientation, etc. (see Footnote 32)
- ii) Has no other residence; and
- iii) Lacks the resources or support networks to obtain other permanent housing (e.g., family, friends, faith-based or other social networks).

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<sup>32</sup> *The Violence Against Women Act*. 24 C.F.R. 576.2. The United States Department of Housing and Urban Development (2015, December 7). Retrieved June 23, 2022 from <https://www.law.cornell.edu/cfr/text/24/576.2>

<sup>33</sup> *The Public Health Service Act*. 42 U.S.C. 254b (2020). Retrieved June 23, 2022 from <https://www.law.cornell.edu/uscode/text/42/254b>

<sup>34</sup> *The Food and Nutrition Act of 2008*. 7 U.S.C. 2012 (2018). Retrieved June 23, 2022 from <https://www.law.cornell.edu/uscode/text/7/2012>

<sup>35</sup> *The Child Nutrition Act of 1966*. 42 U.S.C. 1786(b) (2022). Retrieved June 23, 2022 from <https://www.law.cornell.edu/uscode/text/42/1786>

<sup>36</sup> *The McKinney-Vento Homeless Assistance Act*. 42 U.S.C. 11434a (2015). Retrieved June 23, 2022 from <https://www.law.cornell.edu/uscode/text/42/11434a>

## CHRONICALLY HOMELESS

Chronically homeless means<sup>37</sup>:

- 1) A “homeless individual with a disability,” as defined in section 401(9) of the McKinney-Vento Homeless Assistance Act,<sup>38</sup> 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 (1)(i) of this definition continuously for at least 12 months or on at least 4 separate occasions in the last 3 years, if 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 (1)(i). Stays in institutional care facilities for fewer than 90 days will not constitute as 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 the institutional care facility;
- 2) 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 the criteria in paragraph (1) of this definition, before entering that facility; or
- 3) 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 the criteria in paragraph (1) or (2) of this definition, including a family whose composition has fluctuated while the head of household has been homeless.

## HOMELESS INDIVIDUAL WITH A DISABILITY

HUD’s definition of a homeless individual with a disability is defined in section 401(9) of The McKinney-Vento Assistance Act (see Footnote 41), as a person who has a disability that:

- i)
  - I) Is expected to be long-continuing or of indefinite duration;
  - II) Substantially impedes the individual’s ability to live independently;
  - III) Could be improved by the provision of more suitable housing conditions; and
  - IV) Is a physical, mental, or emotional impairment, including an impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury;
- ii) Is a developmental disability, as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000<sup>39</sup>; or
- iii) Is the disease of acquired immunodeficiency syndrome (AIDS) or any condition arising from the etiologic agency for AIDS.

<sup>37</sup> *Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH): Defining Chronically Homeless Final Rule*. The United States Department of Housing and Urban Development (2015, December). Retrieved June 23, 2022 from <https://www.hudexchange.info/resources/documents/Defining-Chronically-Homeless-Final-Rule.pdf>

<sup>38</sup> *The McKinney-Vento Homeless Assistance Act, as amended by the HEARTH Act*. (2009, May). Retrieved June 23, 2022 from <https://www.hudexchange.info/resource/1715/mckinney-vento-homeless-assistance-act-amended-by-hearth-act-of-2009/>

<sup>39</sup> *The Developmental Disabilities Assistance and Bill of Rights Act of 2000*. 42 U.S.C. 15002 (2000). Retrieved June 23, 2022 from <https://www.law.cornell.edu/uscode/text/42/15002>



## FAMILY

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HUD defines family as including, but not limited to, the following, regardless of actual or perceived sexual orientation, gender identity, or marital status, any group of people presenting for assistance together, with or without children and irrespective of age, relationship, or whether or not a household member has a disability.<sup>40</sup> A child who is temporarily away from the home because of placement in foster care is considered a member of the family.<sup>41</sup>

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<sup>40</sup> *FAQ 1529*. The United States Department of Housing and Urban Development (2014, July). Retrieved June 23, 2022 from <https://www.hudexchange.info/faqs/programs/emergency-solutions-grants-esg-program/program-requirements/eligible-participants/how-is-the-definition-of-family-that-was-included/>

<sup>41</sup> 24 C.F.R. 5.403. Retrieved June 23, 2022 from <https://www.law.cornell.edu/cfr/text/24/5.403>



## APPENDIX B: ELIGIBILITY & PRIORITIZATION EXAMPLE

Projects with a population specific focus will receive referrals according to the orders of priority established as they apply to the population they serve. If there is not an eligible household who meets the priority established within a project type, then the next priority would be considered to see if there is an eligible household that meets that priority. Please see the example below of how the eligibility and prioritization factors would be considered in a CoC RRH project.

### EXAMPLE COC RRH PROJECT

#### Eligibility

The CoC RRH project was funded in FY 15 to specifically serve persons who are fleeing or attempting to flee domestic violence.

#### Prioritization

For CoC RRH, eligible participants are referred to the rapid re-housing program for which they are eligible and prioritized based the following prioritization:

1. Chronically Homeless individuals and families with the Longest History of Homelessness and with the Most Severe Service Needs.
2. Non-Chronically Homeless individuals and families with the Longest History of Homelessness and with the Most Severe Service Needs.

#### *Prioritization List*

Household ID	Chronic	LOT	VI-SPDAT	DV Victim	Veteran
A1234	Yes	3 years	17	No	Yes
B5678	Yes	2 years	14	No	Yes
C91011	No	1 year	7	No	Yes
<b>D121314</b>	<b>No</b>	<b>1 year</b>	<b>5</b>	<b>Yes</b>	<b>No</b>
E151617	No	6 months	11	No	No
F181920	No	6 months	10	Yes	No

#### Household Chosen for Referral: D121314

As shown above, the household chosen for referral was not a chronic household because there were no chronic households on the Prioritization list that met the eligibility requirements of the project. Instead, the referral was based on the **eligible household** had the longest history of homelessness since that is the second priority factor to use. Although there are other persons with longer periods of homelessness, those persons did not meet the DV eligibility requirement of the project.

## APPENDIX C: COORDINATED STREET OUTREACH PROGRAM MODEL

The Coordinated Street Outreach Program Model was approved by the Blueprint Council on October 17, 2020. The program model for Coordinated Street Outreach is the description of the purpose, activities and outcomes that align with community expectations for the program. This model will be reviewed again in 2021 to establish targets for performance.

Program	Population	Timeline of Services	Description	Essential Elements	Outcomes
Coordinated Street Outreach	Unsheltered individuals with the highest vulnerability	Ongoing engagement if an individual is experiencing unsheltered homelessness, regardless of whether they are engaging in housing or services	Street outreach is a coordinated, targeted, and intentional effort to engage individuals experiencing unsheltered homelessness with the sole purpose of moving individuals into permanent housing.	<p><b>Engagement</b>            Providing case management and service coordination for individuals on the street to build relationships            Building trust and rapport with unsheltered individuals, particularly those who are underserved and vulnerable            Completing housing (coordinated entry system) assessments</p> <p><b>Housing Navigation</b>            Locating documentation or support in acquiring documentation for permanent supportive housing            Attending case conferencing            Partnering with housing providers to support housing placement            Tracking status of individuals in the housing pool, providing updates            Monitoring progress and track acquiring of documents</p> <p><b>Community Engagement</b>            Communicating with stakeholders in the target area assigned and attend meetings or events as needed            Networking with law enforcement, hospitals, residents, and businesses in the target area assigned</p>	<p>Targets to be set by using HMIS data. Data will be reported in aggregate by demographics to ensure equity in service provision.</p> <p><b># of days from first contact to completed coordinated entry system assessment (including documentation)</b></p> <p><b>% of people encountered completing a coordinated entry system assessment (including documentation)</b></p> <p><b>% of people housed from unsheltered status</b></p>

## APPENDIX D: RRH PROGRAM MODEL

The RRH Program Model was approved by the Blueprint Council October 17, 2020. The program model for Rapid Rehousing is the description of the purpose, activities and outcomes that align with community expectations for the program. This model will be reviewed again in 2022.

Program	Population	Timeline	Description	Essential Elements	Outcomes
Rapid Rehousing	Families experiencing homelessness, including veterans and individuals fleeing domestic violence Young adults experiencing homelessness, including parenting youth and LGBTQ Single Adults experiencing homelessness, including veterans, individuals fleeing domestic violence, and LGBTQ	Standard timeline is up to 24 months, unless funding dictates longer eligibility period based on population-specific need (Ex: Youth Homelessness Demonstration Program allows for up to 36 months)	Rapid re-housing (RRH) assists individuals or families who are experiencing homelessness move as quickly as possible, without preconditions, into permanent housing. Households achieve stability in that housing through a combination of short to medium term rental assistance and supportive services tailored to the needs of the individual or family.	<p><b>Case Management:</b> Utilize Housing First practice which is client-centered, low-barrier and focused on obtaining permanent housing quickly without preconditions Trauma-Informed Care is integrated into the structure of the program, and staff should receive regular training Voluntary and personally tailored wrap-around support services that help households obtain and maintain permanent housing Creation and utilization of an individualized housing stabilization plan to support short-term and long-term housing stability Support and provide resources to increase income (employment, mainstream benefits, and non-employment income) Provide connections to community to help households plan for future crisis and prevent homelessness Caseloads average 20:1 households (regardless of where a household is in the housing process) with a target of engaging households at least two times per month, including a monthly home visit Programs must utilize a policy that documents attempted contacts prior to exiting households</p> <p><b>Housing Identification:</b> Recruit landlords and develop relationships with landlord/property managers to reduce barriers to units Support and provide access to housing that is affordable to</p>	<p>Data will be reported in aggregate by demographics to ensure equity in service provision.</p> <p><b>Target: Households move into permanent housing within 45 days after referral to a program*</b></p> <p><b>Target: At least 55% of adults enrolled in a program will increase their income (employment and non-employment sources) during enrollment</b></p> <p><b>Target: 90% of all individuals enrolled in a program will not return to homelessness within 24 months of program exit</b></p> <p><b>Target: 97% of individuals will exit to permanent destinations</b></p>

				<p>client in accordance with Written Standards, meets needs (including safety), and passes minimum housing quality standards as set in written standards by community (ex: HUD Housing Quality Standards) Utilize shared housing, when appropriate</p> <p><b>Move-in &amp; Rental Assistance:</b> Programs align with Written Standards regarding minimum and maximum rental assistance and rent-to-income ratios Programs utilize a standardized rent-share plan created in partnership with the client Funding that can support birth certificate fees, identification fees, application fees, unit deposit, rental assistance, utility deposits, utility assistance, transportation (ex: bus passes, vehicle repair, tickets) childcare Additional flexible funding for evictions, arrears, basic move-in essentials (ex: beds, bedding, cleaning supplies, houseware necessities) Ongoing rental assistance typically 6 months or less Utilize progressive engagement to determine timing/length of financial assistance</p>	
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\*Rapid Rehousing Work Group is working with Coordinated Entry System team to identify strategies that will improve data quality and accuracy of this measure prior to reporting it or utilizing it regularly to determine funding.



## APPENDIX E: TH-RRH PROGRAM MODEL

The TH-RRH Program Model was approved by the Blueprint Council [date approved]. The program model for TH-RRH is the description of the purpose and activities that align with community expectations for the program. Outcomes will be determined in the future.

Program	Population	Timeline	Description	Essential Elements	Outcomes
Transitional Housing to Rapid Rehousing (TH-RRH)	HUD Definition of Category 1 (literally homeless) and Category 4 homelessness (fleeing or attempting to flee domestic violence)	Standard Timeline for Transitional Housing to Rapid Rehousing is 24 months as a total time in between both housing portions.  *Exception for Youth Homelessness Demonstration Program: Current alternative requirements allow for 36 months of assistance in total between both housing portions.	Transitional Housing (TH): assists individuals and families experiencing homelessness move into a short-term transitional location while they work on transitioning into permanent housing. Households have a place to stay and are removed from unsheltered homelessness to provide a safe place to stay until they transition to permanent housing.  Rapid Re-housing (RRH) assists individuals or families who are experiencing homelessness move as quickly as possible, without preconditions, into permanent housing. Households achieve stability in that housing through a combination of short to medium term rental assistance and supportive services tailored to the needs of the individual or family.	<b>Case Management:</b> Utilize Housing First practice which is client-centered, low-barrier and focused on obtaining permanent housing quickly without preconditions Trauma-Informed Care is integrated into the structure of the program, and staff should receive regular training Voluntary and personally tailored wrap-around support services that help households obtain and maintain permanent housing Creation and utilization of an individualized housing stabilization plan to support short-term and long-term housing stability Support and provide resources to increase income (employment, mainstream benefits, and non-employment income) Provide connections to community to help households plan for future crisis and prevent homelessness Caseloads average 20:1 households (regardless of where a household is in the housing process) with a target of engaging households at least two times per month, including a monthly home visit Programs must utilize a policy that documents attempted contacts prior to exiting households  <b>Housing Identification:</b> Recruit landlords and develop relationships with landlord/property managers to reduce barriers to units Support and provide access to housing that is affordable to client in accordance with Written Standards, meets needs (including safety), and passes minimum housing quality standards as set in written standards by community (ex: HUD Housing Quality Standards)	Outcomes TBD

				<p>Utilize shared housing, when appropriate</p> <p><b>Move-in &amp; Rental Assistance:</b>            Programs align with Written Standards regarding minimum and maximum rental assistance and rent-to-income ratios            Programs utilize a standardized rent-share plan created in partnership with the client            Funding that can support birth certificate fees, identification fees, application fees, unit deposit, rental assistance, utility deposits, utility assistance, transportation (ex: bus passes, vehicle repair, tickets) childcare            Additional flexible funding for evictions, arrears, basic move-in essentials (ex: beds, bedding, cleaning supplies, houseware necessities)            Ongoing rental assistance typically 6 months or less            Utilize progressive engagement to determine timing/length of financial assistance</p>	
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