

Housing Stabilization Program

Process & Procedures Manual



Urban
Redevelopment
Authority
of Pittsburgh

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Background

In 2015-2016, the City of Pittsburgh assembled an Affordable Housing Task Force to better understand the affordable housing needs across the City. The Task Force recommended the City to establish a Housing Trust Fund, and as a response to the need for affordable housing, the Housing Opportunity Fund (HOF) was created.

The City of Pittsburgh is committing \$10 million per year for 12 years to address the affordable housing crisis. The following programs currently exist within HOF: Rental Gap Program, Homeowner Assistance Program, Down Payment and Closing Cost Assistance, Housing Stabilization Program and For-Sale Development Program.

The Housing Stabilization Program was designed to meet the needs of individuals and families who are facing a temporary financial difficulty and need short-term rental and mortgage assistance to regain financial sustainability. HSP is a housing crisis prevention intervention that helps renters and homeowners avoid eviction and homelessness by assisting with rent and rent arrears, mortgage and mortgage arrears, utility bills and utility arrears, security deposit and legal assistance.

HOF Programs Summary

Program name	Who receives funds	What it funds
Down Payment & Closing Cost Assistance	First-time homebuyers	Down payment & closing costs
Homeowner Assistance Program	Homeowners	Home repairs
Rental Gap Program	Nonprofit developers or developers with nonprofit applicants	Preserving and creating affordable rental units
Housing Stabilization Program	Renters near eviction	Emergency rental assistance
For-Sale Development Program	Nonprofit developers or developers with nonprofit applicants	Preserving and creating affordable for-sale units

Housing Stabilization Program – Eligible Activities

The Housing Stabilization Program exists to help prevent housing crises by assisting households with rent, mortgage, utility and security deposits. The following are allowable expenses under the Housing Stabilization Program. However, please consult with the URA program specialists before issuing financial assistance if you are unsure if it will be an eligible expense. The URA may deny ineligible expenses when reviewing invoices for reimbursement.

Maximum Eligible Amount is \$3,000 per household in a 5-year period

	Eligible	Ineligible
Rental Assistance	X	
Rent Arrears	X	
Mortgage Assistance	X****	
Late Fees	X	
Security Deposit	X*	
Moving and Storage Costs		X
Rent Application Fee	X**	
Utility Bills	X	
Legal Services	X***	
Credit Repair		X
ID, Birth Certificate Fees		X
Substance Abuse Treatment		X
Transportation		X

*Eligible if moving into a more suitable/affordable unit (i.e. moving from an overpriced unit to a subsidized unit)

**Up to three (3) application fees

***Legal services must be directly tied to sustaining housing stability

****Mortgage assistance is contingent upon available funding

ADMINISTRATION FEES

Housing Stabilization Program service providers can bill up to 25% of the monthly invoice as a program delivery (or Administration) fee. Administrative fees may be used for general management, oversight and coordination related to the program delivery and operations. These may include administrative services, third-party consultants, accounting and audit services, goods and services required for administration of the program, office supplies and space, and staff salaries and benefits.

MORTGAGE ASSISTANCE

Each allocation year, the Housing Opportunity Fund will announce available funding through the Request for Proposals process. Based on available funding, mortgage assistance may or may not be eligible for that allocation year. If mortgage assistance is available, the following guidelines apply:

- Homeowner must not have received an Act 91 notice for foreclosure
- Homeowner must be current on city, county and school taxes, or show proof on a payment plan
- Homeowner must be willing to work with the service provider to create a housing stability plan

Rental Assistance	Mortgage Assistance	Utility Assistance	Legal Service - Eviction
Maximum Total Household Income (AMI)			
50% AMI	80% AMI	50% AMI	50% AMI <i>Tangled Title assistance is available through the Homeowner Assistance Program, capped at 80% AMI</i>

HOF Housing Stabilization Program's Coordinated Entry Process

Purpose: The purpose of the Housing Opportunity Fund Housing Stabilization Program's Coordinated Entry Process is to have a centralized point of entry where an applicant can be streamlined to the appropriate agency for a referral to help eliminate duplicates in the system and to increase efficiency for services.

United Way 211 will serve as the access point for services as they assist all Southwestern Pennsylvania. United Way 211 is available to be contacted 24 hours a day, 7 days a week.

They can be accessed in multiple ways:

- By Phone:
 - A consumer can text their zip code to 898-211
 - A consumer can dial 211 from their phone
 - A consumer can reach out toll free at 1-866-856-2773
- By chatroom: There is a chat window that is located in the bottom right corner of the screen once they go their website: <http://pa211sw.org/>.

- By email: info@pa211sw.org
- By filling out the form on their website: Once an applicant is on United Way's webpage, there is a link at the top of the page that says, "About us". Once hovered over, there will be a list of options. An applicant is able to click on "contact us". From there, they are able fill out the form to gain access to a Representative for services.

What to Expect:

Step 1:

A prospective applicant contacts United Way 2-1-1 for services. 211 Resource Navigators will conduct their intake to see the needs a person is seeking resources for.

Step 2:

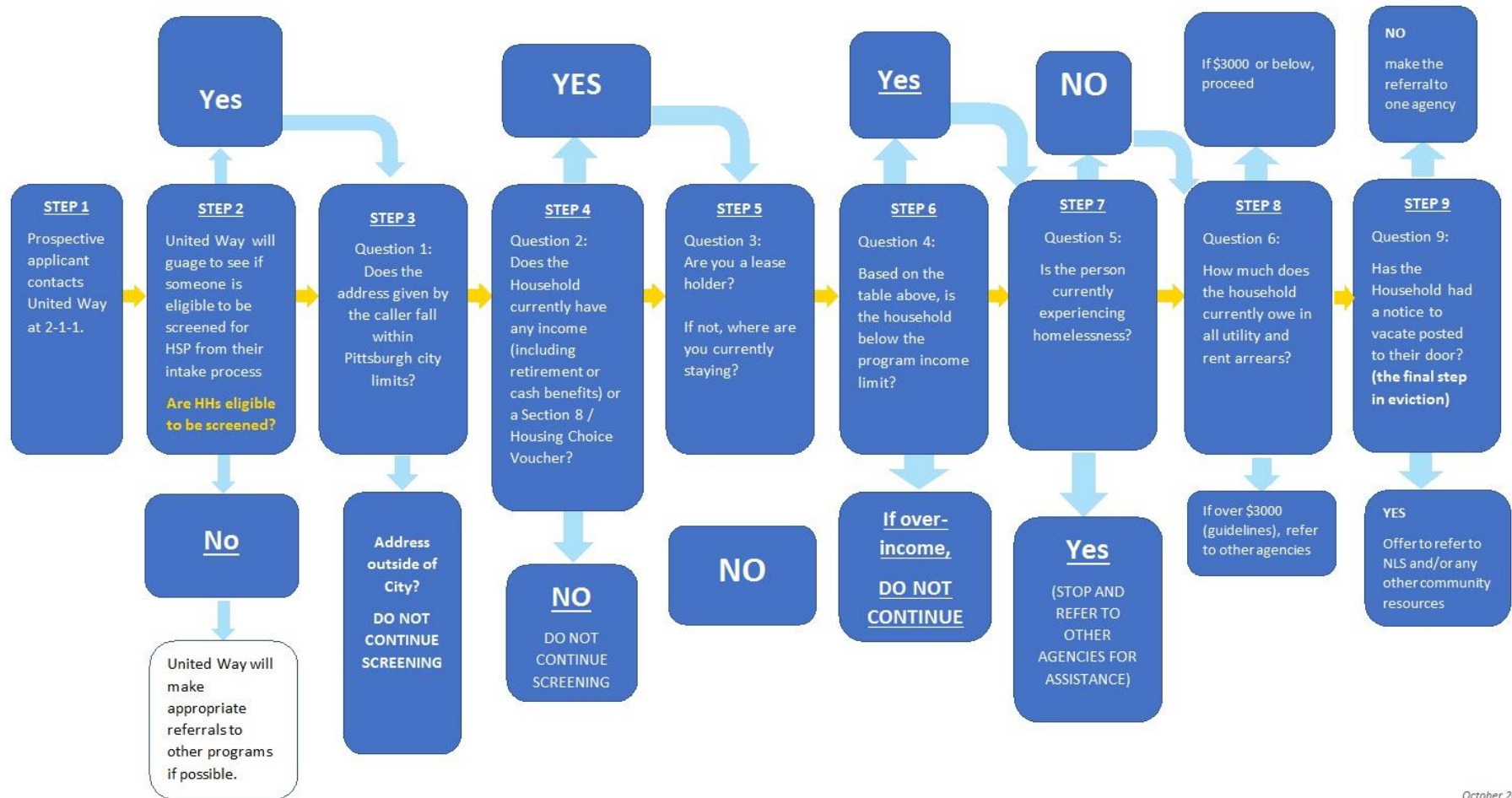
United Way will gauge to see if someone is eligible to be screened for HSP from their intake process. By their initial intake, the Resource Navigator asks questions around household composition, income, sources of income, zip code, address, and other demographic data. From the data collected, if a household brought up a need for services that fall under the Housing Stabilization Program, the Resource Navigators will then proceed to further screen for eligibility.

Step 3:

The Resource Navigator will first read a pre-screening prompt to preface the questionnaire. Once the applicant consents to being screened, the Resource Navigator will read either eligibility clauses depending on the outcome of further screening for the applicant. If an applicant is eligible for the program, the Resource Navigator will read the consent form to get the applicant's permission to post the referral to one of the five service providers' bulletin board.

****To determine placement for service provider, it was decided to focus on an area where an applicant can easily access to eliminate barriers unless an applicant prefers to receive services from a specific service provider For example, if an applicant reports staying in the Hill District, it would most likely make sense for them to be referred to Macedonia FACE.***

United Way 2-1-1 Coordinated Entry Process



October 2019

Revised February 2020

Housing Stabilization Program Referral Consent Form

Pre-Screening Intro

Based on the information gathered during this call, I would like to complete a brief questionnaire with you to see if you may be eligible for the Housing Stabilization Program. It is a program that can provide up to \$3,000 of assistance whether it's regarding rent, utilities, and/or security deposit. Some of the questions I already know the answer to based on our discussion, but I do have to ask these questions again for the purposes of this screening. Do you have about [*insert average time to complete intake*] to complete this?

*If **yes**, complete screening

*If **no**, encouraged them to keep 211 updated

Consent Form

If eligible:

Based on the pre-screening, you screen eligible to be placed on the waiting list for the Housing Stabilization Program through [*Insert Service Provider*]. Should your name come up, they will reach out to you directly to further discuss next steps. Being placed on the waiting list does not guarantee assistance. Do you give us consent to share your information with the program provider?

If not eligible:

Based on the pre-screening, I can offer you additional general financial assistance agencies to reach out to. Should your situation change, keep us updated.

Housing Stabilization Program's Service Provider's Process

Service Provider Flow Model

Step 1:

Service Provider receives referral from United Way 211 through HSP Central

Step 2:

Service Provider reaches out to applicant to further screen for eligibility.

Step 3:

Service Provider contacts applicant to schedule an intake appointment.

Step 4:

Service Provider meets with applicant and applicant brings necessary documentation at the time of appointment.

Step 5:

Service Provider inputs information in HSP Central including the upload of documentation.

Step 6:

Service Provider inputs information in HMIS.

Step 7:

Service Provider requests HOF housing inspection

Step 8:

If **approved**, Service Provider will issue payment to the Landlord and/or utility company

If the property **does not pass inspection** and the Landlord is not willing to address the issues, then the applicant will be referred to other programs.

Step 9:

Service Provider submits reimbursement form along with documentation to the URA once a month for payment

Step 10:

Service Provider follows up with applicants at the measures of 1 month, 3 months, and 6 months after assistance

Reimbursement Request Process

Service Providers

The following must be received with the monthly invoice

- Invoice for HSP services (including itemized list with client names, invoice billing period and signature)
- Proof of Need (LOI, Lease, Eviction Notice, Utility Bill, etc)
- Proof of payment (copy of check)
- HSP Enrollment/Income Affidavit Form
- HMIS report for billing period of the invoice
- Monthly Denials Tracker – Template is located in HSP Central under “Templates and Files”

A Service Provider’s invoice and backup documentation must be received no more than once per month by the 15th day of the following month (i.e. November’s invoice is due no later than December 15).

If clarity or additional documentation is needed, URA staff may hold an invoice to collect missing backup documentation up to the 30th of the next month (i.e. we will hold November’s invoice for documentation no longer than December 30th).

***NOTE: All documentation/attachments should be uploaded in HSP Central**

HOF Housing Stabilization Program's Appeal Process

Purpose: The purpose of the Housing Opportunity Fund Housing Stabilization Program Appeal is when an applicant would like to be considered for services. It is necessary if an applicant does not agree with the decision of the Service Provider denying them for services.

An appeal would not be considered and/or provided to the Appeals Committee for the following reasons and/or instances:

- o Landlord is not willing to work with the program;
- o Landlord is delinquent on taxes and does not want to get current;
- o Applicant has not located a new property/identified a unit;
- o Applicant does not enough income to sustain once program assistance ends;
- o Applicant's request of financial assistance exceeds the guidelines;
- o Applicant's household income exceeds 50% AMI;
- o Applicant is accepted and/or receiving assistance through HSP (i.e. legal vs. rental and/or utility); and/or
- o Applicant does not live in the City and will not be moving into the City.

An applicant must submit a completed appeal within 10 days from the date the denial letter is sent by the Service Provider/Program Administrator. The denial letter will have an appeal by date.

What to Expect:

Step 1:

Applicant receives a denial letter with instructions from the Service Provider/Program Administrator— The Provider will attach a one-page document that will be drafted by the Housing Opportunity Fund Team to send with every letter to create uniformity. The one-page document will outline instructions on how to proceed with getting the appeals process started (See Page 6)

Step 2:

Applicant reaches out to the google number that is provided from the denial letter from the Service Provider

Step 3:

Applicant can appeal one of three ways:

1. He/She/They can **call** and leave a voicemail at (412) 213-8255 with the following information: name, service provider, denial reason, and the reason they would like to be reconsidered for services—Once the applicant leaves a voicemail, it will be transcribed in the system for visual purposes.
2. He/She/They can **text** the google voice number: (412) 213-8255
3. He/She/They can **email** the following address: hspappeals@ura.org

Step 4:

HSP Program Specialist will go through VMs to compile them to be sent to the Committee for review—Program Specialist will go through the VMs at least once a week to compile them to be emailed two days before the Committee meeting in order for them to be prepared for discussion (if any) and vote.

Step 5:

Committee will convene once a week via conference call or in-person to discuss cases. It is recommended that the Appeals Committee either meet in person if schedules allow or have a conference call to discuss cases. In a time sensitive manner, a call may be requested outside of the pre-arranged meetings. Time sensitive instances can include an applicant being within the 10-day timeframe after the Magistrate's Hearing before a Landlord can file an Order of Possession or within the timeframe of a utility shutoff execution.

Step 6:

Committee will decide and vote respectively via doodle poll and a designee will formally follow up via email regarding the outcome—The vote will be for Majority Rules (three out of five members). If one is not able to attend the conference call for discussion, he/she could vote via email that is sent with the transcriptions of the voicemails. Votes should be cast within two days and relayed back to the Program Specialist to send out the decision letter to the applicant.

Step 7:

HSP Program Specialist will notify client of decision by letter—The letter will be drafted and sent within one week of receiving votes from the Appeals Committee to the applicant notifying them of the decision. The Service Provider/Program Administrator will also be notified via email of the decision to continue with next steps if any (See Pages 4-5).

Response Timeline:

- If someone appeals a denial, they should receive a response within 30 days

*In congruence with the Allegheny County Continuum of Care’s standards for appeal, a person has ten days to appeal a decision.

*Majority Rules is defined by Robert’s Rules as 2/3 of the votes (3 out of 5 members)



412.255.6600
200 Ross Street
Pittsburgh, PA 15219
ura.org

May 4, 2020

Jane Doe

1234 HSP Lane

Pittsburgh, PA 15212

RE: Housing Stabilization Program Appeal Decision

Dear Ms. Doe,

Thank you for your recent inquiry to be reconsidered for the Housing Stabilization Program.

We have reviewed your request, and it has been determined that we are unfortunately unable to approve your request currently for the following reason(s):

Landlord is not willing to work with the program

In order to see what additional resources are in the area for possible assistance, you may contact Allegheny Link at 1-866-730-2368 and/or United Way 2-1-1 by dialing 211 from your telephone.

Sincerely,

Breanna Benjamin

Breanna Benjamin

Housing Opportunity Fund Program Specialist

Housing Stabilization Program Appeal Request

Timeframe: An applicant has 10 days to request reconsideration. The deadline is listed on the denial letter.

How to Appeal:

You can appeal one of three ways:

4. You can **call** (412) 213-8255. You will be prompted to leave a voicemail with the following information: name, service provider, denial reason, and the reason you would like to be reconsidered for services.
5. You can **text** the following number: (412) 213-8255
6. You can **email** the following address: hspappeals@ura.org

What to Expect:

- Once you submit your appeal, you should receive a response within 7 days.
-

Housing Stabilization Program Appeal Request

Timeframe: An applicant has 10 days to request reconsideration. The deadline is listed on the denial letter.

How to Appeal:

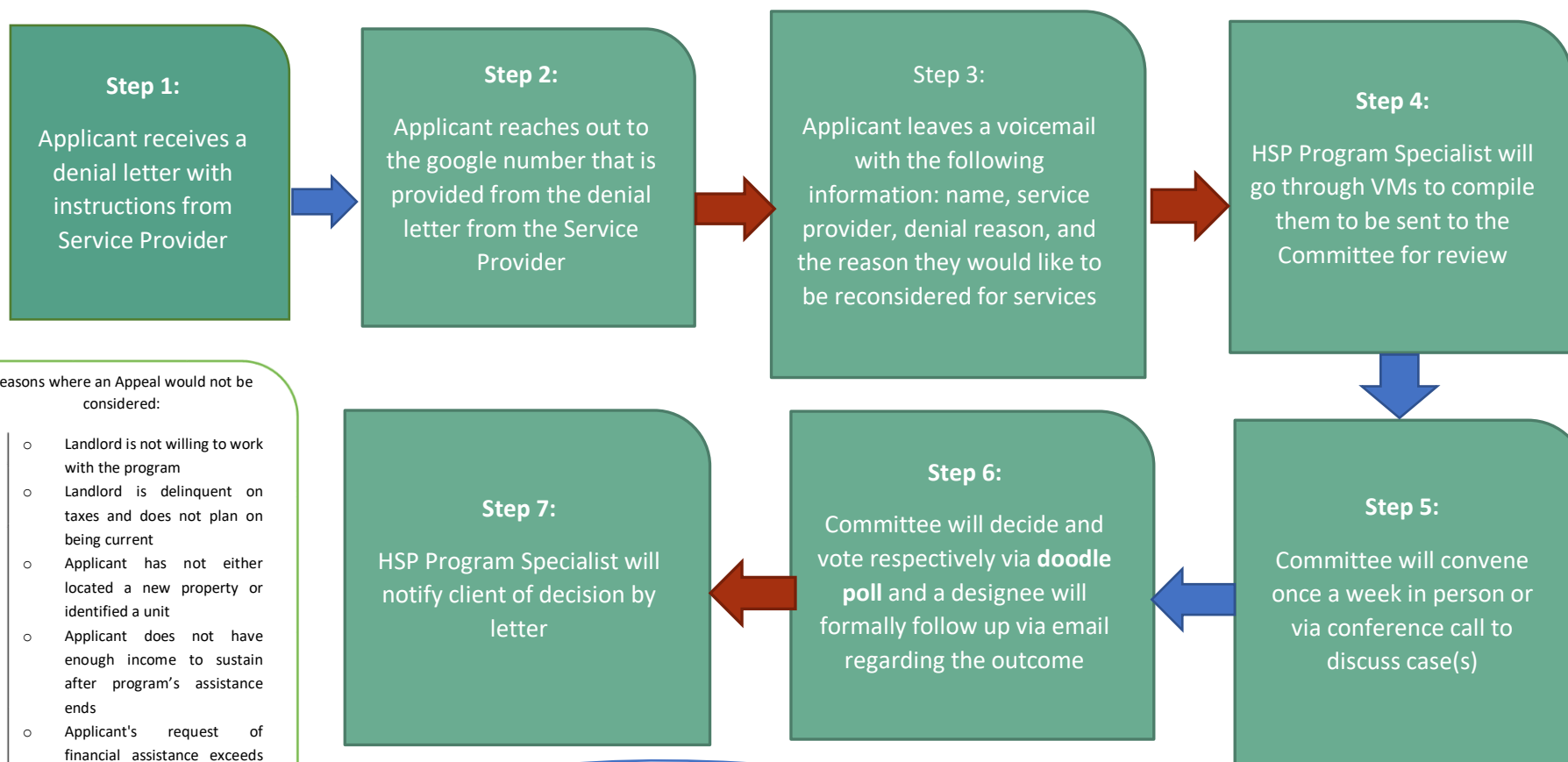
You can appeal one of three ways:

7. You can **call** (412) 213-8255. You will be prompted to leave a voicemail with the following information: name, service provider, denial reason, and the reason you would like to be reconsidered for services.
8. You can **text** the following number: (412) 213-8255
9. You can **email** the following address: hspappeals@ura.org

What to Expect:

- Once you submit your appeal, you should receive a response within 7 days.

Appeals Hearing Process



Reasons where an Appeal would not be considered:

- Landlord is not willing to work with the program
- Landlord is delinquent on taxes and does not plan on being current
- Applicant has not either located a new property or identified a unit
- Applicant does not have enough income to sustain after program's assistance ends
- Applicant's request of financial assistance exceeds the guidelines
- Applicant's household's income exceeds 50% AMI
- Applicant either does not live in the City or will not be moving into the City.
- Applicant is accepted and/or receiving assistance through HSP (i.e. legal vs. rental and/or utility)

Committee Members: **Adrienne Walnoha** (Advisory Board Member), **Kellie Ware-Seabron** (Fair Housing Representative), **Johnna Kerner** (DHS), **Alena Anderson** (United Way), and **Vethina Hage** (URA Representative)

Program Monitoring, Audit and Recordkeeping

Recordkeeping

HSP service providers are required to keep documents on all clients who receive funding and those who received an intake and were denied (mark these files as “Denied”). Providers may select to keep electronic files in lieu of hard files; however, the providers must produce hard files upon request from the URA if needed.

At a minimum, all HSP-funded projects must have the following documentation:

- Service Provider application for services
- Program Agreement
- Income Affidavit
- Income documentation (pay stub from past 30 days, tax return, SSA letter)
- Tax Clearance Documentation
- Copy of the lease
- Documentation of what is being billed to HSP (lease for rent, shutoff notice for utilities, application for application fee, etc.)
- Copies of Checks
- Goal or Service Plans
- Case Notes & Referrals
- Documentation of Termination of Services
- Documentation of 1, 3, and 6 month follow-up assessments

Monitoring and Audit

The URA will routinely monitor and audit files throughout the year to ensure program compliance is maintained within the established program guidelines and operating procedures. **Monitoring** provides the URA an opportunity to assess current service providers program performance. During monitoring visits, URA staff will review client records, meet with program staff, and may also meet with program participants to get a fuller picture of program operations. **Audits** allow the URA to review and examine service providers’ financial activities, including whether program resources are being used in accordance with program requirements and limitations.

URA staff will coordinate these meetings in advance and will provide a list of cases to be reviewed at least three (3) days in advance of the scheduled visit.

If monitoring or audit visits have “findings” or “concerns”: If URA staff have any “findings” following the visit, these findings will be delivered to the service provider in a letter outlining the deficiency in program performance, based on noncompliance with statutory, regulatory, or program requirements for which sanctions or corrective actions can be posed. A concern is a deficiency in program performance not based on these requirements, and where corrective actions are not posed.

AFFIDAVIT OF RESIDENCE

Name: _____

Address: _____

Date: May 4, 2020

To Whom This May Concern,

I, _____ [Print Applicant's Name], the _____
[Relation] of _____ [Print Household Member] formally acknowledge that this
member no longer resides at the aforementioned street address since _____,
20____.

Furthermore, I swear and affirm under penalty of perjury that the facts set forth in this statement
are true and accurate.

Sincerely,

Signature of Applicant

Service Provider Acknowledgment

I witness to the aforementioned claims made by _____ and acknowledge their
residency status.

Service Provider's Signature _____

Print Name _____

Date _____

HOUSING STABILIZATION PROGRAM

FREQUENTLY ASKED QUESTIONS

Eligible Activities

Is there a limit to the number of times a client is approved for HSP Assistance?

Yes. A client may apply for HSP **once every five (5) years**.

Can HSP pay for legal fees and late fees my client has incurred?

Legal fees can be paid by HSP funds if they are necessary to prevent homelessness/eviction. Late fees are eligible to be covered in HSP as long as they do not exceed the maximum late fee amount as stated in the lease agreement (I.e. \$5 per day, not to exceed \$50 per month).

***Tenants who are in a Housing Authority of the City of Pittsburgh (HACP) property (Low Income Public Housing or Section 8) are eligible to have their late fees (not legal) waived by HACP.**

My client needs both rental assistance and legal assistance. Are they eligible for \$3,000 of each service?

No. Under current guidelines, a client is entitled to up to \$3,000 of assistance, which includes rental assistance and legal services. For example, if a client needs \$1,200 of rental assistance but also needs legal assistance, they would be capped at \$1,800 of legal services. Essentially, the service provider and legal clinic need to collaborate to ensure **total** assistance does not exceed \$3,000. URA staff will assist with coordination.

The client has not been evicted or been to court for past-due rent---are they still eligible?

Yes. The Housing Stabilization Program is intended to serve as a homeless prevention program by intervening before a tenant may need to go to court or formally get evicted. If the service provider believes the client is behind on rent and has the means to financial sustainability after HSP assistance, services can be rendered.

Are mortgage payments eligible?

Yes. Under the HSP guidelines, mortgage payments are eligible for homeowners facing homelessness or foreclosure. Mortgage assistance is contingent upon available funding each year and will be made available via the RFP process.

Can HSP be used to cover extra fees or security deposits for a service animal?

No. Under the U.S. Fair Housing Act, housing providers (landlords) may not charge extra fees or security deposits for a service animal, other than the standard security deposits required of all other tenants who do not have a service animal. Please be sure to get appropriate training from fair housing professionals as service animals are treated differently than assistance/emotional support animals.

Can HSP be used with other rental assistance programs?

Yes. Housing Stabilization Program is funded through the Housing Opportunity Fund, which is local

funding. HSP assistance may be tiered with other Continuum of Care, public and privately funded rental assistance programs.

How are application fees determined for reimbursement/coverage?

Application fees may be covered under the following two circumstances:

1. If the client already paid the application fee, the Service Provider may ask the landlord if they are willing to reimburse the client the application fee. If the landlord is willing to reimburse the client, the Service Provider may include the cost of the application with the total assistance amount.
Example: If already paid \$50 for the application fee and is seeking \$1000 in HSP assistance to pay first month's rent, the Service Provider may ask the landlord if they are willing to reimburse the client the \$50. If the landlord agrees, the Service Provider may include the cost of the application fee with first month's rent, totaling \$1050 made payable to the landlord.
2. If a client has not paid the application fee yet and is looking for assistance with the application fee and first month's rent, the Service Provider may include the cost of the application fee and first month's rent in their reimbursement form to the URA.

Application fees may only be covered if the client is moving into a new unit. Past application fees will not be covered under HSP.

Are households with an Order for Possession eligible for assistance?

Yes. An Order for Possession (OOP) is the final **ten**-day notice that a household receives prior to the Constable coming to lock the door. A household has the option to file a late appeal if they choose to do so.

Generally, the Landlord has 60 days to act on the OOP and can have it reissued up to 120 days.

If a household has an Order for Possession, ensure that the Landlord is willing to work with the program. If the Landlord is willing, conduct the intake as described in the Housing Stabilization Program Process Guide.

The Household can also be referred to Neighborhood Legal Services (NLS) for legal advice. Keep in mind that the max grant is \$3000; therefore, that must be split between financial assistance to pay arrears as well as legal consultation.

If they are **eligible**, proceed with next steps.

If they are **not eligible** for the program, refer them to other Providers that can assist them with creating a housing plan of where they will go upon the execution of the Notice.

Am I required to gather leases for every Household that seeks assistance?

Although leases are not a requirement, it is strongly encouraged that leases are provided by the Household to ensure the accuracy of monthly rent, late charges, security deposit, first month's rent, and

last month's rent. In addition, reviewing a lease with a client can not only ensure that the client has occupancy rights to the property but to also help a client understand what a fair lease entails.

Can HSP Funds be used to pay for back charges that a Household incurred?

Back charges are what a client incurs when change of income is not reported to HACP or Section 8. When income is not reported, the property manager/Landlord has the right to charge market rate or what the rent would have been adjusted to if lack or gain of income had been reported. In order to maintain consistency with federal HAP programs, HSP funds cannot be used to pay back charges. It is imperative to assist and advocate for your client to get on a payment arrangement with the Landlord.

If a Landlord is delinquent on taxes, should I collect a receipt of payment?

Yes. If the Program Specialist either notes in SharePoint or emails the Program Administrator the results of an address check, he/she should work with the Landlord on getting his/her/their taxes up to date. Once that is arranged, you can email the Program Specialist a copy of the receipt and upload it to the client's file. From there, the Program Specialist will have the address checked again to ensure that it is updated in the system. If it is not updated in the system, the Program Specialist will compare the amount paid and the tax delinquent amount to see if delinquency is satisfied. If it is satisfied, the Program Specialist will then update client's file and confirm in writing with the Program Administrator.

If Program Administrator wants an update on an address that was deemed tax delinquent, the Program Specialist will have the address checked again; however, the Landlord should still provide a receipt of payment.

If a Landlord is showing a mild delinquency on taxes, could Program Specialist provide information to Construction Advisor for an inspection to be completed?

No. To be in compliance with the Program Guidelines, "eligible properties must have no outstanding City, School District, and County real estate tax obligations".

How is income calculated for eligibility?

According to the Program Guidelines, determination of the Borrower's annual income shall be based on current income projected from the date of application. It should be based on the gross income from all sources before taxes or withholding from all household members who are not minors or full-time students.

Are Homeowners eligible to receive HSP assistance for utility arrears or upcoming utilities?

At this time, HSP funds are not to be used towards Homeowners.

Do subsidized properties that are not part of the HACP Asset Portfolio have to be inspected?

Yes. The only exception to the URA not inspecting the property is when a Household resides in a HACP property or if they have a Section 8 voucher.

Are we expected to recontact each case we deny, particularly if it is due to LL taxes?

No. You're not required to reach out to the Households that were denied because of tax purposes, but it would be helpful to close the loop on where the clients stand especially when it comes to reporting purposes. It'll also provide data on reasons for denial.

Are clients who are occupying rent-to-own properties eligible for assistance?

A rent-to-own agreement is a deal in which a person commits to renting a property for a specific period of time, with the option of buying it before the lease runs out. **HSP funds can be used if the payments are not going toward the principal of purchasing a property.**

If an adult is no longer in the Household, but they are still listed on the lease, does documentation have to be collected from them?

No. If an individual is no longer residing in the address being served, then documentation does not need to be collected; however, the Head of Household (HoH) needs to fill out the **Affidavit of Residence** attesting to that.

If a client receives a utility allowance and was overpaid, is that charge covered under HSP?

No. HSP funds cannot be used to pay for an overpayment made by another party.

Can utility arrears that are incurred in a property that is outside of the City of Pittsburgh (i.e. Penn Hills, Bridgeville, Mt. Oliver Borough) be covered under HSP?

Unfortunately, HSP funds cannot be used to cover any accumulations outside of the City limits.

Administrative

When is HSP funding available and what are the funding cycles?

The Housing Opportunity Fund is governed by the HOF Advisory Board and the URA Board of Directors. Each year the HOF Advisory Board allocates funding to the different HOF programs. This allocation plan is then voted on by the URA Board of Directors and an RFP for those funds will follow. Typically, HOF allocations are planned in the fall and winter and approved early in the following year.

When do I have to enter client information into HMIS?

Since the HSP is a homeless prevention rental assistance program, we work with Allegheny County Department of Human Services to enter information about clients served in HSP into the Homeless Management Information System (HMIS). The HMIS is federally mandated by HUD for a community to receive funding. This also helps our community better understand who is getting help, what resources are available and to better coordinate with other similar programs and systems.

Each service provider should enter the client in HMIS when they begin working with the client with HSP funds. The provider should then exit the client from HMIS when (1) the client stops participating with the program; (2) maximum assistance is reached; or (3) when the provider believes assistance is no longer

needed. A provider should exit the client from HMIS prior to the 1, 3, and 6-month assessments.

When do I have to complete the 1, 3 and 6-month assessments?

These assessments should be completed once the client has exited the program. For example, if a client exits the program on November 15th, assessments are due on December 15th, February 15th and May 15th. If you lost contact with the client, report that in your assessments so that it does not appear as if assessments are past due or incomplete.