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General Requirements

Applicability

The following written standards shall apply to all programs receiving funding through the HUD Continuum of Care program and the HUD Emergency Solutions Grant Program. All standards listed under the general standards section shall apply to all programs serving the homeless population within the Monmouth County Region regardless of funding source. All standards listed under the ESG/CoC section shall apply to programs receiving funds through the HUD Continuum of Care and/or Emergency Solutions Grant Program. Program specific standards based on eligible project types are listed under the ESG/CoC Program Specific Standards Section. The standards identified herein serve as the minimum requirements for homeless service and housing programs operating with the Monmouth County Region. Projects must meet these minimum standards in order to be considered programs in good standing and eligible for funding through the following funding streams:

- HUD Emergency Solutions Grant
- HUD Continuum of Care Program
- Monmouth County SSH
- United Way Emergency Food and Shelter Program
- Monmouth County Support Grant

Participant Eligibility

All homeless service programs operating within Monmouth County may only serve those individuals who meet the definition of homelessness or risk of homelessness.

Definition:

Homeless:

1. an individual or family who lacks a fixed, regular and adequate nighttime residence meaning:
 - a. an individual or family 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
 - b. an individual who is exiting an institution where he or she resided for 9 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution
2. An individual or family who will imminently lose their primary nighttime residence, provided that:
 - a. The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance;
 - b. No subsequent residence has been identified; and

- c. The individual or family lacks the resources or support networks, e.g., family, friends, faith-based or other social networks needed to obtain other permanent housing;
- 3. Unaccompanied youth under 25 years of age, or families with children and you, who do not otherwise qualify as homeless under this definition, but who:
 - a. Are defined as homeless under section 37 of the Runaway and Homeless Youth Act (42 USC 5732a), section 637 of the Head Start Act (42 U.S.C. 9832), section 41403 of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2), section 330(h) of the Public Health Service Act (42 U.S.C. 254b(h)), section 3 of the Food and Nutrition Act of 2008 (7 U.S.C. 2012), section 17(b) of the Child Nutrition Act of 1966 (42 U.S.C. 1768(b)), or section 725 of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a);
 - b. 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;
 - c. 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
 - d. Can be expected to continue in such status for an extended period of time because of chronic disabilities, chronic physical health or mental health conditions, substance addition, 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; or
- 4. Any individual or family who:
 - a. Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that related 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;
 - b. Has no other residence; and
 - c. Lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, to obtain other permanent housing

Coordinated Assessment

The Monmouth County HSC strongly encourages all programs to actively participate in the Centralized Intake System. All programs receiving CoC, ESG, EFSP, County SSH or County Support Grant funds are required to participate in the Coordinated Assessment System. The Coordinated Assessment System for Monmouth County includes the Centralized Intake and the Centralized Exit provided through the Housing Placement Agency.

All outreach and community service agencies encountering homeless individuals in Monmouth County should immediately refer those households to the centralized intake agency. The Centralized Intake Agency shall complete an eligibility assessment and diversion questionnaire to determine if shelter placement is necessary and for which programs households are eligible. Households entering the homeless service system will be contacted by the Housing Placement Agency to complete a Housing Barriers Assessment and receive assistance in connecting with the permanent housing options that best fit the household needs.

All sheltering and housing programs serving the homeless population must work through the Coordinated Assessment System to process placement referrals. Agencies participating in the Coordinated Assessment must sign an agreement with the Centralized Intake Agency and the Housing Placement Agency which details the responsibilities and procedures involved in participating in the Coordinated Assessment System.

See Section III Centralized Intake and Housing Placement Agency for more details of the Coordinated Assessment System Policies and Procedures.

Referral and Intake

System Coordination

Prohibition of Involuntary Family Separation

Programs serving families with children under the age of 18 may not restrict or deny access to shelter, housing or services based on the gender or age of the children in the household.

HMIS

All programs receiving funding through ESG, CoC, SSH and Count support grants must use the locally approved Homeless Management Information System to enter client information. All HMIS entering programs serving the homeless population must sign a data sharing agreement with the Centralized Intake Agency and Housing Placement Agency outlining the appropriate level of data sharing according to the program type. Please see the HMIS Policies and Procedures for further information on the data sharing requirements for the Monmouth County region.

Fair Housing and Equal Opportunity

The nondiscrimination and equal opportunity requirements set forth in 24 CFR 5.105(a) are applicable. Recipients and subrecipients may exclusively serve a particular homeless subpopulation in transitional or permanent housing if the housing addresses a need identified by the Continuum of Care for the geographic area and meets one of the following:

- a) The housing may be limited to one sex where considerations of personal privacy and physical limitations of the building (shared bedrooms or bathrooms) make it appropriate for the housing to be limited to one sex.

- b) The housing may be limited to a subpopulation (homeless veterans, victims of domestic violence and their children, or chronically homeless persons and families) so long as admission does not discriminate against any protected class.
- c) The housing may be limited to families with children.
- d) If the housing has at least one family with a child under 18, the housing may exclude registered sex offenders and persons with a criminal record that includes a violent crime.
- e) Sober housing may exclude persons who refuse to sign an agreement that prohibits program participants from possessing, using, or being under the influence of illegal substances and or/alcohol on the premises.
- f) If the housing is assisted with funds under a federal program that is limited to a specific subpopulation, the housing may be limited to that subpopulation (*e.g.* Housing Opportunities for Persons with AIDS).
- g) Housing may be limited to or have a preference for subpopulations who need the specialized supportive services that are provided in the housing (*e.g.* substance abuse treatment, domestic violence services, or high intensity packages). Housing may offer services for a particular disability, but may not exclude otherwise eligible households with a disability on the grounds that they do not have a particular disability.

Recipients must implement programs in a manner that affirmatively furthers fair housing, marketing housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, age, familial status, or handicap who are least likely to apply without special outreach, and keeping marketing records. Recipients should provide program participants with information and remedies, and when recipients encounter a condition that impedes fair housing choice, they must provide such information to the appropriate jurisdiction.

Recipients and subrecipients must comply with the accessibility requirements of the Fair Housing Act (24 CFR part 100), Section 504 of the Rehabilitation Act of 1973 (24CFR part 8), and Titles II and III of the Americans with Disabilities Act, as applicable (28 CFR parts 35 and 36), ensuring that their program's housing and supportive services are provided in the most integrated setting appropriate to the needs of persons with disabilities.

Conflict of Interest

Procurement of Property – Recipients and subrecipients must comply with the codes of conduct and conflict-of-interest requirements under 24 CFR 85.36 (for governments) and 24 CFR 84.42 (for private nonprofit organizations).

Continuum of Care Board Members - No board member may participate in or influence discussions or resulting decisions concerning the award of a grant or other financial benefits to the organization that the member represents.

Organizational Conflict - When, because of activities or relationships with other persons or organizations, the recipient or subrecipient is unable or potentially unable to render impartial assistance in the provision of any type or amount of assistance under this part, or when a covered person's objectivity in performing work with respect to any activity

assisted under this part is or might be otherwise impaired.

Other Conflicts – No covered person may obtain a financial interest or benefit from an assisted activity, have a financial interest in any contract, subcontract or agreement with respect to an assisted activity, or have a financial interest in the proceeds from an assisted activity, either for him/herself or for those with whom they have immediate family or business ties, for a duration up to a one-year period following his or her tenure.

Upon written request of the recipient, HUD may grant an exception to the above provisions.

Facility/Housing Safety & Standards

Housing and facilities must be in compliance with State and local government health and safety standards. Program funds, or for which rental assistance payments are made with Continuum of Care program funds, must meet the applicable housing quality standards (HQS) under 24 CFR 982.401 of this title. Before assistance is provided to a program participant, the recipient or subrecipient must physically inspect each unit. All units must be inspected at least annually during the grant period. The recipient or subrecipient must retain documentation of compliance with the housing standards in § 578.75(b), including inspection reports.

Lead-Based Paint

The Lead-Based Paint Poisoning Prevention Act (42 U.S.C. 4821–4846), the Residential Lead-Based Paint Hazard Reduction Act of 1992 (42 U.S.C. 4851–4856), and implementing regulations at 24 CFR part 35, subparts A, B, H, J, K, M, and R apply to activities under this program.

ESG/CoC Specific Requirements

Income Determination

Income must be calculated in accordance with 24 CFR 5.609 and 24 CFR 5.611 (a). Recipients and subrecipients must examine a participant's initially, and at least once annually to determine the amount of contribution towards rent. If there is a change in family composition or decrease in income, a resident may request a reexamination.

Supportive Service Provision

Termination of Assistance

Recipients or subrecipients may terminate assistance to a program participant who violates program requirements or conditions of occupancy.

The recipient or subrecipient must provide a formal process that recognizes the rights of individuals under the due process of law. The process minimally must consist of:

- Before the participant begins to receive assistance, provide them with a written copy of program rules and termination process.
- A clear statement of reasons for termination.

- Review of the decision, with the program participant given the opportunity to present objections before a person other than the one who made or approved the determination decision.

Prompt written notice of the final decision.

Appeals Process

Match Requirements

All eligible funding costs except leasing must be matched with no less than a 25 percent cash or in-kind match, and must be provided for the entire grant. For in-kind match, the government wide grant requirements of HUD's regulations in 24 CFR 84.23 (for private nonprofit organizations) and 85.24 (for governments) apply. All match must be spent on eligible activities as required under the interim rule.

Participation of Homeless Persons

The recipient or subrecipient must document its compliance with the homeless participation requirements under § 578.75(g), namely that each recipient must provide for the participation of at least one homeless or formerly homeless individual on the board of directors or equivalent entity. To the maximum extent possible, providers should involve homeless individuals and families through employment, volunteering, and operating projects.

Displacement & Relocation

All recipients should ensure that they take reasonable steps to minimize the displacement of persons. Refer to the definition of "displaced person" under the CoC program interim rule, §578.83 paragraph (c)(2).

Temporary Relocation:

- 1) *Current Building not assisted under Title IV of the McKinney-Vento Act* - Tenants living in the building where a project will be undertaken are not eligible to receive CoC assistance. If they move under conditions where Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (42 U.S.C. 4601–4655) apply, the tenant must be treated as permanently displaced.

Transitional and Permanent Housing Projects Currently Assisted Under McKinney-Vento - Program participants may not be required to relocate temporarily if they cannot be offered a decent, safe, and sanitary unit in the same building or complex upon project completion. Temporarily relocated participants must be provided reimbursement for reasonable expenses in connection with the relocation, appropriate advisory services, date and approximate duration of temporary relocation, location of the new dwelling, and reasonable terms and conditions under which the participant will be able to occupy a dwelling in the building or complex upon completion of the project. If a participant has been temporarily relocated for more than a year they must be treated as permanently displaced.

Program Income

Program income is the income received by the recipient or subrecipient directly generated by a grant-supported activity (§578.97 (a)). Rent and occupancy charges collected from participants are program income. Rent and occupancy charges collected from transitional housing residents may be reserved for assisting the resident move to permanent housing. Program income earned during the grant term shall be added to funds committed to the project by HUD and the recipient, used for eligible activities. Costs incident to the generation of program income may be deducted from gross income to calculate program income, provided that the costs have not been charged to grant funds.

Environmental Review

Recipients must comply with requirements under 24 CFR part 5 and 24 CFR part 50. HUD must first approve property before it may be acquired, rehabilitated, converted, leased, repaired, disposed of, demolished, or constructed. The recipient or subrecipient must carry out mitigating measures required by HUD or select an alternate property.

Solid Waste Disposal

Recipients must comply with requirements under sections 6002 and 6003 of the Solid Waste Disposal Act.

Transparency Act Reporting

Recipients are required to report subawards made as pass-through awards, subrecipient award or vendor awards to www.fsr.gov.

Coastal Barrier Resources Act

16 U.S.C. 3501 may apply to proposals.

Audit Requirements

Recipients and subrecipients must comply with the audit requirements of OMB Circular A-133, "Audits of States, Local Governments, and Non-profit Organizations."

Davis-Bacon Act

The provisions of the Davis-Bacon Act do not apply to McKinney Act Homeless Programs (except Section 8) or Emergency Solutions Grants.

Section 3

Recipients and subrecipients must comply with Section 3 of the Housing and Urban Development Act of 1968 and its implementing regulations at 24 CFR part 135.

Coordinated Assessment System Policies & Procedures

Purpose/goals

Numerous organizations and agencies in Monmouth County offer a variety of resources and services to homeless families and individuals. The MCHSC seeks to insure the resolution of immediate housing crises, and the facilitation of the transition from homeless to stability in permanent, affordable and safe housing. For this reason, and in response to guidance and direction provided by the US Department of Housing and Urban Development, the MCHSC has implemented a coordinated assessment process that includes Centralized Intake for homeless persons and a Housing Navigator to facilitate the access to permanent housing.

Key Definitions

- A. **Continuum of Care:** The Monmouth County Continuum of Care is the recipient of annual HUD funding for the provision of supported housing. The Monmouth County Homeless Systems Collaborative is a function of the Continuum of Care. All agencies and organizations receiving funding through the Monmouth County CoC are required to follow this procedure for coordinated assessment.
- B. **Centralized Intake Agency:** The Monmouth County Division of Social Services (MCDSS) is designated the Centralized Intake Agency for families and individuals who are homeless or at risk of homelessness in Monmouth County. This designation was made by the HSC due to the variety of services available at MCDSS and the historical expertise of DSS in addressing homelessness.
- C. **Chronically Homeless Household:**
- D. **Homeless Household:**
- E. **Homeless Management Information System (HMIS):** HMIS is the information system mandated by HUD for all agencies who receive federal funding for homelessness.
- F. **Housing First model:** Housing First is the service model required by HUD. The Housing First model prioritizes the goal of placement in permanent housing without added caveats and conditions.
- G. **Housing Navigator:** The Mental Health Association of Monmouth County is the designated Housing Navigator Agency. DSS will refer all homeless individuals and families who are in need of permanent housing to the designated Housing Navigator agency.

Coverage area & applicability

The Centralized Intake System shall cover the Monmouth County geographic area. All persons experiencing homelessness or at risk of homelessness within the Monmouth County boundaries

will be eligible to connect with the Centralized Intake Agency and Housing Navigator Agency for assessment and referral to services. No person shall be turned away from the Centralized Intake System based on race, color, national origin, religion, sex, familial status or disability. In addition, no person shall be turned away based on engagement history, residency, participation in services/treatment or income.

The Centralized Intake System is designed to serve as an inclusive process to assess needs and make appropriate referrals based on those needs and eligibility. The Centralized Intake System shall work to affirmatively further fair housing through active engagement and outreach to eligible populations, partnerships with community providers serving eligible populations that have historically lower rates of engagement, and access to translation services for those with limited English proficiency.

All Monmouth County programs receiving funding through the Continuum of Care (CoC), Emergency Solutions Grant (ESG), Social Services for the Homeless (SSH), or Emergency Food and Shelter Program (EFSP) shall be required to participate in the Centralized Intake System. All other community programs serving the homeless population funded through other sources are welcome and strongly encouraged to participate in the Centralized Intake System.

Target Population

The Centralized Intake System is designed to serve all persons experiencing homelessness or at risk of homelessness in Monmouth County. The system may make referrals, but is not designed to serve those looking for affordable housing without a specific housing stability crisis.

Those at risk of homelessness are defined as:

An individual or family who:

- i. Has an annual income below 30% of median family income for the area; AND*
- ii. Does not have sufficient resources or support networks immediately available to prevent them from moving to an emergency shelter or another place defined in Category 1 of the "homeless" definition; AND*
- iii. Meets one of the following conditions:*
 - a. Has moved because of economic reasons 2 or more times during the 60 days immediately preceding the application for assistance; OR*
 - b. Is living in the home of another because of economic hardship; OR*
 - c. Has been notified that their right to occupy their current housing or living situation will be terminated within 21 days after the date of application for assistance; OR*
 - d. Lives in a hotel or motel and the cost is not paid for by charitable organizations or by Federal, State, or local government programs for low-income individuals; OR*
 - e. Lives in an SRO or efficiency apartment unit in which there reside more than 2 persons or lives in a larger housing unit in which there reside more than one and a half persons per room; OR*
 - f. Is exiting a publicly funded institution or system of care; OR*

- g. Otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness, as identified in the recipient's approved Con Plan*

Homelessness is defined as:

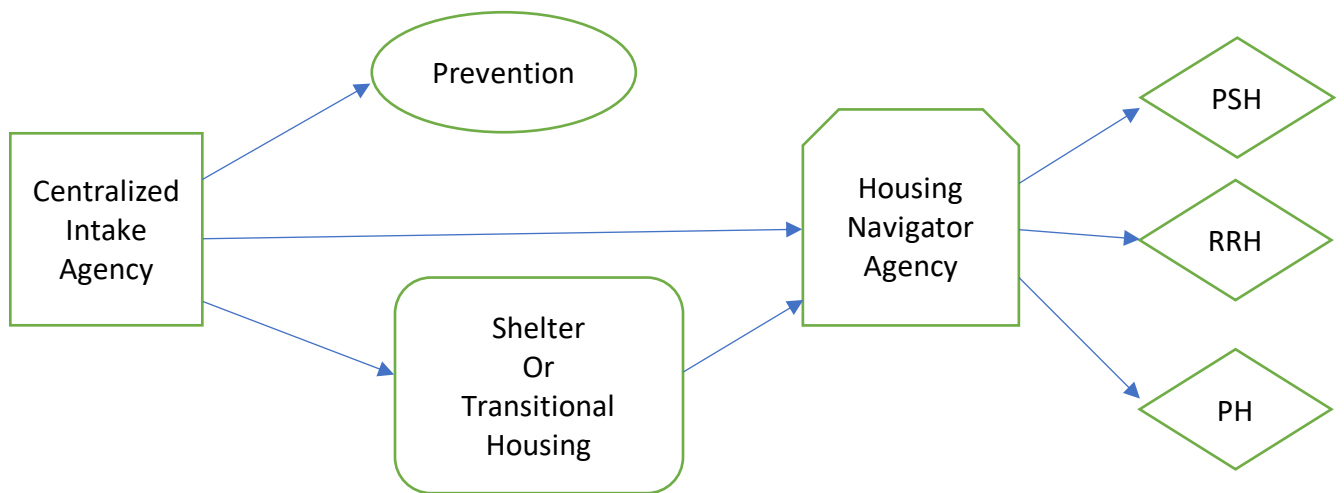
- 1. Literally Homeless - Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
 - a. Has a primary nighttime residence that is a public or private place not meant for human habitation;*
 - b. Is living in a publicly or privately operated shelter designated to provide temporary living arrangements including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or*
 - c. Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution**
- 2. Imminent Risk of Homelessness - Individual or family who will imminently lose their primary nighttime residence, provided that:
 - a. Residence will be lost within 14 days of the date of application for homeless assistance;*
 - b. No subsequent residence has been identified; and*
 - c. The individual or family lacks the resources or support networks needed to obtain other permanent housing**
- 3. Homeless under other Federal Statutes - 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:
 - a. Are defined as homeless under the other listed federal statutes;*
 - b. Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance application;*
 - c. Have experienced persistent instability as measured by two moves or more during in the preceding 60 days; and*
 - d. Can be expected to continue in such status for an extended period of time due to special needs or barriers**
- 4. Fleeing/Attempting to flee DV - Any individual or family who:
 - a. Is fleeing, or is attempting to flee, domestic violence;*
 - b. Has no other residence; and*
 - c. Lacks the resources or support networks to obtain other permanent housing**

The Centralized intake Agency shall assess and refer all households experiencing homelessness or at risk of homelessness. There shall be no disqualifying criteria for the assessment and referral process. All households within the Monmouth County geographic region shall be assessed and referred regardless of residency, income, history of program participation, participation in

services, criminal background, race, color, national origin, religion, sex, familial status, disability or any other factor.

System Flowchart

The Centralized Intake Agency shall serve as the point of entry into shelter and prevention services in Monmouth County. The Housing Navigator Agency shall serve as the point of exit from homelessness to permanent housing in the region. All households experiencing homelessness or at risk of homelessness shall be referred to the Centralized Intake Agency which is responsible for diversion, shelter referral/placement, and referral to the Housing Navigator agency. The Housing Navigator Agency shall be responsible for completing prioritization assessments on all homeless households and connecting households to permanent housing.



CIA role/general responsibilities

The Centralized Intake Agency shall serve as the primary entry point into the homeless service system in Monmouth County. The CIA shall streamline access to shelter and diversion programs based on client eligibility and shall serve as the primary referral source to the centralized exit services provided through the Housing Navigator Agency.

Intake/Referral process

Any agency, individual or organization may make a referral to the Centralized Intake Agency for households experiencing homelessness or at risk of homelessness. Households may also directly access the Centralized Intake Agency without a referral by going to one of the office locations or calling the Homeless Intake Unit. The Centralized Intake Agency can be accessed through their office locations:

3000 Kozloski Road Freehold, NJ 07728	2405 Route 66 Ocean Township, NJ 07712
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Or the Centralized Intake Agency can be access by phone at: 732-431-6000 ext. 613

Referrals via phone must provide the following information to the Centralized Intake Agency:

- Name
- Family Size
- Household Income
- Social Security Number

For referrals received by phone, the CIA shall complete a diversion assessment to determine if the household can avoid entrance into the homeless service system. If appropriate, diverted households may be connected to prevention resources.

In the event the household cannot be diverted from homelessness, the CIA shall check to determine the household's preliminary eligibility for Emergency Assistance through TANF or GA. If the household is deemed to have preliminary eligibility, the CIA shall arrange for the household to have a face to face appointment at one of the CIA office locations.

If the household is found to be ineligible for Emergency Assistance placement, the CIA may arrange for the household to have a face to face appointment at one of their locations, or may make referrals to community sheltering programs for which the household is eligible.

Access

The Centralized Intake Agency shall have at least 1 physical location and phone access. The CIA shall make accommodations for after hours contacts which may include on-call staff. The CIA shall ensure full coverage of the CoC's geographic region and shall make accommodations as necessary for households outside of the reach of the physical office locations.

The CIA shall access translation services through ____ for households with limited English proficiency to ensure all households experiencing homelessness or at risk of homelessness have equal access to system services.

CIA staff shall participate in cultural competency training to ensure a well rounded understanding of how to engage and work with populations that have traditionally had limited access to services.

Forms/assessment tools

The Centralized Intake Agency shall first work to divert households from the homeless service system wherever possible. The CIA shall complete the diversion questionnaire (See Appendix A) will all households seeking assistance.

When it is determined that a household cannot be diverted from the homeless service system, the Centralized Intake Agency shall complete an eligibility screening for shelter placement and/or referral. The eligibility screening tool (See Appendix B) shall capture basic household demographic information, household income, criminal background and homeless history.

In addition to the assessment tools, the Centralized Intake Agency shall request signatures on a release of information form enabling the CIA to communicate directly with community service providers they intend to make referrals to. If a household refuses to sign the release of information form the Centralized Intake Agency may complete the assessments, provide placement for programs which the CIA has authorization for the enrollment process, or provide the contact information for other community programs for which the household is eligible for.

Data entry

All client information for households assessed and referred by the Centralized Intake Agency shall be recorded in the Homeless Management Information System (HMIS). The Centralized Intake Agency shall record and track all households that have been diverted, referred, lost contact with, and those for which no options are available. All HMIS data entry must be completed within 3 days of assessment. The client data collected shall be based on the Monmouth HSC approved CIA intake/assessment form. (See Appendix C)

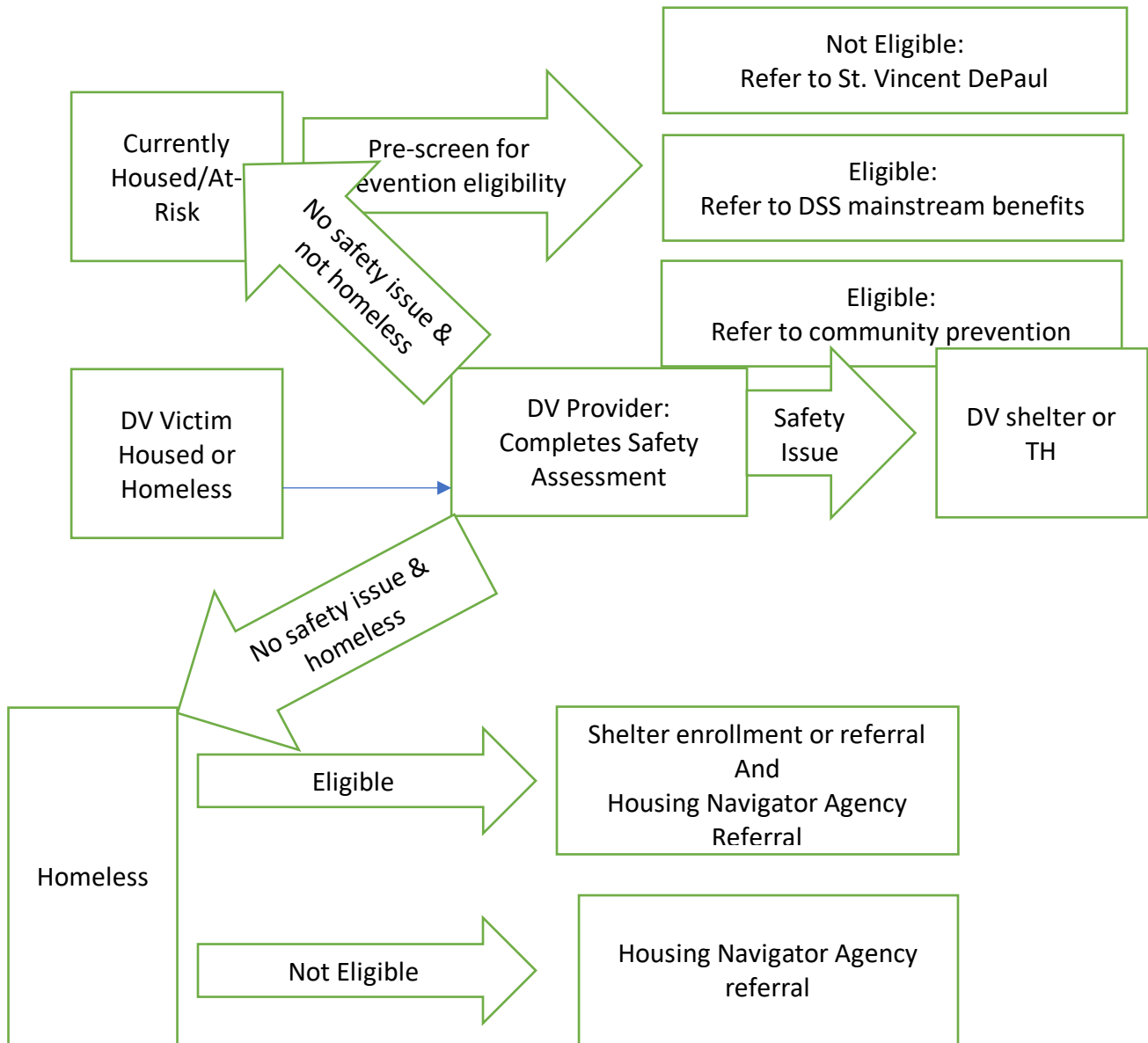
The CIA shall obtain signatures on the HMIS consent form for all households for which they complete diversion and eligibility assessments on.

If a household refuses to sign the HMIS consent form, the CIA may still go through with the diversion and eligibility assessment and enter household information into HMIS, however client data sharing must be set to "no sharing".

Refusal to share information in HMIS or with other community agencies shall not prohibit households from receiving services for which they are eligible.

Decision making tree

The Centralized Intake shall complete the Diversion Assessment with all households seeking assistance. Once the Diversion Assessment has been completed, the Centralized Intake Agency shall make referrals as follows based on household eligibility:



Prioritization

The Centralized Intake shall complete the diversion assessment on all households seeking assistance. Households not currently homeless but in need of assistance shall be referred to

prevention programs in the community. Homeless households shall be referred to appropriate sheltering options and to the Housing Navigator Agency. Within the scope of program eligibility, the Centralized Intake Agency shall seek to prioritize unsheltered households with sheltering services as appropriate.

Referral/Placement process

Upon completion of the eligibility review, the Centralized Intake Agency shall make referrals to community resources based on household need. The Centralized Intake Agency shall submit the appropriate referral form with all households referred to prevention services, shelter and the Housing Navigator Agency. The referral forms shall be sent via secure electronic transmittal. Referrals should be sent immediately, but must be sent within 24 hours of client assessment. The referral shall include the standard referral form (See Appendix D) along with the HMIS data sharing consent form (See Appendix E) and may include program specific intake forms that have been provided to the Centralized Intake Agency.

Special populations procedures

The Centralized Intake Agency shall complete the diversion questionnaire which seeks to determine immediate homeless need and domestic violence status. When a household identifies an issue with domestic violence, the Centralized Intake Agency immediately refers them to the DV provider. The Centralized Intake Agency shall collect client information for those identifying DV issues as they would with any other household. Data entered in HMIS for DV households shall be set as no sharing. Upon receipt of referral, the DV provider shall complete an assessment of the household's safety needs. If it is determined that the household has an immediate safety need, the DV provider will move forward with enrolling the household in the most appropriate DV program in the region or in neighboring regions as appropriate. If the household is determined not to have an immediate safety need, the DV provider will connect them to services provided by the DV agency and refer them back to the Centralized Intake Agency for connection to mainstream shelters in the community.

Community partnerships/agreements

The Centralized Intake Agency shall work collaboratively with community providers to ensure a seamless referral and transition process to services within Monmouth County. The Centralized Intake Agency shall enter into Memorandums of Understanding with three categories of agencies. These MOUs shall be tailored to meet the specific requirements of the agencies based on the services provided, but shall spell out the general communication procedures and service provision expectations of the agencies involved. The following types of MOUs shall be maintained by the Centralized Intake Agency:

1. Prevention Resources – The Centralized Intake Agency shall enter into MOUs with agencies providing prevention services (financial and other services) designed to keep people in housing. In general, the Centralized Intake Agency shall be responsible for diverting those in housing crisis from the homeless service system. Upon completion of the diversion questionnaire, the Centralized Intake Agency shall review household eligibility for prevention services and provide households information for each prevention program for which they are eligible. If the Centralized Intake Agency is able to obtain a signature on the release of information form from the client seeking assistance, they shall call or send a

secure email or fax to the prevention agency using the appropriate referral form indicating that they are referring a potentially eligible client. The prevention agency shall make contact with the client referred within 48 hours. The prevention agency shall notify the centralized intake agency of the status of the client referred (accepted or denied) within 48 hours of initial contact. If the client is working with multiple prevention agencies, those agencies shall be responsible for coordinating the assistance provided.

2. Shelter Resources – The Centralized Intake Agency shall enter into MOUs with all agencies providing shelter in the region (ES & TH). There will be two types of MOUs the Centralized Intake Agency shall maintain, enrollment MOUs and referral MOUs. For sheltering programs where the Centralized Intake Agency has the authority to enroll eligible households, the Centralized Intake Agency shall notify the sheltering program by phone and/or secure electronic transmission, when a new client has been approved/enrolled in the program. The sheltering programs will be responsible for confirming with the Centralized Intake Agency the vacancy rates on a weekly basis. For sheltering programs where the Centralized Intake Agency does not have authority for enrollment, a referral will be sent to the programs for which the client is eligible. The Centralized Intake Agency shall provide detailed information about the sheltering programs for which the client is eligible. If the clients sign a release of information form, the Centralized Intake Agency shall complete a referral using the appropriate form and notify the sheltering program via phone or secure electronic transmission of a coming referral. The sheltering agency shall attempt to contact the client within 48 hours of receiving a referral and shall notify the centralized intake agency within 48 hours of the client’s status (accepted or denied). The sheltering programs will be responsible for notifying the Centralized Intake Agency of vacancies on a weekly basis and/or as soon as a vacancy occurs.
3. Housing Navigator Agency – The Centralized Intake Agency shall enter into an MOU with the Housing Navigator Agency referring only those households that are literally homeless at the time of connection to the Centralized Intake Agency. The Centralized Intake Agency shall obtain client signatures on the HMIS data sharing form and release of information form. If a client refuses to sign the release of information form, the Centralized Intake Agency will provide them with the information about how to connect with the Housing Navigator Agency. If a client signs the release of information form, the Centralized Intake Agency shall send the referral to the Housing Navigator Agency along with a copy of the HMIS data sharing form by secure electronic transmission. The Centralized Intake Agency shall notify the Housing Navigator Agency of all homeless clients they have made contact with on a daily basis through a standard log. The log shall indicate clients that have signed a release of information and those that have not as well as the sheltering locations to which they have been referred. The Housing Navigator Agency shall use this information to ensure outreach is done to all households experiencing homeless to complete the prioritization assessment.

[Service database maintenance](#)

All agencies providing services in Monmouth County will be responsible for entering and updating their service and eligibility criteria on the Monmouth ResourceNet website. This website shall be

used by the Centralized Intake Agency and other community providers to ensure clients are provided with appropriate referrals.

Refusal of Service procedures

All clients seeking assistance shall have the right to refuse services offered through the Centralized Intake Agency or any partner agencies. A refusal of services may not be used to prohibit future enrollment in programs offered through the Monmouth County Homeless System. Refusal of services may not be held against clients if they re-engage with the system at a later date. If a client re-engages with the Centralized Intake Agency after refusing the initial offer of services, the Centralized Intake Agency will complete the diversion and eligibility screening again as circumstances may have changed between dates of engagement.

Return to CIA procedures

If a household is successfully referred to a community provider but comes back to the Centralized Intake Agency, the agency shall first complete a consumer look up in HMIS to determine if the household is currently engaged with any providers in the system. If the household is engaged with a community provider, with the household's permission, the Centralized Intake Agency may reach out to that provider to determine what additional services/resources are necessary to successfully resolve the household's housing issue. If the household is not currently engaged with a provider or refuses to provide permission to contact that provider, the Centralized Intake Agency shall complete the diversion and eligibility assessment, as done at first contact, and make referrals as appropriate.

HNA role/general responsibilities

The Housing Navigator Agency shall be responsible for completing a prioritization assessment and housing barrier assessment for all households experiencing homelessness in Monmouth County. The Housing Navigator Agency's role will be to assist households in exiting the system by obtaining stable permanent housing. In order to accomplish this, the Housing Navigator Agency shall:

- Maintain a listing of affordable housing opportunities in Monmouth County
- Manage a prioritized waiting list of clients seeking housing
- Provide appropriate services to walk clients seeking assistance through the process of obtaining permanent housing

Permanent housing can take many forms, including supportive housing, rapid re-housing and affordable housing.

Permanent Supportive Housing

Permanent Supportive Housing Programs must provide non-time limited permanent housing to eligible households according to the needs of the household. Programs must provide for the supportive service needs of program participants either directly or through connection to community resources.

Participant Eligibility

Permanent Supportive Housing programs funded through the CoC may only serve homeless households (individuals and/or families) in which a household member has a disabling condition.

Prioritization

All Permanent Supportive Housing Programs must prioritize households to fill vacancies according to the order of priority established in the HUD Notice CPD-14-012. The Housing Placement Agency shall assess and prioritize all households according to the order of priority outlined below. Referrals to Permanent Supportive Housing Programs shall be made based on the highest priority households that meet the program eligibility requirements.

Order of Priority

CoC funded Permanent Housing Beds Dedicated or Prioritized for the Chronically Homeless

1. Priority 1: Chronically homeless individuals and families with the longest history of homelessness and most severe needs
2. Priority 2: Chronically Homeless individuals and families with the longest history of homelessness
3. Priority 3: Chronically homeless individuals and families with the most severe service needs
4. Priority 4: All other chronically homeless individuals and families

CoC funded Permanent Housing Beds Not Dedicated or Prioritized for the Chronically Homeless

1. Priority 1: Homeless individuals and families with a disability and the most severe service needs
2. Priority 2: Homeless individuals and families with a disability and a long period of continuous or episodic homelessness
3. Priority 3: Homeless individuals and families with a disability coming from places not meant for human habitation, safe havens or emergency shelters
4. Priority 4: Homeless individuals and families with a disability coming from transitional housing

Application of Priority

The Housing Placement Agency shall maintain housing priority lists based on the order of priority listed above. Permanent Supportive Housing programs shall receive referrals based on the highest priority household that meets bed/program eligibility requirements.

Where there is an individual or family meeting the higher priority criteria that refuses the permanent supportive housing opportunities offered to them, the Housing Placement Agency and

Permanent Supportive Housing programs may skip to the next individual or family on the priority list meeting the program criteria. Every effort will be made to continue to engage those individuals and families identified as the highest priority, however vacancies will not be held should they refuse the housing offered. In such cases those individuals and families refusing housing will be offered the next available vacancy until they are in a position to accept the housing offered to them. At no time shall an individual or family refusing the housing opportunity offered be placed on a “do not serve” list based solely on their refusal of housing.

Permanent Supportive Housing programs with beds dedicated or prioritized for the chronically homeless will not be required to hold vacancies open if there are no individuals or families meeting the chronic homeless definition as outlined in 24 CFR 578.3 within the CoC geographic region. In the event that there are no chronically homeless individuals and families within the CoC geographic region, the Housing Placement Agency may make referrals to Permanent Supportive Housing Programs with beds dedicated or prioritized for the chronically homeless based on the order of priority for CoC funded Permanent Housing Beds Not Dedicated or Prioritized for the Chronically Homeless.

Eligible Activities

Programs providing permanent supportive housing may use CoC funding to pay for acquisition, rehabilitation, new construction, leasing, rental assistance, operating cost or supportive services so long as those activities are dedicated to the provision of permanent supportive housing to eligible program participants.

Service Provision

In general, programs should not require participation in services in order to gain program admission or maintain program eligibility. Programs that do require participation in service may not require participants to engage in disability related services as a condition of housing. All permanent supportive housing programs should make a variety of service options available to program participants and work with participants to create individualized service plans. Service provision must be client centered and must be based on goals developed in coordination with program participants. Programs must work with participants to develop individualized service plans annually and services offered should at a minimum assist participants in achieving the goals identified in their individualized service plans.

Housing First

All CoC funded Permanent Supportive Housing programs must operate within a Housing First Framework. At a minimum, permanent supportive housing programs must meet the following criteria:

- Low Barriers to Access: Programs must make every effort to ensure they are accessible to the most vulnerable population with the most barriers to housing. Program enrollment and eligibility criteria may not restrict/deny participation based on the following items:
 - Limited or no income – programs may not deny entrance based on households having limited or no income at time of referral/application

- Active or Past Substance Use – programs may not deny entrance based on household substance use status (whether actively using or a history of substance abuse). The only exception to this rule are for those programs that have been developed specifically as sober living programs.
- Poor Credit – programs may not deny entrance based on household credit history.
- Experience of Domestic Violence – programs may not deny entrance based on a household’s previous/current experience with domestic violence
- Criminal Background – programs may not deny entrance based on household’s criminal background. The only exceptions to this are where households have a conviction for manufacturing or selling Methamphetamine, or arson. Additionally, project based supportive housing programs may restrict participation based on Meghan’s Law status of the household if the unit is in a building serving families or within the state mandated limits of proximity to public places in which registered sex offenders are not permitted to live.
- Refusal to participate in services – programs may not deny entrance based on a household’s refusal to participate in services offered by the program, history of refusal to participate in services or due to no current involvement in services.
- Emphasis on rapid housing placement: Programs must focus on assisting participants in obtaining permanent housing based on household need immediately upon enrollment. There shall be no requirement of engagement in services or activities to prove “housing readiness”. Instead programs must focus initially on connecting participants to permanent housing as quickly as possible.
- Client centered/Client driven services: Programs must work collaborative with program participants after permanent housing placement to develop goals and create a service plan to help participants achieved the self-identified goals. Goals and service plans must reflect participant desires and work at the pace most comfortable for program participants. Programs may use evidence based techniques and other best practices such as Motivational Interviewing and Harm Reduction to assist program participants in setting goals and actively working on service plans
- Low Barriers for continued program participation: Programs must make every effort to maintain program participant enrollment. Participants termination from program is only allowable in cases where the participant’s behavior presents a direct threat to the health and safety of program staff and residents where that threat cannot be ameliorated. Programs should not terminate participants for any of the following reasons:
 - Eviction
 - Failure to pay rent
 - Substance use
 - Failure to participate in services
 - Experience with domestic violence

Admission Policies and Procedures

The Monmouth County Homeless System Collaboration (HSC) Admission Policies and Procedures outlines the policies and procedures for the CoC funded agencies, tenant, sponsor and project-based rental assistance programs following the HUD Housing First Model. The

policies and procedures has the overarching goal of reducing the chronically homelessness populations with disabilities in Monmouth County.

As indicated in the Memorandum of Understanding between the Monmouth County Navigation Agency and participating Monmouth County Housing Agencies, agreements were set in place and are as follows:

MHA of Monmouth County - Housing Navigator Agency:

- Will use the Housing Prioritization Tool to prioritize homeless clients within the community to identify appropriate and eligible referrals for all participating agencies
- Will work with the client to collect all basic and required eligibility documentation to provide a complete referral to all participating agencies
- Will advise potential tenants of the placement process and that the referral does not guarantee a permanent housing placement.
- Will work with clients who are being referred to permanent housing vacancies to ensure the referral is complete and can be processed by participating agencies
- Will establish and participate in quarterly meetings with all Housing Placement Agencies in an effort to discuss the needs of all parties and the specific information which needs to be shared among parties.

Housing Provider Agency:

- Will notify and provide the eligibility criteria to MHA of Monmouth County - Housing Navigator Agency with maximum capacity and unit size required for available permanent housing unit.
- Will conduct program specific screening and interview to determine the acceptability of referral from the Housing Navigator Agency
- Will notify the Housing Navigator Agency of the acceptance or denial of the referral
- Will ensure that tenant and client rights are respected and complied with not only as a matter of principle, but as a matter of practice and their role will be that of a landlord and/or voucher holder.

Participating agencies and the Monmouth County Housing Navigation Agency staff must work together as a team to effectively meet the needs of the tenants. This level of collaboration will require exceptional, thorough, and timely communication between all parties.

All Housing Provider Agencies will accept referrals from the Housing Navigator Agency. If the Housing Navigator Agency does not fill a vacancy within 30 days, the Housing Provider Agency can identify a client to fill the vacancy but must insure that they close the loop by notifying and sending the client through the Housing Navigator Agency along with the client's information.

Program Enrollment

After informing a participant of their acceptance into the program, they will fill out a HMIS Consent Form. They will be encouraged to participate in the housing unit search process, and their

preferences can be taken into account, considering factors such as child’s current school placement, support network, doctors, etc.

Housing units for all participating housing agencies will meet HUD Housing Quality Standards (HQS) and rents should be at or under HUD’s Fair Market Rents. When an appropriate housing unit is found, the resident signs the lease and provides the appropriate security deposit. The participant will sign an occupancy agreement containing a program fee amount equal to the calculations on the Program Fee Calculation worksheet.

Part I		
TOTAL ADJUSTED INCOME DETERMINATION		
ANNUAL GROSS INCOME		
A. Income	Type Of Income Reported	Amount
<p>Some of the types of income that should be included are employment income, social security, welfare assistance, unemployment, and disability or worker’s compensation. This is not, however, a complete list.</p> <p>For a comprehensive listing of the types of income that must be included in calculating total household income, see the “Annual Income Includes” paragraph in the SHP Desk Guide.</p>		\$
		\$
		\$
		\$
		\$
Total A:		\$
B. Income Exclusions	Type Of Exclusion	Amount
<p>Income exclusions can include income from children under 18, payments received for the care of foster children or adults, and reimbursement for the cost of medical expenses.</p> <p>For a complete list of the income exclusions which should be considered when calculating total amount of exclusions, see “Income that Must be Excluded” in the SHP Desk Guide.</p>		\$
		\$
		\$
Total B:		\$
C. Annual Gross Income:		Amount
Subtract the total amount of income exclusions from the total amount of eligible income.		
Total A-B:		\$

Part I (continued)		
ADJUSTMENTS TO INCOME		
D. Dependent Allowance	Number of Dependents	Amount
Multiply the number of dependents by \$480		\$
E. Child Care Allowance	Description	Amount
Child care expenses for children 12 and under that are made for a household member to work. Amount deducted cannot exceed amount received for work. For a complete reference see "Adjustments to Income: Child Care Allowance" in SHP Desk Guide.		\$
F. Disabled Assistance Allowance	Description	Amount
F1. Disabled assistance expense: Reasonable expenses for attendant care that enable a household member to work.		\$
F2. Adjusted amount of disabled assistance expense. To calculate, multiply Disabled Assistance expenses by .03.	F1 x .03 =	\$
F3. Adjusted disabled assistance expense: Subtract adjusted amount of disabled assistance expense from disabled assistance expense: (F1-F2)	F1 - F2 =	\$
F4. Family members' earnings dependent on attendant care:		\$
F5. Enter lesser of adjusted disabled assistance expense or family member earnings:	Total:	\$
G. Medical Expenses Allowance	Description	Amount
G1. Medical Expenses not covered by insurance or unreimbursed. See Desk Guide.		\$
G2. If Adjusted Disabled Assistance Expense (F3) is greater than zero, enter Medical Expenses to the right. If not, add Disabled Assistance Expense (F1) and Medical Expenses (G1) lines and enter to the right.	Total:	\$
H. Elderly or Disabled Family Allowance		Amount
Multiple number of elderly (62 years or older) or disabled family members who are the head of household, spouse, or sole member of household by \$400.	Total:	\$
I. Total Allowances		Amount
To calculate, sum the totals from all applicable allowances (D+E+F+G+H):	Total:	\$

J. TOTAL ADJUSTED INCOME		
Enter Annual Gross Income (Line C)		\$
Enter Total Allowances (Line I)		\$
J. TOTAL ADJUSTED INCOME: To calculate, subtract Total Allowances from Annual Gross Income	Line C-LineI:	\$
Part II. RESIDENT PROGRAM FEE DETERMINATION		
		Amount
K. Divide TOTAL ADJUSTED INCOME (Line J) by 12 and multiply by 30 percent.	(Line J/12 months) x .30 =	\$
L. Divide ANNUAL GROSS INCOME (Line C) by 12 and multiple by 10percent.	(Line C/12 months) x .10 =	\$
M. Amount of WELFARE RENT, if applicable		\$
N. MAXIMUM FEE AMOUNT PER MONTH: Compare the three amounts (lines K, L, and M) under RESIDENT FEE DETERMINATION and enter the LARGEST of the three to the left	Largest of K,L, and M:	\$
RESIDENT PROGRAM FEE WHEN UTILITIES ARE NOT INCLUDED IN RENT		
O. Utility Allowance	Description	Amount
Enter total amount of utility allowance. (For more information about the utility allowance see "General Topics Regarding Resident Rent: Utility Payments" in the SHP Desk Guide.)		\$
P. ADJUSTED RESIDENT PROGRAM FEE WITHOUT UTILITIES: Subtract Utility Allowance from MAXIMUM FEE AMOUNT PER MONTH	Line N-Line O:	\$

INTAKE PROCEDURES

- I. Contact prospective applicant from waiting list or referral source, prioritizing by: CoC funded Permanent Housing Beds Dedicated or Prioritized for the Chronically Homeless
 1. Priority 1: Chronically homeless individuals and families with the longest history of homelessness and most severe needs
 2. Priority 2: Chronically Homeless individuals and families with the longest history of homelessness
 3. Priority 3: Chronically homeless individuals and families with the most severe service needs
 4. Priority 4: All other chronically homeless individuals and families

CoC funded Permanent Housing Beds Not Dedicated or Prioritized for the Chronically Homeless

1. Priority 1: Homeless individuals and families with a disability and the most severe service needs
 2. Priority 2: Homeless individuals and families with a disability and a long period of continuous or episodic homelessness
 3. Priority 3: Homeless individuals and families with a disability coming from places not meant for human habitation, safe havens or emergency shelters
 4. Priority 4: Homeless individuals and families with a disability coming from transitional housing
- II. Case Managers and/or agency housing staff will exercise due diligence when conducting outreach and assessment to ensure that persons are served in the order of priority. HUD recognizes that some persons—particularly those living on the streets or in places not meant for human habitation—might require significant engagement and contacts prior to their entering housing and recipients are not required to keep units vacant where there are persons who meet a higher priority within the CoC and who have not yet accepted the PSH opportunities offered to them. Case managers and/or agency housing staff member should continue to make attempts to engage those persons. For eligibility in dedicated or prioritized PSH serving chronically homeless households, veterans, the individual or head of household must meet all of the applicable criteria to be considered chronically homeless.
- III. Provide application packet for completion:
- a. Agency application will be completed for all household members and follow all timeframes with the Housing Navigation Agency as listed on the MOU
 - b. Verification of Chronic Homelessness Form/Instruction Sheet
 - c. Verification of Disability (Treating MD or Psychiatrist)
 - d. Release of Information form
 - e. Background Check performed by each agency
- IV. Background Checks
- Arrest Records alone will not be the basis for denying housing under the Housing First Model. Agencies will have discretion to consider circumstances, ensuring due process rights of applicants and tenants and complying with the Fair Housing Act.
- a. Convictions for methamphetamine manufacturing, arson, sexually assaultive crimes, and Megan’s Law crimes will generally be grounds for termination or denial.
 - b. Assaultive and aggressive crimes will be examined for mitigating circumstances such as drug-related behaviors or domestic violence
 - c. Police reports and testimonials from police, probation officers, etc will also be examined for mitigating circumstances
 - d. Consideration will be given to the length of time since the last conviction.

- V. Conduct face-to-face interview with applicant.
 - a. Discuss items of concern from assessments, progress notes, background checks
 - b. If third party verification of homelessness is not available,
 - 1. document your observations (is it evident to you they are living in car, tent, etc.)
 - 2. ask them to submit narrative of homeless history, including specific dates and places
 - c. Take thorough notes to substantiate decision and rejection letter, when applicable.

- VI. Rejection letter must inform the applicant that they may appeal the decision in the following manner.
 - a. If reason for denial is lack of cooperation in the interview, they may request a second interview with a different Director (the original interviewer may or may not attend).
 - b. If reason for denial is lack of documentation, they may reapply when all necessary documentation is submitted and updated.
 - c. If reason for denial is concern of a safety risk, they may submit a written appeal explaining why those concerns are not valid. The agency Executive Director will determine if a second interview is warranted.

Admission Procedures – Calculating Program Fees

The *maximum* program fee is the higher of:

1. 30% of monthly adjusted income
2. 10% of monthly gross income

Annual Gross Income

1. The full amount, before any payroll deductions, of wages and salaries, overtime pay, commissions, fees, tips and bonuses, and other compensation for personal services;
2. Net income from the operation of a business or profession;
3. Interest, dividends, and other net income of any kind from real and personal property;
4. The full amount of periodic payments received from social security, annuities, insurance policies, retirement funds, pensions, disability or death benefits and other similar types of periodic receipts, including lump sum payment for delayed start of a periodic payment;
5. Payments in lieu of earnings, such as unemployment and disability compensation, worker's compensation and severance pay;
6. Welfare assistance. Welfare or other payments to families or individuals, based on need, that are made under programs funded, separately or jointly, by Federal, State or local governments (e.g. Social Security Income (SSI) and general assistance available through state welfare programs);
7. Periodic and determinable allowances, such as alimony and child support payments, and regular contributions or gifts received from persons not residing in the dwelling; and

8. All regular pay, special pay and allowances of a member of the Armed Forces, except special hostile fire pay.

What is *not* included in income:

1. Income from employment of children (including foster children) under the age of 18 years;
2. Payments received for the care of foster children or foster adults (usually individuals with disabilities, unrelated to the tenant family, who are unable to live alone);
3. Lump-sum additions to family assets, such as inheritances, insurance payments (including payments under health and accident insurance and worker's compensation), capital gains, and settlement for personal or property losses (except payments in lieu of earnings, such as unemployment and disability compensation, worker's compensation and severance pay);
4. Amounts received by the family that are specifically for, or in reimbursement of, the cost of medical expenses for any family member;
5. Income of a live-in aide
6. The full amount of student assistance paid directly to the student or to the educational institution;
7. The special pay to a family member serving in the Armed Forces who is exposed to hostile fire;
8. Amounts received under training programs funded by HUD;
9. Amounts received by a disabled person that are disregarded for a limited time for purposes of SSI income eligibility and benefits because they are set aside for use under a Plan for Achieving Self-Support (PASS);
10. Amounts received by a participant in other publicly assisted programs which are specifically for or in reimbursement of out-of-pocket expenses incurred (special equipment, clothing, transportation, child care, etc.) and which are made solely to allow participation in a specific program;
11. Amounts received under a resident service stipend. A resident service stipend is a modest amount (not to exceed \$200 per month) received by a resident for performing a service for the PHA or owner, on a part-time basis, that enhances the quality of life in the development. Such services may include, but are not limited to, fire patrol, hall monitoring, lawn maintenance, resident initiatives coordination, and serving as a member of the PHA's governing board. No resident may receive more than one such stipend during the same period of time;
12. Incremental earnings and benefits resulting to any family member from participation in qualifying State or local employment training programs (including training programs not affiliated with a local government) and training of a family member as resident management staff. Amounts excluded by this provision must be received under employment training programs with clearly defined goals and objectives, and are excluded only for the period during which the family member participates in the employment training program;
13. Temporary, non-recurring or sporadic income (including gifts);
14. Reparation payments paid by a foreign government pursuant to claims filed under the laws of that government by persons who were persecuted during the Nazi era;
15. Earnings in excess of \$480 for each full-time student 18 years old or older (excluding the head of household and spouse);

16. Adoption assistance payments in excess of \$480 per adopted child;
17. Deferred periodic payments of SSI income and social security benefits that are received in a lump sum amount or in prospective monthly amounts;
18. Amounts received by the family in the form of refunds or rebates under state or local law for property taxes paid on the dwelling unit;
19. Amounts paid by a State agency to a family with a developmentally disabled family member living at home to offset the cost of services and equipment needed to keep the developmentally disabled family member at home.

Annual Adjusted Income

Annual adjusted income is determined by deducting from annual gross income the items listed below.

- \$480 for each dependent;
- \$400 for any elderly or disabled family;
 - The sum of the following, to the extent the sum exceeds 3 percent of annual income:
 - Unreimbursed medical expenses of any elderly family or disabled family; and
 - Unreimbursed reasonable attendant care and auxiliary apparatus expenses for each member of the family who is a person with disabilities, to the extent necessary to enable any member of the family (including the member who is a person with disabilities) to be employed. This deduction may not exceed the earned income received by family members who are 18 years of age or older and who are able to work because of such attendant care or auxiliary apparatus; and
 - Reasonable child care expenses necessary to enable a member of the family to be employed or to further his or her education.

The Earned Income Disallowance (EID)

For participants that meet EID requirements, any increase in income due to employment will be excluded from annual income for 12 months.

Special regulations apply to all *disabled* clients that *became employed after April 20, 2001* and:

- were previously unemployed for one or more years; or
- earned less than \$3,375 in the previous 12 months; or
- increased their income during a self-sufficiency or job training program; or
- received welfare benefits or participated in a Welfare-to-Work program within six months prior to getting a job.

For these participants, *any increase in income due to employment is to be excluded from annual income for 12 months*. For months 13-24 after getting a job, 50% of the income increase is to be excluded from annual income. This provision applies to any disabled household member.

A tenant is eligible to receive the EID during a lifetime 48-month period from the time that the EID is first applied for the affected tenant. The time begins to run the date that the project would have otherwise raised the tenant's program fee in response to a reported income increase.

The amount of income included in the residents' pay that is attributed to an earned income tax credit should be excluded when calculating income. This amount will be listed separately on residents' pay stubs. It will be the same amount in each check.

Review of Income

In order to determine the correct program fee payment, residents' income must be reviewed. Their income should be reexamined at least annually. In addition, if there is a change in family composition (e.g., birth of a child) or a decrease in the resident's income during the year, an interim reexamination may be requested by the resident and the program fee adjusted accordingly. Residents who receive an increase in income need not have their program fee increased until the next scheduled (annual) reexamination. Residents should agree to supply such certification, release, information, or documentation as the grantee determines the resident's income. Self-declaration may be used only if there is no other means of verification available.

Use of Income Earned Through Participation in a Training Program

Income earned through training programs should be excluded if the training program is:

- Funded by HUD (including training provided by HUD grantees and sub-grantees using HUD program funds);
- Funded through the Job Training Partnership Act (JTPA), including AmeriCorps Living Allowances; or
- Funded by State or local employment training programs.

Distinguishing Between Employment That is Part of a Training Program and Regular Employment

Employment-related activities are considered to be training rather than employment if the work activity is of a time-limited nature and there is a curriculum of activities with discrete goals related to a participant's skill development and employability. Examples of such activities may include on-the-job training for maintenance work, data entry, or food preparation.

Eligible Child Care Expenses

Child care expenses can be deducted in full given the following conditions:

- the child or children are 12 years old and under;
- the resident is employed or enrolled in school while the dependent is receiving care;
- the amount deducted as child care expenses is necessary for the resident to work or attend school and the amount necessary for the resident to work does not exceed the amount earned while working; and
- the resident is not reimbursed for this expense.

Child Care Payments Through Program Fees

If participants' program fees are being used for eligible child care expenses, then the amount paid should be deducted from the participant's income.

Seasonal Employment Income

Unless the income is earned by family members younger than 18 years of age, seasonal income is counted just like other wages and salaries. Seasonal income includes, but is not limited to, holiday employment, summer employment, and seasonal farm work. Temporary, non-recurring income is income that is not expected to be regularly available in the future. An example of temporary, non-recurring income is income earned by census workers.

Services and Information and Referral

Participating CoC Case Managers and agency housing staff are responsible for supportive services and/or information and referral including evaluation and planning. The primary goal of the initial service planning period is to help the participant access all the benefits and services she or he needs and is eligible for, including VA, SSI or SSD, partial hospitalization programs, Medicaid, food stamps, discounted public transportation passes, primary care physicians, dentists, and other essential supports. When all the essential benefits and supports are applied for and obtained, the Case Manager's work shifts focus to a more individualized service planning process. This service agreement will outline expectations after completing assessments that involve the client, the treatment team and family. This plan is revised along the way as progress is reviewed and new circumstances arise.

The social service plan ensures access to healthcare, social interaction, wellness education, life skills training and physical activity, aiming to create a solid social and psychological foundation to rebuild lives. In some instances housing managers will refer and Case Managers will teach individuals how to use tools to minimize symptoms and proceed on their recovery journey with increasing independence over time. The ultimate goal will be for each participant to attain the highest quality of life possible.

Service plans are based on strengths-based planning, individualized and consumer-driven service, stigma reduction, team-based and flexible interventions, collaboration, empowerment, and the goal of seamless assimilation.

The degree and type of service intensity begins weekly but then will vary based on the residents changing needs. Available services include:

- Linkages and coordination of services specific to the needs of the individual based on their disability
- Self-care skills
- Health care, including medication management
- Wellness education
- Mobility (if the consumer has a physical disability)
- Ensure and facilitate access to benefits
- Financial literacy, credit counseling and budgeting skills
- Information regarding local bus routes, shuttle and train service information
- Housekeeping skills

- Employment search and acquisition skills
- Coping skills
- Interpersonal skills
- Vocational or educational activities
- Use of leisure time
- Time management skills
- Use of community resources and services

Participating Monmouth County CoC agencies will regularly communicate with residents in an effort to determine the most suitable programs and services to be offered. By working proactively to develop the necessary linkages to community service providers, local government agencies, houses of worship, businesses and schools, case managers should be well positioned to identify and immediately respond to the changing needs of the residents.

Participating Monmouth County CoC agencies should maintain relationships with organizations such as Vetworks, NJ Veterans Services, Mental Health Association, CPC Behavioral Healthcare, Beacon of Life, Visiting Nurses Association, and various other programs to provide residents with the links and support appropriate to their individual needs.

Provisions for Education Services to Children

Parents will have access to numerous services including pediatric care and insurance through NJ Family Care, child care subsidies for working parents through the New Jersey Cares for Kids program, New Jersey Early Intervention System (NJEIS) services for children with developmental delays, assistance with appropriate pre-school selection, and Temporary Assistance for Needy Families (TANF).

Participating Monmouth County CoC agencies will ensure:

- Linkages and advocacy for parents and children regarding local and state resources
- Advocacy regarding Child Study Teams, school ISP's, navigating school districts
- Coordination of advocacy with appropriate agencies such as Children's Inter-Agency Coordinating Council (CIACC) and Monmouth Cares

Termination and Appeal Policies and Procedure

Under HUD regulations governing SHP recipient agencies, assistance for participants may be terminated if the participant violates agency requirements or conditions of occupancy. Agencies must ensure that supportive services are provided, so that a participant's assistance is terminated only in the most severe cases and in those cases agencies must engage in discharge planning with the participant after services have been terminated. Agency staff shall use their best efforts to utilize supportive services to create an environment in which participants' actions do not escalate to a level that threatens the health, safety, or welfare of the agency, its staff, or other participants.

If after all best efforts have been exhausted, it is the determination of the agency that termination of assistance is warranted, the agency must provide a formal process that

recognizes the rights of the participant receiving assistance to due process of law. This process at minimum must consist of the following:

- 1) Serving the participant with written warning notices indicating the issues of non-compliance that may result in termination;
- 2) Serving the participant with a written notice indicating a clear statement of the reasons for termination;
- 3) Permitting the participant to have a review of the decision, in which the participant is given the opportunity to confront opposing witnesses, present written objections, and be represented by their own counsel, before a person other than the person (or a subordinate of that person) who made or approved the termination decision; and
- 4) Providing prompt written notification of the final decision to the participant;
- 5) This process may be completed with the Associate Director, Executive Director, Executive Committee of the Board of Trustees and/or the President of the Board of Trustees, at the agencies Executive Director's discretion.

This process will comply with all local, state, and federal laws. Participating Monmouth County CoC agencies may choose any due process format it wishes as long as it complies with the above criteria.

If after the Agency and participant complete the Agency's internal due process procedure, and there is a final determination that the participant's assistance will be terminated, the Agency may not use force to remove the participant from the premises. However, most cases can be resolved through agency staff using their best efforts through counseling, social work, the due process procedure and appropriate discharge planning to avoid filing an eviction action.

Discharge Planning

When a participant's assistance is terminated involuntarily, agency staff shall use and document their best efforts to engage in discharge planning in accordance with general discharge planning procedures that include assisting the participant in securing alternate housing and supportive services. Referrals to other social service providers and/or case management to assist participants whose assistance has been terminated are a vital portion of discharge planning procedures.

Although the agency shall undertake its best efforts to locate alternate housing and supportive services, discharge planning is not a guarantee that the agency will find the participant alternative housing.

Conduct That May Result in Involuntary Termination of Assistance.

The following is a non-exclusive list of conduct that may lead to immediate or involuntary termination of assistance to a participant:

- 1) Theft or abandonment of the housing unit

- 2) Intentionally destroying housing unit, agency property or another participant's property
- 3) Engaging in physical violence and/or abuse
- 4) Illegal possession of weapons
- 5) Failure to supply all documentation for recertification
- 6) Consistently fail to pay program fees
- 7) Fail to provide all sources of the household's income
- 8) Allow persons not identified on the program participation agreement to reside in the housing unit
- 9) Failed to recertify program participation agreement 45 days after the expiration
- 10) Sub-leased apartment
- 11) Violation of the lease
- 12) Multiple instances of verbal or emotional abuse officially reported to authority including, but not limited to, profanity, derogatory or defamatory speech, or graphic depictions of private sexual behaviors which are offensive and threatening to participants, staff, volunteers, guests, neighbors, or other members of the community.

The following situations are grounds for program termination within 24 hours:

- 1) Engaging in physical violence and/or abuse
- 2) Intentionally destroying housing unit, agency property or another resident's property
- 3) Possession of illegal weapons
- 4) Sub lease apartment

Appeals Process

Purpose

The Appeals policy sets out which decisions are appealable and outlines how Monmouth County CoC agencies will handle a request for a decision to be reviewed.

Its purpose is to:

- 1) Give applicants and tenants the right to appeal;
- 2) Make it easy for applicants and tenants to exercise that right, and
- 3) Help agencies review what is and isn't working well within their organization.

Policy

The Appeals policy outlines how participating Monmouth County CoC agencies will effectively:

- 1) Register, investigate, resolve and record appeals;
- 2) Ensure applicant and tenant rights, and
- 3) Enable applicant and tenant views to influence how we deliver our housing services.

The sorts of decisions that can be appealed are:

Applicants

- 1) Eligibility for housing;
- 2) Priority status on the waiting list;
- 3) Removal from the waiting list;
- 4) Offers of properties.

Tenants

- 1) Rent subsidy assessment;
- 2) Application for rehousing;
- 3) Property modifications relating to medical needs;
- 4) Absence from a dwelling;
- 5) Water usage or other tenant charges

Applicants and tenants can appeal because they believe the decision made:

- 1) Was inconsistent with the agencies Policies and Procedures;
- 2) Did not consider all the relevant information before making the decision;
- 3) Was influenced by information irrelevant to the matter under consideration;
- 4) Did not deal with the client fairly, taking account of the particular circumstances.

All agencies welcome appeals as they are seen as an important transparency mechanism for future planning and continued service improvement strategies.

General Principles

All participating Monmouth County CoC agencies will ensure where it makes a decision about an entitlement or a service that it will include information on the right to appeal in its verbal and written communication with applicants and tenants.

What the appellant can expect from the process:

- 1) Applicants and tenants are fully informed of their rights and responsibilities, and
- 2) have realistic expectations of what the service can provide;
- 3) Any request for information about the service, or any concern or objections about rules, practices or tenancy conditions expressed by clients will be responded to promptly and appropriately with the intention of firstly clarifying rules, rights, responsibilities or services provided;
- 4) Applicants and tenants can appeal decisions without fear of recrimination and participating Monmouth County CoC agencies will inform applicants and tenants about our appeals policy by providing a copy of the Termination and Appeals Policies and Procedures manual and verbally being informed by participating agencies.
- 5) Applicants and tenants can involve their own advocate or support person at any point in the appeals procedure.
- 6) Our procedure states who is responsible for dealing and processing appeals, how long it takes and how it is recorded

Responsibility

- 1) Participating Monmouth County CoC Housing Manager will review the decision and make recommendation to their Chief Executive Officer;
- 2) Housing Manager will maintain the appeals register and provide a quarterly report to the Chief Executive Officer.
- 3) The Chief Executive Officer will make the final decision on all internal appeals and report it to their Board of Trustees.

Definitions and References

An appeal is a request to have a decision reviewed by a higher level or tribunal. An appeal can be lodged by a tenant or applicant if they are unhappy with a decision made by the Monmouth County participating CoC agency that affects their entitlement to a housing product or service.

Procedure

As previously stated, an appeal is a request to have a decision reviewed by a higher level or tribunal. An appeal can be lodged by a tenant or applicant if they are unhappy with a decision made by the Monmouth County participating CoC agency that affects their entitlement to a housing product or service.

Internal Appeal

Applicants and tenants have the right to request that the participating CoC agency reviews decisions with which they disagree or believe unfair. The participating CoC agency will review the merits of the decision within the policy of the organization and taking account of procedural fairness and the circumstances of each case.

Time frames and limits

An appeal can be lodged by a client within a 30-day timeframe of any decision made. There are exceptions and these will be assessed individually via management discretion based on the merits and circumstances of the case. An outcome of an internal appeal can be expected within 30 days of the date of lodgement. This timeframe may increase due to unforeseen circumstances and the clients request to delay the process in some instances.