

**Northwest Arkansas Continuum of Care
Written Standards**



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A. Introduction

The Continuum of Care (CoC) Program interim rule¹ requires CoCs to establish and consistently follow written standards for providing CoC assistance, in consultation with recipients of the Emergency Solutions Grant (ESG) program. At a minimum, these written standards must include:

- Policies and procedures for evaluating individuals' and families' eligibility for assistance in the CoC Program
- Policies and procedures for determining and prioritizing which eligible individuals and families will receive assistance for permanent supportive housing assistance, transitional housing assistance, and rapid re-housing assistance
- Standards for determining what percentage or amount of rent each participant must pay while receiving assistance

The goals of the written standards are to:

- Establish community-wide expectations on the operations of projects within the Northwest Arkansas community
- Ensure that the system is transparent to users and operators
- Establish a minimum set of standards and expectations in terms of the quality expected of projects
- Make local priorities transparent to recipients and sub recipients of funds
- Create consistency and coordination between recipients' and sub recipients' projects within the Northwest Arkansas (NWA) CoC

This document outlines the NWA CoC's Written Standards that meet HUD's minimum requirements and address CoC expectations for all projects. For each project type, the standards outline the purpose of the project type, eligibility criteria, prioritization, minimum standards of assistance, client access, and performance standards.

All recipients or sub recipients of CoC Program funding must follow these standards and the standards must be applied consistently across the entire CoC's defined geographic area. The CoC strongly encourages projects that do not receive CoC funds to accept and utilize these written standards. Recipients and subrecipients of CoC and local funds may develop additional standards for administering program assistance, but these additional standards cannot be in conflict with those established by the CoC or the CoC Program interim rule.

For a list and definition of commonly used terms, see the Glossary in Appendix A.

¹ United States Department of Housing and Urban Development. (2012). *Homeless Emergency Assistance and Rapid Transition to Housing: Continuum of Care Program*. (HUD 24 CFR Part 578 [Docket No. FR-5476-I-01] RIN 2506-AC29). Washington, DC. Accessed December 2017.
https://www.hudexchange.info/resources/documents/CoCProgramInterimRule_FormattedVersion.pdf

B. Standards for All Project Types

The NWA CoC is committed to ensuring that all members of our community have housing that supports a self-directed life. As part of this effort, the CoC is focused on improving access to and coordination of housing services and enhancing services for highly vulnerable populations to include, but not limited to, Chronically Homeless, Veterans, Victims of Domestic Violence, and Unaccompanied Youth. The following standards are applicable to all project types and will promote better access and outcomes within our system.

1. Housing First

- Housing First is a programmatic and systems approach that centers on providing people who are homeless with housing quickly and then providing services as needed.
- Housing is not contingent on compliance with services. Supportive services are voluntary, but can and should be used to persistently engage participants to ensure housing stability.
- Participants are expected to comply with a standard lease agreement and are provided with services and supports to help maintain housing and prevent eviction.
- Services are provided post-housing to promote housing stability and well-being.
- All programs are expected to ensure low barriers to program entry for program participants and there should be few to no programmatic prerequisites to permanent housing entry. As such, projects must allow entry to program participants regardless of their income, current or past substance use, criminal records, housing history, history of domestic violence.
- The CoC will authorize limited exceptions for projects in the adoption of a housing first model where it conflicts with funder requirements or local/state law (e.g., restrictions on serving people who are listed on sex offender registries).

2. Equal Access & Non-discrimination

- Providers must comply with all federal statutes and rules including the Fair Housing Act², the Americans with Disabilities Act³, and Equal Access to Housing Final Rule⁴. Which prohibits discrimination in all housing transactions on the basis of race, color, national origin, religion, disability status, sex, and familial status (including children under the age of 18 living with parents of legal custodians, pregnant women and people securing custody of children under the age of 18). Will also not discriminate on the basis of source of income, sexual orientation (including gender identity), marital status, military discharge status, or age (40+). Providers cannot preference any protected class unless allowed by statute/regulation, or written waiver from their funding or regulatory body (i.e. U.S. Department of Housing and Urban Development).

² United States Department of Justice. The Fair Housing Act. Accessed December 2017. <https://www.justice.gov/crt/fair-housing-act-2>.

³ United States Department of Housing and Urban Development. Section 504 of the Rehabilitation Act of 1973. Accessed December 2017. <https://www.hud.gov/programdescription/sec504>.

⁴ United States Department of Housing and Urban Development. Equal Access to Housing Final Rule. Accessed December 2017. <https://www.hudexchange.info/resource/1991/equal-access-to-housing-final-rule/>

- The people who present together for assistance, regardless of age or relationship, are considered a household and are eligible for assistance as a household.
- Projects that serve families with children must serve **all types of families with children**; if a project targets a specific population (e.g., women with children), these projects must serve all families with children that are otherwise eligible for assistance, including families with children that are headed by a single adult or consist of multiple adults that reside together.
- The age and gender of a child under 18 must not be used as a basis for denying any family's admission to a project.

3. Coordinated Entry Participation

- All CoC-funded and ESG-funded projects are required to participate in the CoC's Coordinated Entry System.
- Participation requires following all established procedures and the use of the Vulnerability Index Service Prioritization Decision Assistance Tool (VI-SPDAT).

4. HMIS Participation

- All CoC-funded and ESG-funded projects are required to participate in HARK the CoC's Homeless Management Information System (HMIS).
- The CoC actively encourages non-CoC/ESG providers to participate in HARK.

5. Access to Mainstream Resources

- The NWA CoC expects that every agency that is funded through the NWA CoC or ESG programs will coordinate with and access mainstream and other targeted homeless resources.
- Providers should assess and assist participants with obtaining any mainstream resource for which they may be eligible for including, but not limited to: TANF, TEA, Veterans Health Care, Food Stamps (SNAP), Medicaid, ARKids, SSI/SSDI.
- Where possible, providers should streamline processes applying for mainstream benefits such as the use of a singular form to apply for benefits or collecting necessary information in one step.

6. Educational Liaison

- For projects that serve households with children, a staff person must be designated as the homeless liaison that will ensure children are:
 - Enrolled in school
 - Connected to appropriate services in the community, including early childhood projects such as Head Start, Part C of the Individuals with Disabilities Education Act, and McKinney Vento education services

7. Termination & Grievance Procedures

- Providers must have a written termination policy outlining program rules and termination processes including a formal due process.
- This process, at a minimum, must consist of:
 - (1) Providing the program participant with a written copy of the program rules and the termination process before the participant begins to receive assistance.
 - (2) Written notice to the participant containing a clear statement of the reasons for termination;
 - (3) A review of the decision, in which the program participant is given the opportunity to present written or oral objections before a person other than the person who made or approved the termination decision; and
 - (4) Prompt written notice of the final decision to the program participant.

C. Project Types

1. Permanent Supportive Housing Eligibility and Prioritization

Permanent Supportive Housing (PSH) for persons with disabilities is permanent housing with indefinite leasing or rental assistance paired with supportive services to assist homeless persons with a disability or families with an adult or child member with a disability achieve housing stability.

a) Eligibility Criteria⁵

- Households must meet the HUD definition of homelessness, including:
- One adult or child member of the household must have a disability.
- Must follow any additional eligibility criteria set forth in the NOFA through which a project was funded and the grant agreement (e.g., projects funded under the Permanent Supportive Housing Bonus must continue to serve the homeless population outlined in the NOFA under which the project was originally awarded).
- Programs may not establish additional eligibility requirements beyond those specified here and those required by funders.

b) Prioritizing Eligible Households⁶

The NWA CoC has adopted the orders of priority for PSH as established in Notice CPD-16-11: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing.⁷ As such, all PSH eligible households will be prioritized as follows:

Dedicated/Prioritized CoC PSH

⁵ See Appendix C for definitions of homelessness.

⁶ Projects with a population specific focus should follow this order of priority within the population they serve

⁷ <https://www.hudexchange.info/resource/3897/notice-cpd-14-012-prioritizing-persons-experiencing-chronic-homelessness-inpsh-and-recordkeeping-requirements/>

1. Chronically Homeless Individuals and Families⁸ with the Longest History of Homelessness and with the Most Severe Service Needs.
2. Chronically Homeless Individuals and Families with the Longest History of Homelessness.
3. Chronically Homeless Individuals and Families with the Most Severe Service Needs.
4. Other Chronically Homeless Individuals and Families.

In instances where two or more households have equal priority, applicants will be further prioritized as follows:

- Veterans (with any discharge status)
- Youth (18 – 24 years of age)

The most severe service needs will be determined by the individual or household's VI-SPDAT score.

Non-Dedicated/Prioritized CoC PSH

1. Homeless Individuals and Families with a Disability with the Most Severe Service Needs.
2. Homeless Individuals and Families with a Disability with a Long Period of Continuous or Episodic Homelessness.
3. Homeless Individuals and Families with Disability Coming from Places Not Meant for Human Habitation, Safe Havens, or Emergency Shelters.
4. Homeless Individuals and Families with a Disability Coming from Transitional Housing where prior to residing in the transitional housing lived on streets or in an emergency shelter, or safe haven.

In instances where two or more households have equal priority, applicants will be further prioritized as follows:

- Veterans (with any discharge status)
- Youth (18 – 24 years of age)

The most severe service needs will be determined by the household's VI-SPDAT score.

c) Minimum Standards of Assistance

- There can be no predetermined length of stay for a PSH project.
- Supportive services designed to meet the needs of the project participants must be made available to the project participants throughout the duration of stay in PSH.
- Project participants in PSH must enter into a lease (or sublease) agreement for an initial term of at least one year that is renewable and is terminable only for cause. Leases (or subleases) must be renewable for a minimum term of one month.
- Recipients and sub recipients that are providing permanent supportive housing for hard-to-house populations of homeless persons must exercise judgment and

⁸ <https://www.hudexchange.info/resource/4847/hearth-defining-chronically-homeless-final-rule/>

examine all extenuating circumstances in determining when violations are serious enough to warrant termination so that a program participant's assistance is terminated only in the most severe cases.

2. Rapid Re-Housing Eligibility and Prioritization

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

a) Eligibility Criteria⁹

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

b) Prioritizing Eligible Households for Rapid Re-Housing Programs¹⁰

Eligible participants are referred to the rapid re-housing program for which they are eligible and prioritized based on the following prioritization:

1. Households with the longest history of homelessness
2. Households with the most severe service needs

In instances where two or more households have equal priority, applicants will be further prioritized as follows:

- Veterans (with any discharge status)
- Youth (18 – 24 years of age)

The most severe service needs will be determined by the household's VI-SPDAT score.

c) Rent Limits for Rapid Re-Housing Programs

Recipients may set their own parameters for the total amount of assistance provided including:

- May set a maximum amount program participant may receive (e.g., \$8,000/year).
- May set a maximum number of months that a program participant may receive rental assistance. (e.g. no more than 6 months of rental assistance).
- May set a maximum number of times that a program participant may receive rental assistance (e.g. no more than 12 times within 2 years).
- Recipients may require a program participant to pay rent. However, it is suggested that the tenant share not exceed 40% of the household's adjusted monthly income.

⁹ See Appendix C for definitions of homelessness.

¹⁰ Projects with a population-specific focus should follow this order of priority within the population they serve

d) *Minimum Standards for Rapid Re-Housing Programs*

The following minimum standards will be applied to all rapid re-housing programs:

- Maximum participation in a rapid re-housing program cannot exceed 24 months.
- Support services must be provided throughout the duration of stay in the RRH program.
- Require program participants to meet with a case manager not less than once per month to assist the program participant in ensuring long-term housing stability.
- Program participants must enter into a lease agreement for a term of at least one year, which is terminable for cause. The lease must be automatically renewable upon expiration for terms that are a minimum of one month long, except on prior notice by either party.
- Must re-evaluate at least annually that the program participant lacks sufficient resources and support networks necessary to retain housing without assistance.

3. Transitional Housing: Eligibility and Prioritization

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

a) *Eligibility Criteria*¹¹

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

b) *Prioritizing Eligible Households for Transitional Housing Programs*¹²

Eligible participants are referred to the Transitional Housing program for which they are eligible and prioritized based the following prioritization:

1. Chronically Homeless Households¹³
2. Households with the most severe service needs not eligible for PSH.
3. Households with the longest histories of homelessness

In instances where two or more households have equal priority, applicants will be further prioritized as follows:

- Veterans (with any discharge status)
- Youth (18 – 24 years of age)

¹¹ See Appendix C for definitions of homelessness.

¹² Projects with a population-specific focus should follow this order of priority within the population they serve.

¹³ Chronically Homeless Households maintain their chronic status in transitional housing and therefore this assistance can be used as bridge housing once PSH is available if determined a more appropriate intervention

The most severe service needs will be determined by the household's VI-SPDAT score.

Recipients must inform any Chronically Homeless households being referred to TH that by entering the transitional housing project they will not be eligible for permanent supportive housing projects dedicated to serving chronically homeless.

c) *Minimum Standards for Transitional Housing Programs*

All referrals to transitional housing and assessment for type and level of services must come through the coordinated entry system. The following minimum standards will be applied to all transitional housing programs:

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

4. Homelessness Prevention: Eligibility and Prioritization

Homelessness Prevention programs are designed to provide assistance to individuals and families at risk of experiencing homelessness, but who are not currently literally homeless.

a) *Eligibility Criteria*¹⁴

- Households at risk of homelessness
- Homeless Category 2 (imminently at-risk of homelessness)
- Homeless Category 3 (homeless under other federal statute)
- Homeless Category 4 (fleeing/attempting to flee DV, as long as the individuals/families fleeing or attempting to flee DV are not also literally homeless. See section I.D.2. Rapid Re-Housing Eligibility and Prioritization Standards).
- Proof of residence within the NWA CoC service area.
- Total household income is below 30% of Area Family Income (AFI) for the area at initial assessment (See Appendix B for List of Household Income Cut-Offs for Homeless Prevention Services [30% AMI by Household Size]). Clients must provide documentation of household income, including documentation of unemployment and zero income affidavit for clients without income.
- Programs must follow any additional eligibility criteria set forth in the NOFA through which a project was funded and the grant agreement (e.g. households fleeing domestic violence).
- Programs may not establish additional eligibility requirements beyond those specified here and those required by funders.

¹⁴ See Appendix C for definitions of homelessness.

b) *Prioritizing Eligible Households for Homelessness Prevention*

Eligible participants are referred to the Homelessness Prevention program for which they are eligible and prioritized based the following prioritization:

1. Households with the most severe service needs.
2. Households with the longest histories of homelessness

In instances where two or more households have equal priority, applicants will be further prioritized as follows:

- Veterans (with any discharge status)
- Youth (18 – 24 years of age)

The most severe service needs will be determined by the household's VI-SPDAT score.

c) *Minimum Standards for Homelessness Prevention Programs*

Homelessness Prevention programs include housing relocation and stabilization services and short-and/or medium-term rental assistance as necessary to prevent an individual or family from moving to an emergency shelter, a place not meant for human habitation, or another place that would qualify an individual or family as experiencing homelessness¹⁵.

The costs of homelessness prevention are only eligible to the extent that the assistance is necessary to help the program participant regain stability in their current housing or move into other permanent housing and achieve stability in that housing.

Eligible costs include:

- Rental Assistance: rental assistance and rental arrears
- Financial assistance: rental application fees, security and utility deposits, utility payments, last month's rent, moving costs
- Services: housing search and placement, housing stability case management, landlord-tenant mediation, tenant legal services, credit repair,

II. Appendices

Appendix A – Glossary of Terms

Access Points – For the purpose of this document, Access Points are designated areas located within our continuum where individuals or families can go to for intake and assessment of homeless prevention and housing services for which they may qualify.

Admission – Using authority to admit a client into a program.

Assessment – A process that reveals the past and current details of a service seeker's strengths, and needs, in order to match the client to appropriate services and housing. For the purpose of this toolkit, assessment will refer to a process (whether at primary screening and intake or at entry to a housing program) that reveals a client's eligibility, needs, barriers and strengths.

¹⁵ See Appendix C for definitions of homelessness.

Affordable Housing – Non-time limited housing that is available to households with incomes less than 30%, 50% or 80% of area median income (AMI), also sometimes known as workforce housing. Housing projects may receive tax credits or other incentives in exchange for agreeing to set aside a certain number of units in the development for households with total incomes less than a particular percentage of AMI. Households must meet income requirements to be eligible for the units. Affordable housing may or may not have a rental subsidy.

By-Name List – List of all persons currently experiencing homelessness in a region (in this case, NWA). Managed by the Coordinated Entry Committee of the NWA CoC.

CES (Coordinated Entry System) – The process where any eligible household can complete an assessment to be considered for homelessness assistance through NWA.

CES Participating Programs – Any program that is required by its funding source to participate in the coordinated entry system, or has opted into the system to receive its referrals through the coordinated entry system.

Chronically Homeless¹⁶ – Chronically homeless means: (1) A “homeless individual with a disability,” as defined in section 401(9) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11360(9)), who: (i) Lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and (ii) Has been homeless and living as described in paragraph (1)(i) of this definition continuously for at least 12 months or on at least 4 separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating the occasions included at least 7 consecutive nights of not living as described in paragraph (1)(i). Stays in institutional care facilities for fewer than 90 days will not constitute as a break in homelessness, but rather such stays are included in the 12-month total, as long as the individual was living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter immediately before entering the institutional care facility; (2) An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (1) of this definition, before entering that facility; or (3) A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (1) or (2) of this definition, including a family whose composition has fluctuated while the head of household has been homeless.

Community Outreach Teams – Mobile housing Representatives who are based at Regional Access Points and can travel around their region to complete the housing assessment with households who are unable to visit a physical Regional Access Point location.

Community Queue – The list of eligible households for resources in CE.

Coordinating Entity – The entity that manages the CE system. In the NWA CoC context, this refers to the Coordinated Entry Committee of the NWA CoC.

Eligible Household – Coordinated entry serves all young adults, families, veterans, and single adults who are literally homeless according to the category 1 HUD definition of homelessness or fleeing/attempting to flee domestic violence, and single young adults (ages 18-24) who are

¹⁶ <https://www.hudexchange.info/resources/documents/Defining-Chronically-Homeless-Final-Rule.pdf>

imminently at risk of homelessness within the next 14 days. See “Eligibility” section for details.

Emergency Shelter – Temporary shelter from the elements and unsafe streets for homeless individuals and families. Emergency shelters typically address the basic health, food, clothing, and personal hygiene needs of the households that they serve and provide information and referrals about supportive services and housing. Emergency Shelters are indoors, and range from mats on the floor in a common space to beds in individual units. Some shelters are overnight only, while others operate 24/7.

ESG (Emergency Shelter Grants) – Grants from HUD that support homelessness prevention, emergency shelter, and related services.

Family – A household with more than one individual. This will include individuals with children or other dependents, couples without children, and couples with children.

F-VI-SPDAT (Family Vulnerability Index – Service Prioritization Decision Assistance Tool) – A tool developed and owned by OrgCode that is utilized for pregnant or parenting households to recommend the level of housing supports necessary to resolve the presenting crisis of homelessness. Within those recommended housing interventions, the F-SPDAT allows for prioritization based on presence of vulnerability.

GPD (Grant Per Diem) – Funding offered through the VA to community agencies that provide supportive services and/or housing for homeless Veterans.

HEARTH – The Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) act of 2009 that includes Emergency Solutions Grant (ESG) and Continuum of Care (CoC) grants.

HMIS (Homeless Management Information System) – A web-based software application designed to record and store person-level information regarding the service needs and history of households experiencing homelessness throughout a Continuum of Care (CoC) jurisdiction, as mandated by HUD.

Homeless – HUD definition as of January 2012; an individual or family who lacks a fixed regular, and adequate nighttime residence, which includes a primary nighttime residence of: a place not designed for or ordinarily used as a regular sleeping accommodation (including car, park, abandoned building, bus/train station, airport or camping grounds); a publicly or privately-operated shelter or transitional housing, including a hotel or motel paid for by government or charitable organizations. In addition, a person is considered homeless if he or she is being discharged from an institution where he or she has been a resident for 90 days or less and the person resided in shelter (but not transitional housing) or place not meant for human habitation immediately prior to entering the institution.

Homeless Individual with a Disability¹⁷ – The term ‘homeless individual with a disability’ means an individual who is homeless, as defined in section 103, and has a disability that— (i)(I) is expected to be long-continuing or of indefinite duration; (II) substantially impedes the individual’s ability to live independently; (III) could be improved by the provision of more suitable housing conditions; and (IV) is a physical, mental, or emotional impairment, including an impairment

¹⁷ US Department of Housing and Urban Development. Federal Register. Vol. 76, No. 233. Accessed May 2015. https://www.hudexchange.info/resources/documents/HEARTH_HomelessDefinition_FinalRule.pdf

caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury; (ii) is a developmental disability, as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C. 15002); or (iii) is the disease of acquired immunodeficiency syndrome or any condition arising from the etiologic agency for acquired immunodeficiency syndrome.

HOPWA (Housing Opportunities for Persons With AIDS) – A Federal program dedicated to the housing needs of people living with HIV/AIDS.

Housing Assessors – Staff based at NWA CoC Coordinated Entry Access Points and other identified individuals who administer the assessment tool with individuals and families who are eligible for Coordinated Entry.

Housing Coordinators – Staff based at NWA CoC Coordinated Entry Access Points who work with eligible households to prepare for a housing referral once they have completed an assessment. The Housing Coordinator role may alternatively be filled by an outreach worker or case manager.

HUD (The United States Department of Housing and Urban Development) – HUD requires Continuums of Care to establish a *Centralized or Coordinated Assessment System* where households experiencing homelessness are assessed and referred

Mobile Assessment – Housing assessments completed by an Outreach Team with households who are unable to visit a physical Regional Access Point location.

NWA CoC Geographic Region – This includes Benton County, Washington County, Carroll County, and Madison County, Arkansas.

Permanent Supportive Housing- Permanent housing for a household that is homeless on entry, and has a condition or disability, such as mental illness, substance abuse, chronic health issues, or other conditions that create multiple and serious ongoing barriers to housing stability. Households have a long-term high level of service needs in order to meet the obligations of tenancy and maintain their housing. Tenants have access to a flexible array of comprehensive services, mostly on site, such as medical and wellness, mental health, substance abuse, vocational/employment, and life skills. Services are available and encouraged but are not to be required as a condition of tenancy.

Permanent Housing with Supports (i.e. other permanent housing) - Permanent housing for homeless households with a high to medium level of service needs. Services are needed in order for the homeless household to maintain housing stability and services are individualized and targeted based on the housing stability plan. Programs and services may be available on or off-site and the tenant holds a rental agreement.

Referral – Referring a client to a particular program for possible help.

RRH (Rapid Re-Housing) – A type of housing assistance that provides housing identification, move-in and rental assistance, and/or case management.

RAP (Regional Access Point) – Regional Access Points provide housing assessments and referrals to community resources. They are located in five sites across NWA. Housing Representatives and Coordinators are based at these sites.

SSVF (Supportive Services for Veteran Families) – Rapid Rehousing assistance for veterans, including single individuals and families.

Subsidized Housing – Non-time limited housing that is supported by a rental subsidy. Generally, the tenant pays a portion of their monthly income towards rent and utilities, and the other portion of the rent is paid by the subsidy, up to a defined reasonable amount.

Targeting – Process of determining the population to whom assistance will be directed. That is, the target population. The targeting process can occur at both the system and the program levels.

Transitional Housing – A time-limited intervention intended to provide assistance to households who need more intensive or deeper levels of support services to attain permanent housing. Services continue to emphasize housing attainment through a housing-focused assessment and housing stability planning, which includes working with each household to identify resources in the community, to make referrals as needed, and to support on-going family and housing stability.

VA – The Department of Veteran Affairs; provides resources, including housing, for individuals and families who are veterans

VASH (Veterans Administration Housing Support) – The HUD-VASH program combines Housing Choice Voucher rental assistance for homeless veterans with case management and clinical services provided by the VA.

VI-SPDAT (Vulnerability Index- Service Prioritization Decision Assistance Tool) – An assessment tool developed and owned by OrgCode and Community Solutions that is utilized for single individuals, including veterans, to recommend the level of housing supports necessary to resolve the presenting crisis of homelessness. Within those recommended housing interventions, the VI-SPDAT allows for prioritization based on presence of vulnerability.

YA (Young Adult) – An individual who is 18-24 years old. There are programs targeted to serve individuals in this age range. Young adults may also be eligible for single adult programs.

Appendix B – List of Household Income Cut-Offs for Homeless Prevention Services (30% AMI by Household Size)

County	2017 AMI	1-Person	2-People	3-People	4-People	5-People	6-People	7-People	8-People
Benton	\$66,100	\$13,850	\$15,800	\$17,800	\$19,750	\$21,350	\$22,950	\$24,500	\$26,100
Carroll	\$46,800	\$9,850	\$11,250	\$12,650	\$14,050	\$15,200	\$16,300	\$17,450	\$18,550
Madison	\$66,100	\$13,850	\$15,800	\$17,800	\$19,750	\$21,350	\$22,950	\$24,500	\$26,100
Washington	\$66,100	\$13,850	\$15,800	\$17,800	\$19,750	\$21,350	\$22,950	\$24,500	\$26,100

Appendix C – Definitions of Homelessness

HUD CRITERIA FOR DEFINING HOMELESS	Category 1	Literally Homeless	<p>Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:</p> <ul style="list-style-type: none"> • Has a primary nighttime residence that is a public or private place not meant for human habitation; • 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); <u>OR</u> • Is exiting an institution where (s)he has resided for 90 days or less <u>AND</u> who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution
	Category 2	Imminent Risk of Homelessness	<p>Individual or family who will imminently lose their primary nighttime residence, provided that:</p> <ul style="list-style-type: none"> • Residence will be lost within 14 days of the date of application for homeless assistance; • No subsequent residence has been identified; <u>AND</u> • The individual or family lacks the resources or support networks needed to obtain other permanent housing
	Category 3	Homeless under other Federal statutes	<p>Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:</p> <ul style="list-style-type: none"> • Are defined as homeless under the other listed federal statutes; • Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance application; • Have experienced persistent instability as measured by two moves or more during in the preceding 60 days; <u>AND</u> • Can be expected to continue in such status for an extended period of time due to special needs or barriers
	Category 4	Fleeing/ Attempting to Flee DV	<p>Any individual or family who:</p> <ul style="list-style-type: none"> • Is fleeing, or is attempting to flee, domestic violence; • Has no other residence; <u>AND</u> • Lacks the resources or support networks to obtain other permanent housing

HUD CRITERIA FOR DEFINING AT RISK OF HOMELESSNESS	Category 1	Individuals and Families	<p>An individual or family who:</p> <ul style="list-style-type: none"> (i) Has an annual income below <u>30%</u> of median family income for the area; <u>AND</u> <ul style="list-style-type: none"> (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; <u>AND</u> (iii) Meets one of the following conditions: <ul style="list-style-type: none"> A. Has moved because of economic reasons 2 or more times during the 60 days immediately preceding the application for assistance; <u>OR</u> B. Is living in the home of another because of economic hardship; <u>OR</u> 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; <u>OR</u> 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; <u>OR</u> 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; <u>OR</u> F. Is exiting a publicly funded institution or system of care; <u>OR</u> 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
	Category 2	Unaccompanied Children and Youth	A child or youth who does not qualify as homeless under the homeless definition, but qualifies as homeless under another Federal statute
	Category 3	Families with Children and Youth	An unaccompanied youth who does not qualify as homeless under the homeless definition, but qualifies as homeless under section 725(2) of the McKinney-Vento Homeless Assistance Act, and the parent(s) or guardian(s) or that child or youth if living with him or her.