Where do I start?

Potential Client contacts agency for assistance

Staff member discusses what type of assistance the potential client needs & what their current living situation is to determine if they would be a fit for ESG. If they are then staff should discuss ESG with the potential client and all requirements of the program with them.

<u>DO NOT</u> write any checks until you've received all the required documentation and the unit passes Inspection, FMR & Rent Reasonableness and the client is deemed eligible for the program.

Staff gives potential client the Intake paperwork. Including:

_____ Centralized Assessment Intake Form
_____ ESG Verification of Income Form (if client is homeless when applying for ESG they do not have to meet the below AMI requirement at Entry)
_____ If homeless have them complete the ESG Homeless Certification form

** the Self-Declaration of Income and Self-Declaration of Housing Status forms should only be used when third party documentation cannot be obtained by the client or you and if these forms are used then <u>staff has to complete the final question stating what attempts were made to get third party documentation & why it could not be obtained</u>.

Once the potential client returns the completed paperwork staff needs to:

_____ Verify all information
_____ Collect documentation of all income & non-cash benefits
_____ Complete the Income Eligibility Worksheet (see page 28 in desk guide "Calculating Annual Income")
_____ Copy of Eviction notice (for HP clients) with detailed information of any arrears the client owes, signed & dated
_____ Copy of lease – make sure the lease is current, if it has expired make sure there is information within the lease that it continues month to month or get documentation from the landlord and updated lease. If client is living with a friend/family member a copy of their lease is required.
_____ If assisting with utilities only - a disconnection notice is required along with copies of all bills or a print out from the utility company showing all past due months (amounts and/or fees) along with documentation that the client would be homeless but for this assistance.

Once potential client deemed eligible for program, staff needs to:

Determine the client's classification:

_____ HOMELESS PREVENTION – Individual/families WHO ALREADY HAVE HOUSING, including living doubled up - At-Risk of Homelessness (Page 15 of the ESG Desk guide) and are below 30% AMI/50% ESG-CV
_____ RAPID RE-HOUSING – Individuals/families WHO ARE HOMELESS, LIVING IN EMERGENCY SHELTERS, ON THE STREET, VEHICLE, ABANDONED BUILDING, or TRANSITIONAL HOUSING – Homeless definition (Page 22 of the ESG Desk Guide)

_____ Staff needs to sign/date back page of Intake form
_____ Schedule inspection of the current/potential unit and Lead-Based Paint requirements, when applicable. (Required annually)
_____ Make sure unit meets FMR & Rent Reasonableness requirements when providing rental assistance (Required annually)
_____ Schedule case management appointment(s) – required monthly at a minimum
_____ Staff is required to complete the ESG Assessment Form for each member of the household – this can be completed at the first case management appointment.
_____ Staff is required to complete a Housing Stabilization Plan with the client – this can be completed at the first case management appointment & then updated accordingly
_____ Complete a Rental Assistance Agreement with the landlord – add language to explain what portion of the rent, if any, the tenant will be responsible for. This form does not need to be completed again unless the terms of the client's assistance changes (i.e. client responsible for more of the monthly rent, etc.)
_____ Enter the client into HMIS/DV database

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Maintain case management appointments with the client monthly, at a minimum, or more often if needed. Set up the appointment date/time and give the client some type of card with this information. If needed send the client a reminder or make a reminder call 24 hours prior to the appointment date.

- If staff is required to go to the client you can get reimbursement for mileage @ $.58/mile (a mileage log sheet should be included as documentation). This expense would be submitted as part of case management.
- Make sure to note in case notes if the client does not show for an appointment, what attempts staff makes to reach the client, if staff contacts the landlord to reach the client, any information received from the landlord – this is all very important information to maintain in your file to provide justification if the client is terminated from the program for non-compliance.

Recertify Homeless Prevention clients for continued assistance prior to the 4th, 7th, 10th, etc. month of assistance – if client's entry date is 10/20/19 they will need to be recertified prior to January 2020 as January will be the 4th month of assistance. If January rent is paid before the client is recertified it will not be eligible for reimbursement. Rapid Rehousing clients need recertification annually from their enrollment date.
To recertify:

_____ Complete the ESG Recertification Form
_____ Client needs to complete a new Verification of Income Form
_____ Staff should receive all updated documentation of income & non-cash benefits – all clients must be at or below 30% AMI/50% AMI for ESG-CV funding at recertification to remain qualified
_____ Good time to update the client's Housing Stabilization Plan (this should be looked at & updated during case management appointments also)
_____ If necessary, complete a new Rental Assistance Agreement with the landlord
_____ Make sure case management appointments are set up and the next date of recertification is determined

Exit - Once the client is ready to the exit the program:

_____ Complete the ESG Exit Form – if the client is not available to complete this paperwork with you then notation needs to be made on the form & in case notes explaining why.
_____ Make sure file and case notes are complete
_____ Exit the client from the ESG program in HMIS/DV database.

How do I submit staff time?

- A client log sheet or some other type of time sheet needs to be maintained by staff. It needs to show date, amount of time, what category the time is for (CM, HSP, etc.) and an explanation of what duties were performed (case notes need to correlate with the dates being submitted). Some agencies are noting the time on each case management appointment, this works well and alleviates the need to send in the time sheet. Mileage can also be noted on corresponding case notes.
- Complete the Services reimbursement form
  - You do not need to complete the description of services provided on this form as long as the client log sheet and/or case notes provide this information.
  - Make sure the correct dates are provided – these are the dates being submitted in that draw request
  - Make sure the Total Amount Requested is completed
- Provide documentation of staff salary
  - Make sure the documentation clearly states how your agency is submitting time – i.e. if you are submitting the staff member's hourly wage plus benefits or just the hourly wage.
  - You only need to submit this once unless there are changes to staff salary and then you should send the updated information.

Essential Services vs. Rapid Re-Housing

- When providing case management services to clients <u>staying in shelter</u> this time should be submitted under Essential Services (Emergency Shelter component).
- If you have someone staying in shelter that you believe would be a good candidate for the ESG program and they are within a couple weeks of being able to move out of shelter into permanent housing have them complete the Intake paperwork & Homeless Certification Form.
  - You should not enter someone staying in shelter into the ESG program prior to a couple weeks of them moving into permanent housing because HUD's requirements read that a client cannot receive RRH benefits more than 30 days while still living in shelter.