

## Where do I start?

If a potential client contacts your agency for RRH or HP assistance you should refer them to the Coordinated Entry System (CES) at 800-664-1349 or to a local physical access point if available. Explain to them that all ESG referrals come through CES so they need to complete a CES Assessment.

Let Stephanie Marshall, CES Administrator, know when your agency has capacity to take on new RRH or HP clients. You can reach her via email at [stephanie@sdhda.org](mailto:stephanie@sdhda.org) or 605/773-5311.

### Once your agency receives a CES referral:

The agency staff member reaches out to the household to let them know they have been referred to them through CES and explain the ESG program to them. Find out what their current living situation is and type of assistance they need. You should go over requirements and eligible activities of the program. If the household is interested in ESG assistance then you would proceed with providing the ESG Intake paperwork to them along with the list of required documentation needed to determine their eligibility.

**DO NOT write any checks until you've received all the required documentation to determine the household is eligible for the program and the unit passes Inspection, FMR & Rent Reasonableness.**

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 staff has to complete the final question stating what attempts were made to get third party documentation & why it could not be obtained.**

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 their own rental, living doubled up & in self-pay hotels - 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, HOTEL PAID BY PROGRAM, or TRANSITIONAL HOUSING – Homeless definition (Page 22 of the ESG Desk Guide)
- \_\_\_\_\_ Staff needs to sign/date back page of Intake form – the date of entry is important
- \_\_\_\_\_ 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). Please note the FMR is waived for ESG-CV but rent reasonableness applies.

- \_\_\_\_\_ 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 after enrollment.
- \_\_\_\_\_ 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
- \_\_\_\_\_ If rental assistance is going to be provided, the agency completes 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

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 @ \$.585/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 4<sup>th</sup>, 7<sup>th</sup>, 10<sup>th</sup>, etc. month of assistance – if client’s entry date is 10/20/21 they will need to be recertified prior to January 2022 as January will be the 4<sup>th</sup> 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 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 (if the amount of assistance is changing)
- \_\_\_\_\_ 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. If an official exit interview wasn’t completed but you have information of where the client is/was staying please use that information and do not use “No Exit Interview Completed” in HMIS.

**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 right in the case notes, 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 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 staying in shelter 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 RRH program and they are within a couple weeks of being able to move out of shelter into permanent housing have them complete the ESG Intake paperwork & Homeless Certification Form. Once approved for ESG RRH the staff time can be submitted under RRH case management.
  - You should not approve someone staying in shelter into the ESG RRH 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.

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