PSH Program Standards

Ohio Balance of State Continuum of Care

Adopted: April 2026

OHIO

Balance of State
Continuum of Care

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Ohio BoSCoC Program Standards

Background and Introduction

The US Department of Housing and Urban Development (HUD), via its Emergency Solutions Grant (ESG) Rules and Regulations and the Homeless Emergency Assistance and Rapid Transition to Housing Continuum of Care (CoC) Program Interim Rule, requires that Continua of Care (CoCs) establish and consistently follow written standards for providing assistance. The Ohio BoSCoC has developed these Ohio BoSCoC Homeless Program Standards to fulfill these requirements and to help move the Ohio BoSCoC forward in achieving its Strategic Plan Vision of ending homelessness in the Ohio BoSCoC.

In addition to meeting federal requirements, these standards help the Ohio BoSCoC ensure more consistent use of best practices and help to standardize program design and implementation across our homeless response system.

The Ohio BoSCoC Homeless Program Standards outlined here apply to all homeless assistance projects in the CoC, regardless of funding source. This includes homeless projects funded through HUD's CoC Program, HUD's ESG Program, Ohio's Supportive Housing Program (SHP) and Homeless Crisis Response Program (HCRP), as well as projects that are privately or locally funded.

Universal Program Standards

Program Administration

STANDARD UA.1: Homeless assistance projects (hereafter called 'Projects') develop comprehensive, written operating procedures (SOPs) to guide all aspects of project implementation and administration.
REQUIREMENTS:

1. SOPs are reviewed at least annually and updated as needed.
2. The Ohio BoSCoC Program Standards may be used as the foundation of project-level SOPs, but the standards should not serve as the full SOPs on their own.
3. SOPs comply with all funding source requirements and rules including the following (list not exhaustive):
    a) CoC Program Rule
    b) ODOD Program Standards
    c) ESG Rule
    d) PATH Program Guidance
    e) SOS 4.0 Program Guidance
4. SOPs include requirements and expectations for how staff treat clients, emphasizing treating clients with dignity and respect and in a trauma-informed way.
5. Project staff are trained on SOPs during orientation and SOPs are reviewed on at least an annual basis.

STANDARD UA.2: Projects are operated in compliance with applicable funding source requirements and rules including the following (list not exhaustive):

1. CoC Program Rule
2. ODOD Program Standards
3. ESG Rule
4. PATH Program guidance
5. SOS 4.0 program guidance

REQUIREMENTS:

1. Common administrative funding source requirements include (list not exhaustive):
    a) Submit performance reports on a regular basis.
        i) CoC Program generally requires submission of annual performance report.
        ii) ODOD generally requires submission of semi-annual performance reports.
    b) Secure eligible match funding at the required level.
        i) CoC Program match requirement is generally 25%.
        ii) ODOD Homeless Crisis Response Program (HCRP) match requirement is generally 50%.
    c) Regularly draw down grant funds for incurred costs.
        i) CoC Program generally requires at least quarterly drawdown.
        ii) At grant term, projects should have expended 100% of their grant amount.
    d) Retain records for appropriate terms.

STANDARD UA.3: CoC Program funded projects complete the appropriate Environmental Review process and/or form, keeping completed forms on file as required.

STANDARD UA.4: Projects have emergency, disaster, and infectious disease preparedness and response procedures, and staff are trained on these procedures on at least an annual basis, for the following situations at minimum:

1. Infectious disease
2. Fire
3. Natural Disasters including flooding, tornado, blizzard
4. Emergencies including active shooters, catastrophic medical events, active violence

STANDARD UA.5: CoC Program funded projects that wish to make an amendment to their CoC grant first seek CoC approval and then submit the approved amendment request to HUD.

REQUIREMENTS:

1. CoC grantees seeking a grant amendment submit a request for an amendment to the CoC via email. Written amendment request should include the following:
    a) Name of organization and project seeking amendment.
    b) The exact amendment being requested.
    c) Why the amendment is needed.

d) Confirmation that impacted partners support the requested grant amendment, if appropriate.
e) Detailed current and proposed amended budget if budget amendment is requested.

2. Upon approval by the CoC, CoC grantee will be directed to submit their formal amendment request to HUD.

STANDARD UA.6: Projects document client eligibility in a manner that complies with funding source requirements and these program standards.

1. See detailed Program Standards for each project for more information.

STANDARD UA.7: In general, projects are not permitted to serve unaccompanied youth under age 18.

STANDARD UA.8: Projects maintain appropriate documentation in client files in a manner that complies with funding source requirements and these program standards.

1. See detailed Program Standards for each project for more information.

Ohio BoSCoC Participation Requirements

STANDARD UB.1: Projects participate in the Ohio BoSCoC Homeless Management Information System or in a comparable database, as dictated by funding sources, and comply with all relevant HMIS policies.

STANDARD UB.2: Projects keep client information secure and confidential. Client information is only shared with other service providers with client verbal or written consent or for purposes of service coordination or prioritization for housing.
REQUIREMENTS:

1. When clients consent to having data collected and entered into HMIS, that provides sufficient consent for providers to discuss relevant client information in PH Prioritization meetings for CE purposes and/or to engage in service coordination on the client's behalf with other relevant providers.
2. Paper copies of client information are stored in locked cabinets, behind locked office doors, and are only accessible to project staff.

STANDARD UB.3: Projects participate in and comply with Ohio BoSCoC Coordinated Entry (CE) requirements.
REQUIREMENTS:

1. See the Ohio BoSCoC CE Operational Manual and other CE documents for detailed information.
2. See detailed Program Standards for each project for more information.

STANDARD UB.4: Projects participate in the Ohio BoSCoC annual Point-in-Time (PIT) Count and Housing Inventory Count (HIC), per the CoC's PIT Count methodology and requirements.

1. See detailed PIT and HIC guidance on the CoC's webpage here - https://cohhio.org/boscoc/hicpit/

STANDARD UB.5: Projects regularly monitor their performance and make improvements as needed.
REQUIREMENTS:

1. Projects review the Ohio BoSCoC Performance Management Plan (PMP) and understand the performance goals they should be striving to attain.
2. Projects regularly review their performance against the PMP goals, using Rme and Rm.
3. Where projects are not meeting performance goals, projects develop and implement improvement plans.

STANDARD UB.6: Projects comply with CoC Program monitoring requests and fully participate in the monitoring process.

STANDARD UB.7: CoC Program funded projects may not operate drug injection sites or "safe consumption sites," knowingly distribute drug paraphernalia on or off property under their control, knowingly permit the use or distribution of illicit drugs on property under their control, or conduct any of these activities under the pretext of "harm reduction."
REQUIREMENTS:

1. If the CoC determines that a CoC-funded housing project is in violation of this policy, the CoC may require corrective action, technical assistance, modification of project policies or practices, staff training, or other remedies permitted under CoC policy or HUD requirements.
2. The CoC encourages CoC-funded housing projects and community partners to provide or connect participants to substance use disorder treatment, recovery supports, recovery housing, and other clinically appropriate services within or outside the CoC geographic area.
3. This policy does not restrict or prohibit CoC-funded housing projects from requiring sobriety or participation in treatment as a condition of assistance when such requirements are permitted by 24 CFR 578.75(h), other applicable CoC Program requirements, civil rights laws, participant rights protections, and written project policies. This policy also does not require sobriety as a condition of assistance, mandatory treatment participation except where permitted by 24 CFR 578.75(h), or automatic termination for drug-related program or lease violations.
4. This policy also does not prevent the storage and use of opioid overdose reversal medications, such as NARCAN. This policy does not prevent clients from accessing Medication Assisted Treatment (MAT).

Non-Discrimination and the Equal Access Rule

STANDARD UC.1: Projects do not discriminate in the provision of services or assistance based on race, sex, gender, gender identity, age, disability, or religion.

STANDARD UC.2: Projects serve households as they present and comply with the Equal Access Rule.

REQUIREMENTS:

1. Projects serve households who present together for services as a family, regardless of marital status, actual or perceived sexual orientation or gender identity, with or without children, and irrespective of age, relationship, or whether or not a member of the household has a disability (except where the disability is an eligibility requirement).
2. A child who is temporarily away from the home because of placement in foster care is considered a member of the family.
3. Projects serving families are required to serve the intact family, where desired by the client. Family members, regardless of age, gender, or other factors, cannot be separated from other family members during their program stay.
4. Projects make their resources available to individuals and families without regard to actual or perceived sex, sexual orientation, or gender identity.

STANDARD UC.3: Projects serving households with minor children ensure that those children are able to exercise their educational rights.
REQUIREMENTS:

1. Students experiencing homelessness have the right to:
   a) Receive a free, appropriate public education.
   b) Enroll in school immediately, even if lacking documents normally required for enrollment.
   c) Enroll in school and attend classes while the school gathers needed documents.
   d) Enroll in the local attendance at an area school or continue attending their school of origin (the school they attended when permanently housed or the school in which they were last enrolled).
   e) Receive transportation to and from the school of origin, if requested
   f) Receive educational services comparable to those provided to other students, according to the student's need.
2. To ensure households with children are able to exercise their educational rights, projects designate a staff position to work with households around these educational rights and to ensure enrollment in school and access to required services

Working with People with Lived Experience

STANDARD UD.1: Projects collect feedback from people with lived experience, including former clients, and incorporate that feedback into program design.
REQUIREMENTS:

1. At least annually, projects solicit feedback from current/former clients via a voluntary survey.
2. CoC Program funded projects invite people with lived experience to sit on their agency's board of directors or an equivalent policy-making body, in compliance with CoC Program requirements.

STANDARD UD.2: Projects support employment pathways into their organizations for people with lived experience of homelessness.

REQUIREMENTS:

1. Projects establish organizational policies and procedures to support the hiring of people with lived experience, including former clients.
2. Projects hiring former clients comply with HMIS Policies and Procedures regarding providing HMIS licenses to former clients of homeless service providers no sooner than 12 months after receipt of assistance.

Program Staff and Staffing

STANDARD UE.1: Projects provide sufficient training to staff and volunteers, if applicable, to ensure they are qualified to fulfill their job responsibilities, in compliance with these program standards.

REQUIREMENTS:

1. Projects train staff on their job responsibilities and how to complete their duties in compliance with these program standards.
2. Projects train staff on organizational and project-level SOPs.
   a) Projects review SOPs with staff annually.
3. Staff training on more general topics and best practices must include, at minimum:
   a) Trauma-Informed Care, Motivational Interviewing, housing focused practices
   b) Client privacy and confidentiality
   c) Conflict Resolution and De-escalation strategies
   d) Training on the Ohio BoSCoC and its policies, requirements, and key processes
4. Staff who will be using HMIS complete required HMIS training.
5. Staff complete appropriate coordinated entry trainings, per the Ohio BoSCoC Coordinated Entry Operational Manual.
6. Project staff complete any training as required by the CoC.

Program Design and Services

STANDARD UF.1: Projects utilize a housing focused model in aspects of service delivery.

REQUIREMENTS:

1. All services are primarily focused on obtaining or maintaining housing.

STANDARD UF.2: Projects support all clients to develop and act on a Housing Plan that is focused on obtaining and/or maintain housing and meeting basic needs

REQUIREMENTS:

1. All clients are supported to develop and act on a Housing Plan.
2. Clients supported to access needed mainstream resources.
3. Projects complete recurring or annual service needs assessments or recertifications as required by funding source.

STANDARD UF.3: Projects connect special populations to specialized services where those services are available.

REQUIREMENTS:

1. Projects offer to refer people/households who disclose that they are a victim of current or recent domestic violence or sexual assault to specialized services, where available.
2. Projects offer to refer unaccompanied or parenting youth (age 18-24, not accompanied by an older household member) to local youth-serving providers, where available.
3. Projects offer to refer veterans to local veteran-serving providers, such as the VA or Supportive Services for Veteran Families (SSVF) providers, where available.

STANDARD UF.4: Projects will strive to cooperate with, and not interfere with, local law enforcement efforts that seek to advance public safety.
REQUIREMENTS:

1. If/when coordinating with local law enforcement to help clear tents and encampments, projects will ensure clearing efforts are done in ways that are trauma-informed, planful, safe, and that result in entrance to shelter and/or housing for those impacted by the clearing.
2. Projects may coordinate with local efforts to lawfully decrease public use of illicit drugs, including by working with people experiencing unsheltered homelessness with substance use disorders to support them to access services from local substance use providers.
3. Projects may work with law enforcement and first responders to lawfully and humanely address safety needs where unhoused folks may pose a threat to themselves and/or others.
4. Projects may lawfully share information in accordance with the Sex Offender Registry and Notification Act (SORNA).

Permanent Supportive Housing Program Standards

Definition of Permanent Supportive Housing

Permanent Supportive Housing (PSH) is community-based, affordable housing without a designated length of stay paired with services. PSH is designed to serve disabled households experiencing homelessness through the provision of housing and individualized supportive services.

PSH projects are typically targeted to those households with the longest homeless histories and most severe service needs.

The Role of Permanent Supportive Housing within the Homeless Response System

Permanent Supportive Housing (PSH) plays a vital role in homeless response systems by providing stable, non-time-limited housing to individuals and families with the longest histories of homelessness and most severe service needs – effectively ending their homelessness. In addition, PSH projects support participants in meeting their basic

needs through regular check-ins and access to voluntary, comprehensive wraparound services designed to help a household maintain long-term housing stability.

Applicability of PSH Project Standards

The PSH Project Standards outlined here apply to all PSH projects operating within the Ohio BoSCoC. This includes projects that are funded through HUD's Continuum of Care (CoC) Program and the State of Ohio's Supportive Housing Program (SHP).

Purpose of PSH Project Standards

The following sections outline detailed program standards and requirements for PSH projects operating within the Ohio BoSCoC. These standards are intended to be used in conjunction with the Universal Program Standards to guide overall project implementation. These program standards help homeless assistance projects in the CoC meet federal requirements, and ensure the consistent use best practices, and standardize the overall provision of homeless assistance across the CoC.

Types of PSH Program Design

There are generally three approaches to the design of PSH projects, as described below.

Tenant-based PSH

Tenant-based PSH (also referred to as 'scattered-site PSH) projects allow households to identify housing of their choice in the community as long as it is of appropriate size, meets Housing Quality Standards (HQS), and rents for a 'reasonable' cost. In this model, PSH clients typically enter into the lease directly with the landlord and the PSH provider pays rent to the landlord along with any tenant rent contribution. PSH clients in tenant-based PSH projects may be able to move to different rental units while retaining their PSH rental assistance and services. This PSH project model operates a lot like a Housing Choice Voucher program.

Project-based PSH

Project-based PSH is typically provided in one building, wherein all the units are occupied by PSH clients and supportive services are offered on site. Project-based PSH may be operated via a contract with the owner of an existing structure, where the owner agrees to lease the subsidized units to households or PSH provider. Or the PSH provider may own the building and also operate the project, coordinate serves on site, etc. PSH clients who wish to move out of a project-based PSH unit typically are unable to retain their PSH assistance upon move out. (See 24 CFR 578.51 for more details for CoC Program funded PSH)

Sponsor-based Rental Assistance (SRA)

Sponsor-based rental assistance is provided through contracts between the HUD CoC grant recipient and a sponsor organization. A sponsor may be a private non-profit organization, or a community mental health agency established as a public nonprofit

organization. Households must reside in housing owned or leased by the sponsor. (24 CFR 578.51)

A. Program Administration

STANDARD A.1: Permanent Supportive Housing (PSH) projects comply with the rules and regulations set forth by their funders
REQUIREMENTS:

1. Continuum of Care (CoC) Program funded projects must:
    a) Follow all rules and regulations found in the CoC Program Interim Rule
    b) Serve at least as many people as listed in the grant agreement with HUD.
        i) Programs can serve more than the required number, but not less.
    c) Submit Annual Performance Reports (APRs) to HUD in the Sage reporting system no later than 90 days after grant end date.
    d) Enter data into HMIS compliant with the Ohio BoSCoC HMIS Policies and Procedures and HMIS Data Quality Standards.
        i) All DV-dedicated PSH projects must enter data into an HMIS comparable database.
    e) Participate in annual Housing Inventory Count (HIC) and Point-in-Time Count (PIT).
        i) HIC participation includes providing updates to bed/unit inventory in a timely manner.
        ii) PIT participation includes ensuring accurate data quality and timely entry for the night of the PIT.
    f) Participate in any requested HUD or CoC staff monitoring/program audits.
    g) Compliance with Ohio BoSCoC Performance Management Plan.
    h) Complete annual CoC Program competition documents as appropriate
2. HUD-VA Supportive Housing (HUD-VASH)
    a) See HUD-VASH program for rules and regulations.
3. Supportive Housing Program
    a) See Ohio Department of Development for more detailed rules and regulations.

STANDARD A.2: PSH projects are adequately staffed by qualified personnel to ensure quality service delivery and effective program management.
REQUIREMENTS:

1. PSH programs have adequate staff capacity to ensure timely and accurate completion of all supportive services standards outlined in the Supportive Services section of this document.
    a) Activities include, but are not limited to:
        i) Completion of Housing Plan
        ii) Housing search assistance
        iii) Referral to mainstream resources
        iv) Monthly case management
        v) Annual Assessments
        vi) Housing inspections and rent reasonableness documentation

2. PSH staff have appropriate knowledge of or experience working with households experiencing homelessness.
3. PSH projects maintain written job descriptions that address the major tasks to be performed by each position.

STANDARD A.3: PSH staff receive necessary and relevant training to ensure client and project success
REQUIREMENTS:

1. PSH projects ensure all new PSH program staff are trained within 6 months of their start date on the following best practices, at minimum:
    a) Housing focused conversations
    b) Trauma-informed care
    c) Progressive engagement
2. Completion of training is documented by PSH program management and kept on file.
3. PSH projects support program staff in engaging in continuing education activities on an annual basis.

STANDARD A.4: PSH project grantees develop and maintain detailed Standard Operating Procedures (SOPs) that guide all aspects of project administration.
REQUIREMENTS:

1. SOPs comply with and reflect requirements of all funding sources supporting the project, as relevant.
2. SOPs address all aspects of the Ohio BoSCoC Homeless Program Standards.
3. SOPs are specifically applicable to the PSH project being administered.
4. Grantees cannot apply existing, non-PSH specific SOPs to their PSH projects.
    a) For example, Public Housing Authority (PHA) or Mental Health Board (MHB) PSH project grantees are not permitted to apply existing policies, such as those for a Housing Choice Voucher Program or a Recovery Housing project, to a PSH project. The PSH project SOPs must be specifically developed to apply to the administration of the homeless-dedicated PSH project.
5. SOPs must be reviewed annually.

STANDARD A.5: PSH projects provide standardized training on program policies and procedures and practices to new staff, and review policies on a regular basis.
REQUIREMENTS:

1. PSH projects ensure all new staff are trained within 90 days of their start date on the following:
    a) PSH project policies and procedures
    b) HMIS policies and procedures
    c) PSH program staff safety procedures
    d) How to provide PSH case management
    e) Landlord/tenant law
    f) HUD Lead-Based Paint requirements
    g) Fair Housing

h) HQS/NSPIRE

STANDARD A.6: PSH projects house households enrolled in their projects as quickly as possible
REQUIREMENTS:

1. Project-Based PSH projects
    a) Strive to move households into permanent housing within 30 days of program enrollment.
2. Tenant-Based PSH projects
    a) Strive to move households into permanent housing within 60 days of program enrollment.
    b) See Standard A.11 below on accurately reporting HMIS entry and move-in dates.

STANDARD A.7: PSH projects offer voluntary supportive services and financial supports to households without a designated length of stay.
REQUIREMENT:

1. Services and financial supports in PSH are not time limited, regardless of household income.
    a) Some households may increase income to the extent they no longer need the financial services of PSH, but still request the support services
2. PSH projects should continuously engage with clients to see if they are able to move-on from PSH and maintain housing on their own
    a) Moving on from PSH, if possible, ensures other eligible households with the longest histories of homelessness and most severe service needs can access this important resource.
    b) See Standard D.20 in the Supportive Services section for more information about moving-on strategies.

STANDARD A.8: PSH projects enter client-level data into the Ohio BoSCoC HMIS.
REQUIREMENTS:

1. PSH projects abide by the Ohio BoSCoC HMIS Policies and Procedures
    a) Can be found at: https://cohhio.org/wp-content/uploads/2024/08/HMIS-Policies-and-Procedures-Manual.pdf
2. PSH projects comply with the Ohio BoSCoC HMIS Data Quality Standards
    a) Can be found at: https://cohhio.org/wp-content/uploads/2024/08/HMIS-Data-Quality-Standards.pdf
3. The only providers exempted from this requirement are victim-service agencies.

STANDARD A.9: PSH projects ensure data entered into HMIS is accurate.
REQUIREMENTS:

1. PSH projects comply with the Ohio BoSCoC HMIS Data Quality Standards.
2. PSH projects monitor their own data quality, as described in the HMIS Data Quality Standards.

STANDARD A.10: PSH projects accurately report entry dates and residential move-in dates for PSH clients in HMIS.
REQUIREMENTS:

1. HMIS: PSH Program Entry Date
    a) The PSH program entry date is the date on which the household consents to participate in services and the PSH program agrees to provide services.
2. HMIS: PSH Program Residential Move-in Date
    a) The PSH residential move-in date is the date on which the PSH client physically moves into the PSH assisted rental unit.

B. PSH Access

STANDARD B.1: All PSH households are assessed with a common assessment tool to help determine the severity of service needs.
REQUIREMENTS:

1. All potential PSH households first go through Coordinated Entry and are assessed with the CoC's common assessment tool.
2. Results of the common assessment tool are included in the client file (HMIS or comparable database) and used during the PH Prioritization Workgroup meeting in decision-making.
3. Common assessment tool scores are used to help guide the prioritization conversation, and not as the only prioritization consideration.

STANDARD B.2: PSH clients are only selected via prioritization in the local PH Prioritization Workgroup.
REQUIREMENTS:

1. Ensure client file includes detailed prioritization workgroup notes showing client was discussed and prioritized via the local PH Prioritization Workgroup.
2. Evidence includes detailed information describing why the household was prioritized over others who were also categorically eligible and discussed during the workgroup meeting.

STANDARD B.3: PSH projects reduce barriers to program entry.
REQUIREMENTS:

1. PSH projects cannot require things of potential clients to enter their project over and beyond demonstrating basic eligibility (and prioritization) requirements.
2. At minimum, PSH projects cannot deny entry into the project for the following reasons (some exceptions apply if grantee is a Housing Authority* or if the project operates in a project-based PSH model that houses children**):
    a) Minimum income level and/or employment or ability to obtain income/employment
    b) Denying support services
    c) Completion of drug test
    d) Criminal background**
    e) Proof of citizenship*

STANDARD B.4: PSH projects comply with nondiscrimination laws and equal access provisions.
REQUIREMENTS:

1. Fair Housing Act
    a) Prohibits discrimination in housing based on race, color, religion, sex, familial status, national origin, and disability.
2. Civil Rights Act
    a) Prohibits discrimination based on race, color, religion, sex, or national origin.

a. Equal Access Rule
    a) Ensures all HUD funded programs are open to all eligible individuals and families, regardless of sexual orientation, gender identity, or marital status.

STANDARD B.5: PSH projects cannot limit assistance to persons with a specific disability type, such as serious mental illness or chronic substance abuse only.
REQUIREMENTS:

1. PSH projects consider serving anyone categorically eligible with the following disability type:
    a) Physical, mental, or emotional impairments
    b) Developmental disability
    c) HIV/AIDS
2. Certain PSH projects may be permitted to preference specific disability types in very limited instances where there are multiple-funding sources supporting the PSH project. The most common example would be when a local MH Board provides operating funding to support a project-based PSH project. In this case, the PSH project may preference certain disability types in line with their funder requirements.

C. PSH Eligibility

STANDARD C.1: PSH projects serve households who are literally homeless, fleeing or attempting to flee violence, AND have a disability.
REQUIREMENTS:

1. Category 1 – Literally Homeless
    a) Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
        i) Has a primary nighttime residence that is a public or private place not meant for human habitation; **or**
        ii) 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**
        iii) 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. Category 4 – Lack of Safety or Fleeing/Attempting to Flee Violence
    a) Any individual or family who:
        i) Is fleeing, or is attempting to flee, domestic violence;
        ii) Has no other residence; and

        i) Lacks the resources or support networks to obtain other permanent housing
        ii) PSH projects are only permitted to serve households fleeing DV if the household has already entered an emergency shelter or TH project. PSH projects cannot serve people coming directly from DV situations in which they were residing in housing.

3. Additionally, at least one member of the household (adult or child) must have a documented disability.
    a) See Standard C.6 for details on how to document a disability.

STANDARD C.2: PSH projects may enroll households entering directly from a Rapid Re-Housing (RRH) Project if all of the following conditions are met.
REQUIREMENTS:
Households being served by RRH projects generally retain their eligibility for PSH projects through the duration of their RRH assistance, as long as they were literally homeless (and this was appropriately documented) at RRH program entry. This means, households assisted with RRH may be eligible for PSH enrollment, if all of the following conditions are met:

1. The household is actively enrolled (meaning has not been exited from the project and is receiving ongoing assistance) in the RRH project.
2. The household met all PSH eligibility criteria at the point of RRH enrollment
    a) Household was defined as homeless under category 1 or 4 of the homeless definition.
    b) Household member has a documented disability.
    c) Household met definition of chronically homeless or, if there are not households in the PSH project's service area that meet the chronic definition, the household had a significant history of homelessness.
    d) All of the above could be documented according to HUD's documentation requirements.
3. The households current housing stability/instability and service needs indicate that the household will not be able to maintain housing after RRH assistance ends.
4. The household must be prioritized for PSH by the local PH Prioritization Workgroup.

STANDARD C.3: PSH projects prioritize households experiencing chronic homelessness.
REQUIREMENTS:

1. The definition of chronically homeless is as follows:
    a) An individual who:

i) Is currently homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; **AND**
ii) Has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least one year or on at least four separate occasions in the last 3 years where the combined occasions total a length of time of at least 12 months. Each period separating the occasions must include at least 7 nights of living in a situation other than a place not meant for human habitation, in an emergency shelter, or in a safe haven. **AND**
i) Can be diagnosed with one or more of the following conditions: substance use disorder, serious mental illness, developmental disability, post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability;

b) 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 a of this definition before entering that facility; or
c) 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 a of this definition, including a family whose composition has fluctuated while the head of household has been homeless.
d) More detailed information about HUD's final rule on the definition of chronically homeless can be found at https://www.hudexchange.info/resource/4847/hearth-defining-chronically-homeless-final-rule/.

STANDARD C.4: PSH projects prioritize non-chronically homeless households for assistance if no chronically homeless households can be found in the PSH project's service area.
REQUIREMENTS:

1. PSH projects document their due diligence to locate a chronically homeless household before serving an otherwise eligible, non-chronic household.
    a) This may include spending up to 30 days to seek to identify an eligible household.
2. PSH projects document the prioritization of a non-chronically homeless household via the local PH Prioritization Workgroup meeting notes. Notes should include how the household was prioritized and the local efforts providers engaged in to attempt to find a chronically homeless household.
3. PSH projects follow the PSH Order of Priority (outlined in the standard below).

STANDARD C.5: PSH projects follow the Chronic and Non-Chronic Homeless Order of Priority when making prioritization decisions.
REQUIREMENTS:

1. Chronically Homeless Order of Priority

a) First Priority – Chronically Homeless Individuals and Families with the Most Severe Service Needs and Longest History of Homelessness.
    i) Have been homeless for at least 12 months either continuously or on at least four separate occasions in the last three years, AND
    ii) Have been identified as having the most severe service needs as evidenced by their common assessment tool score, a history of high utilization of crisis services, such as emergency rooms, jails, and psychiatric facilities, or significant health or behavioral health challenges or functional impairments which require a significant level of support to maintain permanent housing.
b) Second Priority – Chronically Homeless Individuals and Families with the Longest History of Homelessness.
    i) Have been homeless for at least 12 months either continuously or on at least four separate occasions in the last three years.
c) Third Priority – Chronically Homeless Individuals and Families with the Most Severe Service Needs.
    i) Have been identified as having the most severe service needs as described in paragraph (1b) above.
d) Fourth Priority – All Other Chronically Homeless Individuals and Families
    i) Have been homeless for at least 12 months either continuously or on at least four separate occasions in the last three years.

2. Non-Chronically Homeless Order of Priority
a) First Priority – Homeless Individuals and Families with a Long Period of Continuous or Episodic Homelessness.
    i) Have been living in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least 6 months or on at least three separate occasions in the last three years where the cumulative total was at least 6 months.
    ii) And meet all other PSH eligibility criteria.
b) Second Priority – Homeless Individuals and Families with the Most Severe Service Needs.
    i) Have been identified as having the most severe service needs as described in paragraph 1b above.
    ii) And meet all other PSH eligibility criteria.
c) Third Priority – Homeless Individuals and Families Coming from Places Not Meant for Human Habitation, Safe Havens, or Emergency Shelters.
    i) Have been living in a place not meant for human habitation, a safe haven, or an emergency shelter.
    ii) And meet all other PSH eligibility criteria.
d) Fourth Priority – Homeless Individuals and Families Coming from Transitional Housing.
    i) Coming from transitional housing (TH), where prior to residing in the TH they lived on the streets, an emergency shelter, or a safe haven. The priority also includes homeless individuals and families with a qualifying disability who were fleeing domestic violence or sexual

assault and are living in TH, even if they did not live on the streets or in a shelter prior to entry into the TH project.

ii) And meet all other PSH eligibility criteria.

STANDARD C.6: PSH projects document chronic homeless status for each household.
REQUIREMENTS:

1. A single day of documented literal homelessness within a month is sufficient to consider the household homeless for the entire month.
2. Breaks of more than seven days spent in a place meant for human habitation should be documented in the client file.
    a) 100% of breaks can be self-reported.
3. All episodes of homelessness must be documented following the preferred order of priority.
    a) First Priority – Third party documentation
        i) HMIS/comparable database record, or
        ii) Individual record of stay at emergency shelter, safe haven or from a street outreach contact, or
        iii) Written observation by an outreach or intake worker of encounters with the individual or head of household that includes a description of the conditions where the individual or head of household was living or is currently living, or
        iv) Written observation by community member that has physically observed where the person or household was or is currently living (a written referral by another housing/service provider must also be included).
    b) Second Priority - Intake worker observation
        i) Written observation by outreach and/or intake worker of encounters with person/household (must include description of living conditions).
        ii) Self-certification (written) by individual/head of household seeking assistance.
            1. Does not need to be notarized
            2. Must be signed by individual/head of household, and
            3. Intake worker must document all steps taken to higher order of priority evidence
4. PSH projects should strive to obtain documentation of homeless history following the preferred order listed above, but if 12 months of third party or intake worker observation is not possible, all households may self-certify three months of homeless history.
5. Additionally, on rare occasions, up to the full 12 months of homeless history may be documented via self-certification.
    a) The full 12 months of self-certification should be used sparingly and cannot exceed 25% of households served in the operating year.

STANDARD C.7: PSH projects document disability status for at least one member of the household.

REQUIREMENTS:

1. Household disability status must be documented by third party and cannot be self-certified.
    a) Proper disability documentation includes:
        i) Written verification from a professional licensed by the State to diagnose and treat the disability and certification that the disability is expected to be long-continuing or of indefinite duration and substantially impedes the individual's ability to live independently.
        ii) Written verification from Social Security Administration (SSA).
            1. Verification from SSA must describe why the social security was awarded and that reason must clearly provide evidence that it was awarded for a disability.
        iii) The receipt of a disability check.
        iv) Intake staff-recorded observation of a disability that is confirmed and accompanied by evidence above within 45 days.
    b) Disability verification and documentation of the qualifying disability is only required at initial enrollment and does not need to be recertified for the person to continue receiving services.
        i) If disability status is revoked after program enrollment, the household may continue to be served by the PSH program. Any improvement in the household's disability does not disqualify a participant's ongoing eligibility.
    c) At least one member of the household must have a qualifying disability and be identified as the Head of Household.
        i) In a household of a single individual, that person must be identified as the head of household, have the verified disability, and have a chronic homeless history.
        ii) In a household with multiple adults, one of the adults must be identified as the head of household, have a verified disability, and a chronic homeless history.
        iii) In a household with adults and children, one of the adults must be identified as the head of household, have a verified disability, and a chronic homeless history.
        iv) In a household with only youth, one of the children must be identified as the head of household, have a verified disability, and a chronic homeless history.

STANDARD C.8: PSH projects follow funder income requirements for eligibility determination

REQUIREMENTS:

1. CoC funded PSH – there are no minimum or maximum income requirements associated with eligibility in a CoC funded PSH project.
2. ODOD Supportive Housing Program (SHP) - the Ohio Department of Development (ODOD) limits PSH Supportive Housing Program eligibility to households with income at 35% AMI or below.

STANDARD C.9: PSH projects do not require eligibility documentation beyond funder requirements.
REQUIREMENTS:

1. CoC funded PSH projects only need to verify homeless history, disability, and prioritization via the PH Prioritization Workgroup, per the Order of Priority, prior to enrolling.
    a) CoC funded PSH projects should not require submission of birth certificates, IDs, income verification, etc. prior to enrollment.
    b) Income and identification will likely be required by landlords to obtain housing, but obtaining those items should be part of the Housing Plan and can happen after enrollment.
    c) CoC funded PSH projects are prohibited from requiring the use of Public Housing Authority specific forms for units that are not assisted with Housing Authority funding.
        i) For example, CoC funded PSH projects cannot require the use of a Zero-Income Checklist when calculating income and household rent contribution.
2. PSH projects using Housing Authority, LIHTC, and/or USDA assisted units may require additional documentation such as:
    a) Birth certificates
    b) Photo identification
    c) Income verification
    d) Background check

STANDARD C.10: CoC PSH grants administered by a Public Housing Authority (PHA) cannot impose PHA requirements on CoC program participants.
REQUIREMENTS:

1. Households receiving assistance through the CoC PSH program are not required to complete Public Housing Authority specific forms and processes that are not required by the CoC program (exceptions are listed above).
2. Examples include, but are not limited to:
    a) Zero Income Checklist
        i) This specific form requires households to disclose how they are paying for things such as internet, clothing, household items, etc.
    b) Required briefing meetings prior to housing search assistance that prolong the housing search process.

STANDARD C.11: PSH projects may continue to work with enrolled households who temporarily exit homelessness after enrollment but prior to housing move-in, if the following conditions are met:

1. Household was formally enrolled in the PSH project and was eligible at time of enrollment.
2. Household is in the housed situation, prior to housing move-in via PSH, for no more than 30 days.

a) If more than 30 days has lapsed from since the household left the homeless situation and moved into housing (either doubled-up, a self-paid hotel, or their own unit), the PSH project must re-assess eligibility for PSH.

D. Supportive Services

Ohio BoSCoC PSH projects offer all clients voluntary services that are grounded in housing focused practices. In general, services prioritize helping households to create and make progress on a Housing Plan and stabilize in permanent housing.

STANDARD D.1: PSH staff initiate contact with households at least monthly.
REQUIREMENT:

1. PSH project staff initiate monthly meetings with households.
2. In these meetings, PSH staff and households should ensure:
    a) Households are still residing in the assisted housing unit.
    b) Households can work toward achieving goals outlined in Housing Plan.
    c) Household income and composition remain the same.
    d) Household needs are being met
        i) Appointments being kept
        ii) Health being managed
        iii) Proper nutrition and access to food and medicine
        iv) Engagement in meaningful activities
3. Monthly meetings may be done by phone, text, office visit, or in-person home visit.
    a) If a household is not responsive to the initial method of contact, at least two more attempts using other methods should be used and documented in the household file.
4. Ultimately, while the PSH program is required to initiate monthly meetings, households are not required to participate in monthly meetings.
5. At minimum, PSH staff are able to determine if the household is still residing in the assisted unit.

GOLD STANDARD: PSH case management staff complete monthly in-home case management.
REQUIREMENT:

1. Case management meetings will be done in the client's home
    a) In-home case management may help PSH staff learn about and thus be able to address potential tenancy issues.
    b) For PSH households with limited access to transportation or other barriers, in-home case management meetings may be easier to comply with than office visits.

STANDARD D.2: PSH households participate in supportive services on a voluntary basis.
REQUIREMENTS:

1. PSH assistance may not be terminated for a household's failure to participate in services beyond the annual assessment requirement.

a. PSH staff document monthly check-ins with households to ensure at least basic needs are met and services are being offered and provided if wanted by the household.

STANDARD D.3: PSH projects develop, in collaboration with households, individualized Housing Stability Plans and/or Individual Service Plans (from here on, called the Housing Plan).

REQUIREMENTS:

1. Housing Plans address the following:
    a) Actions and timelines for households to seek non-cash benefits, cash income, and connection to other mainstream resources, as determined collaboratively by the client and program staff.
        i) Mainstream resources include cash benefits (e.g., Ohio Works First, Supplemental Security Income, Temporary Assistance for Needy Families, etc.) and non-cash benefits (e.g., Supplemental Nutrition Assistance Program, Medicaid/Medicare, Special Supplemental Nutrition Program for Women, Infants, and Children, etc.).
    b) Actions and timelines for clients to address other housing-related goals/needs, as identified by the household.
    c) Initial Housing Plan must be documented in the client file and updated at least annually to show progress toward completion of goals.

STANDARD D.4: PSH projects assess households for ongoing needs and eligibility at least annually.

REQUIREMENTS:

1. PSH projects complete annual assessments on the anniversary of the project enrollment date.
2. Annual assessments include:
    a) Updated Release of Information (ROI) acknowledgement
    b) Annual Housing Quality Standards (HQS)/NSPIRE inspection
    c) Annual income recertification
3. This assessment identifies changes in participants needs, income, and composition.
4. Annual assessments are documented in client file and/or HMIS.
5. Annual assessments are completed no earlier than 30 days before enrollment anniversary date, and no later than 30 days after enrollment anniversary date.
    a) If a household is temporarily absent from their unit during the annual assessment timeframe, the assessment is completed as soon as possible upon return, and the reason for the late assessment is clearly documented in the household file.

STANDARD D.5: PSH projects provide comprehensive Housing Identification services.

REQUIREMENTS:

1. PSH projects engage in all of the following Housing Identification services.
    a) Housing Options Recruitment and Support

i) Recruit landlords
ii) Retain landlords

b) Housing Search and Support
i) Understand/identify household needs and housing barriers
ii) Assist PSH households in housing search if requested/desired
1. This includes identifying potential units, transporting households to view units or coordinating third-party transportation, assistance with application process, advocating for client with landlord, etc.

Rental and Leasing Assistance
STANDARD D.6: PSH projects ensure household unit size is suitable for the number of people in the household.
REQUIREMENTS: (reference)

1. PSH projects follow Chapter 5 of the Public Housing Authority Occupancy Standards and local housing code.
   a) A local Housing Code of two persons per bedroom can be used as the standard for the smallest unit a family may be offered.
   b) The largest unit size a household may be offered would provide no more than one bedroom per household member, considering family size and composition.
2. Generally:
   a) It will not be necessary for persons of different generations or opposite sex, other than couples, to occupy the same bedroom.
   b) Exceptions to the largest permissible unit size may be made in case of reasonable accommodation for a person with disabilities.
   c) Two children of the opposite sex will not be required to share a bedroom.
   d) An unborn child will not be counted as a person in determining unit size.
   e) A single head of household parent shall not be required to share a bedroom with their child.
   f) A live-in-aide shall be assigned a bedroom, unless the person with the disability or elderly family agrees to accept a smaller unit.

STANDARD D.7: PSH projects allow for the addition or removal of household members under currently enrolled household.
REQUIREMENTS:

1. Adding someone to an existing household.
   a) If a household would like to add a member, first confirm the landlord is aware and will allow the additional person.
   b) Ensure the addition of a household member is not in violation of any building or zoning codes.
   c) Add the new household member to the existing household in HMIS.
   d) Recalculate household income and rent contribution and include the additional household member.
   e) Be advised that adding someone to an existing PSH household from a housed situation may impact APR and require a written explanation.

2. Removing someone from an existing household
    a) Ensure the change is documented in HMIS.
    b) Recalculate household income and rent contribution.
    c) When the lease next expires, ensure unit size is reasonable for the remaining household members (see Standard D.6 above).

STANDARD D.8: PSH projects have an initial lease term of at least one year.
REQUIREMENTS:

1. PSH participants have a signed lease that is for an initial term of at least 12 months and is automatically renewable upon expiration.
2. The signed lease may not include anything that would not be found in a standard lease agreement, such as terms related to disability or requiring support services.
3. Lease must be signed.

STANDARD D.9: PSH projects only use units that meet safety and cost standards.
REQUIREMENTS:

1. Unit Inspections
    a) CoC Program funded PSH projects complete Housing Quality Standards (HQS) or NSPIRE inspections on all housing units prior to providing rental assistance and only provide rental assistance for units that pass inspections.
        i) PSH staff conducting inspections must successfully complete training.
        ii) PSH projects document unit passing inspection in household file.
    b) If the CoC funded PSH project owns the building or unit, a third party completes the inspection to avoid any conflict of interest.
2. Lead-based Paint
    a) PSH projects complete visual assessments for lead-based paint on all housing units built prior to 1978 that may house households with children under age 6, or with a pregnant person in the household.
        i) PSH projects ensure any needed repairs are made prior to providing rental assistance.
        ii) PSH staff conducting visual assessments successfully complete training.
        iii) Optional training source: https://apps.hud.gov/offices/lead/training/visualassessment/h00101.htm
    b) PSH projects provide all households, regardless of whether children are in the home, with an Environmental Protection Agency (EPA) approved information pamphlet about identifying and controlling lead-based paint hazards and collect a client signature indicating the information was received.
3. Rental Payment Amounts
    a) PSH units comply with Rent Reasonableness Standards (see Rent Reasonableness section below).

b) For PSH projects receiving CoC Program leasing funds, rental amount must not exceed fair market rent (FMR).
c) For PSH projects receiving rental assistance funds, units meet rent reasonableness but may pay over FMR up to the reasonable rent.

4. Rent Reasonableness
    a) PSH assisted units comply with HUD's Rent Reasonableness Standards.
        i) Rental assistance is only provided for a unit if the rent is reasonable. The PSH project determines whether the rent charged for the unit receiving rental assistance is reasonable in relation to rents being charged for comparable unassisted units, taking into account the location, size, type, quality, amenities, facilities, and management and maintenance of each unit. Reasonable rent does not exceed rents currently being charged by the same owner for comparable unassisted units.
        ii) This is documented in client file.

STANDARD D.10: PSH projects document household income at enrollment and annually thereafter.
REQUIREMENTS:

1. Household income is recalculated after participant has been in the program for 12 months, and as changes in income or household composition are identified.
    a. Household income is recalculated if a household member is added or removed.
    b. If an increase in income is reported, the PSH program must recalculate household income within 30 days.
    c. Income must be recalculated as soon as possible if household income decreases in order to ensure household is able to pay their portion of the rent.
2. Included Income:
    a. Social Security and Veterans Benefits
    b. Welfare assistance
    c. Gross employment income including wages, salaries, overtime, tips, commissions, and bonuses
    d. Net income from a business
    e. Payments in lieu of earnings, such as unemployment, disability compensation, worker's compensation, and severance
    f. Alimony and child support payments
3. Excluded Income:
    a. Temporary, non-recurring or sporadic income/gifts
    b. Earned Income Tax Credits (EITC)
    c. Payments for the care of foster children or foster adults
    d. Lump sum additions to assets such as inheritance, insurance payments, capital gains, lottery, and settlement for personal or property loss
    e. Amounts received that are specifically for, or in reimbursement of, the cost of medical expenses for any family member
    f. Income of live-in-aide as defined by 24 CFR 5.403

g. The full amount of student financial assistance paid directly to the student or to the educational institution
h. Earnings more than $480 for each full-time student aged 18 or older (excluding head of household and spouse)
i. Resident service stipend

4. For more information on income inclusion and exclusion, see 24 CFR 5.609(c)

STANDARD D.11: PSH projects properly calculate and document household rent.
REQUIREMENTS:

1. CoC Program Rental Assistance
    a) When Rental Assistance is provided as part of PSH, program households are required to pay rent if the household has income.
    b) PSH projects that provide Rental Assistance must charge rent that is the highest of:
        i) 30% of the household's Monthly Adjusted Income, or
        ii) 10% of the household's Monthly Gross Income, or
        iii) The portion of the household's welfare assistance, if any, that is designated for housing costs.
    c) In the cases mentioned above, household contribution should be paid directly to the landlord, and the recipient pays the landlord the difference of the household contribution and contract rent.
2. CoC Program Leasing Assistance
    a) PSH projects with leasing funds do not have to charge an occupancy charge (similar to rent), but if they do, they are not permitted to charge any amount higher than the highest of the three figures mentioned above.
        i) In these instances, the recipient pays the landlord 100% of the rent and collects the occupancy charge from the program participant.
3. Rent calculation should include all applicable deductions (see Standard D.12 below).

STANDARD D.12: PSH projects include all applicable deductions when calculating household rent amounts.
REQUIREMENTS:

1. PSH projects follow section 5-10 of the HUD Occupancy Handbook to determine applicable deductions.
2. Deductions include:
    a) Dependent Deduction
        i) Identify the number of dependents in the household.
        ii) Subtract a Dependent Allowance of $480 per dependent from the annual income.
    b) Childcare Deduction
        i) Identify the anticipated, reasonable childcare costs for children under age 13 (including foster children) that will allow a household member to work or pursue an education.
        ii) Subtract any portion of that amount that will be a reimbursement.

iii) Deduct the anticipated, reasonable, unreimbursed costs from the annual income.

c) Disability Assistance Deduction
   i) Identify the anticipated reasonable costs of either:
      1. Attendant care for a disabled household member provided by a non-household member, or
      2. An “auxiliary apparatus” (e.g., wheelchair, ramps) that enables a disabled household member or another household member to work.
   ii) Subtract any portion of that amount that will be reimbursed.
   iii) Subtract from the annual income anticipated, reasonable, unreimbursed costs that exceed 3% of gross income up to the amount of earned income by the adult household member(s) as a result of the disability assistance.

d) Medical Expense Deduction
   i) Identify the anticipated, reasonable costs of medical expenses incurred if the head of household, their spouse, or the sole household member is:
      1. At least 62 years of age; or
      2. Handicapped or disabled
   ii) Subtract any portion of that amount that will be reimbursed.
   iii) Subtract from the annual income anticipated, reasonable, unreimbursed costs that exceed 3% of gross income.

e) Elderly/Disabled Household Deduction
   i) Determine whether the head of household, their spouse, or co-head (or the sole household member) is:
      1. At least 62 years of age;
      2. Handicapped; or,
      3. Disabled
   ii) If yes, then the household is entitled to a $400 Elderly/Disabled Household Deduction (each family is limited to only one deduction, even if both the head and the spouse are elderly or disabled).
   iii) All PSH households should receive this deduction due to disability being a part of basic eligibility.

f) Utility Allowance
   i) If utilities are not included in the rent but are the responsibility of the resident, a utility allowance for reasonable utility consumption must be subtracted from the rent. CoC recipients are required to use their local Public Housing Authority (PHA) schedule of utility allowances.
   ii) If the cost of utilities is less than the permitted monthly rental amount, the amount of rent must be reduced by the cost of the utilities.
   iii) If the cost of utilities is greater than the permitted monthly rental amount, the household receives a utilities reimbursement.
   iv) Eligible utilities include:

1. Gas/oil
2. Electricity
3. Water
4. Sewage
5. Garbage

3. See HUD CoC Virtual Binder on the CoC Rent Calculation process for more information on deductions.

STANDARD D.13: Under certain circumstances, PSH projects may pay for damages to a household's unit.
REQUIREMENTS:

1. CoC Program PSH projects may use grant funds in an amount not to exceed one month's rent to pay for any damage to housing due to the action of the household.
2. Payment of damages may only happen one-time per household.
3. Payment may only happen at the time a household exits a housing unit.
4. If PSH program is not funded with CoC Program funds, check with funder to ensure the same rules apply.

STANDARD D.14: PSH projects may use CoC Program grant funds to pay security deposits.
REQUIREMENTS:

1. CoC Program grant funds, both rental assistance and leasing, may be used for payment of security deposits in an amount not to exceed two months' rent.
2. An advance payment of the last month's rent may be provided to the landlord, in addition to the security deposit and payment of first month's rent.

STANDARD D.15: PSH projects may hold a unit for a household that is temporarily absent.
REQUIREMENTS:

1. If a household is absent from the unit for less than 90 days (short-term), the PSH project can hold the unit for the household.
2. CoC Program Rental Assistance
    a) If the household vacates the unit before the expiration of the lease and is gone for longer than 90 days, the assistance for the unit may continue for a maximum of 30 days from the end of the month in which the unit was vacated, unless occupied by another eligible household.
    b) No additional assistance will be paid until the unit is occupied by another eligible person.
3. CoC Program Leasing
    a) PSH project may continue to pay rent until a new household moves in, as long as the lease is still in place.

STANDARD D.16: PSH projects may keep household enrolled in program if absent for longer than 90 days.
REQUIREMENTS:

1. CoC Program Rental Assistance
    a) If a household is absent from their unit for longer than 90 days due to entering institutional stay, PSH project may use non-CoC funds to support rental assistance payments to hold the unit for the participant, or
    b) The PSH project could stop renting the unit to the household, but keep household enrolled in the program.
        i) The PSH project can then locate a new unit and begin making CoC-funded rental assistance payments upon release from institution.
2. CoC Program Leasing Assistance
    a) There is no requirement around length of time grant funds can be used to pay for an empty unit.
    b) However, HUD advises not holding a unit for over 90 days.
    c) After 90 days, the unit should be filled with another eligible household
    d) Households institutionalized for over 90 days, can continue to be enrolled in PSH project and may be assisted once they exit the institution.

STANDARD D.17: PSH projects allow for the transfer of households from one PSH project to another
REQUIREMENTS:

1. HUD allows households to move from one CoC Program funded PSH project to another, although this should happen rarely.
2. If a household would like to transfer to a different PSH project, they do not have to go through Coordinated Entry again since they were already prioritized for the unit they are currently in.
3. In general, the process to move a household from one PSH project to another involves:
    a) Current PSH project (PSH #1) contacts the PSH project the household needs to move to (PSH #2) to determine if/when an opening will be available and confirm the household can move into PSH #2.
    b) Once household has moved from PSH #1 to PSH #2, PSH #1 needs to record the program exit in HMIS and PSH #2 needs to record the program entry
        i) PSH #2 will likely need to account for this project entry in their Annual Performance Report (if CoC funded), since HMIS data will show that the client entered from a housed situation. PSH #2 will need to provide notes indicating the household entered from another PSH project.
            1. Be advised that entry into PSH from another PSH may negatively impact CoC Competition Project Evaluation score due to residence prior being a housed location.

STANDARD D.18: PSH projects may continue to serve surviving household members if the head of household is incarcerated, institutionalized, or has died.
REQUIREMENTS:

1. Surviving members of a household living in a unit at the time of the client's death, long-term incarceration, or long-term institutionalization have a right to receive rental assistance until the expiration of the current lease.
2. PSH staff should work with the surviving members of the household to explore the possibility of moving on from PSH before the lease expires.
3. If that is not possible, PSH staff inform and prepare surviving members of the household for independent living.

STANDARD D.19: PSH projects explore moving-on strategies with households who may be able to live independently.
REQUIREMENTS:

1. In instances where a household no longer needs intensive support services, PSH staff work with the household to support them in moving to independent permanent housing (subsidized or unsubsidized).
2. Moving on is always voluntary and if household is not interested, they cannot be forced to move off the PSH program.
3. PSH households may be ready to move on if they:
    a. No longer need intensive support services and/or can be connected to community-based agencies who are able to provide services.
    b. Goals created in initial and on-going Housing Plans have been met.
    c. Household has sufficient income and is paying full rent.
    d. The primary service need is rental assistance.

b. PSH projects will work to ensure interested households are connected to appropriate mainstream resources to meet any on-going needs.

E. Termination of Assistance

STANDARD E.1: PSH projects have a Standard Operating Procedure detailing the termination process and follow that formal written process when involuntarily terminating PSH assistance for a household.
REQUIREMENTS:

1. PSH projects' termination policy/process must consist of the following, at minimum:
    a) Provide PSH households with a written copy of the program rules and the termination process before providing assistance.
    b) When seeking to proceed with termination of assistance, provide written notice to the household containing a clear statement of reasons for termination.
    c) Provide households the opportunity to present written or oral objections to the recommended termination before a person other than the staff person (or a subordinate of that person) who initially made or approved the termination decision.
        i) Examples of staff positions that could be designated to review appeals of termination decisions include:
            1. Human Resources staff
            2. In organizations with multiple program areas, staff from a program other than the PSH program.

3. PSH Project Director or Manager

ii) Within 72 hours of review of household objections to termination, provide written notice of the final decision to the household, including providing information on any appeals process and/or relevant next steps.

STANDARD E.2: PSH projects make multiple attempts to contact/locate households who have become non-responsive prior to pursing program exit and termination.
REQUIREMENTS:

1. PSH staff make every reasonable attempt to locate households, including the following, at minimum:
    a) Make at least three attempts to contact the household by phone, mail, email, and/or home visit.
    b) Where there is a release, contact other organizations working with the household to see if they have information about the household's whereabouts (only if appropriate and necessary).
    c) Where there is a lease, contact the landlord to see if they have information about household whereabouts.
        i) Contacting landlords should be done with care, and only as a last resort when other attempts to contact the household have been unsuccessful.
    d) All efforts to locate a household are documented in the household's file.
    e) If there is no contact after 30 days of multiple attempts to reach the household, PSH staff exit the household from the program.
        i) Written communication of program termination is sent to household explaining the reasoning for and date of termination.
        ii) Written communication of program termination and termination of financial assistance is sent to the landlord at least 30 days prior to the end of PSH assistance.
    f) If the household contacts the PSH project after the termination date and is still experiencing, or at risk of experiencing homelessness, PSH staff connect them with local homeless resources so they can be re-assessed and screened for program eligibility and prioritization.
    g) Future PSH assistance cannot be denied solely for a household's past non-responsiveness.

STANDARD E.3: PSH projects only pursue program termination for households as a last resort.
REQUIREMENTS:

1. PSH projects serve the hardest to house populations and, because of this, must exercise judgement and examine all circumstances in determining when violations are serious enough to warrant termination.
2. Prior to pursuing program termination, PSH projects make multiple attempts to engage with household (see Standard E.4 below) and document all attempts in the client file.
    a. Engagement includes informing the household of the issue, the severity of

the situation, and any consequences that may occur.

3. Termination must only occur in the most severe instances.
4. Households are not terminated for not engaging in monthly case management attempts.
5. Reasons for possible termination include:
    a) Failing to provide information required for annual re-certification after multiple documented attempts to gather information from household.
    b) Lease violations.
        i) Failing to let the landlord enter unit for maintenance with advance notice and at reasonable times.
        ii) Adding additional people to the household without notifying landlord and housing provider.
        iii) Subletting or subleasing the unit.
        iv) Engagement in violent, illegal, or criminal activity on the premises.
    c) In the event of a household termination from the PSH program, the household remains eligible for future PSH services.

STANDARD E.4: If PSH project termination is appropriate and necessary, PSH project provides resources and follow-up to household as needed and desired.
REQUIREMENTS:

1. PSH projects ensure all households being exited and terminated from the PSH project understand what the process entails.
2. PSH projects offer available homelessness and housing resources that may help stabilize household after exit.